



MURANG'A UNIVERSITY COLLEGE
(A CONSTITUENT COLLEGE OF JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY)

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF LIBERAL STUDIES

END OF FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF HUMAN
RESOURCE MANAGEMENT (YEAR FOUR)

MAIN EXAMINATION

UNIT CODE: HEH 2404

UNIT TITLE: COUNSELLING SKILLS

ACADEMIC YEAR: 2014/2015

DATE OF EXAM: DECEMBER 2015

DATE: 10TH DECEMBER 2015

TIME: 2HOURS

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30mks)

- a.) Define the term counseling (2mks)
- b.) Give the reasons why there is need for formal counseling in African countries (8mks)
- c.) Outline the goals of counseling (5mks)
- d.) Highlight the major categories of Life Skills (6mks)
- e.) State the role of the following in a counseling relationship
 - i.) Counselor (4mks)
 - ii.) Counselee (3mks)

QUESTION TWO (20mks)

Describe the counseling process

QUESTION THREE (20mks)

You work in an organization where you and fellow employees experience a lot of abuse. Discuss how you would deal with this abuse

QUESTION FOUR (20 mks)

You are the human resource manager in your organization and an employee with work related problems is referred to you. Discuss five counseling skills which you would use in order to help him

QUESTION FIVE (20mks)

Explain the measures that an organization should take in order to reduce the stress levels among the employees