



TECHNICAL UNIVERSITY OF MOMBASA
School of Business

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATIONS FOR
MASTERS OF SCIENCE IN HUMAN RESOURCE MANAGEMENT

BHR 5105: COUNSELLING AT THE WORKPLACE

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: JUNE/JULY 2015

TIME: 3 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** and any other **THREE** questions
- Do not write on the question paper

This paper consists of Two printed pages

QUESTION 1

Ndemo is a departmental supervisor. He is employed at a fast moving consumer goods firm. He is a hardworking staff member who relishes his security of tenure especially given that he barely eke's out a living on his emolument. Ndemo has his son Erick and daughter Welma working for the same firm but however at a lesser level in different departments.

- a) Ndemo has been approached by his bosses to compromise processes for purposes of swindling money. Failure to cooperate means his daughter and son losing their jobs. He cannot afford to see this happen. Counsel Ndemo as to his next recourse. **(15 marks)**

- b) Draft a proposal addressed to the counselor enunciating the scenario and aid.

QUESTION 2

- a) Differentiate between the terms psychology, sociology, psychiatry, psychotherapy and physiology while explicating their challenges to modern day workplace in developing nations. **(15 marks)**
- b) How is depression an asset to a counsel in the oomph of his profession? **(10 marks)**

QUESTION 3

- a) With the aid of a diagram explicate the counseling process and show case how it is irrelevant to workforce environment. **(15 marks)**
- b) “Stress is a boon and a curse”. Explicate in the context of jua kali sector and work environment and why counselling is mandated. **(10 marks)**

QUESTION 4

- a) Critique counselling technique in the enterprise resourcing epoch and stipulate with viable instances mitigating factors. **(15 marks)**
- b) Cognitive Behavioural Theory is a question of consistency and inconsistency as well as coherency and incoherency. Discuss in line with country employment. **(10 marks)**

QUESTION 5

- a) There are certain rituals a counselor must perform. Explain this while providing assumptions of modern day living. **(15 marks)**
- b) Edna is a counselor at Mumunyinimu enterprises. But she has refused to counsel citing professional ethics. Discuss. **(10 marks)**