PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

END OF SEMESTER EXAMINATION FOR DIPLOMA IN COMMUNITY DEVELOPMENT AND SOCIAL WORK

JANUARY-APRIL 2026 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: COMMUNITY DEVELOPMENT

COURSE CODE: DCS 111

COURSE TITLE: ORGANIZATION OF SOCIAL SERVICES DELIVERY

EXAM DATE:

DURATION: 3 HOURS

TIME: 5:30PM-8:30PM

INSTRUCTIONS

- Read the instructions and questions carefully before you write the answers.
- **Answer Question ONE and any other TWO**
- *ALL PAC University's examination rules and regulations apply*

SECTION A (COMPULSORY 30 marks) QUESTION ONE (30 MARKS)

Answer ALL parts of this question.

(a) (10 Marks)

i) Define the concept of social welfare services. (2 Marks)

ii) Explain FOUR (4) roles they play in promoting social justice and sustainable development in society. (8 Marks)

(b) (10 Marks)

Using the Trust, Voice, and Incentives (TVI) framework, discuss THREE (3) ways in which trust enhances the effective delivery of social welfare services, illustrating your answer with TWO (2) relevant examples.

(c) (10 Marks)

Examine FIVE (5) roles of citizen voice and accountability mechanisms in improving social service delivery, using appropriate theoretical and empirical examples.

SECTION B (Answer any two questions each 15 marks)

QUESTION TWO (15 MARKS)

(a) (5 Marks)

Identify and briefly explain FIVE (5) institutional and capacity-related challenges facing social welfare service delivery in developing countries.

(b) (10 Marks)

Discuss FIVE (5) effects of governance weaknesses and political interference on the effectiveness of social welfare programmes.

QUESTION THREE (15 MARKS)

(a) (5 Marks)

Define the concept of fragmented service delivery systems and explain THREE (3) of its key characteristics in social welfare provision.

(b) (10 Marks)

Evaluate FIVE (5) ways in which integrated and coordinated social protection frameworks can enhance efficiency and equity in welfare service delivery.

QUESTION FOUR (15 MARKS)

(a) (5 Marks)

Identify FIVE (5) main causes of inequitable access and social exclusion in social welfare service delivery.

(b) (10 Marks)

Using examples from Kenya, assess FIVE (5) effects of social exclusion on the effectiveness of social welfare programmes