



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2024/2025 ACADEMIC YEAR

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

BHE 305 – BUSINESS CONSULTANCY AND COUNSELLING

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 – ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

- a. Define the following terms in business: (2 marks)
 - i. Counselling
 - ii. Consultancy
- b. Explain the role of a consultant according to Lippitt and Lippitt (1986). (7 marks)
- c. Highlight five code of ethics in business consultancy. (5 marks)
- d. Distinguish two main types of business consultants. (4 marks)
- e. Highlight seven essential skills for consulting in business sector. (7 marks)
- f. Explain five specific tasks why small business consultants may be used in a business. (5 marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a. Highlight the phases in consulting. (10 marks)
- b. Outline the content of a consultancy proposal. (10 marks)

QUESTION THREE (20 MARKS)

- a. Explain five barriers to successful counselling. (10 marks)
- b. Discuss consultant/client relationship in business. (10 marks)

QUESTION FOUR (20 MARKS)

- a. Outline the main stages in a counselling process. (8 marks)
- b. Draft a sample of a consulting contract. (12 marks)