



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

**END OF SEMESTER EXAMINATION FOR DIPLOMA IN
COMMUNITY DEVELOPMENT AND SOCIAL WORK**

MAY-AUGUST 2025 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNITY DEVELOPMENT

COURSE CODE: DCS 111

**COURSE TITLE: ORGANIZATION OF SOCIAL SERVICES
DELIVERY**

EXAM DATE:

DURATION: 3 HOURS

TIME: 5:30PM-8:30PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- **Answer any TWO questions**
- *ALL PAC University's examination rules and regulations apply*

QUESTION ONE

In a county in Northern Kenya, the government has introduced a new social cash transfer program targeting elderly persons and persons with disabilities. However, community members have raised concerns that the selection criteria are unclear and that some of the most vulnerable are excluded.

- a) Using Social Exclusion Theory, analyze five reasons why certain individuals may be left out of formal social service programs despite being vulnerable. (10marks)

- b) Describe any two community-based strategies that would improve transparency and targeting in social service delivery for vulnerable populations in this context. (10 marks)

QUESTION TWO

An NGO is implementing a maternal health outreach program in a rural village and an urban informal settlement. In the rural area, uptake of services is high. In the urban site, participation is low, and misinformation spreads quickly via social media, affecting program trust.

- a) Discuss five challenges in social service delivery in both urban and rural areas, drawing from this case. (10 Marks)

- b) Evaluate five strategies that non-governmental organizations (NGOs) can use to collaborate effectively with local community structures and government systems to enhance trusted and sustainable service delivery in diverse contexts. (10 Marks)

QUESTION THREE

A county government wants to scale up a successful pilot program offering vocational training and psychosocial support to youth affected by drug abuse. However, funding is uncertain, and political transitions threaten its sustainability.

- a) Explain five essential elements required to establish and sustain an effective and inclusive social service programme in such a case. (10 marks)

- b) Suggest any five funding strategies the government and partners can adopt to institutionalize and finance this initiative sustainably. (10 marks)