

UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
DEPARTMENT OF SOCIOLOGY
FINAL EXAMINATION,
NOVEMBER/DECEMBER 2011

TITLE OF PAPER: INTRODUCTION TO SOCIAL WORK AND
SOCIAL ADMINISTRATION

COURSE CODE: SOC 208

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS: ANSWER ANY **THREE (3)** QUESTIONS
ALL QUESTIONS CARRY EQUAL MARKS

Question 1

Discuss group work as one of the methods in social work paying particular attention to the ten principles of social group work and the roles of a social group worker. Use examples to strengthen your arguments.

Question 2

Roberta is a 71-year-old, single, part time pharmacist who was recently hospitalized for congestive heart failure. She is referred by her physician due to excessive crying, insomnia, and irritability. Roberta complains of waking up at night in a cold sweat and having chest pain. She states, "I feel very alone and worry about my health and having to retire. I don't know where I would get the money to live on or to pay for medical insurance if I get sick again. I am too old, and it is just too difficult to go on."

- a) Discuss why it is important to uphold social justice, human dignity, self-determination, acceptance and confidentiality as you work with client in the case above. Use examples to illustrate your points.
- b) Using the case above discuss the ethical principles that you would apply when working with older adults/elderly. What do you think her diagnosis would be? Support your answer.

Question 3

Christina (age 13) has lived with her grandmother, aunt, and younger siblings since she was eight. She has no contact with her mother or father. Christina's grandmother has threatened to send her away. For this reason, Christina does not believe that she will remain in her grandmother's care for more than another year. Out of any place in the world, Christina would like to live with her friends. However, since Christina is generally happy living with her family, her second choice is to continue living where she is. Christina perceives that her grandmother has negative expectations for her future. According to Christina, her grandmother thinks Christina will end up like her mother -- a "drug addict" and "always in trouble with the police." In fact, the police arrested Christina after she beat someone up near her home. Since then, Christina's grandmother has attempted to supervise Christina more carefully, but Christina says that her grandmother does not know where she is most of the time. Meanwhile, Christina thinks positively about her future. She expects that she will be happy and successful. She does not want or expect to be like her mother. She also expects that she will graduate from high school, go to college, and get a job. More specifically, Christina said that she wants to be a lawyer or "someone who works to get teenagers off the streets."

Questions:

- a). What are the positive aspects of Christina's experience in out-of-home care?
- b). What are your concerns?
- c). How would you address your concerns?
- d). What services or community resources would improve the quality of Christina's experience?
- e). What ethnic/cultural considerations seem particularly relevant?

Probes:

1. How would you address Christina's uncertainty about where she will live in the future?

2. More specifically, how would you build Christina's sense of responsibility for her behaviour and understanding that her behaviour may have an impact on her ability to remain living with her family? Role-play a conversation that you might have with Christina on this subject.
3. How would you address Christina's perception that her grandmother has generally negative expectations for Christina's future?
4. How would you address Christina's previous and potential involvement in risk-taking activities?
5. How would you support Christina in achieving her personal goals?

Question 4

Discuss the principles of Community organisation. Use examples to illustrate your answer.

Question 5

Discuss the social work principles you would use when working in mental health settings. Discuss how the following values apply in practice with individuals with mental illnesses and give examples on how each of these values would be put to work.

- Empowerment
- Social functioning
- Strengths
- Starting where the client is at
- Empathy and sympathy
- Getting the client's perspective on the problem
- Worth and dignity of an individual
- The capacity for people to grow
- Acceptance as a principle
- Individuality and uniqueness of individuals

Question 6

Funding has been cut for a drug treatment centre and, as executive director or administrator you have been asked to decide which clients will be served. The four courses of action offered were:

- a) discharge/refer based on own judgment,
- b) Advocate for additional funding,
- c) Take no action, and
- d) Hold staff meeting to discuss discharges and/or referrals.

Discuss the four courses of action paying attention to the infringement of values of the social work profession and the rights of clients to receive service.