



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR
THIRD YEAR FIRST SEMESTER**

**SCHOOL OF ARTS & SOCIAL SCIENCES
BACHELOR OF ARTS (SOCIAL WORK)**

COURSE CODE: SWK 301

COURSE TITLE: SOCIAL SERVICE DELIVERY

DATE: 16TH APRIL 2018

TIME: 1430 - 1630 HRS

INSTRUCTIONS TO CANDIDATES

- Question 1 is compulsory.
- Answer any other **TWO** questions

QUESTION ONE

a) Write short notes on the following terms **(2 marks each)**

- i. Social development
- ii. Service delivery
- iii. Developmental social welfare
- iv. National social security Act
- v. Pensions Act

b) Citing salient examples, discuss the roles and responsibilities of the county departments in social development. **(10 marks)**

c) Distinguish between insurance programs and means-tested programs **(10 marks)**

QUESTION TWO

a) Discuss the main hindrances on the mandate of service delivery in Kenya. **(10 marks)**

b) Welfare service delivery is classified into many levels. Discuss. **(10 marks)**

QUESTION THREE

“Social welfare includes those nonprofit functions of society, public or voluntary, which are aimed at alleviating distress and poverty or at ameliorating the conditions of the casualties of society”.

Discuss

(20 marks)

QUESTION FOUR

a) State and explain objectives of social service departments . **(10 marks)**

b) Explain the history of social service delivery in Kenya **(10 marks)**

QUESTION FIVE

Highlight the values and principles for social service delivery and state the role of education, training and development. **(20 marks)**

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