

1410/201  
SOCIAL DEVELOPMENT, THEORY,  
METHODS, POLICY AND  
ADMINISTRATION  
Oct./Nov. 2019  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL  
NATIONAL CERTIFICATE IN SOCIAL DEVELOPMENT

SOCIAL DEVELOPMENT, THEORY, METHODS,  
POLICY AND ADMINISTRATION

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of **FOURTEEN** questions in **TWO** Sections; **A** and **B**.  
Answer **ALL** the questions in **BOTH** sections in the answer booklet provided.  
Maximum marks for each part of a question are as indicated.  
Candidates should answer the questions in English.*

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that  
all the pages are printed as indicated and that no questions are missing.

SECTION A (40 marks)

10/11

Answer ALL the questions in this section.

1. State the defence mechanism that is exhibited in each of the following individual behaviours:

- (a) <sup>Control</sup> shouting loudly to a child after an argument <sup>Rude</sup> with the spouse;
- (b) refusal to accept the doctor's HIV status results when told they are positive; <sup>Seclusive</sup>  
<sub>Confidant</sub> <sub>Creation awareness</sub>
- (c) sitting in a corner and crying after hearing bad news; <sub>Shame</sub> <sub>Lonely</sub>
- (d) Trying to forget something that causes anxiety.

(4 marks)

2. Identify four differences between 'programmed' and 'non-programmed' decisions. (4 marks)

3. Outline three roles of stakeholders in socio-policy formulation. (3 marks)

4. Distinguish between 'effective' and 'acceptable' formulation in formulation of social policy. (4 marks)

705101 5. (a) Explain the meaning of the term 'policy analysis' as used in social policy. (2 marks)

09/13 (b) Outline four characteristics of a social welfare program. (4 marks)

6. Differentiate between 'impact' evaluation and 'process' evaluation as applied in social policy. (4 marks)

7. (a) Explain the meaning of the term 'social policy implementation'. (2 marks)

(b) Explain the purpose of the social goals model in social group work. (2 marks)

8. Using an example in each case, differentiate between 'primary' and 'secondary' data as used in social research. (4 marks)

9. State four contributions of social work to a society. (4 marks)

10. Outline three ethical behaviours that must be observed by social workers. (3 marks)

- <sup>Cultural</sup> <sup>Barred</sup>  
Corruption  
Bribery  
Theft  
Rape  
Abuse

**SECTION B (60 marks)**

*Answer ALL the questions in this section.*

11. (a) (i) Explain the meaning of the term 'clients rights to self determination'. (2 marks)
- (ii) Highlight the **four assumptions** of the modern conflict theory. (8 marks)
- (b) Outline **five causes** of social change. (5 marks)
12. (a) Explain the **five roles** of social policy in social development. (10 marks)
- (b) Outline the meaning of each of the following psycho-analytic terms:
- (i) id; (1 mark)
- (ii) ego; (2 marks)
- (iii) super ego. (2 marks)
13. (a) Highlight the meaning of each of the following biases that may arise in decision making process:
- inter*
- (i) confirmation;
- (ii) selective perception;
- (iii) repetition;
- (iv) anchoring;
- (v) group think.
- experiment*
- superior*
- (10 marks)
- (b) State **five functions** of pressure groups. (5 marks)
14. (a) Explain the meaning of each of the following policies:
- formin*
- (i) domestic;
- (ii) regulatory;
- (iii) distributive;
- (iv) redistributive;
- (v) foreign.
- (10 marks)
- (b) Highlight **five factors** that may influence the success of a social policy programme. (5 marks)

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