



# **MACHAKOS UNIVERSITY**

**University Examinations for 2018/2019 Academic Year**

**SCHOOL OF HEALTH SCIENCES**

**DEPARTMENT OF PUBLIC AND COMMUNITY HEALTH**

**SECOND SEMESTER END OF YEAR EXAMINATION FOR**

**DIPLOMA IN HEALTH RECORDS**

**DHR 014: PSYCHOLOGY AND COUNSELLING**

**DATE: 8/5/2019**

**TIME: 8:30 – 10:30 AM**

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## **INSTRUCTIONS:**

- This paper consists of two sections A and B
- Section A is Compulsory and has two parts (i) and (ii)
- Do not write on the question paper

## **SECTION A: QUESTION ONE: COMPULSORY (30 MARKS)**

### **PART I : MULTIPLE CHOICE QUESTIONS (MCQs) 10MARKS**

1. Abraham Maslow's hierarchy of needs includes;
  - a) Physiological and self-actualization
  - b) Self-actualization and psychological
  - c) Psychological and love & belonging
  - d) Love and belonging and accomplishment
  
2. Which theory of motivation best describes why Andrew would slap Brian due to Brian's invasion of his personal space?
  - a) Drive Reduction
  - b) Maslow's Hierarchy of needs
  - c) Incentive
  - d) Instinct

3. The \_\_\_\_\_ need will prompt you to pick your phone and call your friends.
  - a) Physiological
  - b) Self-actualization
  - c) Psychological
  - d) Love and belonging
  
4. According to drive theory of motivation, if you drink water when you are thirsty, drinking results in:
  - a) Need reduction and restores physiological equilibrium
  - b) Drive reduction and restores physiological equilibrium
  - c) Need production and serves as an incentive
  - d) Drive production and serves as an incentive
  
5. Coping with stress entails;
  - a) Managing the stressor
  - b) Blaming others
  - c) Wallowing in self-pity
  - d) De-association
  
6. A theory is:
  - a) A phenomenon trying to explain a statement
  - b) A bunch of statements
  - c) Statements that are trying to explain a phenomenon
  - d) All of the above
  
7. Which of the following theories is also known as the thalamic theory?
  - a) Drive reduction
  - b) James and Lange
  - c) Cognitive appraisal
  - d) None of the above

8. Jane was making a presentation in class, all of a sudden she starts sweating, feeling hot, her stomach starts tightening and she realizes all this is happen because she is afraid of crowds. Which component of emotion is she experiencing?
- a) Cognitive
  - b) Behavioral
  - c) Physiological
  - d) Psychological
9. An internal state of tension that motivates an organism to engage in activities that should reduce this tension defines a:
- a) Motive
  - b) Incentive
  - c) Emotion
  - d) Drive
10. Personal stress includes:
- a) weather conditions, opponents playing well, vociferous audience
  - b) competitive stress, physical errors, mental errors
  - c) poor refereeing decisions, hot weather, challenging opponents
  - d) cold weather, biased judges, vocal home support

**PART II: SHORT STRUCTURED QUESTIONS 20MARKS**

- a) State three causes of conflict that can be encountered in any healthcare settings. (3 marks)
- b) Outline three causes of frustration among clients and staff in any health care system. (3 marks)
- c) Explain three disciplines of psychology (3 marks)
- d) Explain the importance of Psychology and Counseling to a Health Records Student.(4 marks)
- e) State three components of any given personality (4 marks)
- f) Explain the three parts that an animal consists of as described by Sigmund Freud (3 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS. EACH QUESTION IS 20 MARKS**

**QUESTION TWO (20 MARKS)**

- a) Using Maslow's theory discuss how he explains motivation in relation to human achievement (10 marks)
- b) Discuss four key factors to be considered throughout the counseling process. (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Discuss conflict resolution behaviours that you must employ in your department as a health records and information professional for the smooth running of the department (10 marks)
- b) Compare and contrast the characteristics in introverts and extroverts (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Socialization is a determining factor to what an individual turns out to be. Discuss three benefits of socialization (10 marks)
- b) Describe factors in the process of socialization (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain causes of anxiety among workers in health care system (10 marks)
- b) Discuss general ways that can be used by health workers to overcome frustration (10 marks)