

UNIVERSITY OF FORT HARE

EMPLOYEE ASSISTANCE  
PROGRAMMES  
SWK408/E

MAIN DEGREE EXAMINATIONS

MAY/JUNE

2025

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Time: 3HR  
Subject: SWK408/E  
Marks: 100

This paper consists of 3 pages including the cover page

Internal Examiners  
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**INSTRUCTIONS:**

1. SECTION A: Question 1 is Compulsory.
2. SECTION B: Answer TWO questions from Questions 2, 3,4, 5,6 and 7.
3. Take note of mark allocations.
4. Write legibly and ensure your answers are well-structured and demonstrate critical engagement with the subject matter.

## **SECTION A:**

### **QUESTION 1: COMPULSORY QUESTION**

**(40 marks)**

Ms P is employed as the Director of Human Resources at a multinational automotive company. For the past five years, she has performed well in her role. Recently, she discovered that her partner, with whom she has a nine-year-old daughter, had an affair and impregnated a married woman. Her partner, a civil engineer frequently away from work, has since moved out, leaving Ms P to manage as a single parent.

This situation has significantly impacted Ms P's well-being. She exhibits violent outbursts toward her daughter, neglects her parental responsibilities, and has become visibly distressed at work. Her colleagues and subordinates have noticed her lack of sleep, frequent lateness, and alcohol use. When confronted, she reacts defensively. Recently, she was found contemplating suicide after the loss of a close friend.

Concerned about her behavior and well-being, Miss P's supervisor has referred her case to you, an Employee Assistance Programme (EAP) practitioner. This is your first meeting with the client.

1.1 Develop a comprehensive intervention plan that applies EAP intervention strategies to address client's presenting problems in the scenario above.

## **SECTION B:**

### **CHOOSE TWO QUESTIONS FROM BELOW**

#### **QUESTION 2**

**(30 marks)**

2.1 Critically discuss the impact of the Social Services Professions Act 110 of 1978, the Basic Conditions of Employment Act 75 of 1997, Skills Development Act 97 of 1998 and the Labour Relations Act 66 of 1995 on the practice of occupational social work and/or Employee Assistance Programmes.

**(OR)**

**QUESTION 3****(30 marks)**

3.1 Critically analyse the five (5) features of social justice as outlined in McLaughlin & Barker (2007) and contextualise them within the EAP setting.

**(OR)****QUESTION 4****(30 marks)**

4.1 Analyse the EAPA-SA Standards Framework (Clinical Services) and explain how they can be integrated into EAP practice. Provide relevant workplace examples.

**(OR)****QUESTION 5****(30 marks)**

5.1 Explain the importance of preparing employees for retirement/retrenchment and outline effective strategies that EAP implement.

**(OR)****QUESTION 6****(30 marks)**

6.1 Critically discuss the relationship between corporate social responsibility (CSR) and EAP. Provide examples of how CSR initiatives benefit employers, employees and the broader community.

**(OR)****QUESTION 7****(30 marks)**

Critically discuss how an employee's problems affects their job performance.

**TOTAL MARKS: 100****END**

