



**SIR ARTHUR LEWIS COMMUNITY COLLEGE
ACADEMIC YEAR (2024/2025) – SEMESTER ONE
END OF SEMESTER EXAMINATION**

COURSE CODE : SOW105

COURSE TITLE : Social Work Theory & Practice 1 (Final)

LECTURER(S) : Mrs. Fiona Noel-Charlery

DATE : **December 12, 2024**

TIME : **1 pm**

DURATION : 2 hours

STUDENT ID # : _____

GENERAL INFORMATION AND INSTRUCTIONS

- Students must sign **IN** and **OUT** on the examination class list.
- Write your ID number on the question paper.
- Circle the correct answer on the question paper.

Instructions:

This paper consists of **forty** multiple choice questions. You are to answer all questions.

Total Marks: 40

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO

SECTION I - Please select the most appropriate answer. (1 mark each)

1. When faced by a hostile client in an agency setting, it is **BEST** for the social worker to:
 - A. Suggest that the client's attitude is making the situation worse
 - B. Accept the client's hostility and talk about nonthreatening topics
 - C. Set limits and structure on the interview session
 - D. Acknowledge the client's feelings and encourage discussion of them

2. A couple expressing extreme anger at each other come to a social worker for marital counseling. The social worker should **FIRST**:
 - A. Explore the goals the anger is masking
 - B. Clarify whether each partner is willing to hear the other
 - C. Acknowledge the anger each partner has toward the other
 - D. Use the interview to probe for positive feelings each has for the other.

3. In the first session with a school social worker a high school student reveals he has been cutting school and forging his mother's name on absence excuses. The social worker should:
 - A. Inform the student that the social worker has a responsibility to inform his mother
 - B. Avoid negatively reinforcing the attention-seeking behavior
 - C. Suggest that it would be best for him to inform school authorities and accept responsibility for his behavior
 - D. Explore the reasons for the absences and factors contributing to the behavior

4. A family comes to an agency complaining of their child's behavior problems. As a result of the assessment phase, the social worker believes that the marital relationship is the primary problem. The social worker should focus on:
 - A. The parents, confronting them with their relationship issues
 - B. The child and the ways the parents should react to the behavior
 - C. A discussion of the social worker's perception of the marital relationship
 - D. Developing the child's insight into behavior as a reaction to marital stress

5. A 28 yr old client with a long-standing history of drug use is referred to a social worker by a concerned relative. In the assessment interview, the client tells the social worker about frequent cocaine use. The social worker should **FIRST**:
 - A. Conduct a family interview to evaluate the family's concern
 - B. Begin treatment, focusing on the reason for drug abuse
 - C. Refer the client to a substance abuse program
 - D. Evaluate the client's motivation for change

6. The phase of the helping process, which leads to subsequent implementation of intervention, is:
 - A. Implementation and goal attainment
 - B. Exploration, assessment and planning
 - C. Initiation of established rapport
 - D. Clarification and analysis

7. The purpose of feedback in a social work interview is to:
 - A. Allow the social worker to confront distortions in the client's thinking
 - B. Summarize main points of the interview
 - C. Let the client know social worker understands the issue
 - D. Give the social worker opportunity to self-disclose for benefit of the client

8. All of the following are true about the importance of recording, **EXCEPT**:
- A. Good case recording helps to focus the work of social services department's staff and supports effective partnerships with Service users and carers.
 - B. It ensures there is a documented account of their involvement with individual service users, families and carers.
 - C. It assists continuity when workers are unavailable or change and provides an essential tool for managers to monitor work.
 - D. It becomes a minor source of evidence for investigations and enquires.
9. Records provide a case history and a more holistic picture in order to follow-up on services or try different approaches to assist the client, best describes:
- A. Continuity of care
 - B. Accountability
 - C. Service improvement
 - D. Confidentiality
10. Which of the following is a way in which countertransference is manifested?
- A. Being unduly concerned about the client
 - B. Having persistent erotic fantasies or dreams about a client
 - C. Dreading or pleurably anticipating sessions with clients
 - D. All of the above
11. _____ contaminates helping relationships by producing distorted perceptions, blind spots, wishes, and antitherapeutic emotional reactions and behaviour.
- A. Inappropriate relationships
 - B. Counter transference
 - C. Introspection
 - D. Transference
12. _____ involves analytical dialogue with oneself aimed at discursing sources of feelings, reactions, cognitions, and behaviour.
- A. Introspection
 - B. Countertransference
 - C. Inappropriate relationships
 - D. Transference
13. All of the following are ways in which transference is manifested, **EXCEPT**:
- A. Questioning the interest of the social worker
 - B. Attempting to engage social workers socially by inviting them to lunch, parties, and the like
 - C. Analytical dialogue with oneself
 - D. Having dreams or fantasies about the social worker
14. Which of the following is a guideline in managing transference reactions?
- A. Be open to the possibility that the client's reaction is not unrealistic and may be produced by your behavior.
 - B. Assist the client to determine the immediate source of distorted perceptions by exploring how and when the feelings emerged.
 - C. After you have examined problematic feelings, assist clients to determine whether they have experienced similar reactions in other relationships.
 - D. All of the above

15. Transference reactions may not only impeded progress in the helping process but also may create difficulties in other interpersonal relationships.
- A. True
 - B. False
16. An interaction process which facilitates meaningful understanding of self and environment and results in the establishment and or clarification of goals and values for future behaviour, best defines:
- A. Counselling
 - B. Interview
 - C. Helping process
 - D. Introspection
17. A meeting between people in which communication occurs for a specific and usually predetermined purpose, best defines which of the following?
- A. Helping process
 - B. Counselling
 - C. Interview
 - D. Introspection
18. When a social work conducts an information or social history interview, the aim is to:
- A. Help clients make changes or to change the social environment to help clients function in a better or both.
 - B. Obtain background or life history material related to the clients personal or social problem.
 - C. Make specific decisions involving human services.
 - D. Communicate and handle their problems better
19. When a social worker embarks on preparing the physical conditions, preparing himself/herself and gathering relevant information about the client, he or she is at this stage of the interview process.
- A. Closing
 - B. Termination
 - C. Middle
 - D. Preparation
20. The goal of the closing/ending stage of the interview process is:
- A. To review the plan of action and summarize the session
 - B. To establish trust and rapport with the client
 - C. To explore in greater depth the concerns and needs of the client and problem solving
 - D. To prepare adequately for the client
21. Ms. Sky said to a client during an interview “let’s explore any other angles you can think of?” The reason for asking this question is to:
- A. Explore all the areas that need to be covered
 - B. Develop deeper trust
 - C. Gather more information
 - D. Focus on target information
22. Ms. Paul engages in this process whenever her cases are challenging.
- A. Feedback
 - B. Debriefing
 - C. Introspection
 - D. Self-care

23. The purpose of _____ interview is to help clients make changes or to change the social environment to help clients function in a better or both.
- A. Therapeutic
 - B. Assessment
 - C. Informational
 - D. Social history
24. When a social worker says to a client “It sounds like you’re really in the dark about why you’re here, so let me start by telling you what I know about the situation. Your parents asked me to talk with you because they are concerned that you haven’t been yourself lately.” He or she is most likely dealing with a:
- A. Hostile client
 - B. Suicidal client
 - C. Resistant Adolescent
 - D. Voluntary Client
25. Which of the following is a characteristic of an interview?
- A. It has context or setting
 - B. It is purposeful and directed
 - C. It is limited and contractual
 - D. All of the above
26. An important purpose of a social work interview is:
- A. To review plan of action and summarize the session
 - B. To give the interviewee an opportunity of emotional release, a feeling of security and to gain insight into his problems and some of their causes
 - C. Assure the client confidentiality and mention the cases when this ethical principle can be violated.
 - D. None of the above
27. The practical recognition of the right and need of clients to freedom in making their own choices and decisions in the casework process is known as:
- A. Client self-determination
 - B. Confidentiality
 - C. Acceptance
 - D. Individualization
28. Following her session with the social worker Monica reported to Marcia that the social worker perceived and dealt with her as she really is, including her strengths and weaknesses, her congenial and uncongenial qualities, her positive and negative feelings, her constructive and destructive attitudes. This means that the social worker exercise the principle of:
- A. Confidentiality
 - B. Purposeful expression of feeling
 - C. Non-judgmental attitude
 - D. Acceptance
29. All of the following are ways to frame a statement EXCEPT:
- A. Change the emphasis from differences to common ground
 - B. Close discussion on a given topic
 - C. Change the emphasis to implied positive interest
 - D. Restate an accusation as a concern about the problem

30. When a statement or a brief paragraph occurring over a short period of time is rephrased, this is known as:
- A. Paraphrasing
 - B. Summarizing
 - C. Reframing
 - D. Editing
31. Empathy entails all of the following, **EXCEPT**:
- A. It conveys to the client that the social worker understands or is trying to understand what he or she is expressing and feeling
 - B. It focuses on the feelings expressed
 - C. Social worker summarizes the information received from client
 - D. Social worker gives honest feedback about what he/she perceives is actually happening with the client.
32. Listening is the ability to acquire and process the verbal and other cues of another and generally comprehend the meaning of the communication.
- A. True
 - B. False
33. 85-90% of the message we convey are expressed verbally.
- A. True
 - B. False
34. Which of the following takes place during Phase 1 of the helping process?
- A. Explore client's expectations of helping process, sensitive to cultural variables
 - B. Prioritize goals into general and specific tasks
 - C. Select and implement interventions
 - D. All of the above
35. This process begins by dissecting the goals into general tasks that identify general strategies to be employed in pursuit of the goals.
- A. Establishing Rapport
 - B. Data Collection
 - C. Implementation and Goal Attainment
 - D. Termination
36. _____ refers to an expectation or belief that one can successfully accomplish tasks or perform behaviors associated with specific goals.
- A. Goal-attainment
 - B. Self-efficacy
 - C. Capability
 - D. Enhancement
37. As social workers and clients work together in solving problems, emotional reactions towards either party may impair the effectiveness of the working partnership and oppose an obstacle to goal accomplishment. This refers to:
- A. Barriers to goal attainment
 - B. Self-awareness
 - C. Relational reactions
 - D. Use of self

38. As helping relationships become strong during the implementation and goal attainment phase Social Workers increasingly use themselves as tools to facilitate growth and accomplishment.
- A. True
 - B. False
39. _____ occur when the clients withdraw prematurely from services, or when social workers leave the helping relationship due to illness, job change, or other circumstances.
- A. Termination
 - B. Planned Termination
 - C. Separation
 - D. Unplanned Termination
40. Which of the following is not an emotional reaction to termination?
- A. Reporting recurrence of old
 - B. Introducing new problems
 - C. Attempting to prolong contact
 - D. Embracing