



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
SECOND YEAR SECOND SEMESTER**

**SCHOOL OF BUSINESS AND ECONOMICS
BACHELOR OF SCIENCE IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: BHR 2205

**COURSE TITLE: COUNSELLING IN HUMAN
RESOURCE MANAGEMENT**

DATE: 25TH APRIL, 2019

TIME: 1430 - 1630HRS

INSTRUCTIONS TO CANDIDATES

Answer Question **ONE** and any other **Three** questions

This paper consists of 2 printed pages. Please turn over.

Question One

- a) Work place counselling is so important to an organization. Give reasons why be embraced by all managers **(10mks)**
- b) Discuss by use of examples the factors that may affect effect counselling **(10mks)**
- c) What are the challenges that managers face during counselling process **(5mks)**

Question Two

- a) Discuss the qualities of a good counsellor **(10 mks)**
- b) Give reasons why communication is important in counselling **(5mks)**

Question Three

- a) What are the counselling techniques that are applicable by counselors in most institutions **(8mks)**
- b) Explain the emerging issues that managers deal with **(7 Mks)**

Question Four

- a) Discuss by use of examples the theories of counselling. **(8mks)**
- b) How can a trait of a counsellor affect counselling **(7mks)**

Question Five

- a) By use of examples discuss the areas of counselling in human resource management **(10 mks)**
- b) Explain the ethics that should be observed by counsellors **(5mks)**

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