



KISII UNIVERSITY
UNIVERSITY EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE AWARD OF THE DEGREE OF
BACHELOR OF ARTS IN SOCIAL WORK AND SOCIOLOGY
SECOND SEMESTER, 2023/2024
(JANUARY-APRIL, 2024)

SWSA 104: DESIGN AND DELIVERY OF SOCIAL SERVICES

STREAM: Y1 S2

TIME: 2 HOURS

DAY: THURSDAY, 12:00 – 2:00 P.M.

DATE: 18/04/2024

INSTRUCTIONS

- 1. Do not write anything on this question paper.**
- 2. Answer Question ONE (compulsory) and any other TWO Questions.**

QUESTION ONE (COMPULSORY)

- (a) Explain the meaning of the following terms as used in the course.
- (i) Service design
 - (ii) Social entrepreneurship
 - (iii) Design process
 - (iv) Business Entrepreneurship
 - (v) Service provider (5marks)
- (b) Briefly explain two advantages of design in social service delivery. (5marks)
- (c) Mention the role of the government in effective and efficient social service delivery. (5marks)
- (d) Highlight 5 challenges faced by social service designers. (5marks)
- (e) Make a detailed account on your understanding of the design making process. (10marks)

QUESTION TWO

Discuss important stakeholders in the design making process. (20marks)

QUESTION THREE

Social service design is a client centred approach and the best in rendering efficient and effective services. Justify this assumption. (20 marks)

QUESTION FOUR

Technology can play a very important role in improvement of social service delivery. How true is this notion? (20marks)

QUESTION FIVE

- a. Explore the Four Phases of Service Design. (8 marks)
- b. Discuss Five advantages of Customer Based approach in service Delivery. (12 marks)