

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

FINAL EXAMINATION DECEMBER 2018

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)

- a) Define 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 (10)

**Total: 30**

### QUESTION 2

The inner and outer forces paradigm attempts to explain why people seem to act at times in strange and unpredictable ways. Using the inner and outer forces paradigm briefly discuss the following concepts:

- a) Life Cycle and the Inner and Outer Forces Model (15)
- b) Social functioning (10)
- c) Person in Environment (PIE) (10)

**Total: 35**

### QUESTION 3

The practice framework is based on social work values. Briefly discuss the following social work values:

- a) Clients have individual worth and capacity (15)
- b) Clients are unique (10)
- c) Clients have a right to self-determination (10)

**Total: 35**

### QUESTION 4

Using examples explore the following social group models:

- a) Social goals model (10)
- b) Remedial model (10)
- c) Reciprocal model (15)

**Total: 35**

### QUESTION 5

Examine the concepts of sympathy and empathy in a social work practice.

**Total: 35**

### QUESTION 6

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

**Total: 35**