



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

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

JANUARY-APRIL 2023 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNITY DEVELOPMENT

COURSE CODE: DCS 104

COURSE TITLE: INTRODUCTION TO SOCIAL WORK

EXAM DATE:

DURATION: 3 HOURS

TIME:

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

- a.) Using relevant examples, discuss any five values that guide social work practice. (10 marks)
- b.) Citing examples, discuss any five personality traits of a competent professional social worker.
(10 marks)

QUESTION TWO

- a.) Examine five roles of a health social worker in community development citing appropriate examples for each. (10 marks)
- b.) Giving examples, discuss five challenges a social worker is most likely to encounter when working for an organization that supports HIV and AIDs infected people. (10 marks)

QUESTION THREE

- a.) Citing relevant examples, examine six approaches a community social worker would utilize while implementing interventions in urban informal settlements in Kenya. (12 marks)
- b.) Demonstrate how any four social work theories inform social work practice. (8 marks)

COURSE CODE: DCS 104

COURSE TITLE: INTRODUCTION TO SOCIAL WORK

MARKING SCHEME

QUESTION ONE

c.) Using relevant examples, discuss five values that guide social work practice (10 marks)

[Identification and description of a value 1 mark, a relevant example 1 mark]

- **Belief in the potential of people-** The social worker must believe that people are capable of change, growth and development. Therefore peoples abilities must continually be expanded
- **Affirming human dignity-** The unique ability of people to accept personal responsibility, is taken into account. There is belief in the person rather than in the intervention, by respecting the person's ability to take decisions.
- **Acceptance -** People have the right to be accepted for what they are. The person must be seen within the context of his/her circumstances. Unacceptable behavior is viewed as the manifestation of a process of dynamic causal factors
- **Non-judgmental -** The client and his/her situation are viewed objectively and this must be reflected in the worker's attitude towards the client.
- **Individualizing -** People's needs and situations are unique, in that they are experienced differently by different people. The value of the individual must be re-established
- **Right to self-determination -** People want to be in the position to make decisions themselves, which effect their lives. People have the potential to promote their own interests.
- **Address real needs -** The needs addressed must be those which the people themselves have identified and not that which has been forced upon them
- **Involvement with others -** People want to feel that they belong to a group or community. Opportunities must therefore be created so that the individual can become involved with others.
- **Responsible change -** Social work implies, amongst others, change. Intervention with a view to change must however be applied in a responsible manner so that it will in no way be disadvantageous to the person.
- **Meeting on own level -** People must be met on their level of functioning, which is familiar to them. This does not mean that the social worker has to sacrifice his/her own identity, but must rather make him/herself understood by the client and move through the intervention at the client's pace

d.) Citing examples, discuss any five personality traits of a competent professional social worker.

(10 marks)

[Identification and description of a personality trait 1 mark, a relevant example 1 mark]

- **Love of people** - A love of people is usually the greatest motivation for social work students and practitioners to become involved in intervention. A pre-requisite is therefore that a social worker must like and be interested in people
- **Emotional maturity** - Emotional maturity suggests a complete developmental state, but is something that each social worker can strive towards. It implies, amongst others, that a worker must have a sober image of reality, be able to work independently, cope with frustrations, control impulsive behavior, recognize related factors and take definite action.
- **Self-awareness** - Self-awareness implies that the social worker is striving towards self-knowledge by being in touch with his/her own needs, motives and values. The worker attempts to be in control of his/her feelings and behaviour, is not easily threatened by others and is comfortable with him/herself. The worker is aware of personal unresolved conflicts and makes every attempt not to allow this to harm others
- **Interpersonal communication abilities** - Communication must constantly be maintained at all levels. This implies therefore that communication must be both tactful and acceptable. The ability to listen should be equally good as the ability to talk and the social worker must be aware of the effect that his/her verbal and non-verbal communication has on others (this includes appearance)
- **Empathic understanding** - Not all people can enter into another person's world of experiences with the same ease. Empathic understanding involves being able to think with someone by separating yourself from your own frame of reference. This must however be an objective action, so that you do not take on others' problems.
- **Eager to learn** - It is becoming all the more important for the social worker to act assertively with systems. This involves the manner in which the worker handles, expresses and asserts him/herself in the face of others. This involves the capacity of the worker to convey, for example knowledge, values and skills in such a manner that the rights of all participants are respected.
- **Perseverance** - There is the tendency, both nationally and internationally, to expect social workers to provide more assistance with less resources. For this reason the social worker must be tenacious because progress, development and change is sometimes laborious and

slow. Challenges must be accepted without hesitation and should have a motivating effect upon the worker.

- **Responsibility** - As professional people social workers work, to a large extent, autonomously. A great responsibility is owed to the clients and the community. In order to comply with these said responsibilities, the worker must be self-disciplined and primarily responsible to him/herself.
- **Optimism** - In order to influence and motivate others, the worker must believe in change and development and must be self-motivated. This can only be realized by maintaining a positive view of life. A person, who revels in the negative aspects of life, will have difficulty serving as an instrument of growth for others. This therefore involves an optimistic belief and the ability to convert obstacles into positive opportunities.
- **Open-hearted** - The social worker ought not to be reticent with the client system, as this can hamper trust in the worker. It involves the worker knowing how to reveal him/herself and how to be a "familiar" person, without contributing to the discomfort of the client system.

QUESTION TWO

- c.) Examine five roles of a health social worker in community development citing appropriate examples for each (10 marks)

[Identification and description of a role 1 mark, relevant example 1 mark]

- **Case Management** - social workers fulfill duties as case managers, coordinating patient care. This can include connecting patients with needed social services. For instance, a social worker may help a homeless patient find a shelter or housing programs.
- **Support**- Social workers can help patients facing addiction and chronic pain, as well as those coping with terminal illness, death, disability, and social and mental health problems. Social workers may offer individual and family counseling or group counseling for patients dealing with similar problems.
- **Secure and Refer Needed Resources** - Clients often benefit when connected to community resources and government agencies such as food banks, health care and unemployment services, and benefits programs such as food stamp programs. Social workers may also refer clients to medical professionals for further treatment, support groups specifically geared to their client's issue, job-placement recruiters, and child-care resources to help them successfully meet their wellness initiatives.
- A healthcare social worker organizes support groups and educates patients on available support groups
- Health social worker assists behind the scenes with patients and families to ensure they have the resources they need to heal, as well as addressing their

- emotional and psychosocial needs. Health social workers' duties can be very different, depending on the unique needs of their clients, but they may be involved in meal planning, grief counseling, providing referrals for support groups and a variety of other services that support patients throughout their recovery.
- **Advocating for clients rights - social workers in healthcare serve as advocates for their clients' rights. They work with doctors and nurses to make sure that patients are treated with respect and receive the appropriate care at every stage of the recovery process. This may include keeping doctors and nurses apprised of any obstacles a patient may have in following medical recommendations. For children, this may also include investigating child abuse or neglect and taking authorized action when necessary.**

d.) Giving examples discuss five challenges a social worker is most likely to encounter when working for an organization that supports HIV/AIDs infected people. (10 marks)

[Identification and description of a challenge, relevant example 1 mark]

- **Unpredictable schedule - Many social work jobs operate outside of the traditional 9-5 Monday-Friday business hours. Those that do have a typical contract may find their work extending beyond these hours. This can cause problems with balancing work and personal life.**
- **Physical distance - One the biggest challenges in rural social work is a logistical one. While this physical distance can be tiring for the social worker, it can also present numerous barriers for the clients to access services: The cost of vehicle maintenance and fuel can be prohibitive, and rural areas often lack the public transportation infrastructure to make cheaper travel a feasible option. Traveling these distances with less than reliable transportation can lead to missed appointments**
- **Complicated groups - Group therapy can be an incredibly helpful tool for social workers and clients, but can present unique challenges in rural areas. Distance between clients can make physically meeting difficult. In addition, the issue of clients' privacy can discourage participation, because those attending might have preexisting relationships or have accidentally met others in the group outside of the sessions.**
- **Burnout -The other challenge of being one of a few professionals in an area is that many rural social workers find themselves unprepared for the wide variety of clients they serve. Burnout can leave them suffering from compassion fatigue and lower job satisfaction. Because low job satisfaction is so common for many rural social workers, turnover is a constant concern. This in turn can lead to poor quality care for clients.**
- **Governmental challenges-social worker challenges often involve governmental regulations that are constantly changing, making it increasingly difficult for workers to keep current on the latest requirements.**

- **Caseload Challenges** - Social worker challenges frequently stem from being overworked and understaffed while attempting to help some of the most vulnerable underserved individuals in society during the most stressful moments of their lives. There's constant pressure on social workers to resolve and close cases, and this pressure puts them under tremendous stress.

QUESTION THREE

- c.) Citing relevant examples, examine six approaches a community social worker would utilize in intervention while implementing interventions in urban informal settlements in Kenya.
- communities in Kenya urban informal settlements in Kenya (12 marks)

[Identification and description of an approach 1 mark, relevant example 1 mark]

- **The behaviour modification approach** - The behaviour modification approach is concerned with the elimination of negative behaviour and the acquisition, reinforcement and maintenance of desirable behaviour. Behaviour is the result of a person's genetic composition, biological characteristics and the environment. Behaviour is learned and is the product of the reinforcement of that to which the person is exposed. In order to gain control of the behaviour, those events that precipitate the behaviour, the behaviour itself and the consequences thereof, must be isolated.
- **The client centered approach** - When utilizing this approach the social worker acts in a non-directive manner. The client becomes the center of attention and is accepted unconditionally. The relationship between the worker and the client deserves special attention, as this needs to be a warm relationship in which the client can feel free to discuss his/her problem. The focus is upon the client's potential to manage his/her problem him/herself and it is the client's experiences, perceptions and feelings in particular, which receive attention.
- **The task centered approach** - It focuses on specific target problems and the goals, which stipulate what change is required, are formulated specifically. It can be used in individual work, but also with larger groups and can also be adapted for unmotivated and involuntary clients. It places special emphasis on taking action and carrying out tasks. That is why it is also suitable to use when dealing with problems that are the result of insufficient resources, as well as with clients who know what their problems are but are unable to take the necessary action to change their situation.
- **The problem solving approach** - The basic problem is the manner in which the client solves his/her problems. The client's problem solving capacity must therefore be improved. For this reason the client him/herself is regarded as the problem solver. The worker-client relationship and the process are regarded as the medium of intervention, as this experience will enable the client to manage existing and future problems. The client must

- be motivated to engage in intervention and must present a rational understanding of his/her problem.
- **The empowerment approach** - This approach is based on a concern for people and their environments. This implies that people, who experience poverty, stigmatization and oppression, should be assisted in their endeavors to empower themselves. This means that people's individual capacity to adapt must be developed and that attempts should be made to change oppressive environmental conditions and circumstances.

d.) Demonstrate how any four social work theories inform social work practice. (8 marks)

[Identification and description of a theory 1 mark, demonstration for application of the theory 1 mark]

-Systems theories - Systems theories focus on the interrelationships of elements. These concepts also emphasize the relationships among individuals, groups, organizations, or communities and mutually influencing factors in the environment

- Psychodynamic Theory - Psychodynamic psychotherapy is concerned with how internal processes such as needs, drives, and emotions motivate human behavior. Emotions have a central place in human behavior. Unconscious, as well as conscious mental activity serves as the motivating force in human behavior.

- Social Learning theory - Social learning theory suggests that human behavior is learned as individuals interact with their environment. Problematic behavior is maintained by positive or negative reinforcement. Cognitive- behavioral therapy looks at what role thoughts play in maintaining the problem.

- Conflict Theory- This theory draws attention to conflict, dominance, and oppression in social life. Groups and individuals try to advance their own interests over the interests of others. Power is unequally divided, and some social groups dominate others.

