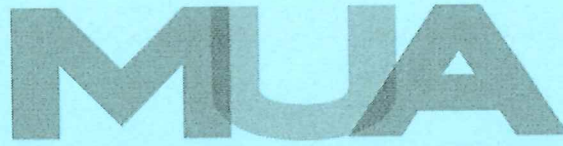


The
Management
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UNDERGRADUATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DEGREE OF BACHELOR OF ARTS IN DEVELOPMENT STUDIES

SWK 404 : CONTEMPORARY ISSUES IN SOCIAL WORK

DATE: 2ND DECEMBER 2024

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **THREE** questions.
6. Question **ONE** carries **25 MARKS** and the rest carry **15 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

Implementing Technology in Social Work

The XYZ Community Social Services agency operates in a densely populated urban area, providing a range of social work services to a diverse client base. The agency has identified several challenges, including limited resources where the agency is understaffed, and social workers are often overwhelmed with caseloads; inefficiencies in case management the paper-based records and a lack of centralized information systems make it challenging to manage client information and track cases; and difficulties in tracking client progress.

To address these challenges, the agency decided to implement technology solutions to improve their services. These solutions include but are not limited to developing or purchasing a Client Management System that allows social workers to securely access and update client information, track case progress, and set reminders for follow-ups. Also, offer virtual counseling sessions and telehealth services to increase accessibility and **reduce** the need for in-person meetings. Lastly the organization may develop a mobile application for clients to access resources, schedule appointments, and communicate with their social worker.

From the above proposed technological interventions, the organization will reap great outcomes and benefits such as efficiency where the client management system reduces administrative burdens on social workers, there will be improved accessibility to services through the use of virtual counselling sessions and telehealth services, and communication will be enhanced through the implementation of mobile application where client-worker interactions are private and secure, fostering better communication. In conclusion, by integrating technology into their social work practices, the XYZ Community Social Services agency has overcome resource constraints, improved accessibility, and maintained the confidentiality of client information. The use of a client management system, telehealth services, mobile apps, and secure communication platforms has resulted in more efficient and effective social work practices, ultimately benefiting their diverse client base.

Required:

- a) In reference to the case study above, discuss how technology has transformed the field of social work in recent years. (7 Marks)
- b) Propose six benefits associated with integrating technology into social work practices. (12 Marks)
- c) From the case study above, assess three types of technology that are being proposed to be implemented at the XYZ Community Social Services agency. (6 Marks)

QUESTION TWO

- a) Contrast between international social work and comparative social work giving examples of each. (6 Marks)
- b) Discuss three attributes of a social worker you think are most important in providing social services. (9 Marks)

QUESTION THREE

Propose by giving examples five future employment opportunities for social work professionals. (15 Marks)

QUESTION FOUR

- a) Identify and discuss five causes of homelessness in Kenya (10 Marks)
- b) In Kenya, elaborate using two points the role that social workers play in foster care and adoption services. (5 Marks)

QUESTION FIVE

The global population is experiencing a significant demographic shift, with a growing aging population. Analyze five varieties of interventions that social workers provide to the aging and the elderly. (15 Marks)

QUESTION SIX

Describe awareness of at least three (3) sustainable development goals (SDGs) in relation to social work citing relevant examples. (15 Marks)

