



MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

**SCHOOL OF BUSINESS, ECONOMICS AND HOSPITALITY AND TOURISM
MANAGEMENT**

DEPARTMENT OF BUSINESS ADMINISTRATION AND FINANCE

THIRD YEAR SECOND SEMESTER EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 408: EMPLOYEE COUNSELLING AND CRISIS MANAGEMENT

DATE: _____

TIME: _____

INSTRUCTIONS:

Answer question ONE and any other TWO questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- (a) Explain in five points the importance of counselling as far as employees are concerned (5 marks)
- (b) Explain five qualities of a good counsellor that any counsellor should apply to successfully help a client. (10 marks)
- (c) Explain five differences between counselling and psychotherapy. (5 marks)
- (d) Explain in five points the importance of Behavioural theory as far as counselling is concerned (5 marks)
- (e) Explain two differences between Counselling and Guidance (4 marks)

QUESTION TWO (20 MARKS)

- (a) Describe five basic ethical principles in counselling. (10 marks)
- (b) Discuss in five points the effects of alcohol to individuals at the work place. (10 marks)

QUESTION THREE (20 MARKS)

- (a) Explain in five points the importance of HIV/AIDS testing and education at the work place. (10 marks)
- (b) Explain any ten important skills which a counselor should apply in counselling. (10 marks)

QUESTION FOUR (20 MARKS)

- (a) Discuss the Joe Harry's window as far as counselling is concerned (8 marks)
- (b) Discuss six signs/symptoms of alcoholism in an employee. (12 marks)

QUESTION FIVE (20 MARKS)

- (a) As far as counselling is concerned, the defenses one uses depends on the level of development and the degree of anxiety. Explain five primitive defense mechanisms that people use (10 marks)
- (b) Explain five possible sources of stress at work place to an employee. (10 marks)