



**The Co-operative University of Kenya**

**END OF SEMESTER EXAMINATIONS MARCH-2021**

**EXAMINATION FOR THE DEGREE OF BACHELOR OF COMMUNITY  
DEVELOPMENT (YR II SEM II)**

**UNIT CODE: BSOC 2208**

**UNIT TITLE: HUMAN SERVICE DELIVERY SYSTEMS**

**DATE: 5<sup>TH</sup> MARCH 2021**

**TIME: 9:00 AM – 12:00 PM**

**INSTRUCTIONS:**

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

**QUESTION ONE**

- (a) Describe the following concepts;
- (i) Moving clients to self- sufficiency
  - (ii) Social control
  - (iii) The principles of teaming
  - (iv) Case management (12 Marks)
- (b) Why are basic ethical principles important in the human service profession? (6 Marks)
- (c) While working with adolescent populations, human service professional notices signs of self-mutilation. What in your opinion would these signs include? (6 Marks)
- (d) What does the process of community organizing involve? (6 Marks)

**QUESTION TWO**

- (a) Since everyone handles a medical crisis differently. Describe how a human service professional manage crises. (8 Marks)
- (b) What are some common ways that rebelliousness manifests in the adolescent population? (12 Marks)

**QUESTION THREE**

- (a) Human service professionals are committed to helping people develop the necessary skills to become self-sufficient and function at their optimal levels, personally and within society. Discuss the extent you agree or disagree with the statement. (10 Marks)
- (b) In case evaluations, why is it important that the human service professional consider environmental elements that may be a part of the client's life. (10 Marks)

**QUESTION FOUR**

- (a) How are various organizations providing human service delivery systems? (10 Marks)
- (b) What are the unique, complex challenges faced by a variety of service populations and individuals and families struggling with disadvantaging situations. (10 Marks)

**QUESTION FIVE**

- (a) What resources and systems are available to help individuals facing disadvantaging situations? (10 Marks)
- (b) Compare and contrast the human services field with the disciplines of social work and psychology. (10 Marks)