



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF THE
DEGREE OF BACHELOR OF ARTS IN SOCIAL WORK/SOCIOLOGY
FIRST SEMESTER 2021/2022
[JUNE-SEPTEMBER, 2022]

SWSA 108: DESIGN AND DELIVERY OF SOCIAL SERVICES

STREAM: Y1S1

TIME: 2 HOURS

DAY: TUESDAY, 3:00 – 5:00 PM

DATE: 06/09/2022

INSTRUCTIONS

- 1. Do not write anything on this question paper.**
- 2. Answer question ONE (Compulsory) and any other THREE questions.**

QUESTION ONE

- a. Define the following terms as applied in social services
 - i. Preventive social services
 - ii. Remedial social services
 - iii. Statutory social services
 - iv. Voluntary social services

[12 marks]
- b. Identify the barriers to effective co-ordination in service delivery

[8 marks]
- c. How will you ensure effective service delivery co-ordination?

[10 marks]

QUESTION TWO

Discuss any four obstacles to social service delivery in the rural areas

[20 marks]

QUESTION THREE

Highlight the strategies you can use to improve social service delivery in war thorn countries like Somalia.

[20 marks]

QUESTION FOUR

AMPATH a charity organization based in Eldoret is offers social services to the most vulnerable and the poor. Briefly discuss the preventive and diagnostic services it offers. [20 marks]

QUESTION FIVE

Discuss the following models of service delivery and clearly bring out their advantages.

- a. Strengths approach
- b. Indigenous staff approach

[20 marks]

QUESTION SIX

- a. Explain the following terms
 - i. Design of social services
 - ii. Delivery of social services

[5 marks]

- b.** Name and explain any **five** principles of social service delivery

[15 marks]