



MACHAKOS UNIVERSITY

University Examinations for 2016/2017 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT
SCIENCES

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF
COMMERCE (HRM OPTION)

BBA 408: EMPLOYEE COUNSELLING AND CRISIS MANAGEMENT

DATE: 30/5/2017

TIME: 11:00 – 1:00 PM

INSTRUCTIONS:

Answer Question One and Any Other Two Questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- a) Define the word counseling and differentiate between a professional counselor and a person who uses counseling skills as part of their role. (4 marks)
- b) Identify the three most commonly practices approaches to employee counseling. (6 marks)
- c) Discuss three types of employee counseling (6 marks)
- d) Explain five counseling principles (10 marks)
- e) Highlight four counseling assumptions. (4 marks)

QUESTION TWO (20 MARKS)

Explain, stating the proponents, Theories of individual and family psychotherapy. (20 marks)

QUESTION THREE.

- a) What is counseling delivery system? (4 marks)
- b) Discuss four parts of counseling delivery system. (16 marks)

QUESTION FOUR (20 MARKS)

Identify ten guidelines for supervisors in approaching a troubled employee. (20 marks)

QUESTION FIVE (20 MARKS)

a) State five dreaded issues (10 marks)

b) Explain how to cope with the issues stated (10 marks)