



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE

UNIVERSITY ORDINARY EXAMINATION

2023/2024 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN HUMAN RESOURCE MANAGEMENT**

BHE 305 – CONSULTING AND COUNSELLING IN SMALL ENTERPRISES

DURATION: 2 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Answer question **ONE** and any other **TWO** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A (30 MARKS)

QUESTION ONE (30 MARKS)

- a) Define the following terms (4 marks)
 - i. Consulting
 - ii. Counselling
- b) Distinguish between two types of consultants. (4 marks)
- c) Highlight five barriers of a successful counselling. (5 marks)
- d) Highlight seven skills of a consultant. (7 marks)
- e) Explain five characteristics of a consultant. (5 marks)
- f) Explain five roles of a consultant as expressed by Lippitt and Lippitt (1986). (5 marks)

SECTION B (40 MARKS) ANSWER ANY TWO QUESTIONS

QUESTION TWO (20 MARKS)

- a) Differentiate six core types of a consultants within the consulting industry. (6 marks)
- b) Explain the general parts of a consultancy proposal. (14 marks)

QUESTION THREE (20 MARKS)

- a) Define the term consulting contract. (2 marks)
- b) Highlight the content of a consulting contract. (8 marks)
- c) Explain the role of a counsellor in a business. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Outline the main stages in a counselling process. (10 marks)
- b) Discuss the main specific tasks a small business consultant can be used for. (10 marks)