

TECHNICAL



UNIVERSITY OF

MOMBASA

School of Business

Department of business administration

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN BUSINESS MANAGEMENT, HUMAN RESOURCE MANAGEMENT/SALES
AND MARKETING, LOGISTICS AND TRANSPORT, SECRETARIAL STUDIES & OFFICE
MANAGEMENT, FRONT OFFICE OPERATION & CUSTOMER CARE

BHR 2215: EMPLOYABILITY SKILLS

SERIES: March 2025

TIME: 2 HOURS

DATE: Pick Date Mar 2025

Instructions to Candidates

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.

Question ONE (Compulsory) – 30 Marks

Question One

a) Define the following terms as used in the concept of employability skills. (10 marks)

- i. Audience needs.
- ii. Communication network
- iii. Communication structure
- iv. Internal customers
- v. Employability skills

b) Explain **five** Ways of managing work related emotions.

(10 marks)

c) Discuss **five** characteristics of assertiveness to an employee. (10 marks)

Question Two

a) Explain **five** importance of resource mobilization. (10 marks)

b) Discuss **five** guidelines for delegating tasks to team members (10 marks)

Question Three

a) Explain **five** ways of integrating personal goals with those of the organization. (10 marks)

b) Discuss **five** importance of work plan to the supervisor. (10 marks)

Question Four

a) Highlight **five** principles of ethics that govern employment relationship. (10 marks)

b) Explain **five** methods employed by employers in recognizing triggers of episodes of conflicts. (10 marks)

Question FIVE

a) Explain **five** benefits of resource planning to the management. (10 marks)

b) Discuss **five** ways to be employed in monitoring at work. (10 marks)