



**TECHNICAL UNIVERSITY OF MOMBASA**

School of Humanities and Social Sciences

Social Sciences

**UNIVERSITY EXAMINATION FOR:**

DIPLOMA IN SOCIAL WORK AND COMMUNITY DEVELOPMENT

BHR2230: EMPLOYABILITY SKILLS

**SERIES:** APRIL 2025

**TIME:** 2 HOURS

**DATE:** APRIL 2025

**Instructions to Candidates** Date APRIL

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **five** questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

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**Question ONE**

- I. Explain in detail the steps in formulating personal Mission Statement. **(10 Marks)**
- II. Highlight the benefits of leisure ( **10 Marks**)
- III. Explain the emerging trends that are affecting organizations in Kenya **(10 Marks)**

**Question TWO**

- I. Highlight FIVE forms of Emotions experienced at the workplace (10 Marks)
- ii. You have been appointed as a team leader and you have noticed that most of your members have self-esteem issues. Describe the method you will use to ensure that members' esteem improves to enhance performance and morale at work **(10 Marks)**

### **Question THREE**

- i. Explain the **FIVE** time wasting activities that need to be discouraged in order to improve productivity and achieve organizational goals
- ii. A good negotiation can leave both parties fulfilled. Discuss **FIVE** stages of negotiations as per the communication Policy

### **Question FOUR**

- I. Explain the Conflict resolution mechanism adopted by an organization to ensure effective and ideal working environment **(10 Marks)**
- ii. Outline factors that cause conflict in an Employment Setting **(10 Marks)**

### **Question FIVE**

1) You have been asked by your company's Manager to represent him in a stakeholders meeting. Explain **FIVE** relevant public speaking tips one should consider in order to deliver the speech effectively. **(10 Marks)**

11) Mata is a secretary at one of the maize firms in Kenya. She has been expressing anger towards her colleagues. As a consultant, discuss **FIVE** methods of managing anger at work place. **(10 Marks)**