



# **MAASAI MARA UNIVERSITY**

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

**SCHOOL OF BUSINESS AND ECONOMICS  
DIPLOMA IN HUMAN RESOURCE  
MANAGEMENT**

**COURSE CODE: HRD 014**

**COURSE TITLE: CONSULTANCY IN HRD**

**DATE: 21<sup>ST</sup> AUGUST, 2019**

**TIME: 1430 – 1630 HRS**

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**INSTRUCTIONS TO CANDIDATES**

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

*This paper consists of **TWO** printed pages. Please turn over.*

## **QUESTION ONE**

- a. Define the following terms
  - i. A Consultant ( 1 mark)
  - ii. A Client ( 1 mark)
  - iii. Consultancy ( 1 mark)
  - iv. A counseling ( 1 mark)
- b. Consultancy process is usually aimed at implementing the desired change in the client organization. Discuss the necessary steps involved in the consultancy process ( 6 marks)
- c. State and explain the factors to consider in establishing a consultancy office ( 5 marks)
- d. A consultant is a person with expertise skills and knowledge, Explain five roles of a consultant ( 5 marks)
- e. Discuss types of consultant relationship ( 5 marks)

## **QUESTION TWO**

- a. The consultant aimed is to provide a solution to a client, Explain the methods which can be used by a consultant to influence the client system ( 10 marks)
- b. State and explain main types of consultancy firms ( 5 marks)

## **QUESTION THREE**

- a. A number of companies, private and public big and small are always seeking consultancy services. Discuss the reason behind the demand for consultancy services by organizations. ( 10 marks)
- b. How do we ensure a successful client, consultant relationship ( 5 marks)

## **QUESTION FOUR**

- a. By giving advantages and disadvantages, discuss the difference between internal and external consultant. ( 10 marks)
- b. How do we ensure a successful client, consultant relationship ( 5 marks)

## **QUESTION FIVE**

- a. What are the factors to consider when selecting an external consultant? ( 5 marks)
- b. What are the challenges that are likely to be faced by an external consultant? ( 5 marks)
- c. What are the ethics that a consultant must observe to ensure fairness in discharging their duties ( 5 marks)

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