



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER

SCHOOL OF BUSINESS AND ECONOMICS

**BACHELOR OF SCIENCE IN HUMAN RESOURCE
MANAGEMENT**

COURSE CODE: BHR 2205

COURSE TITLE: COUNSELING IN HR

DATE: 3RD MAY 2018

TIME: 0830 - 1030 HRS

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other THREE questions

QUESTION ONE (25 Mrks)

Abacus limited

Abacus Limited is an expert firm in providing clients with sales services using credit cards. Until two years ago, the company was doing good business with huge volume of customers .employees were being paid competitive basic pay and a bonus upon the activation of a card. However, a down turn in the business has reduced sales volumes by nearly 30%.Arising from this, and with declining profits, the company has discontinued the payment of bonus. Consequently, employees are feeling demotivated, suppressed and dissatisfied. This has affected their relationship with management resulting into low level of loyalty and low **performance**.

Required:-

- a) Analyze the management problems being experienced by the company
(8marks)
- b) Explain the roles of communication in addressing some of the problems being experienced at the company
(8marks)
- c) Discuss how counseling of employees would have alleviated the problem of dissatisfaction.
(9 marks)

QUESTION TWO

Psychologist Sigmund Freud believed that psychological problems of the clients stem from the unconscious. Mention and discuss the FIVE methods he advanced for the analysis of the unconscious mind.
(15 Marks)

QUESTION THREE

“Sometimes in our lives we all need someone to lean on...” Discuss this statement in light of the person- centred approach to human resource counseling at the work
(15 Marks)

QUESTION FOUR

- a) Identify barriers to counseling and explain how you would apply appropriate strategies to overcome them
(8 Marks)
- b) Critically examine the role of ethics in counseling clients.
(7 marks)

QUESTION FIVE

As a HR counselor, explain how you would apply the ‘**Johari Window**’ to enabling team members to e ‘fully functioning’.
(15 marks)

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