



OFFICE OF THE DEPUTY PRINCIPAL
ACADEMICS, RESEARCH AND STUDENT AFFAIRS

UNIVERSITY EXAMINATIONS

2025/2026 ACADEMIC YEAR

FOURTH YEAR FIRST SEMESTER REGULAR EXAMINATION

**FOR THE BACHELOR OF ARTS
(COUNSELLING PSYCHOLOGY)**

COURSE CODE: SPC 412

**COURSE TITLE: ORGANIZATION OF PERSONNEL
SERVICES AND COUNSELLING**

DATE: 9 DECEMBER 2025

TIME: 9:00 AM - 12:00 PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 2 PRINTED PAGES.

PLEASE TURN OVER

INSTRUCTIONS TO CANDIDATES

- i. Answer Question **ONE** and any Other **TWO** Questions.
- ii. Do not write on the question paper.

Question One

- a) Discuss how the Problem-Solving Model of workplace counselling can be used to assist a stressed-out employee. (10 Marks)
- b) Illustrate any FIVE pro-age policies that can support older employees in the workplace. (10 Marks)
- c) Explain with examples FIVE ways in which employees can be motivated in an organization. (10 Marks)

Question Two

- a) Outline FOUR aims of occupational health in the workplace (8 Marks)
- b) Discuss three dimensions of occupational health. (12 Marks)

Question Three

Describe FIVE dimensions of work ethics and explain how they contribute to effective organizational performance. (20 Marks)

Question Four

- a) Explain FOUR different types of conflicts that personnel may experience in the workplace. (10 Marks)
- b) Discuss the FIVE main management strategies used in handling workplace conflict. (10 Marks)

Question Five

Using examples, explain how different types of interpersonal relationships can influence job satisfaction. (20 marks)