UNIRAZAK
UNIVERSITI TUN ABDUL RAZAK

FINAL EXAMINATION
MARCH 2024

COURSE TITLE	INTRODUCTION TO HUMAN SERVICES
COURSE CODE	TSOC1123
DATE/DAY	24 JUNE 2024 / MONDAY
TIME/DURATION	02:00 PM - 04:00 PM / 02 Hour(s) 00 Minute(s)

INSTRUCTIONS TO CANDIDATES :

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 4 Printed Pages including front page)

DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

There are THREE (3) questions in this exam paper. Answer ALL questions in the answer booklet provided. **[100 MARKS]**

Terdapat TIGA (3) soalan di dalam kertas peperiksaan ini. Sila jawab SEMUA soalan dalam buku jawapan yang disediakan. *[100 MARKAH]*

QUESTION 1 (40 Marks)

Individuals who fail to abide by professional standards lose their jobs and run the risk of losing professional and personal integrity and credibility.

a) Identify **FIVE (5)** purposes and limitations of codes of ethics. (20 marks)

b) Describe **FOUR (4)** conditions when a human service professional has to breach the practice of confidentiality. (20 marks)

SOALAN 1 (40 Markah)

Individu yang gagal mematuhi piawaian profesional boleh kehilangan pekerjaan mereka dan menghadapi risiko kehilangan integriti dan kredibiliti profesional dan peribadi.

a) *Kenal pasti **LIMA (5)** tujuan dan batasan kod etika?* (20 markah)

b) *Terangkan **EMPAT (4)** syarat apabila seorang profesional perkhidmatan manusia terpaksa melanggar amalan kerahsiaan.* (20 markah)

QUESTION 2 (30 Marks)

"When I was 12 years old, my mother and her boyfriend left me with my grandmother and never returned. Momma told me they would be gone for the weekend and would pick me up on Monday. That was four years ago. My grandmother tried to do right by me, but she is old and can't get around very well. After Momma left, I was angry, hurt, and sad. How can a mother leave her child and never want to see her again? I managed to finish the school year, but my grades were down and I was absent a lot. The guidance counselor at my school talked to me about the importance of staying in school and working hard. That might be important to kids who have a family, but I was alone. School was just a place for other kids to make fun of me and call my mother names. When kids laughed at me, I wanted to die. I couldn't take it. I started fighting back. I was suspended from school for "consistent and persistent, disruptive behavior." It wasn't my fault that I had to fight. I only went off when kids picked on me or laughed at me. Why am I the one getting suspended?"

(Introduction to Human Services - Woodside & McClam, 2011)

In many cases, the client will be an individual. Conventionally, most human service professionals will think about each of their clients as one person. This means working one-on-one to define problems, assess possible interventions, and provide services. Using the above case study answer the following questions:

a) Identify **THREE (3)** possible sources of client reluctance to abide by her counsellor suggestions. (15 marks)

b) Give **THREE (3)** ways the client can get help from the human service professionals
(15 marks)

SOALAN 2 *(30 Markah)*

"Ketika saya berumur 12 tahun, ibu dan teman lelakinya meninggalkan saya bersama nenek dan tidak pernah kembali. Ibu memberitahu saya mereka akan pergi pada hujung minggu dan akan menjemput saya pada hari Isnin. Itu empat tahun lalu. Nenek saya cuba melakukan yang betul dengan saya, tetapi dia sudah tua dan tidak boleh bergerak dengan baik. Selepas Mama pergi, saya marah, sakit hati, dan sedih. Bagaimana seorang ibu boleh meninggalkan anaknya dan tidak mahu melihatnya lagi? Saya berjaya menamatkan tahun persekolahan, tetapi gred saya merosot dan saya sering tidak hadir. Kaunselor bimbingan di sekolah saya bercakap dengan saya tentang kepentingan untuk terus bersekolah dan bekerja keras. Itu mungkin penting kepada kanak-kanak yang mempunyai keluarga, tetapi saya bersendirian. Sekolah hanyalah tempat untuk kanak-kanak lain mengejek saya dan memanggil nama ibu saya. Apabila kanak-kanak mentertawakan saya, saya mahu mati. Saya tidak dapat menerimanya. Saya mula melawan. Saya telah digantung daripada sekolah kerana "konsisten dan berterusan, tingkah laku mengganggu." Bukan salah saya yang terpaksa melawan. Saya hanya pergi apabila kanak-kanak mengejek saya atau mentertawakan saya. Kenapa saya yang digantung kerja?"

(Introduction to Human Services - Woodside & McClam, 2011)

Dalam banyak kes, pelanggan adalah seorang individu. Secara konvensional, kebanyakan profesional perkhidmatan manusia akan memikirkan setiap pelanggan mereka sebagai individu. Ini bermakna bekerja satu-dengan- satu untuk menentukan masalah, menilai kemungkinan campur tangan serta menyediakan perkhidmatan. Menggunakan kajian kes di atas, jawab soalan berikut:

a) *Kenal pasti **TIGA (3)** punca keengganan klien untuk mematuhi cadangan kaunselornya?* *(15 markah)*

b) *Sepadukan **TIGA (3)** cara pelanggan boleh mendapatkan bantuan daripada profesional perkhidmatan manusia.* *(15 markah)*

QUESTION 3 **(30 Marks)**

To understand clients, we must know what each expects from both the human service system and the service professional and how each person perceives that same system after receiving help.

Explain **SIX (6)** skills a human professional can gain to improve their understanding of their clients. Justify your answer with ample elaboration and examples.

SOALAN 3 (30 Markah)

Untuk memahami klien, kita mesti tahu apa yang masing-masing jangkakan daripada kedua-dua sistem perkhidmatan manusia dan profesional perkhidmatan dan bagaimana setiap orang melihat sistem yang sama selepas menerima bantuan.

Terangkan ENAM (6) kemahiran yang boleh diperolehi oleh profesional manusia untuk meningkatkan pemahaman mereka tentang pelanggan mereka. Wajarkan jawapan anda dengan huraian dan contoh yang mencukupi.

*** **END OF QUESTION PAPER** ***