



THE CO-OPERATIVE UNIVERSITY OF KENYA

END OF SEMESTER EXAMINATION DECEMBER -2022

EXAMINATION FOR THE DEGREE OF BACHELOR OF CO-OPERATIVE COMMUNITY DEVELOPMENT

UNIT CODE: BOCD 2203

UNIT TITLE: HUMAN SERVICES DELIVERY SYSTEMS

DATE: THURSDAY, 22ND DECEMBER, 2022

TIME: 2:00 PM – 4:00 PM

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INSTRUCTIONS:

- **Answer question ONE (compulsory) and any other TWO questions**

QUESTION ONE

(a) Define the following concepts

- Human services
- Delivery systems.
- Social problem
- Social welfare
- Social policy (10 marks)

(b) Describe the key functions of human service agencies. (10 marks)

(c) With relevant examples from Kenya, explain the key characteristics of a human service organization. (10 marks)

QUESTION TWO

(a) Describe the different types of human Services in Kenya. (10 marks)

(b) Identify the different categories of human services. (10 marks)

QUESTION THREE

(a) With relevant examples explain the key concerns of human service agencies. (10 marks)

(b) Discuss the different categories of human service systems in Kenya. (10 marks)

QUESTION FOUR

Compare and contrast the common achievements and limitations of human service systems in Kenya. (20 marks)

QUESTION FIVE

- (a) Give a brief historical development of human service delivery systems. (10 marks)
- (b) Using relevant examples explain the main sources of resource capacities to human services agencies. (10 marks)