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KIBABII UNIVERSITY

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

FOURTH YEAR

SPECIAL/SUPPLEMENTARY EXAMINATION

**FOR THE DEGREE
OF
BACHELOR OF SOCIAL WORK**

COURSE CODE: SSW 402

COURSE TITLE: INDUSTRIAL SOCIAL WORK

DATE: 1ST ~~JANUARY~~ ^{FEBRUARY} /2021

TIME: 8AM - 10AM

INSTRUCTIONS TO CANDIDATES

Answer question **ONE** (30 marks) and any other **TWO** questions (20 marks each)

TIME: 2 Hours

Kibabii University observes ZERO tolerance to examination cheating

1a) Discuss any three services offered by an industrial social worker. (6 marks)

b) Identify four things that can cause stress at the place of work and suggest an intervention for each. (12 marks)

c) What is bullying? Discuss three forms of bullying at the place of work (12 marks)

2. Define corporate social responsibility (CSR). Analyze four reasons why you would recommend a corporate social responsibility to a Company. (20 marks)

3. Using relevant examples, evaluate four services that are offered by employee assistance programs (20 marks)

4. Using a relevant example; examine the steps followed towards conflict resolution at the workplace. (20 marks)

5. Discuss four major roles of labour and trade unions in reference to our country. (20 marks)