



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018
FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
COMMERCE

BHM 408: EMPLOYEE COUNSELLING AND STRESS MANAGEMENT

DATE: TUESDAY 28TH NOVEMBER 2017

TIME: 8.00 A.M. 10.00 A.M.

INSTRUCTIONS: Attempt Question One plus an other TWO from below.

1. (a) Discuss the different types of counseling. (10 marks)
(b) Elaborate on the qualities of a good counselor? (10 marks)
(c) Explain the effects of stress in a work-place environment. (10 marks)
2. (a) Discuss the signs and symptoms of alcohol and drug abuse in the workplace? (10 marks)
(b) What are the workplace interventions adopted to curb alcohol and drug abuse in the work-place? Discuss the importance of workplace interventions in the workplace. (10 marks)
3. (a) Explain why managers should be interested in the study of personality in the workplace? (10 marks)
(b) What are signs and symptoms of work-place stress? Discuss the strategies of managing work-place stress at the work place? (10 marks)
4. (a) Discuss the types of crisis that may occur in an organization. (7 marks)
(b) Discuss HIV/AIDS as a business issue. (7 marks)
(c) Define the following concepts: (6 marks)
 - (i) Crisis
 - (ii) Crisis management
 - (iii) Risk management
