

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF SCIENCE IN NURSING

NURS 132: COMMUNICATION AND COUNSELING

STREAMS: BSc. NURSING

TIME: 2 HOURS

DAY/DATE: FRIDAY 08/08/2025

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS

- Answer ALL questions
- Use clear and concise language
- All questions are compulsory unless stated otherwise

SECTION A: MULTIPLE CHOICE QUESTIONS (20 marks)

Answer ALL questions by choosing the most appropriate answer. Each question carries 1 mark.

1. Which of the following best defines communication?
 - a) Transfer of information only
 - b) Verbal discussion between two people
 - c) Process of sending, receiving, and interpreting messages
 - d) Public speaking in a healthcare setting
2. Which of these is a non-verbal form of communication?
 - a) Telephone call
 - b) Body language
 - c) Text message
 - d) Medical report
3. Who is the receiver in a communication process?
 - a) The one who initiates the message

- b) The one who gives feedback
 - c) The one who decodes the message
 - d) The one who creates barriers
4. Active listening is a technique used in:
- a) Gossiping
 - b) Reporting errors
 - c) Therapeutic communication
 - d) Delivering lectures
5. A communication channel refers to:
- a) Type of relationship
 - b) Subject of discussion
 - c) Medium through which message is transmitted
 - d) Noise in the environment
6. Which phase of the nurse-patient relationship involves termination?
- a) Orientation
 - b) Termination
 - c) Working
 - d) Feedback
7. Which of the following is not a counseling principle?
- a) Confidentiality
 - b) Autonomy
 - c) Discrimination
 - d) Non-maleficence
8. One of the internal factors that affects communication is:
- a) Lighting
 - b) Emotions
 - c) Noise
 - d) Culture
9. Cognitive-behavioral theory in counseling is based on:
- a) Spiritual beliefs
 - b) Unconscious desires

- c) Thoughts and behaviors
 - d) Biological traits
10. A nurse practicing empathy during communication is:
- a) Giving orders
 - b) Ignoring patient feelings
 - c) Understanding patient's emotions
 - d) Telling patient not to cry
11. Which of the following is part of the counseling process?
- a) Termination
 - b) Prescribing drugs
 - c) Reporting
 - d) Medication review
12. HIV/AIDS counseling must consider:
- a) Financial profits
 - b) Cultural beliefs and stigma
 - c) Lab results only
 - d) Government policy only
13. The orientation phase of the nurse-patient relationship involves:
- a) Ending the interaction
 - b) Starting the relationship and building trust
 - c) Deep discussions about illness
 - d) Medication administration
14. Which one is a counseling technique?
- a) Judgment
 - b) Summarizing
 - c) Criticism
 - d) Ignoring silence
15. Community support in counseling focuses on:
- a) Reprimanding patients
 - b) Personal judgment

- c) Resources and collaboration
 - d) Self-care only
16. Ethical counseling involves:
- a) Forcing clients to accept advice
 - b) Informed consent and respect
 - c) Ignoring confidentiality
 - d) Using shortcuts
17. Group counseling is characterized by:
- a) One-on-one interviews
 - b) Private emails
 - c) Shared experiences among members
 - d) Drug administration
18. An example of a digital communication method is:
- a) Face-to-face conversation
 - b) Hand gestures
 - c) Telehealth message
 - d) Whispering
19. Which of these is not an element of communication?
- a) Receiver
 - b) Sender
 - c) Code of ethics
 - d) Feedback
20. Cultural sensitivity in counseling means:
- a) Promoting your culture only
 - b) Ignoring cultural beliefs
 - c) Respecting patient backgrounds
 - d) Encouraging stereotypes

SECTION B: SHORT ANSWER QUESTIONS (5 marks each – Total: 30 marks)

Answer ALL questions clearly and concisely.

1. Define therapeutic communication and list any two techniques used in it.
2. Mention three internal and two external factors that influence communication in nursing practice.
3. Briefly explain the phases of the nurse-patient relationship.
4. Describe the steps involved in the counseling process.
5. State three ethical considerations in counseling and explain their importance.
6. Differentiate between verbal and non-verbal communication, giving one example of each.

SECTION C: LONG ANSWER QUESTIONS (20 marks)

Question 1

Discuss the relevance of effective communication and counseling skills in nursing. Explain how these skills contribute to improved patient outcomes and nurse-patient relationships. (10 marks)

Question 2

Explain the importance of cultural and ethical considerations in counseling. Discuss how a nurse can handle sensitive issues such as HIV/AIDS, grief, and family conflict while respecting client values. (10 marks)

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