



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2023/2024 ACADEMIC YEAR  
FOURTH YEAR FIRST SEMESTER**

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

**COURSE CODE: BHR 4109-1**

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

**DATE:**

**TIME:**

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## **INSTRUCTIONS TO CANDIDATES**

Question **ONE** is compulsory

Answer any other **TWO** questions

## QUESTION ONE

(a) “A consultant provides expertise that a client lacks or support that a client is unable to fulfill. By hiring a consultant, clients have access to deeper levels of expertise than would be financially feasible for them to retain in-house on a long-term basis.” Discuss the above statement in relation to the importance of Human resource consultants to business organizations. **(10 marks)**

(b) Explain the differences between management consultancy and counseling. **(10 marks)**

## QUESTION TWO

(a) Explain the four basic consultancy models. **(8 marks)**

(b) Explain the importance of a good consultancy relationship between the consultant and the client. **(7 marks)**

## QUESTION THREE

(a) Explain the **five** phases of consultancy in the consultancy process. **(15 marks)**

## QUESTION FOUR

(a) Explain **five** qualities of a good consultant. **(10 marks)**

(b) Explain the differences between an internal and external consultant highlighting why each one of them can be preferable to a business organization. **(5 marks)**