



(University of Choice)

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

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR**

**THIRD YEAR SECOND SEMESTER SPECIAL/SUPPLEMENTARY EXAMINATIONS
FOR THE
BACHELOR OF SCIENCE
IN
CONFLICT RESOLUTION AND HUMANITARIAN ASSISTANCE**

COURSE CODE: DEM 304

COURSE TITLE: SOCIAL SERVICES AND DELIVERY SYSTEMS

DATE: 26TH SEPTEMBER, 2019

TIME: 12 – 2PM

INSTRUCTIONS TO CANDIDATES

Answer question one (compulsory) and any other two (2) questions

TIME: 2Hours

MMUST observes ZERO tolerance to examination cheating

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

QUESTION ONE (COMPULSORY)

- i. Write short notes on the following terms as used in this course. (10 marks)
 - a) Welfare state
 - b) Public service
 - c) Vulnerability
 - d) Social
 - e) Social service delivery framework
- ii. Discuss five ways in which provision of social services contributes to eradication of poverty in developing countries. (10 marks)
- iii. Explain the roles of the following in the provision of social services: (10 marks)
 - a) The state
 - b) Non-Governmental organizations

QUESTION TWO

- i. Examine socioeconomic factors that create pressure on good practices in provision of social services. (10 marks)
- ii. Using relevant examples, discuss the three dimensions of social capital. (10 marks)

QUESTION THREE

- i. Evaluate factors which contributed to evolution of social services in the developing countries. (10 marks)
- ii. "Empowerment and equality programmes are important in addressing vulnerability in the society." Discuss interventions that can be designed to promote empowerment and equality in social service delivery. (10 marks)

QUESTION FOUR

- i. With relevant examples, discuss the informal and formal aspects of social services in developing countries. (20 marks)

QUESTION FIVE

- i. Giving clear examples, explain characteristics that influence the provision of social services in urban areas. (10 marks)
- ii. Discuss the strategies stakeholders can use to address the challenges in the provision of social services in Kenya today. (10 marks)