



GARISSA UNIVERSITY

**UNIVERSITY EXAMINATION 2017/2018 ACADEMIC YEAR TWO
SECOND SEMESTER EXAMINATION**

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BHR 208

COURSE TITLE: COUNSELLING AND HUMAN RESOURCE MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 09/04/18

TIME: 09.00-12.00 PM

INSTRUCTION TO CANDIDATES

- **The examination has SIX (6) questions**
- **Question ONE (1) is COMPULSORY**
- **Choose any other THREE (3) questions from the remaining FIVE (5) questions**
- **Use sketch diagrams to illustrate your answer whenever necessary**
- **Do not carry mobile phones or any other written materials in examination room**
- **Do not write on this paper**

This paper consists of TWO (2) printed pages

please turn over



QUESTION ONE (COMPULSORY)

- (a) Explain any five goals of workplace counseling. **[10 marks]**
- (b) Describe SigmudFrend’s personality structures. **[5 marks]**
- (c) Explain the five stages of psychosexual development as advanced by SigmudFrend. **[10 marks]**

QUESTION TWO

- (a) Identify and explain the factors affecting counseling at workplace today. **[12 marks]**
- State any three psychological disorders existing at workplace. **[3 marks]**

QUESTION THREE

- (a) Explain any five counseling skills that can be used by a counselor at workplace. **[10 marks]**
- (b) Describe any five qualities of a good counselor. **[5 marks]**

QUESTION FOUR

- (a) Identify and explain any five counseling techniques. **[10 marks]**
- (b) Describe the challenges that counseling as discipline undergoes. **[5 marks]**

QUESTION FIVE

- (a) Explain the processes of counseling. **[10 marks]**
- (b) State any five pitfalls a counselor should avoid during a counseling session. **[5 marks]**

QUESTION SIX

- a) Define counseling. **[2 marks]**
- b) Explain why counseling is important at work place **[10 marks]**
- c) Give three scenarios that could make an employee to be counseled at work. **[3 marks]**

