



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
1630HRS**

TIME: 1430 -

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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