

CHUKA



UNIVERSITY

UNIVERSITY SUPPLEMENTARY/SPECIAL EXAMINATIONS.

FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR  
SCIENCE IN NURSING

NURS 132: COMMUNICATON AND COUNSELING

STREAMS: BSc (NURSING)

TIME: 2 HOURS

DAY/DATE: THURSDAY 26/07/2018

11.30 A.M - 1.30 P.M

**INSTRUCTIONS:**

- This paper has **THREE** Sections
- Section A is **COMPULSORY**
- Answer only **ONE** Question in Section B
- Answer only **ONE** Question in Section C
- Do not write anything on the Question paper.

**SECTION A: [30 MARKS]**

1. (a) Explain the following:
  - (i) Communication
  - (ii) Community mobilization
  - (iii) CounselingMarks] [6
- (b) Distinguish the functions:
  - (i) One way and two way communication
  - (ii) Interpersonal and intrapersonal communication[4 Marks]
- (c) Elaborate five factors that enhance effective communication among health care service providers. [10 Marks]
- (d) Discuss the aims of counseling services offered in clinical set ups. [10 Marks]

**SECTION B: [35 MARKS]**

2. (a) Explain the meaning of therapeutic communication. [3 Marks]
- (b) Discuss the following roles of a nurse in therapeutic relationship
  - (i) Teacher
  - (ii) Care giver

(iii) Advocate [12  
Marks]

(c) Describe six interpersonal skills that enhance appropriate nurse-patient relationship. [12 Marks]

(d) It is essential that health care providers pay attention to the non-verbal messages of their clients. Discuss this statement using relevant examples. [8 Marks]

3. (a) Discuss the following phases of nurse-patient relationship  
(i) Orientation  
(ii) Working  
(iii) Termination [15 Marks]

(b) (i) What is a rumour? Describe you examples of rumours related to health care services. [10 Marks]

(ii) Discuss five possible causes of rumours in medical health services. [10 Marks]

**SECTION C [35 MARKS]**

4. (a) Distinguish between outcome goals and process goals in relation to counseling process. [4 Marks]

(b) Discuss the following counseling ethical issues in relation to nurse-patient relationship;  
(i) Confidentiality  
(ii) Self disclosure  
(iii) Dual relationship [15  
Marks]

(c) Explain three principles of counseling. [6 Marks]

(d) Describe five qualities of an effective counselor. [10 Marks]

5. (a) Describe the following theories of counseling;  
(a) Psychoanalytic. [10 Marks]  
(b) Person centred [10 Marks]  
(c) Earen's model of counseling. [10 Marks]

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