



THE CO-OPERATIVE UNIVERSITY OF KENYA
END OF SEMESTER EXAMINATION DECEMBER -2023

**EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN DISASTERS,
RISK MANAGEMENT AND SUSTAINABLE DEVELOPKMENT
(YR II SEM I)**

UNIT CODE: BEMM 2105
UNIT TITLE: FOUNDATIONS OF HUMAN SERVICES

DATE: MONDAY, 11TH DECEMBER, 2023
TIME: 2:30 PM – 4:30 PM

INSTRUCTIONS:

- Answer question ONE (compulsory) and any other TWO questions

QUESTION ONE (30 MARKS-COMPULSORY)

- (a) Define the following concepts
- Human services. (2 marks)
 - Delivery systems. (2 marks)
 - Social problem. (2 marks)
 - Social welfare. (2 marks)
 - Social policy (2 marks)
- (b) Describe the key functions of human service agencies. (10 marks)
- (c) With relevant examples from Kenya, explain the key characteristics of a human service organization. (10 marks)

QUESTION TWO (20 MARKS)

- (a) Describe any FIVE types of human Services in Kenya. (10 marks)
- (b) Explain the different domains of human services. (10 marks)

QUESTION THREE (20 MARKS)

- (a) With relevant examples explain the key concerns of human service agencies. (10 marks)
- (b) Explain the impact of technology in human services delivery. (10 marks)

QUESTION FOUR (20 MARKS)

Compare and contrast the common achievements and limitations of human service systems in Kenya. (20 marks)

QUESTION FIVE (20 MARKS)

- (a) Give a brief historical development to human service delivery systems. (10 marks)
- (b) With examples explain the main sources of resource capacities to human services agencies. (10 marks)