



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

**FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN
HUMAN RESOURCE MANAGEMENT I (TVET)**

HRM/OS/HRM/BC/05/6: EMPLOYABILITY SKILLS

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer Question one and any other two questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

1. Taking care of customer needs is crucial for organizational growth. State five ways of identifying customer needs. (5 marks)
2. Identify five avenues for professional growth of personnel (5 marks)
3. Time management is considered as the key to success in daily activities. List five benefits associated with good time management. (5 marks)
4. Identify five factors that should be considered when identifying task requirements (5 marks)
5. Highlight five core competency skills required by team performance supervisors. (5 marks)
6. Briefly explain five steps involved in work prioritization. (5 marks)
7. A colleague at work has complained to you that he has stress. Give five strategies he can use to manage stress. (5 marks)
8. State five ways that can be adopted by employers when seeking recognition at the workplace. (5 marks)

SECTION TWO: ANSWER ANY THREE QUESTIONS

9. a. Ethics guide human beings morally by defining wrong and right, good and evil. Explain five principles of ethics (10 marks)
b. Corruption is wrong and leads to erosion of culture, wastage of resources, mistrust and poor service delivery. Identify five causes of corruption within public institutions in Kenya. (10 marks)
10. a. Problem solving involves working through the details of a problem to arrive at a solution. Outline five problem solving strategies (10 marks)
b. The key elements to problem analysing is ensuring that the root cause is identified. Discuss five techniques that are used in analysing problems. (10 marks)
11. a. Explain five ways that are used by employers to motivate employees and promote learning in the workplace (10 marks)
b. If not well managed, anger can be a disaster. Highlight five methods that can help employees in managing anger. (10 marks)
12. a. Listening is an important employability skill. Discuss six levels of listening (12 marks)
b. Describe four methods of managing insecurity at the workplace (8 marks)