

AL-FARABI KAZAKH NATIONAL UNIVERSITY

**Approved at the meeting of
Academic Committee
of al-Farabi Kazakh National University
Protocol №6 «22» «06» 2020
Vice Rector for Academic Affairs
_____ Khikmetov A.K.**

**PROGRAMME OF
ENTRANCE SPECIALTY EXAMINATION
FOR ADMISSION TO PhD
FOR EDUCATIONAL PROGRAMME
«8D102-SOCIAL WORK»**

ALMATY 2020

The program is designed in accordance with state educational standards for educational programme «6D031-Sociology». The program is designed by doctor of sociological sciences, professor Abdiraimova G.S., candidate of sociological sciences, Morozova T.A., and candidate of sociological sciences Kenzhakymova G.A.

The program is reviewed at the meeting of the Department of Sociology and Social Work
Protocol № _____ on _____ 2020 year.

Head of the Department _____ Abdiraimova G.S.

Approved at the meeting of the methodbureau of the Faculty of Philosophy and Political Science
Protocol № _____ on _____ 2020 year.

Chairman of the methodbureau _____ Kabakova M.P.

Approved at the meeting of the Academic Council
Protocol № _____ on _____ 2020 year.

Chairman of the Academic Council, Dean of the Faculty _____ Massalimova A.R.

Scientific Secretary _____ Kantarbaeva Zh.O.

CONTENT

1. Aims and objectives of the entrance examination in the specialty

The aim of the program is to identify from entering the doctoral system of theoretical and practical knowledge in the field of social work, knowledge of the methodology of scientific research, scientific and pedagogical, analytical skills.

Objectives of the program:

- The formation of the deep system knowledge and critical analysis of contemporary issues in the field of social policy and social work;
- Comprehensive application of research methods used in social work in the analysis of social problems on the basis of the latest science;
- The formation of conceptual knowledge and skills needed for independent scientific research and formulating, presenting and defending their own opinions;
- The deepening of professional research skills in working with primary and secondary sources, the skills of qualified expertise of social projects and programs;
- Skills development system use different methodological approaches in the study of social problems;
- Development of the capacity increment of new knowledge, develop their own original scientific position, the ability to conceptualize and implement projects to create new knowledge, having a significant scientific value;
- Deepening the knowledge and skills in organizational management and administrative work in the field of social policy and social protection;
- Formation of outlook, based on an understanding of human values, social responsibility, sustainable development and the achievement of social well-being and security.

The form of the entrance examination - combined written-oral examination. Exams write down their answers to the questions of the examination ticket on the answer sheet, answer oral examination committee. In the case of the appeal, grounds for review are written records on the answer sheet.

2. Requirements for the level of training of those, applicants to doctoral PhD

Persons wishing to master the training of PhD and Doctor of the profile should have higher professional education "6M090500-social work" on the specialty master's level, "6M050100-Sociology", "6M050300-Psychology", confirmed by state standard document.

3. Prerequisites of educational program

The assimilation of the program prepared by the following compulsory subjects of the educational program in the specialty "6M090500 - Social work":

1. Actual problems of theory and methodology of social work (3 credits).
2. Social order and the development of social services system (3 credits).
3. Social partnership and dialogue in social work (3 credits).

4. The list of examination topics

The discipline "Actual problems of the theory and practice of social work"

1. The social construction of social work theories

Theories of practice. The science of knowledge (epistemology). New models and popular concept in the early of the XXI century.

2. The use of social work theories in practice

The three areas of innovation: cognitive-behavioral, critical practice and theoretical issues of spirituality. Problems of cultural and ethnic of sensitive. Clinical forms of practice in social work.

3. Classification of modern theories of social work

The basic theory of modern social work. Psychotherapeutic theory. The principles of humanism in social work. Subjective and objective theory. Psychodynamic and behavioral theory.

4. Psychotherapeutic theories of Robert and Nee

Psychotherapeutic theory of American scientists Robert and Nee. Mahatma Gandhi's principles of work in the social work practice of Indian scientist Kumar.

5. Subjective and objective theory of Barrel and Morgan

Subjective theories of Barrel and Morgan - humanistic, postmodern, constructivist. Objective theory of Barrel and Morgan - modernist, positivistic, scientific.

6. Psychodynamic and behavioral theories of Howe

Psychodynamic and behavioral theories of American scientist Howe. Models' "understanding of human development" and models of intervention in the work of Lishmana. Analytical models of Robert and Noven.

7. Brown's model of the potential environmental group

Social role of the client and establishing contact with his surroundings. Personal growth and forms a gestalt. Brown about self-help. Feldman and Vodarski about similar problems of customers.

8. Erickson's Personality Psychology

Personality Psychology of Erickson in the psychodynamic approach. Regulation of intra-conflict and solidarity. Bayona's approaches, Douglas about group work.

9. Work in a small social groups, social work at the micro level and administration

Administrative sphere as an element or a separate function of social work. Three types of work in small groups by York. The theoretical orientation of sociological knowledge base of work in small social groups.

10. Other theoretical aspects of social work

Family therapies of Roberts and Nee. Inpatient care in texts Ainsworth and Fulcher. Group care as an independent area of research and practice in the work of Sinclair.

11. Inpatient services

Inpatient care as a form of social work. Three basic principles of hospital care: the principle of Christian love, the principle of therapeutic value, the principle of individual rights.

12. The prospects of social work theories

Social work as a joint activity, not therapy. The object of successful social work - the patient, the client, service user, citizen.

13. The social and personal features of clients

Social and personal features of clients. Modern theoretical approaches to change the relationship between a specialist and organizational services.

14. Psychodynamic Perspectives

Solve customer problems - the main aspect of the psychodynamic perspective. The teachings of Freud and his followers - the basis of a psychodynamic perspective. Various techniques of psychodynamic approaches about the features of the functioning of the human mind.

15. Three parts of psychoanalytic theory

The theory of human development, psychology of the person, the theory of treating the three components of psychoanalytic theory. The fundamental idea of the Wood and Yeloli in the psychoanalytic theory of personality. Emotional vital positions in the work of Klein. Attachment theory Baulbi, Eldgeyta, Huve.

16. Goldstein: Personality Psychology

The skills of conscious control in personality psychology. Protective mechanisms and development control skills. Coping mechanisms in determining the interaction between the individual and the environment. Objective relations and development of the "I" in the psychology of personality.

17. The practical application of the psychology of personality

Strengthening the ego in social work. Counseling and psychotherapy in the transformation of the ego. Types of work with clients.

18. Work with the client in the development of consciousness and the ability to self-regulate

Behavioral difficulties and inadequacies of customers in the use of protective mechanisms. Data on individual abilities and resources of the environment to solve problems. Customer needs as the goal of the work.

19. Various approaches to a holistic comprehension of the person in social work theory

Psychosocial treatment of social work in foreign scientific literature. Sociology, psychology and pedagogy as the three dominant disciplines in social work. Models of social work: a problem-oriented, functional, interventnaya-crisis. The concept of "substantive connection" or "communication of experience" of the past and present client in the resolution of its problems.

20. Behaviorist approach as a model of psychodynamic theory and practice of social work

Behaviorist approach as the first model of psychodynamic theory and practice of social work. The humanistic model of the theory of social work in Western theoretical tradition. Cognitive model of a complex-oriented theory of the principles of organization of social work. Vitalist approach to the sociological concept of human vitality.

21. Technologization of social work

The essence of social technologies. The concept of "technology" in social work. Classification of technology in social work. Classical methods of social work. Psychological technologies. Sociological methods in social monitoring technology. Universal common technology in social work. Innovative technologies in social work.

22. Problems of formation of professionalism in social work

Problems of formation of professionalism of social workers as a priority in the formation and development of social work in Kazakhstan. Professionalism in Social Work. Characteristics of professional social workers.

23. Training and re-training of various categories of social work

Training and retraining of the various categories of social work professionals, social workers, clinical psychologists, social and health workers, rehabilitation specialists, occupational therapists, lawyers and other professionals.

24. Professional risks in social work

Relevance and raises the problem of occupational risks in social work. The social worker in the process of complex social interactions with the client. Factors that have a negative impact on the social worker's health. Occupational diseases and rehabilitation of social workers. Tasks management bodies, non-governmental organizations in the preservation of health and social workers.

25. National and regional social policy (family)

The social policy of the state as the sphere of activities of public relations management. Population - the object of social policy. Subjects of social policy - public bodies, agencies, institutions, non-budgetary funds, etc. The state family policy. The legal framework of social policy. Regional social policy.

Discipline "Organization and planning of scientific research in social work"

1. The methodology of scientific knowledge

Knowledge, cognition and its forms. The specificity of scientific knowledge (scientific criteria). Scientific knowledge as a system. The main functions of the practice in the process of scientific cognition. The concept of scientific fact, law, laws.

2. Specificity of the methodology in social work

The specifics of research in the theory and practice of social work. Methods, techniques, methodology, research procedure. Essence, role, and place of research methodology. Phases of scientific research in social work.

3. The subject of the research, structure, paradigms, strategy of research in social work

The specifics of the research subject, structure, paradigms and strategies of research. Ethical issues of research in social work. Classification of kinds of research in social work: monographic and comparative; exploratory, descriptive and analytical; point and repeat; Laboratory and field (experiment), etc.

4. The organization scientific research in the social sphere

The concept and essence scientific research. The use of logical laws and regulations in research. Fundamental, applied research, scientific development. General methodological parameters scientific research: the problem, topic, subject, object, goal, objectives, hypothesis means, protected status, result. The criteria for quality scientific research in the social sphere: relevance, novelty, theoretical and practical importance.

5. Logic of the Research Search

The research program: methodological and procedural sections. Research Search logic: empirical, hypothetical, experimental and theoretical, prognostic stages. The main stages of the study: preparation of studies; collecting primary sociological information; preparation of the information collected for processing and its processing; analysis of the processed data and the formulation of conclusions.

6. Preparation of research in social work

Development research program. Its purpose and main functions, the main part of the program: methodological and methodical. Sample structure description of the problem in the field of social work. Classification of problems in the field of social work. Defining the purpose and objectives of research in the field of social work. Primary and secondary objectives. Definition of the object and subject of study. Required characteristics of the object. Interpretation of the basic concepts. Formulation of research hypotheses. Types of hypotheses. Basic requirements to the hypothesis.

7. The main stages of research

Determination of the sample size in social work. General population and sampling frame. A representative sample. The optimum sample size. Types of samples. Brief description of the main types of sampling. The basic rules for building a reliable sample. Types of scales used in research in the field of social work. A description of the primary data collection methods. The logical structure of the instruments. The technique of information processing. The overall plan and a work plan for the study. Pilot study.

8. The system of social work methods

Features of the use of different types of research in social work. Discussion about the specifics of the methods of social work as a discipline. The value of research methods and the need for their use in the work of social workers. Parallelism and community processes of social work and research processes (practical and research work).

9. Basic research methods in the social sciences

Basic research methods in the social sciences: a survey, analysis of documents, observation, content analysis, experiment, sociometric survey, etc. The survey and its variants: questionnaires and interviews. The organizational forms of the survey - at work, in the community. Depending on the source of information - the mass and specialized surveys.

10. The methodology of the study questionnaire

The use of questionnaires in social work. Types of questioning. By volume - continuous and random surveys. By way of filling in forms - direct and indirect profile questionnaire. According to the method of communication - private and part-time surveys. By way of the spread of profiles - press, post and dispensing. By carrying out the procedure - group and individual questionnaires.

11. The structure and the types of survey question

Profile Structure: introduction, main part, "passportichka". The contents and the main functions of each part of the questionnaire. The survey questions and methods of their formulations. Classification issues. Check profiles. Rules verification issues formulations. Validation rules composition profiles. Validation rules of graphic design of the questionnaire. Advantages and disadvantages of different types of questioning in social work.

12. Specifics of qualitative methodology

Specific data in qualitative research. Objectivity in qualitative research. Validity. Reliability. Synthesis and representativeness. The combination of qualitative research with quantitative research. The target sample. Theoretical sampling. Generalization. The subject of qualitative research.

13. The combination of qualitative research with quantitative research

The specifics of quantitative research. Specifics of qualitative research. Advantages and disadvantages of quantitative research. Advantages and disadvantages of qualitative research. The relationship of qualitative and quantitative data. The combination of qualitative and quantitative of research.

14. The methodology of the experiment

Place and role of the experiment in social work. Prohibition of mechanical transfer of natural scientific experimental techniques in the practice of social work. Classification of experiments conducted in the social sphere. Basic requirements for the organization of the experiment and its procedure in the field of social work.

15. The main stages in setting up the experiment

The main steps in setting up the experiment. The control and experimental groups. Influence of conditions for carrying out the experiment. Types of variables in the experiment, their measurement and control. Errors in the experiment. Measurement tools in the experiment. An analysis of the experimental results. Checking the validity of the conclusions.

16. The methodology of the interview (conversation)

Application of the interview (conversation) in social work. The specifics of the interview (conversation) in social work. Advantages and disadvantages of the method of interview. Interview at the place of residence and place of work. The procedure for interviews: Select the object; definition of the place and time of the interview; record responses and execution. Interview situation. Classification interview: intelligence, control, the main interview. Methods responses registration.

17. The functions and requirements for the interviewer

Interviewer functions. Requirements for the interviewer. Preparation of the interviewer. The effect of the interviewer. Monitoring the quality of the interviewer. The objectives of the first meeting (interview), a social worker with the client. The methods of data recording. Requirements for successful research. Telephone interview. Conditions for effective use of telephone interviews.

18. The methodology of observation

Observation as a kind of study in the theory and practice of social work. The scientific and everyday observation. Advantages and disadvantages of (subjective and objective) of the method of observation.

Preparation of the observer. Basic knowledge and skills that should have observer. Formation of the researcher the necessary skills. Instructions of the study, which contains the job supervisor. The reliability of the observation data. Typical errors that occur during the observation. Diary of observation.

19. Classification of kinds observation

Classification of kinds observations: not structural and structural; immediate (direct) and indirect; controlled and uncontrolled; open and hidden; incorporated and unincorporated; field, laboratory and laboratory and field observations, etc. Application observation process in social work research. Stages of observation: preparation of a study; collecting primary sociological information; processing the material; registration leads. Advantages and disadvantages of (objective and subjective) observation method.

20. Methods and technology of focus group research

Questions as the main methodological procedure of focus groups. The basic principles of the subject. The granularity of the interview. Issues of location strategies. The sequence of questions. Types of questions. Restrictions.

21. Organizing and conducting focus groups

Piloting. The development of new techniques. Methods and techniques used in the focus group. Sounding methods and the selection procedure. Projective methods. Associative methods. Completion of procedures. Design procedures. Expressive techniques.

22. Analysis of the results of focus group research

Technical stage. Annotate transcripts. Interpretation of the data. Characteristic analysis. Analysis Principles. Levels Data analysis. The main elements of the analysis. Planning analysis at the stage of preparation of the study. Presentation of results.

23. The method of text analysis

The concepts of "documentary information" and "documentary source." Documentary sources as an object of study in the social sciences.

Causes of subjective interpretation of the documents. Common mistakes in the analysis of documents. Possibilities of quantification. Content analysis: main procedures. Semantic units of content analysis (concepts, themes, names, events, white papers, etc.). Units of the account and the unit of analysis. Ensuring the reliability of information obtained by content analysis. counting procedures.

24. The classification of documents and the problem of reliability

Document Classification: according to the method of fixing media (handwritten, printed, recording on video-film photographic film and magnetic tape); by a method for producing (target and cash); by the degree of personalization (personal and impersonal (public)); depending on the status (formal and informal); According to sources (primary and secondary); the nature of creation (individual and group); from the point of view of authenticity (genuine and fake).

Press, or newspaper and magazine periodicals. The impact of social attitudes of the publisher, editors and readers on the information in the newspaper. The problem of the reliability of documentary information. Determining the degree of confidence in the documentary sources. "Golden Rules" to work with documents.

25. Types of Document Analysis

Types of document analysis: traditional, classical (external and internal) and formal (content analysis). Qualitative and quantitative analysis of documents. Implementation of the external review at the first stage of the study, in the second - the internal. Disadvantages of traditional analysis, the possibility of shifts in the subjective perception and interpretation of the content of the document. Special methods of document analysis: historical, literary, legal, psychological, sociological and linguistic.

26. Special methods of document analysis

Prediction based on the results of content analysis. Essence the biographical method. Possible applications of the biographical method in the research practice in the field of social work. Leitmotiv interviews. Narrative interviews. Open interview.

27. Methods of data processing obtained during the of research

Encoding or encrypting primary (collected) information. The choice of means of mathematical processing of the raw data. Statistical analysis of the resulting social information. The main types of measurement scales. Technical means of processing social information. The ordering and systematization of the data - grouping and classification. Easy grouping. Cross group. Tables, charts, ranges, charts (bar charts, tape, circular, curly), histograms, cumulative, curves, etc. Empirical and theoretical typology. Search for relationships between variables. The arithmetic mean. Dispersion. Correlation coefficient. Analysis of repeated and comparative studies. Quantitative and qualitative analysis. The procedure for qualitative and quantitative analysis of data. Disadvantages of quantitative and qualitative methods advantages.

28. Approbation and examination of the results obtained of research in social work

The general scheme of the progress scientific research. Using the methods of scientific knowledge. The use of logical laws and regulations. Methods of interpretation and understanding of the research results. Generalization and summarizing of research results. Basic requirements for the design of research protocols. Approbation and examination of the results obtained of research in

social work. Ways and forms of application of research in social work. Problems of formulation of ideas, concepts, theories, etc. in social work.

29. Summarizing, the formulation and implementation of research in social work

Choosing a theme of master's theses. Methods of work in the library. Types of catalogs: alphabetical, subject, systematic, new acquisitions. Varieties used literature: the usual scientific and non-fiction books; dictionaries, reference books and encyclopedias; book classics; documents and sources; old books; foreign books; bibliographies; deposited manuscripts and dissertations. Technique of work on literature notes. The presentation of research work. The structure of scientific work. The composition of the scientific work. Categorization of scientific works.

30. Methods of preparing the master's thesis

Master's thesis as one of the main types of research. The compositional structure of the master's thesis. Making text. General requirements for the citation. References. Edit text. Reviews and ratings.

The discipline "Social partnership and dialogue in social work"

1. The essence and content of social partnership

The term "social partnership": ideas and positions. The phenomenon of social partnership. Levels of definition of social partnership. The content of social partnership.

2. Functions of the social partnership system

Functions of the social partnership system. The mechanism of social partnership. social partnership method.

3. The institutionalization of the social partnership

The building of socialism in the Soviet Union and its influence on the development of social partnership in the western states. Creation of trade unions and their organizations. The creation and functioning of ILO.

4. International legal principles of social partnership

Normative part of the ILO's social partnership. International legal principles of social partnership. Social partnership as a nationwide policy states. Social partnership models.

5. The international experience of social partnership

The German model of social partnership. The American model of social partnership. The Dutch model of social partnership.

6. Features of formation of social partnership in Kazakhstan

The regulatory framework of social partnership in Kazakhstan. Problems and contradictions arising in the process of social partnership between the government, NGOs and business in Kazakhstan.

7. Trends in the development of social partnership in Kazakhstan

The main trends in the development of social partnership in Kazakhstan. Activities of trade unions in market conditions. The emergence of independent trade unions. The development of labor law. The employment contract: collective and individual.

8. The role of business in the formation and development of social partnership

The role of business and the status of the social partnership. Entrepreneurship as an equal partner in the system of social partnership.

9. Socially Responsible Business

Socially responsible business: content and form. Charity and philanthropy entrepreneurs. Sociocultural foundation entrepreneurs.

10. The state's role in the formation and development of social partnership

The establishment of legal norms of social relations. Laying the foundations of social partnership in Kazakhstan. Social functions of the state in various spheres of public life. The activities of the National Commission for Democracy and civil society development and its impact on the development of civil society. The state as an equal partner in the system of social partnership.

11. The State as an employer

The state as the owner of the property. The State as an employer. The state as a coordinator and organizer of the interaction of social partnership subjects. The social policy of the state. State mechanisms of social partnership.

12. The status and role of NGO in civil society development

NGO as the subject of civil society. The status and role of NGO in civil society development. Western donor activity in the development of NGO in Kazakhstan.

13. The role of NGO in the formation and development of social partnership

NGO in the modern Kazakh society: Trends and Prospects. NGO as an equal partner in the system of social partnership.

14. Trade unions as an institution of social partnership system

Trade unions as an institution that represents and protects the interests of the workers. Trade unions as an institution, enhancing economic well-being of citizens. Trade unions as a subject of social partnership involved in the development of social and labor relations. The impact of trade unions to strengthen democracy and social stability.

15. The regulatory framework of social partnership in Kazakhstan

The functions of trade unions in the institutionalization of social partnership. Activities of the Federation of Trade Unions of Kazakhstan. Activities of the Confederation of Free Trade Unions. The Law "On Trade Unions" in Kazakhstan. The law "On labor in the Republic of Kazakhstan." Law "On collective agreements".

5. List of recommended literature

Main literature:

1. Social work. tutorial. Almaty, Kazakh University, 2014.554 b..
2. Sarbasova S.B. Foreign and Kazakhstani experience in training social workers. Almaty. 2016.
3. Morozova. T. A. Social work in the sphere of health care. Almaty. 2015.
4. Sarybaeva. S. Technologies and methods of social work. Almaty. Kazakh University 2013.143 p.
5. Основы социальной работы. Учебник/ Под ред. П.Д. Павленка. – М., 2017
6. Теория социальной работы: Учебник/ Под ред. Е.И. Холостовой. – М.: Юрист, 2018.
7. Miller S.M. Creative Technologies in Psychosocial Work with Often and Long-term Sick Children//Theory and Practice of Social Work: History and Modernity. A collection of scientific papers is an electronic scientific publication. Barnaul, 2016
8. Zhigulina T. A. Prevention of maladaptive conditions in children and adolescents in a comprehensive school // Young scientist. 2015. No. 22. - S. 784-787.
9. Платонова, Н. М. Введение в теорию социальной работы / Н.М. Платонова. - М.: Санкт-Петербургский государственный институт психологии и социальной работы, 2015. - 188 с
10. Холостова, Е. И. Зарубежный опыт социальной работы / Е.И. Холостова, А.Н. Дашкина, И.В. Малофеев. - М.: Дашков и Ко, 2012. - 368 с.

Additional literature:

1. Технология социальной работы. Учебное пособие / Под ред. И.Г. Зайнышева. – М.: «Владос». 2015.
2. Технологии социальной работы в различных сферах жизнедеятельности.- М., 2014
3. Холостова, Е.И.. Социальная работа с инвалидами.- М., 2013
4. Bibikova N.V. Psychosocial technologies of formation of responsible attitude to parenthood in group families//Theory and practice of social work: history and modernity. A collection of scientific papers is an electronic scientific publication. Barnaul, 2016

5. Ivanichin A.A. Technologies of social work with youth//Theory and practice of social work: history and modernity. A collection of scientific papers is an electronic scientific publication. Barnaul, 2016

6. Михальченко . К.А. Инклюзивное образование - проблемы и пути решения / Михальченко К.А. // Теория и практика образования в современном мире: -- СПб.: Реноме, 2012. - С. 206

7. Михальчи, Е. В. Инклюзивное образование : учебник и практикум для бакалавриата и магистратуры / Е. В. Михальчи. — Москва : Издательство Юрайт, 2018. — 177 с.

6. Scale of assessment of knowledge

Letter Grade	Grade Point Value	Percentage	Conventional Grade
A	4,0	95-100	Excellent
A-	3,67	90-94	
B+	3,33	85-89	Good
B	3,0	80-84	
B-	2,67	75-79	
C+	2,33	70-74	
C	2,0	65-69	Satisfactory
C-	1,67	60-64	
D+	1,33	55-59	
D	1,0	50-54	
F	0,5	25-49	Failure
FX	0	0-24	

During the examination establishes the following criteria for evaluation of knowledge:
The rating of "excellent" - deep comprehensive knowledge of the entire program material, understanding of the nature and relationship of these processes and phenomena, solid knowledge of the main provisions of disciplines: coherent, meaningful, complete and correct specific answers to all the questions of the examination ticket and additional questions from members of the examination committee; use to the extent necessary to answer questions throughout the recommended reading materials.

The rating of "good" - firm and sufficiently complete knowledge of the entire program material, a proper understanding of the nature and relationship of these processes and phenomena; consistent, correct, specific answers to the questions posed at the free removal of comments on specific issues.

Evaluation of "satisfactory" - a solid knowledge and understanding of the main issues of the program, the correct and concrete, without blunders answers to the questions in troubleshooting minor errors and inaccuracies in the light of certain provisions with the leading questions of examiners, in response to questions the basic recommended literature used enough.

Evaluation of "unsatisfactory" - an incorrect answer to at least one of the major issues, gross mistakes in the answer, not understanding the essence poses the question; uncertain and inaccurate answers to additional questions.