



(University of Choice)
**MASINDE MULIROUNIVERSITY OF
 SCIENCE AND TECHNOLOGY
 (MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
 2021/2022 ACADEMIC YEAR**

**FIRST YEAR SEMESTER TWO MAIN EXAMINATIONS
 FOR THE DIPLOMA
 OF
 COMMUNITY HEALTH AND DEVELOPMENT
 MAIN EXAM**

COURSE CODE: CHD 222

COURSE TITLE: COUNSELLING

DATE: 19/4/2022

TIME: 3.00-5.00PM

INSTRUCTIONS TO CANDIDATES

Answer all questions in Section A and any other **TWO QUESTIONS** in section B.

TIME: 2Hours

MMUST observes ZERO tolerance to examination cheating

This paper contains three printed pages, please turn over

SECTION A(40 MARKS)

1. Define the following terms. (4 marks)
 - (i) Counselling?
 - (ii) Work place employee counselling.
2. Define the following terminologies. (4 marks)
 - (i) Pessimists
 - (ii) The Wild Cat
3. Explain the two forms of Empathy. (4 marks)
4. Poor communication, Work overload/underload, lack promotion prospects are some of the issues that cause stress in organization. List at least four effects that may arise from the above stressful issues in a work environment. (4 marks)
5. Highlight eight ethical considerations that a good counselor must observe for counseling Process to be successful. (4marks)
6. What gains would an organization achieve for having a functional counselling unit in place. (4 marks)
7. Highlight eight situations that are the cause of emotional stress. (4 marks)
8. What benefits may accrue to managers, supervisors and staff who undergo counseling Skills training course. (4 marks)
9. What cultures dominate in an organization? (4 marks)
10. What conditions characterize bullying in an organization? (4 marks)

SECTION B – ANSWER TWO QUESTIONS

QUESTION ONE (15 MARKS)

Discuss three theories of Counselling. (15 marks)

QUESTION TWO (15 MARKS)

What counseling approaches can be used to address causes of decline in employee Productivity (15 marks)

QUESTION THREE (15 MARKS)

(a) Write short notes on the following two extremes of organizational culture. (5 marks)

- (i) Survival Culture
- (ii) Thriving Culture
- (iii) State the conditions that characterize Bullying in an organizational set up (10 marks)