

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

RESIT EXAMINATION JANUARY 2019

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

COURSE CODE: SWK113

TIME ALLOWED: TWO (2) HOURS

INSTRUCTIONS: QUESTION ONE (1) IS COMPULSORY  
ANSWER ANY OTHER TWO (2) QUESTIONS

MARKS: 100

QUESTION PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY  
THE INVIGILATOR

### QUESTION 1 (Compulsory)

Discuss the social work method of intervention of working with individuals, families, groups and community work methods and give specific examples.

**Total: 30**

### QUESTION 2

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.

**Total: 35**

### QUESTION 3

Communication in the social work profession is critical. Discuss its importance and how you would ensure that there is meaningful communication between the social worker and the client.

**Total: 35**

### QUESTION 4

List, illustrate and briefly discuss the stages of the problem solving approach used in generalist social work.

**Total: 35**

### QUESTION 5

- a) Define concepts of social work and social welfare (10)
- b) Briefly discuss the goals of social work practice. (10)
- c) Explore the concepts of restoration of impaired capacity and prevention of social dysfunction in social work and social welfare. (15)

**Total: 35**

### QUESTION 6

Briefly discuss the following social work concepts:

- a) Client system (7)
- b) Cultural competence (7)
- c) Social worker as a mobilizer (7)
- d) Initiator system (7)
- e) Professional system (7)

**Total: 35**