



The Co-operative University College of Kenya
(A Constituent College of Jomo Kenyatta University of Agriculture & Technology)

END OF SEMESTER EXAMINATION APRIL-2016

EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMERCE
(YR IV SEM II)

UNIT CODE: HBH 2404

UNIT TITLE: WORKPLACE COUNSELLING

DATE: 20TH APRIL, 2016

TIME: 9:00 AM – 11:00 AM

INSTRUCTIONS:

- Answer question **ONE (compulsory)** and any other **TWO** questions

QUESTION ONE

- (a) Using the knowledge gathered from your counseling unit class, explain the purpose of counseling (5 marks)
- (b) Analyze the range of issues which trigger the need for counseling in an organization (5 marks)
- (c) Explain the benefits of counselling to an organization. (10 marks)
- (d) Illustrate the qualities of an effective counselor (5 marks)
- (e) Discuss any **TWO** theories or alcohol dependence (5 marks)

QUESTION TWO

- (a) Discuss the techniques used in classical conditioning to modify employees behaviour (10 marks)
- (b) Explain the consequence of employees with problems to the organization (5 marks)
- (c) Differentiate between guidance and counseling (5 marks)

QUESTION THREE

- (a) Discuss any **FIVE** strategies adopted by organizations to measure work related stress (10 marks)
- (b) Explain the sources of conflict in an organization (10 marks)

QUESTION FOUR

- (a) Discuss the techniques used to enhance employee motivation (10 marks)
- (b) As a human resource manager in CUCK, give an account on the step undertaken in breaking news about a chronic illness (AIDS) to any employee (10marks)

QUESTION FIVE

- (a) Explain the characteristics a person centered therapy (10 marks)
- (b) Discuss the challenges encountered in group counseling (10 marks)