

Qualification Code : 031306T4PSY
Qualification : Community Health Level 5
Unit Code : HE/CU/CH/BC/03/5/MA
Unit of Competency : APPLY WORK ETHICS AND PRACTICES



**AMREF INTERNATIONAL TRAINING CENTER
CANDIDATE WRITTEN ASSESSMENT**

Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper

SECTION A – (40 Marks)

Answer ALL the questions in this section

1. Effective performance in the workplace requires employees to manage themselves responsibly and efficiently. State THREE self-management skills important for employees (3Marks)
2. Workplace health policies are guidelines and procedures established by organizations to promote the health, safety, and well-being of employees Identify FOUR work place policies related to health. (4 Marks)
3. Career advancement refers to the progress an individual makes in their professional life. List FOUR indicators of career advancement (4Marks)
4. Define: a) Integrity b) self-awareness (4 Marks)
5. Positive self-esteem enables individuals to value themselves, remain confident, and handle challenges effectively. List FOUR ways to maintain positive self-esteem (4 Marks)
6. Effective time management enables employees to complete tasks efficiently, meet deadlines, reduce stress, and improve productivity in the workplace. Highlight FOUR ways of managing time effectively at the work place(4Marks)
7. Professional certifications are credentials awarded to individuals who have demonstrated competence in a specific field. State TWO reasons why certification is important for professional development (2 Marks)
8. Managing work priorities effectively involves identifying and focusing on the most important tasks first. Outline FOUR benefits of managing work priorities effectively (4Marks)
9. A colleague at work has complained to you that she has stress. State FOUR sources of stress at the work place. (4 Marks)
10. An organizational code of conduct provides guidelines on the expected behavior, values, and standards that employees should uphold while carrying out their duties. Mention FOUR examples of organizational codes of conduct (4 marks)
11. Differences in opinions, interests, goals, or values can sometimes lead to conflict in the workplace. State THREE methods of conflict resolution (3 Marks)

SECTION B – 60 Marks

(This section has FOUR questions. Answer any THREE)

11. ABC Manufacturing Company recently introduced a team-based approach to improve productivity and product quality. The Production Team, consisting of 10 employees, was assigned the responsibility of meeting monthly production targets while maintaining quality standards. After six months, management noticed that although production targets were being met, there were increasing customer complaints about product defects. Additionally, some team members felt that a few colleagues were not contributing equally to the team's success. The Human Resource Manager has been tasked with assessing the team's overall performance and identifying areas for improvement. To achieve this, the manager plans to use different methods to evaluate the effectiveness, productivity, and teamwork of the Production Team.

- a) Explain FOUR methods that the Human Resource Manager can use to evaluate the performance of the Production Team. (12 Marks)
- b) Discuss FOUR benefits of evaluating team performance in the workplace. (8 Marks)

12. Professionalism is essential for maintaining high standards of performance, ethical conduct, and workplace relationships. Employees who demonstrate professionalism are more likely to earn trust, respect, and opportunities for career advancement.

- a) Evaluate FOUR practices that promote professionalism in the workplace. (12 Marks)
- b) Assess FOUR effects of professionalism on organizational success. (8 Marks)

13. Mary is a customer service officer at XYZ Company. Over the past few months, she has frequently arrived late to work, ignored customer complaints, and used disrespectful language when communicating with both customers and colleagues. On several occasions, she shared confidential customer information with unauthorized individuals. Her behaviour has led to customer dissatisfaction, reduced team morale, and complaints from her supervisor. As the Human Resource Manager, you have been asked to assess the ethical issues arising from Mary's conduct and recommend appropriate corrective measures.

- a) Identify and explain FOUR ethical principles breached by Mary's behaviour.

(12 Marks)

- b) Recommend FOUR corrective actions that the organization should take to address the poor behaviour.

(8 Marks)

14. Effective teamwork requires cooperation, communication, trust, and a shared commitment to organizational goals. When employees work together effectively, they can achieve better results than when working individually.

a) Evaluate FOUR factors that contribute to successful teamwork in the workplace.

(12 Marks)

b) Explain FOUR challenges that may hinder teamwork and how they can affect organizational performance.

(8 Marks)

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