



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

**UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR**

SECOND SEMESTER EXAMINATIONS

FOR THE DIPLOMA

OF

SOCIAL WORK & COMMUNITY DEVELOPMENT

COURSE CODE: DSC 067

COURSE TITLE: INDUSTRIAL SOCIAL WORK

DATE: 29/5/2019

TIME: 9:00-11:00AM

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 (COMPULSORY)

1. a) As an industrial social worker, what are some of the qualities you would require in your place of work (20marks)
- b) Define: Role conflict
Role ambiguity
Work satisfaction (10marks)
Work maladjustment
Employee

QUESTION TWO

Analyze the problems experienced in the work place and some of the approaches you can use as an industrial social worker to solve such problems. (20 marks)

QUESTION THREE

Work maladjustment may occur for a number of reasons; what are some of these reasons? (20marks)

QUESTION FOUR

Chronic absenteeism is one of the problems experienced in work places. What could be the root causes of chronic absenteeism amongst workers (20 marks)

QUESTION FIVE

Analyze the challenges faced by informal workers in the informal sector in Kenya. (20marks)