

TECHNICAL



MOMBASA

UNIVERSITY OF

School of Business

Department of business administration

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN BUSINESS MANAGEMENT. HUMAN RESOURCE MANAGEMENT/SALES
AND MARKETING, LOGISTICS AND TRANSPORT, SECRETARIAT STUDIES &
OFFICE MANAGEMENT

BHR 2215 EMPLOYABILITY SKILLS

SERIES: APRIL, 2025

TIME: 2 HOURS

DATE: APRIL, Pick Date 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. Communication structure:
- ii. Internal customers
- iii. Personal Objectives
- iv. Audience needs
- v. Self-esteem:

b). Explain five ways of integrating personal goals with those of the organization.

(10 marks)

c) Discuss five ways which make leisure time to be of importance to both the employee and the employer. (10 marks)

Question Two

a) Explain five effects of) Effects of unmanaged anger to the team. (10 marks)

b) Discuss five Importance of work plan to an employee. (10 marks)

Question Three

a) Explain five aspects of effective negotiation skills. (10 marks)

a) Explain five ways an employee can employ to manage stress at work. (10 marks)

Question Four

a) Explain five benefits accrued by an organization and individual through effective resource planning. (10 marks)

b) Discuss five Common ethical dilemmas which are common in a workplace. 10 marks)

Question FIVE

a) Listening is key in ensuring effective performance and achievement of goals. Explain five level of listening. (10 marks)

b) Discuss five benefits of emotions management at the workplace . (10 marks)