

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF SOCIAL SCIENCES**  
**DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK**  
**FINAL EXAMINATION PAPER, DECEMBER 2014**

**TITLE OF PAPER : INTRODUCTION TO SOCIAL WORK AND THE HELPING PROCESS**

**COURSE CODE : SWK 113**

**TIME ALLOWED : TWO (2) HOURS**

**TOTAL MARKS : 100**

**INSTRUCTIONS :**

- 1. ANSWER ALL QUESTIONS IN SECTION A AND ANY TWO (2) QUESTIONS IN SECTION B.**
- 2. ALL QUESTIONS CARRY EQUAL MARKS.**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR TO DO SO.**

## SECTION A

### Question One

Social Work and Social Welfare are premised on the following principles. With these in mind, define the concept of Social Work and Social Welfare highlighting the differences:

- a. That the person is important
- b. That the person has personal, family, and community problems resulting from interaction with others
- c. That something can be done to alleviate the person's problems and enrich their life

### Question Two

The profession of Social Work can be grouped into the following three functions. With valid examples, discuss and demonstrate your understanding of these functions.

- a. Restoration of impaired capacity
- b. Provision of individual and social resources
- c. Prevention of social dysfunction

## SECTION B

### Question Three

Communication in the Social Work profession is viewed as critical. Discuss its importance and how you would ensure that there is meaningful communication between the Social Worker and the Client.

### Question Four

In a homogenous society like Swaziland, is cultural competent practice necessary? Define and discuss the concept of cultural competent practice making reference to the Swaziland social work practice environment.

### Question Five

Social Work as a profession is grounded on values and ethics. With relevant examples, discuss the social work values and ethics.

### Question Six

Social Workers are meant to build bridges of hope for marginalized groups and societies. Discuss the role played by the Social Work profession in working with marginalized groups i.e. women, children and those living with disabilities.