



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***  
DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR  
MASTER OF SCIENCE IN HUMAN RESOURCE MANAGEMENT

**BHR 5105: COUNSELING AT THE WORKPLACE**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 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**

Sostheness is a employee in one of the departments of Usifikirie-Fikiria Ltd this opposite number Chepkullei often visits him to discuss company matters. Anthony however does not approve. He is three levels under Coiralla. Sotheness feels offended and brings the matter to Coiralla who picks it up by delegating to Nancy. Nancy prefers Sostheness department working with Nzindu's department. Nzidu is aware that Njeri needs to report to Sontheness through Anthony. Peter is not amused that Anthony has by passed him and has not sought his advice.

- a) Show with the aid of a diagram the organogram. Explain individually how you would counsel each separately on those concerned. **(15 marks)**
- b) As a counselor, enunciate your challenges with supporting affirmations. **(10 marks)**

## QUESTION 2

- a) Explicate how obesity or the lack of it influences a firm's productivity and state why global firms are skewed on counseling these in light of cut-throat competition. **(15 marks)**
- b) 'Privacy is not imperative as secrecy and vice versa'. Enunciate in the context of counselling at the workplace. **(10 marks)**

## QUESTION 3

- a) With the aid of a diagram explain the roles of parties privy to a counselling session and their necessity. **(15 marks)**
- b) How is unilateral and multilateral approaches imperative in the process of counseling. Explicate with the aid of a diagram. **(10 marks)**

## QUESTION 4

- a) "Counselors cannot be bossed around" elucidate while supporting your assertions. **(15 marks)**
- b) There are a multitude types of counseling. How is it that they are irrelevant given the techno-savvy era. **(10 marks)**

## QUESTION 5

- a) In the context of a public firm, contrast postrenton counselling. How does it compare with preconception counselling in a private firm. **(15 marks)**
- b) Differentiate psychotherapy from psychiatric counseling. **(10 marks)**