



UNIVERSITY OF ESWATINI

FIRST SEMESTER RE-SIT EXAMINATION PAPER, JANUARY 2020

FACULTY OF SOCIAL SCIENCES

DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK

COURSE CODE: SWK101

TITLE OF PAPER: INTRODUCTION TO SOCIAL WORK

TIME ALLOWED: 2 HOURS

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**Instructions**

1. This paper consists of six questions
2. Answer any three (3) questions
3. All questions carry equal marks

*Candidates may complete the front cover of their answer book when instructed by the Chief Invigilator and sign their examination attendance cards but must not write anything else until the start of the examination period is announced.*

*No electronic devices capable of storing and retrieving text, including electronic directories and any form of foreign material may be used while in the examination room.*

**Special Requirements**

None

**Additional Material (s)**

None

**DO NOT turn examination paper over until instructed to do so.**

**QUESTION 1**

**Discuss the characteristics of communication that are of importance to social work practice.**

**QUESTION 2**

**Identify and discuss the aspects, which influence communication between a social worker and a client.**

**QUESTION 3**

**Examine the barriers to verbal and non-verbal communication in social work intervention.**

**QUESTION 4**

**Discuss the significance of written communication in social work practice.**

**QUESTION 5**

**Discuss critically the six (6) core values in social work profession.**

**QUESTION 6**

**Discuss the three phases of the social work intervention process.**