

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: July 2025

TIME: 2 HOURS

DATE: July 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. Self-image
- ii. Assertiveness:
- iii. Self-management
- iv. Communication network:
- v. Audience needs

b). Explain five benefits accrued by an organization through monitoring at work.

(10 marks)

c) Explain five principles of ethics that each employee should be conformed with.

(10 Marks)

Question Two

- a) Explain **five** benefits of time management. (10 Marks)
- b) Conflicts are inevitable in any work environment. Discuss **five** ways of recognizing triggers of episodes of conflicts. (10 Marks)

Question Three

- a) Resource allocation is key in ensuring effective work performance. Explain **five** importance of resource mobilization. (10 Marks)
- b) There are various things that can make one feel insecure at place. Discuss **five** of them. (10 Marks)

Question Four

- a) Explain **five** ways of Managing insecurity at place of work. (10 Marks)
- b) Different employees have different emotions which call for keenness while dealing with each other. Explain **five** ways one can use to manage emotions. (10 Marks)

Question FIVE

- a) Explain **five** elements to manage work prioritization and commitments. (10 Marks)
- b) Discuss **five** guidelines for delegating tasks to team members. (10 Marks)