

**Demonstrate Employability Skills Level 5**  
**3 Hours**  
**March/April 2023**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**  
**WRITTEN ASSESSMENT**

**Time: 3 hours**

**INSTRUCTIONS TO CANDIDATE**

*This paper consists of **THREE** sections: **A**, **B** and **C**.*

*Answer **ALL** questions in sections **A** and **B** and any **TWO** questions in section **C** in the answer booklet provided.*

*Marks for each question are indicated in brackets.*

*Do not write on this question paper.*

*Answer the questions in **English**.*

**This paper consists of SEVEN (7) printed pages.**

**Candidate should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.**

**SECTION A (20 MARKS)**

Answer **all** the questions in this section. Each question carries one mark.

1. Which one of the following is **not** a strategy of time management in an organization?
  - A. Prioritizing the task at hand
  - B. Counselling traumatized workplace colleague
  - C. Meeting your supervisor for work plans
  - D. Doing your college assignment
2. \_\_\_\_\_ is the type of leave an employee apply for when is seeking for medical attention.
  - A. Study leave.
  - B. Maternity leave
  - C. Sick leave
  - D. Paternity leave
3. The following are reasons for conducting HIV/AIDS awareness in an organization **except**?
  - A. Prevent further infection
  - B. Promote good health
  - C. Increase stigmatization
  - D. Promote responsible living
4. \_\_\_\_\_ is the process of transmission of message and understanding of information between two or more people.
  - A. Body language
  - B. Communication
  - C. System
  - D. Learning
5. Which one of the following is a non-verbal method of communication?
  - A. Facial expression
  - B. Public speaking
  - C. Face to face
  - D. Discussion

6. Which one of the following is an example of off-job training?
- A. Coaching
  - B. Classroom discussion
  - C. Mentoring
  - D. Career counselling
7. Management function includes the following **except**?
- A. Planning
  - B. Organizing
  - C. Job boycott
  - D. Leading
8. \_\_\_\_\_ is a symptom of emotional stress.
- A. High blood pressure
  - B. Stomach pain
  - C. Irritability
  - D. Hallucination
9. Which one of the following is ethical way of doing things at work place?
- A. Being concerned for employees only
  - B. Shielding employees not complying with workplace code of conduct
  - C. Facilitating labour turnover
  - D. Being fair to all clients and individuals while delivering services
10. \_\_\_\_\_ defines employees behaviour at work place.
- A. Code of conduct
  - B. Code of principles
  - C. Ethical dilemma
  - D. Word of ethics
11. How can one exercise diversity in the workplace?
- A. Tolerating people from particular racial group
  - B. Treating people from other ethnic groups unfairly
  - C. Treating women only fairly
  - D. Respecting and enjoying cultural and individual differences

12. How can employers motivate employees using extrinsic rewards?
- A. Through recognition
  - B. Through promotion
  - C. Offering commendation letter
  - D. Through praise
13. Which one of the following is a source of organizational conflict?
- A. Differences in evaluation criteria and reward systems
  - B. Fairness in sharing of resources
  - C. Effective communication
  - D. Regular training
14. \_\_\_\_\_ is a factor that enhances self- esteem.
- A. Goal setting
  - B. Humility
  - C. Good health
  - D. Good grooming
15. How do employees' involvement programs motivate employees?
- A. Give employees less control over how they perform their jobs
  - B. Provide employees with greater social capital
  - C. Make employees feel like indispensable members of their organization
  - D. Provide employees with greater job replication
16. \_\_\_\_\_ refers to an individual's belief in his or her capacity to execute behaviours necessary to produce specific performance attainments.
- A. Self-esteem
  - B. Wishful thinking
  - C. Self-efficacy
  - D. Arrogance

17. Which one of the following is a key role of ideas person in a group?
- A. Able to implement plans and make things work
  - B. Able to pull people along and get things done
  - C. Able to think laterally, creative and innovative for the group
  - D. Able to keep to schedules and deadlines
18. \_\_\_\_\_ is studying the future and arranging the means for dealing with it is part of the process.
- A. Organizing
  - B. Controlling
  - C. Commanding
  - D. Planning
19. How do we describe the ability of learning to stay calm when handling a problem?
- A. Emotional control
  - B. Empathy
  - C. Personal values and habits
  - D. Interpersonal skills
20. \_\_\_\_\_ is a method of receiving feedback from employees.
- A. Amalgamation
  - B. Orientation
  - C. Training
  - D. Questionnaire

**SECTION B (40 MARKS)**

*Answer all the questions in this section.*

21. Differentiate between skimming and scanning. (2 marks)
22. Organizations are expected to come up with practical work plan. List **four** benefits of having work plan in an organization. (4 marks)
23. Highlight **four** ways in which an employee may seek for recognition in an organization. (4 marks)
24. Workplace diversity has been a challenging task for current managers. Identify **four** ways of managing workplace diversity. (4 marks)
25. Identify **four** steps that an individual can consider in order to effectively manage their time. (4 marks)
26. A team leader in a group is a very important person for success of the team. Highlight **four** characteristics of a group leader. (4 marks)
27. For an organization to train effectively, they must start by conducting training needs analysis. Outline **four** advantages of training needs analysis. (4 marks)
28. Effective management of employee emotions in an organization has numerous benefits. State **five** benefits of managing emotions. (5 marks)
29. Identify **five** benefits of mentoring programs in an organisation. (5 marks)
30. List **four** skills for effective negotiation in an organization. (4 marks)

**SECTION C (40 MARKS)**

*Answer any two questions in this section.*

31. You have been employed by SnowMe Company Limited as a Strategy and Planning Manager to carry out a negotiation with ABC Company Limited on a water project.
- a) Describe **six** stages of negotiation you will follow. (12 marks)
- b) Explain **four** reasons that may lead to failure in negotiation. (8 marks)
32. Mr Kimani has approached you for advice in generating a mission statement for his new company.
- a) Describe **seven** steps that should be followed while developing mission statement for an organisation. (14 marks)
- b) Explain **three** benefits Mr Kimani is going to enjoy once he has formulated good mission statement. (6 marks)

33. As a Human Resource Manager of XYZ Company you have been tasked to prepare a policy on HIV/AIDS.

- a) Explain **five** benefits of having HIV/AIDS policy in an organization. (10 marks)
- b) Describe **five** impacts of HIV/AIDS in an organization. (10 marks)

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