

Level 6

Apply Workplace Ethics

July/August 2025



AMREF INTERNATIONAL TRAINING CENTER

WRITTEN ASSESSMENT

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. You have **THREE** hours to answer all the questions.
2. Marks for each question are indicated in the brackets.
3. The paper consists of **TWO** sections: A and B.
4. Do not write on the question paper.
5. A separate answer booklet will be provided.

*This paper consists of **THREE (3)** printed pages*

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

SECTION A (40 MARKS)

Answer all questions in this section

1. Assertiveness is a core communication skill aspect. Identify FOUR benefits of being assertive. (4 Marks)
2. Work performance does not depend on an individual but a team. Give FOUR advantages of teamwork in an organization. (4 Marks)
3. Drugs and substance abuse is one of the factors which affects employee productivity at place of work. State FOUR ways you will support employees addicted to drugs and substance. (4 Marks)
4. Critical working habits are essential requirements for one to be a successful employee. Highlight FOUR critical habits that are required at the workplace. (4 Marks)
5. When anger is expressed in an unhealthy way, it ends up distracting everyone at the place of work. Mention FOUR causes of anger at the workplace. (4 Marks)
6. Employees face various emotions at the workplace. Highlight FOUR common emotions that people express at work. (4 Marks)
7. Leaders play a crucial role in teamwork. State FOUR roles that can be played by a Team Supervisor. (4 Marks)
8. A colleague at work has complained to you that she has stress. State FOUR sources of stress at the workplace. (4 Marks)
9. Management is expected to give feedback to its employees. Identify FOUR ways of collecting and analyzing feedback. (4 Marks)
10. It is an important virtue for employees to manage their emotions at workplace. Give FOUR reasons why managing emotions at workplace is important. (4 Marks)

SECTION B: (60 MARKS)

Answer any THREE questions in this section.

11. The Youth Empowerment Centre (YEC) in Nakuru County launched a three-month entrepreneurship training project for unemployed youth. A team of six staff members was appointed to manage the program, including trainers, logistics personnel, and a project

coordinator. After the first month, the project began facing internal issues due to emerging conflicts among members which made the project progress slowly.

a) Analyze FIVE possible problems that could have been experienced by the team members. (10 Marks)

b) Propose FIVE strategies for solving the problems mentioned above among the colleagues. (10 Marks)

12. Work ethics are essential principles and values that guide behavior and actions in the workplace. You were recently employed as manager of company ABC Limited in your County and you realized that the company does not have a code of conduct.

a) Advise the Human Resource Manager on the FIVE benefits of having a code of conduct. (10 Marks)

b) Discuss FIVE ways to improve teamwork at the place of work. (10 Marks)

13. Recognizing employees at the workplace motivates them to become more efficient and focused. You have noticed that your workmate is complaining about not being recognized at the workplace.

a) Advise the workmate on FIVE ethical ways of seeking recognition. (10 Marks)

b) Discuss FIVE ways an employee can use to enhance job security at the workplace. (10 Marks)

14. Maji Mazuri Management has taken its employees for further training and career development.

a) Analyze FIVE benefits of training and career development to the employees. (10 Marks)

b) Discuss FIVE contexts in which learning opportunities arise in the workplace. (10 Marks)