



**AFRICA**  
**UNIVERSITY**  
A United Methodist-Related Institution

***"Investing in Africa's Future"***

**COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES  
AND EDUCATION**

**NHSW 217 INDUSTRIAL SOCIAL WORK  
END OF SECOND SEMESTER EXAMINATIONS**

**APRIL/MAY 2019**

**LECTURER: MR H NJONGA**

**DURATION: 3 HRS**

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***INSTRUCTIONS***

1. Do NOT write your name on the answer sheet.
2. Section A is compulsory. Answer any two questions in Section B.
3. All questions are worthy 20 marks.
4. Begin your answer for each question on a new page.
5. Credit will be given for neat, well-written and lucid work.



## SECTION A

1. a) Demonstrate your understanding of the following terms as they apply in industrial social work using appropriate examples:
  - i) Work life balance (5)
  - ii) Ethics (5)
- b) Explain your understanding of an intervention and discuss the three levels of interventions and their application in industrial social work. (10)

## SECTION B

2. Discuss the characteristics of the changing world of work and the value addition that an Industrial social worker can bring to ensure optimum productivity is maintained in the workplace.
  3. Critically discuss the different models of industrial social work assess their effectiveness in resolving workplace problems using examples from Africa.
  4. Examine the implementation and effectiveness of Employee Assistance Programmes in the work place in Africa using a country of your choice.
  5. "The concept of work life balance has been observed to be of critical importance in industrial productivity". Explain how as an Industrial social worker you can assist management to effectively integrate women in the work place.
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