



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

**MAIN CAMPUS**

**MAIN EXAMINATIONS  
2016/2017 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS**

**FOR THE DIPLOMA**

**OF**

**SOCIAL WORK AND COMMUNITY DEVELOPEMNT**

**COURSE CODE: DSC 067**

**COURSE TITLE: INDUSTRIAL SOCIAL WORK**

**DATE: TIME:**

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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. ►

**Define the following**

1. INDUSTRIAL SOCIAL WORK(2MKS)
2. INDUSTRY (2MKS)
3. TRADE UNION (2MKS)
4. FIRM (2MKS)
5. VALUES (2MKS)

- a) Discuss the problems experienced at the work place Place-Maladjustment (10mks)
- b) Discuss five importance of studying this course (10 mks)

**QUESTION TWO**

Discuss the concept of work satisfaction in relation to industrial social work (20mks)

**QUESTION THREE**

- a) Discuss the possible causes of chronic absenteeism (10 mks)
- b) Suggest ways of reducing of reducing chronic absenteeism at the work place (10 mks)

**QUESTION FOUR**

Discuss the role of a medical social worker in an industrial set up giving relevant examples (20 mks)

**QUESTION FIVE**

- a) Discuss five approaches of dealing with problems at the work place (10 marks)
- b) Discuss how family and marital problems may affect an employee's productivity at the work place (10 Marks)