

The
Management
University
of Africa



Sponsored by the Kenya Institute of Management

CERTIFICATE UNIVERSITY EXAMINATIONS

**SCHOOL OF ARTS, HUMANITIES, DEVELOPMENT
STUDIES AND SOCIAL SCIENCES (SADS)**

CERTIFICATE IN COUNSELLING AND PSYCHOLOGY

CCP 102 : FOUNDATIONS OF PSYCHOLOGY

DATE: 29TH JULY 2026

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the case study below carefully and answer the questions that follows:

SARAH'S JOURNEY TO SUCCESS

Sarah is an 18-year-old student enrolled in a certificate program at a local college. She comes from a rural area and recently moved to the city to continue her education. At the beginning of the semester, Sarah was excited about her studies and hoped to perform well. However, she soon began facing several challenges that affected her learning and well-being. Sarah lives in a small rented room far from the college. Because her family has limited financial resources, she sometimes struggles to buy enough food and pay for transportation. On some days, she attends classes feeling hungry and tired. As a result, she finds it difficult to concentrate during lectures and often forgets important information taught in class.

In addition to financial difficulties, Sarah worries about her personal safety. She returns home late after evening classes and often feels unsafe walking alone. These concerns make her anxious and distracted. She spends a lot of time thinking about her problems instead of focusing on her studies. At college, Sarah initially found it difficult to make friends. She felt lonely because she did not know many people and missed her family. During group discussions, she rarely participated and preferred to sit alone. Over time, one of her classmates, Mary, noticed that Sarah seemed withdrawn and invited her to join a study group. Through this group, Sarah began making friends and felt more connected to other students.

As Sarah became more comfortable in college, her confidence gradually improved. Her classmates appreciated her ideas during group activities, and her lecturers praised her for completing assignments on time. These positive experiences helped her believe in her abilities. She started participating more actively in class discussions and became motivated to work harder.

Several months later, Sarah's situation improved further. She received a small scholarship that helped cover some of her living expenses. With less

financial stress, she could focus more on her education. She also became involved in a community project that taught young children basic reading skills. Sarah discovered that she enjoyed helping others learn and felt a sense of personal fulfillment from the experience.

By the end of the academic year, Sarah's academic performance had improved significantly. She felt proud of her achievements and was determined to continue developing her skills and talents. Her journey shows how different factors such as physical needs, safety, social relationships, self-confidence, and personal growth can influence human behavior and learning.

Required:

- a) Analyze the factors that contributed to Sarah's personal growth and success by the end of the academic year. Relate your discussion to the different levels of Maslow's Hierarchy of Needs.

(10 Marks)

- b) Using Maslow's Hierarchy of Needs, discuss the challenges Sarah faced at the beginning of her college life and explain how these challenges affected her academic performance.

(10 Marks)

- c) As a psychologist, recommend measures that colleges can implement to help students facing challenges similar to Sarah's.

(4 Marks)

- d) Sarah later joined a community project teaching children how to read. Which level of Maslow's Hierarchy of Needs does this activity best represent? Explain your answer using three examples from the case study.

(6 Marks)

QUESTION TWO

Discuss the importance of Biology in the determination of Human Behavior.
(10 Marks)

QUESTION THREE

- a)** Emotions that are felt inwardly might not be expressed outwardly. List the **four** categories of internal feelings.

(4 Marks)

- b)** Examine the **three** primary senses of the skin.
(6 Marks)

QUESTION FOUR

- a)** Examine the **five** elements that make up personality.
(5 Marks)

- b)** Enumerate **five** potential career routes in counseling.
(5 Marks)

QUESTION FIVE

- a)** Name **three** common types of sleep disorder and describe them.
(6 Marks)

- b)** Explain the **four** causes of poor long-term memory.
(4 Marks)

QUESTION SIX

- a)** Describe the **five** traits of an introvert.
(5 Marks)

- b)** Enumerate the **five** common senses that humans have as a result of interacting with the outside world.
(5 Marks)