

DEMONSTRATE EMPLOYABILITY SKILLS LEVEL 3**July/August 2024****TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)****WRITTEN ASSESSMENT****TIME - 2 HOURS****INSTRUCTIONS TO CANDIDATE**

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

This paper consists of FOUR (4) printed pages**Candidates should check the question paper to ascertain that all pages are printed as
indicated and that no questions are missing**

SECTION A (20 Marks)**(Answer all questions in this section)**

1. Drug and substance abuse is not a threat to improved productivity and employee motivation. (True/False) (1mark)
2. Communication at workplace involves passing of ideas and information. (True /False) (1mark)
3. Ethical issues are common in organizations (True/False) (1 Mark)
4. Monitoring is an important activity in an organization (True /False) (1 Mark)
5. Interpersonal skills is a key element that every employee should possess in an organization (True /False) (1 Mark)
6. Employee should focus on their career growth and development (True /False) (1 Mark)
7. Arriving late occasionally has no impact on your colleagues or workplace environment (True or False) (1 Mark)
8. Workplace learning is only effective when conducted in a formal classroom setting. (True/False) (1 Mark)
9. Innovation is only about creating completely new products and services (True /False) (1 Mark)
10. Safety is an ongoing commitment that requires constant vigilance and improvement (True/False) (1 Mark)
11. Training employees within their job setting is termed as_____ (1mark)
 - A. On job training
 - B. Off job training
 - C. Work place training
 - D. Professional Training
12. Which of the following statements correctly define the term mission statement (1mark)
 - A. Having more than one option in mind
 - B. Being at a cross road on the option to take
 - C. Having vested interested in two conflicting parties
 - D. Concise explanation of an organization reason for existence.
13. -----is the reason why an individual should set personal goals? (1mark)
 - A. Provide direction
 - B. A sense of humor

- C. Professional growth
 - D. Compulsory outcomes
14. Which step is involved in setting work priorities? (1mark)
- A. Implementing
 - B. Dialogue
 - C. Priority
 - D. Write down all of your tasks.
15. The process of translating a message into your own understanding as the receiver is referred to as. (1mark)
- A. Decoding.
 - B. Encoding.
 - C. Communication.
 - D. Feedback.
16. What is the primary benefit of self-improvement in the workplace? (1mark)
- A. Increased workload
 - B. Enhanced personal and professional growth
 - C. Avoidance of new responsibilities
 - D. Maintaining the status quo
17. What does accountability in the workplace primarily involve? (1mark)
- A. Shifting blame to others
 - B. Taking responsibility for one's actions and decisions
 - C. Avoiding tasks and duties
 - D. Ignoring feedback from colleagues
18. What is the impact of personal responsibility on team performance? (1mark)
- A. It decreases team cohesion
 - B. It has no significant impact
 - C. It improves overall team performance and reliability
 - D. It leads to increased misunderstandings
19. Which of the following is an example of a self-strength? (1mark)
- A. Procrastination
 - B. Strong communication skills
 - C. Lack of attention to detail
 - D. Poor time management

20. What does personal objectives primarily focus on achieving? (1mark)
- A. Organizational goals
 - B. financial targets
 - C. Personal growth and development
 - D. Team performance metrics

SECTION B (30 Marks)

(Answer all questions in this section)

21. List **Four** methods of managing anger at workplace. (4 Marks)
22. Outline **Five** strategies that can be employed to eliminate or adopt to stress at workplace. (5Marks)
23. Outline **Five** principles that help a person to be more assertive. (5 Marks)
24. List **Four** ways through which HIV/AIDS may be transmitted. (4Marks)
25. Give **Two** ways an employer can use to boost employee's morale. (2 Marks)
26. Give **Two** importance of leisure time at workplace (2 marks)
27. Outline **Two** forms of communication at the workplace (2 Marks)
28. Drug abuse is at rise in our today's society Give **Four** commonly abused drugs (4 Marks)
29. State any **TWO** effects of unresolved conflicts at workplace. (2 Marks)