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(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

UNIVERSITY EXAMINATIONS

2022/2023 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER EXAMINATIONS

FOR THE DIPLOMA

IN

SOCIAL WORK AND COMMUNITY DEVELOPMENT

COURSE CODE: DSC 067

COURSE TITLE: INDUSTRIAL SOCIAL WORK

DATE: 13/12/2023

TIME: 2:00 – 4:00PM

INSTRUCTIONS TO CANDIDATES

Answer question one (compulsory) and any other two questions

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.

Question one

- i. Collaboration between industrial social workers, HR professionals, and management is essential to develop comprehensive programs and policies to address workplace maladjustment effectively. Discuss how industrial social workers can collaborate with management to create and implement initiatives aimed at enhancing work satisfaction and overall employee well-being **(20 Marks)**
- ii. Identify any common personal factors or traits that may make an individual more susceptible to workplace maladjustment **(10marks)**

Question two

- i. Discuss the effects of occupational hazards on individuals and society **(10 Marks)**
- ii. Discuss the strategies that an industrial social worker can apply to resolve role conflict and role ambiguity in a work place **(10 Marks)**

Question three

Discuss the role of an industrial social worker in assisting employees in navigating work-related conflicts and challenges, towards increased work satisfaction and a healthier workplace **(20 Marks)**

Question four

Define the concept work satisfaction and explain the role of an industrial social worker in enhancing relationship between employee engagement, work satisfaction, and organizational productivity **(20 Marks)**

Question five

Using relevant examples write an essay on sexual harassment as a form of workplace discrimination its manifestation and suggest possible strategies to make work places safe. **(20 marks)**