

科目：121 社會政策與社會工作

系組：社工系

考生注意：

1. 依次序作答，只要標明題號，不必抄題。
2. 答案必須寫在答案卷上，否則不予計分。
3. 限用藍、黑色筆作答；試題須隨卷繳回。

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- 一、請比較分析社會民主觀點(Social Democracy Perspective)、新右派(the New Right)及第三路線(the Third Way)等觀點的內涵及其對社會福利的主張與影響；並評述這些觀點對台灣社會政策的影響。(25%)
- 二、請說明何以社會服務需要重視品質管理，以及如何建構一套健全的品質管理策略；並請列舉任一項台灣當前的社會服務(如老人、身心障礙或兒童福利機構、家庭暴力防治、社區照顧、兒童保護…等)，說明如何提昇該項服務的品質。(25%)
- 三、在閱讀底下這篇有關英國「社區新政」的短文後，請概要說明其內容(請勿逐字翻譯)與評述其策略，並就「社區新政」的作為反思台灣當前社區發展或社區營造之相關問題。(請在有限的時間內儘量作答)(50%)

New Deal for Communities

New Deal for Communities (NDC) is a key programme in the Government's strategy to tackle multiple deprivation in the most deprived neighbourhoods in the country, giving some of our poorest communities the resources to tackle their problems in an intensive and co-ordinated way. The aim is to bridge the gap between these neighbourhoods and the rest of England.

The problems of each NDC neighbourhood are unique, but all the NDC partnerships are tackling five key themes of: poor job prospects; high levels of crime; educational under-achievement; poor health; and problems with housing and the physical environment. We want to see outcomes that will bring real benefit to people living in our most deprived neighbourhoods.

17 pathfinder partnerships were announced in 1998, followed by a second round of 22 partnerships in 1999. Approximately £2bn has been committed to the 39 partnerships.

The National Strategy for Neighbourhood Renewal and our NDC partnerships are beginning to reveal valuable lessons that now need to be translated to the rest of the country. The keys to change are: improving local services, increasing community capacity (i.e., enabling people to do more for themselves); and adopting an evidence-based approach to delivering change (i.e., getting proof of what works in practice).

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Key characteristics of NDC are:

- ◆ Long-term commitment to deliver real change. Communities at the heart of this, in partnership with key agencies.
- ◆ Community involvement and ownership.
- ◆ Joined-up thinking and solutions. Action based on evidence about 'what works' and what doesn't.

In the first quarter of the financial year each NDC Partnership undertakes an assessment of its performance, together with the Government Office. This is followed in October or November by a review of progress made against its improvement plan made at the annual assessment.

At years 3 and 6, partnerships undergo a more thorough review of progress by re-examining their baseline data and "targets".

An extensive system of support and advice is available to each partnership, including regularly updated guidance documents, regionally organised seminars and training events and access to Neighbourhood Renewal Advisers. Partnerships are encouraged to build regional networks of support and advice with other NDCs, in order to establish local learning programmes to build capacity in NDC neighbourhoods.

Adapted from: Neighbourhood Renewal Unit, Department for Communities and Local Government, UK.

(<http://www.neighbourhood.gov.uk/page.asp?id=617>)