

UNIVERSITY OF SWAZILAND



FINAL EXAMINATION – MAY 2016

BACHELOR OF SOCIAL WORK I

TITLE OF PAPER : SOCIAL WORK IN SCHOOLS
COURSE NUMBER : SWK 230
TIME ALLOWED : 3 HOURS

INSTRUCTIONS

1. This paper consists of 13 pages.
2. QUESTION ONE (1) IS COMPULSORY
3. ANSWER ANY TWO (2) QUESTIONS FROM SECTION B
4. SECTION A CARRIES 50 MARKS AND SECTION B 25 MARKS PER QUESTION

This paper should not be opened until permission has been given by the invigilator.

SECTION A: QUESTION ONE (1) IS COMPULSORY. YOU CAN USE THE QUESTIONS PAPER TO ANSWER QUESTION ONE (1)

1. Which of the following is NOT a skill identified by NASW as effective when used by social workers in the context of their service:
 - A. Listen to others with understanding and purpose.
 - B. Draw in family members to help pressure the client to make right decisions.
 - C. Discuss sensitive emotional subjects supportively and without being threatening
 - D. Create innovative solutions to clients' needs.

2. According to the text, effective social workers consistently demonstrate which of the following as essential facilitative qualities in their work with clients:
 - A. Empathy
 - B. Respect
 - C. Authenticity
 - D. All of the above

3. Competent social workers integrate which of the following characteristics throughout their service:
 - A. Compassion
 - B. Confrontation
 - C. Social support
 - D. All of the above

4. Recent analysis of research yielded which of the following general categories of common nonspecific factors associated with client outcomes in counseling and psychotherapy:
 - A. Helper and relationship factors
 - B. Hope and expectancy factors
 - C. Monetary factors
 - D. Time factors
 - E. a and b

5. Feeling concerned for the people impacted by turmoil in the Middle East is an example of:
 - A. Self-corrective empathy

- B. Proximal empathy
 - C. Imaginative empathy
 - D. Altruistic empathy
6. The facilitative quality of _____ is an understanding and appreciation of the thoughts, feelings, experiences, and circumstances of another human being:
- A. Empathy
 - B. Authenticity
 - C. Respect
 - D. Professionalism
7. The facilitative quality of _____ suggests an attitude of non-controlling, warm, caring, non-possessive acceptance of other persons:
- A. Professionalism
 - B. Respect
 - C. Empathy
 - D. Authenticity
8. The facilitative quality of _____ refers to the genuineness and sincerity of a person's manner of relating:
- A. Authenticity
 - B. Empathy
 - C. Respect
 - D. Professionalism
9. In which of the following situations is the worker demonstrating authenticity?
- A. The client is upset because her children have been removed from her custody and the worker keeps telling her, "It will be alright."
 - B. The worker had a fight with her husband and she tells the client about it because she thinks the client will agree that her husband was wrong.
 - C. The client is happy because he got a promotion at work and the worker smiles and congratulates him.
 - D. The client is trying to get off drugs and the worker tells him that he is sure he can do it, but what the worker is thinking is, "What a loser!"
10. A social worker demonstrates integrity when he _____.

- A. Engages in self-exploration.
 - B. Demonstrates compassion.
 - C. Shares information that is supported by evidence.
 - D. Reflects feelings and content.
11. Professionalism in social work involves all of the following EXCEPT:
- A. Respect for and adherence to the values of the social work profession and its code of ethics.
 - B. Involvement in politically active groups.
 - C. Engagement in diversity and respect for difference.
 - D. Personal and professional integrity.
12. In the profession of social work, integrity involves:
- A. Honesty
 - B. Sincerity
 - C. Humility
 - D. All of the above.
13. As a social worker, you demonstrate integrity when you:
- A. Share your "gut feelings" even when they are unsupported by the evidence.
 - B. Keep quiet about a colleague's cheating on an exam.
 - C. Tell clients the truth.
 - D. Treat a client for a problem you have no training for or experience with
14. According to the Council on Social Work Education, social work curriculum should include content addressing:
- A. Research
 - B. Human behavior and the social environment
 - C. Social and economic justice
 - D. All of the above.
15. A(n) _____ is a graphic representation of one's family tree.
- A. Genogram
 - B. Sociogram

- C. Eco-map
 - D. Family Assessment
16. Which of the following outlines significant or meaningful experiences in a person's life?
- A. Relationship timeline
 - B. Critical Events Timeline
 - C. Issue Timeline
 - D. Successes Timeline
17. Scales regarding self-control and acceptance of others provide information about which of the following?
- A. Quality of the social network
 - B. Temporal dimension
 - C. Personal beliefs, behaviors, and attitudes
 - D. All of the above
18. _____ is defined as the propensity and skill to use reflective skepticism when engaged in some specific activity.
- A. Critical analysis
 - B. Critical thinking
 - C. Scientific inquiry
 - D. Scientific analysis
19. Scientific inquiry involves which of the following:
- A. Making observations.
 - B. Reviewing what is already known in light of experimental evidence.
 - C. Both A and B
 - D. Conducting scientific experiments.
20. Critical thinkers tend to be adept at which of the following:
- A. Utilizing intuition.
 - B. Utilizing feelings to guide thinking processes.
 - C. Utilizing cultural competence in decision making.
 - D. Identifying ambiguous claims or arguments.

21. Critical thinkers tend to use the following skills in considering the value of information:
- A. Determining the credibility of a source.
 - B. Detecting bias.
 - C. Determining the overall strength of an argument or conclusion.
 - D. All of the above
22. Elder and Paul identified intellectual standards **EXCEPT?**
- A. Authenticity
 - B. Humility
 - C. Empathy
 - D. Courage
23. Social workers should pursue lifelong learning because:
- A. The NASW code of ethics states that social workers should critically examine and keep current with emerging knowledge relevant to social work.
 - B. Much of what we now know will be obsolete or less relevant each year.
 - C. Continuing education is required to maintain professional licensure.
 - D. All of the above.
24. When social workers advocate on behalf of a group of people all of whom are confronting a similar issue with a systems, this is:
- A. Class advocacy.
 - B. Community action.
 - C. Political advocacy.
 - D. All of the above
25. According to Sandel these are the three major aspects of justice
- A. Distribution, equality, and fairness
 - B. Welfare, freedom, and virtue
 - C. Equality, safety, and access
 - D. Safety, fairness, and freedom
26. _____ justice involves the allocation or distribution of opportunities, costs, and benefits within social systems.
- A. Retributive

- B. Restorative
- C. Punitive
- D. Distributive

27. Amnesty International includes all of the following as basic to human rights EXCEPT:

- A. Human rights do not have to be bought, earned or inherited.
- B. Human rights are the same for all human beings regardless of race, sex, religion, politics, or national origin.
- C. People have human rights when the laws of their countries recognize them.
- D. All human beings are entitled to a decent standard of living.

28. _____ is the tendency to consider one's own group, usually national or ethnic, superior to other groups using one's own group or groups as the frame of reference against which other groups are judged

- A. Privilege
- B. Ethnocentrism
- C. Bias
- D. Prejudice

29. ____ involves the treatment of people based on identifiable characteristics such as race, gender, religion or ethnicity.

- A. Discrimination
- B. Stereotyping
- C. Prejudice
- D. Disrespect

30. Concluding a relationship with a client may occur by:

- A. Termination
- B. Referral
- C. Client discontinuation
- D. All of the above

31. Which of the following is a common reason for client discontinuance?

- A. Meeting place is changed.
- B. Client fears becoming too dependent on the social worker.
- C. Client fears the social worker is too dependent on the client
- D. Client experiences delusions about the social worker.

32. Clients may experience which of the following emotions as they end their relationship with the social worker?

- A. Ambivalence
- B. Sadness
- C. Anger
- D. All of the above

33. Which of the following information should be included in the written closing summary?

- A. Date of final contact
- B. Reason for closing the case
- C. The agreed upon issues and goals for work
- D. All of the above

34. The skills involved in the work and evaluation phase include which of the following?

- A. Reframing
- B. Seeking clarification
- C. Partializing
- D. All of the above

35. To determine whether a work-phase skill is appropriate, the social worker should consider which of the following:

- A. Will the skill help the client?
- B. Have I communicated my empathic understanding of the issue?
- C. How might my feelings about the client influence my selection of which skill to utilize?
- D. All of the above

36. The skill of Rehearsing Action Steps tends to?

- A. Increase a client's anxiety.
- B. Increases the client's desire to terminate services
- C. Enhances motivation
- D. None of the above

37. Which of the following is a potential outcome when the client agrees to take an action step?

- A. The client may not attempt any part of the action step.
- B. The client will rehearse the action step.

- C. The client will define the action step.
- D. You will need to reflect feelings and meaning.

38. The skill of _____ involves exploring the client's experiences and feelings about you, your relationship, or your work together.

- A. Confronting
- B. Evaluating
- C. Responding with immediacy
- D. Reframing

39. Which of the following is true regarding the contracting process?

- A. The contracting process typically begins before assessment.
- B. Organizing descriptive information occurs during the contracting process.
- C. During the contracting process, goals are established.
- D. All of the above

40. Once the social worker and client agree on issues to address, the next step is to _____

- A. Synthesize the information.
- B. Conduct an assessment.
- C. Decide who can help.
- D. Identify goals.

41. When using the SMART format in constructing goals, the S stands for:

- A. Starting point
- B. Severity
- C. Simple
- D. Specific

42. When using the SMART format in constructing goals, the R stands for:

- A. Realistic
- B. Reflexive
- C. Repetitive
- D. Resourceful

43. When using the SMART format in constructing goals, the T stands for:

- A. Tentative
- B. Transitional
- C. Treatment
- D. Timely

44. In developing Action Plans you and the client may engage in which of the following:

- A. Identifying who will be involved.
- B. Deciding what role the social worker will play.
- C. Deciding where and how often to meet.
- D. All of the above.

45. Clarification-seeking questions serve a dual purpose. Which of the following is one of those purposes?

- A. They help the client envision a better future.
- B. They clarify the issue for the worker so that he can better help the client.
- C. They help set a time limit for treatment.
- D. They help the worker construct goals which meet Egan's effective goals criteria.

46. "I wonder, would it make sense to establish as one goal for our work together ..." is an example of:

- A. Encouraging goal identification
- B. Reflecting a goal
- C. Proposing a goal
- D. Substituting a goal

47. Which of the following is true regarding goals?

- A. When clients are too uncertain and stressed to set goals, it's okay to postpone goals specification and instead establish a general direction for work.
- B. Since most clients do not understand the concept of setting goals, workers should set the goals for them.
- C. The goal-setting process can be expedited by consulting books which have examples of goals which fit many situations.
- D. Asking a client how he will know when a goal has been accomplished is likely to discourage him and decrease his likelihood of achieving the goal.

48. The tasks or activities that the client engages in during your meetings are called:

- A. Client tasks
- B. Work tasks
- C. In-session tasks
- D. Maintenance tasks

49. A social worker working with community members seeking to enhance conditions in their neighborhood might conduct this type of assessment..

- A. Biopsychosocial Assessment
- B. A DSM IV TR assessment
- C. Needs Assessment
- D. Risk Assessment

50. Which of the following is a factor included in the PIE approach to classifying problems?

- A. Problems in Social Role Functioning
- B. Occupational Problems
- C. Housing Issues
- D. Inequitable Education Opportunities

[50 marks]

SECTION 2: EACH QUESTION IN THIS SECTION CARRIES 25 MARKS

QUESTION 2

Critically discuss the challenges for school social work interns in Swaziland. In your discussion you must include some learning disabilities and DSM-IV-TR disorders that may be prevalent amongst students in the school you were attached to. Use concrete examples to support your views.

QUESTION 3

Pick out one issue that you consider to be serious at the school you were attached to. Write an advocacy plan on the issue to be presented to the Minister of Education and Training. The issue should be well articulated as well as the plan and the possible solutions to the issue.

QUESTION 4

Lana was in Form 1. She had started dating in Grade 7 and found she was unhappy with the boys she dated. Lana had always realized that she was more comfortable with women and had lesbian tendencies. She developed a close relationship with another female student and wanted to let her parents know about her sexual orientation before she made any formal announcements to friends. She came to the school social worker and asked if the social worker would help her tell her mother that she was a lesbian. The social worker was already acquainted with the student and her mother and was willing to help the student.

Lana's mother was invited to come to the school social worker's office. Lana waited in the social worker's office until her mother came. The social worker was visibly distressed about the whole 'coming out' which Lana was trying to do. While waiting for Lana's mother the social worker tried to talk Lana out of disclosing to her mother and telling her it was ungodly to be in love with people of the same gender. When Lana's mother arrived the social worker didn't help Lana to express her feelings neither did the social worker assist Lana's mother to understand Lana's feelings. The mother and social worker were so angry at Lana and told her it was wrong to entertain these feelings towards people of the same sex, and the social worker failed to help Lana express her feelings about the whole thing. The lines of communication between Lana and her mother became closed. After the discussion, she was unable to move ahead and she could not take the relationship to the next step. The school social worker was unable to help Lana through a difficult situation and instead she made her feel uncomfortable about herself.

- a) If you were the social worker how would you have handled Lana's case?
- b) Discuss the coping strategies for understanding sexuality (DeMontfiores & Schulz 1978)

QUESTION 5

Case example

Bruce had been in a gang since he was in sixth grade. During seventh grade he was arrested for drugs at school and put on probation. One of the requirements of his probation was that he had to drop out of his gang and have the tattoos on his fingers removed. He was moved to a different school by his parents to help him find new associates. The school social worker became involved in the case. Bruce refused to remove his tattoos. He also refused to cooperate with the school social worker. Instead he started recruiting other students to join the gang, promising them a lot of money and status. He became a headache for his new school teachers; the environment seem to make him even more rebellious.

- a) Critically discuss best practices you would use to solve this case
- b) Identify short-term outcomes, intermediate outcomes and long term outcomes when working with the student. Specify outputs at each level.

QUESTION 6

1. What difficulties do you remember facing as you entered high school? How could a school social worker have helped?
2. How can school social workers help students want to stay in school and do well when their families do not put emphasis on education?
3. Can you think of ways to create visibility in schools so that the communities and schools will understand the necessity of having a school social worker?