



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

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

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

COURSE CODE: CHD 125

COURSE TITLE: COUNSELLING

DATE: 21/4/2022

TIME: 8.00-10.00AM

INSTRUCTIONS TO CANDIDATES

Answer Section A (**COMPULSORY**) and any other **TWO QUESTIONS** from Section B.

TIME: 2Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 3 Printed Pages. Please Turn Over.

SECTION A (40 MARKS)

1. Define the following terminologies (4 marks)
 - (i) Counseling.
 - (ii) Workplace counseling.
2. State Four characteristics of a good counselor. (4 marks)
3. List Eight causes that may lead to an employee's unproductivity in the organization.(4 marks)
4. What remedies should an organization embrace in solving the issues that result in work unproductivity in an organization? (4 marks)
5. Identify and list Four causes of bullying in an organization. (4 marks)
6. Difficult people in an organization can be characterized and categorized into different categories. List the six categories. (3 marks)
7. List Four potential areas for role stress leading to strain in an organization. (4 marks)
8. List any four effects that may arise as a result of role stress. (4 marks)
9. How can counseling role be developed in an organization. (4 marks)
10. List the four culture types that dominate an organization. (4 marks)

SECTION B (Answer any TWO questions)

QUESTION ONE (15 MARKS)

- (a) Discuss the different categories of difficult people found in an organization. (12 marks)
- (b) In which three ways can the difficult people in an organization be managed. (3 marks)

QUESTION TWO (15 MARKS)

- (a) What situations require counselling from a superior to his subordinate in an organization (7 marks)
- (b) What are the basic requisites of employee counselling. (6 marks)

QUESTION THREE (15 MARKS)

- (a) Explain the stages of behavioral counseling. (8 marks)
- (b) In practice, behavioral counselors have identified specific goals for individual counselees. Identify and list the specific goals. (7 marks)