



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

**THIRD YEAR SECOND SEMESTER EXAMINATION FOR
BACHELOR OF COMMERCE (HUMAN RESOURCE MANAGEMENT OPTION)
BBA 408: EMPLOYEE COUNSELING AND CRISIS MANAGEMENT**

DATE: 3/5/2019

TIME: 2.00-4.00 PM

INSTRUCTIONS: Attempt Question ONE and any other TWO question

QUESTION ONE (COMPULSORY) (30 MARKS)

When she begun to major in marketing as a junior in college, Caro Masta knew that someday she would work in that field. Once she completed her MBA she was more positive than ever that marketing would be her life's work. Because of her excellent academic records, she received several outstanding job offers. She accepted the offer from one of the nation's largest consulting firms, believing that this job would allow her room to gain experience in several areas of marketing and to engage in a variety of exciting work. Her last days in Campus, she told her favorite professor, "this has got to be one of the happiest days of my life, getting such a great career opportunity.

Recently while visiting the college placement office, the professor was surprised to hear that Caro had told the placement director that that she was looking for another job. Since she had been with the consulting firm for less than a year, the professor was so surprised. He called Caro to find out why she wanted to change jobs. She told him, "what I can say is that my first experience with the real world was a reality shock" all days long, I sit and talk on the phone, asking questions and checking off the answers. In graduate school, I was trained to be a manager,

but here I am doing what any high school graduate would do. I talked to my boss and he said that was my work. All employees have to pay their dues- said my boss. I wish I was told the details of my duties while they were recruiting me. A little bit of accurate information would have gone a long way? Caro confesses that she is experiencing a lot of stress.

Required

- a) What counseling problems are found in the above case. (5 marks)
- b) One of the challenges that human resource officers have to deal with in the work place is stress amongst the employees. In view of this statement:
 - i) Highlight six physical, symptoms of stress that counselors should watch out for. (6 marks)
 - ii) Explain any six causes of work related stress (6 marks)
 - iii) Highlight five interventions that a company can put in place to ensure that workers are not subjected to stress (5 marks)
- c) Discuss any four skills of counseling and explain situations when each of the skills would be applicable in counseling therapy (8 marks)

QUESTION TWO (20 MARKS)

- a) Among the critical issues of counseling in the work place are drug and substance abuse and HIV/AIDS. As counselor in an organization:
 - i) Suggest any 8 possible preventions, advocacy and support programmes that the counselor could include in the programme. (8 marks)
 - ii) How would you deal with an employee who has become an alcohol addict? (7 marks)
- b) Explore the role of technology in counselling. (5 marks)

QUESTION THREE (20 MARKS)

- a) Explain any five ethical principles of counseling and psychotherapy. (10 marks)
- b) Counseling is a process. Discuss. (10marks)

QUESTION FOUR (20 MARKS)

- a) Ego- defense mechanisms help individuals cope with anxiety and prevent the ego from being overwhelmed. Using appropriate examples, Explain any five defense mechanisms. (10 marks)
- b) Analyze any five therapeutic techniques of psycho analysis (10 marks)

QUESTION FIVE (20 MARKS)

- a) Giving appropriate examples, briefly explain any five functions of counseling in the workplace (10 marks)
- b) According to Karl Rogers there are three personal characteristics or attributes of therapist that form a central part of the therapeutic relationship. Briefly explain each of them. (10 marks)