



**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**

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**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)