



# MACHAKOS UNIVERSITY

University Examinations for 2021/2022 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FOURTH YEAR SECOND SEMESTER EXAMINATION FOR  
BACHELOR OF COMMERCE

**BBA 408: EMPLOYEE COUNSELLING AND CRISIS MANAGEMENT**

**DATE:**

**TIME:**

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## Instructions

**Answer question ONE and any other TWO questions**

1. (a) Explain in five points when an organization may find it necessary to carry out some counselling sessions to its employees  
(5mks)
- (b) Explain in five points the importance of Psycho-analysis theory by Freud.  
(10mks)
- (c) Explain five differences between counselling and psychotherapy. (5mks)
- (d) Explain in five points the importance of relationship enhancement variables in counselling  
(6mks)
- (e) Explain two psychosexual states in counselling that a victim can be fixated with. (4mks).
2. (a) Discuss in five points the basic ethical principles in counselling.  
(10mks)
- (b) Describe in five points the five stages of personal development. (10mks)
3. (a) Explain in five points the importance of HIV/AIDS testing and education a work Place. (10mks)
- (b) Explain in five points the important skills which should be applied in counselling.  
(10mks)
4. (a) As far as counselling is concerned, discuss the Joe Harry's window. (8mks)
- (b) Discuss in six points the signs/symptoms of alcoholism in an employee.  
(12mks)

5. (a) As far as counselling is concerned, the defenses one uses depends on the level of development and the degree of anxiety. Explain three mature defense mechanisms and three primitive defense mechanisms people use (12mks).
- (b) Explain in four points the possible sources of stress at work place. (10mks)