

UNIVERSITY OF SWAZILAND  
FACULTY OF SOCIAL SCIENCES  
DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

FINAL EXAMINATION PAPER DECEMBER 2016

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

COURSE CODE: SWK 113

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS: ANSWER THREE (3) QUESTIONS

**QUESTION ONE IS COMPULSORY**  
THEN CHOOSE ANY TWO (2) QUESTIONS

MARKS: 100

QUESTION PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED

**QUESTION 1 (Compulsory)**

Discuss the stages of the problem solving approach used in generalist social work practice.

(40 points)

**QUESTION 2**

Social work can be grouped into three functions. Discuss with examples these functions.

(30 points)

**QUESTION 3**

The ecological theory is a subset of the systems theory and it defines three levels of systems.

Examine these systems and how they connect in the helping process.

(30 points)

**QUESTION 4**

Explore how the stages of intake, assessment, planning, and intervention might differ based on whether the client is voluntary or involuntary?

(30 points)

**QUESTION 5**

Examine how the social work continuum from “cultural destructiveness” to “cultural proficiency” improves service delivery to diverse clients.

(30 points)

**QUESTION 6**

Discuss how the concepts of sympathy and empathy would help a social worker strengthen the helping process in social work practice.

(30 points)