

# DEFINITIONS AND CHARACTERISTICS OF PROFESSIONAL SOCIAL WORK

## Unit Structure :

- 1.0 Objectives
- 1.1 Preface
- 1.2 Concept of professional social work
- 1.3 Definition of professional social work
- 1.4 Meaning of professional social work
- 1.5 Purpose of professional social work
- 1.6 Features of professional social work
- 1.7 Summary
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## 1.0 OBJECTIVES

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After reading this chapter, you will be able to:

- 1. Understand the concept of professional social work.
- 2. Understand the meaning of professional social work.
- 3. Know the purpose of professional social work.
- 4. Understand the features of professional social work.

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## 1.1 PREFACE

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Social service has been practiced in our country since ancient time. When human social service came into existence, they needed the company of each other. Since human beings are social animals, living in groups is their innate feeling. Social service originated from the feeling of meeting the needs of others while living in a group. India has a bright tradition of social service. The importance of doing social work through social service, helping each other, helping the needy, implementing development work for the weaker sections, is indicated in different religions.

Social work gained momentum in the post-independence period. The scope of social work has been increasing with the pre-independence social service. This created social reformers. In the past, social work was done selflessly with a service-oriented attitude. But in the recent past, a new approach to social service emerged. This is called professional social work. The professional nature of social work is a change that has taken place in recent times. It is seen that social work education institutes and colleges have been set up along with the dissemination of education for social work in a scientific manner. Many students from this field are studying professional social work. Different types of social research are also being given by these institutes. With the help of trained social workers, many organizations have been set up today for professional work.

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## **1.2 CONCEPT OF PROFESSIONAL SOCIAL WORK**

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Professional social work is a professional service. It is used for personal or community support. Satisfactory social work is done according to your specific desire and aptitude and their expected reward is taken. This is called professional social work.

Professional social work appears to have been commercialized. However, social work is done on the basis of training and scientific knowledge. People who do social work enjoy the progress of others. Those we help become self-sufficient by using the help or get financial benefits. Therefore, people who do social work get mental satisfaction. Professional social work is expected to use intelligence and use appropriate motivations to overcome human suffering and their problems. Social work is about building the ability to lead a successful life in an individual or a society. However, since the worker is investing capital for training, he is expected to be paid while doing social work after the training.

### **Check your progress:**

1. Explain the concept of professional social work.

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## **1.3 DEFINITION OF PROFESSIONAL SOCIAL WORK**

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Professional social work is not selfless social work but social work is expected to be paid. This is called professional social work.

Professional social work is the fulfillment of various needs of human love, safety and new experiences through service.

This is how you define professional social work.

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## **1.4 MEANING OF PROFESSIONAL SOCIAL WORK**

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The meaning of social work can be learned from many aspects in many ways as follows:

#### **1.4.1 Process of providing actual services and assistance:**

Professional social work has a definite purpose of helping with specific ideas or thoughts, attitudes, principles, and specific emotions. And with the help obtained by these special methods, special results are expected.

Social work tells you how to do the actual service and guides in the process of giving help i.e. what is the way to give help, how to help, etc. Which help is provided, is considered very important. It is a service rendered to humanity on the basis of humanity. The service is provided in a specific way. The basis of the service is democratic thinking and this service is professional. It has a lasting effect and a specific way of working. There is a specific purpose behind this service. It solves psychosocial problems (mental problems and problems in social life). Social work works to bring about change, to create the right relationships (in thought, in life), to make adjustments, to develop and to make progress.

The welfare objectives behind giving help are definite in social work. When the purpose is clear, the help given is certain, desired and expected.

#### **1.4.2 Social work based on democratic values:**

Social work is based on democratic values. Humans have an important place in this. All human beings are equal. All are treated equally in social work. Everyone has equal rights. Everyone has the same right to think, to choose, to act. Everyone is free to exercise their rights. Everyone is free to live their own way. Everyone has their own duties and responsibilities. When there are some obstacles in this, then the roles are not carried out systematically and done in an improper manner. Social workers work to remove barriers and create a positive environment for all to exercise their rights. The task of shaping the individual to live the life of a member group that is suitable for the society happens through the development of the individual.

#### **1.4.3 Social work promotes the progress of society:**

Justice, coexistence, tolerance, adjustment, unity, solidarity, truth, ethics, non-violence are the practices of social work. In short, democratic principles, human rights and humanity are the basis of social work. Social work is done in order to take the society forward and make progress in it without disturbing the social life, the life of the individual, the life of the family. That is why social work promotes the progress of society.

#### **1.4.4 Social work depends on the needs of the community:**

Social work functions within the framework of the rules that exist in the society. Values and rules that are conducive to the existence of society and complementary to human welfare are considered to be fundamental in social work. The ethics of socialism, humanity, human rights, democracy are the rules of social work.

Social work means doing all that can be done at present for the welfare of human beings. Social work is based on scientific knowledge.

In professional social work, the worker's approach is scientific. The worker works on the basis of knowledge. Social work is supported on the basis of accurate, definite and complete information. The three-dimensional use and effect of theory and philosophy has been proven. So theories give a definite direction to the work.

Since social work is a scientific work, information is collected. The essence is extracted by systematic arrangement of information. Conclusions are drawn, measures are taken and work is re-examined. Such a scientifically helpful activity is the function of social work.

#### **1.4.5 Collective thinking of individual society culture:**

In professional social work, individuals, society and culture are considered together. From human development to group development and from group development to social development is widely considered. It has a sense of inclusiveness and unity. Thoughts in social work are that an individual does not get what he / she have because they are alone, but they get it because of society.

#### **1.4.6 Professional Social Work is a Community Oriented Business:**

Fried Lander said that social work helps to bring democratic principles and human rights into practice and bring them to real life. It helps in creating a decent standard of living for all societies, provides social security and meets the basic human needs such as the need for love, the need for recognition or personality, the need for quality. To fulfill all this, a social worker should be clear on the knowledge of professional social work. Also, the more the worker looks at the facts based on his thoughts, reflections and studies, the more the meaning of social work will become clearer and its vast scope will be noticed. Every worker should think and act in this direction.

#### **Check your progress:**

- 1) Explain the meaning of professional social work.

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### **1.5 PURPOSE OF PROFESSIONAL SOCIAL WORK**

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In social work, motives or objectives are closely related to the results of the work done. The motive behind the action becomes important in the outcome of the action, as it determines the course of action. The motive behind the worker's behavior is clear to the worker and others and it is only for welfare. There is no such thing as one mind and one purpose. So it is not in the worker, but its member's conscience, ethics, knowledge, etc. that show him the right way. There is no discrepancy between his motives and his behavior.

There is no selfishness in the purpose of social work. There is no desire to take credit, so work done for social work purposes is effective. The purpose of social work, the way of working and the method of work are all characteristic and have the expected effect. Different issues are considered while doing social work. Problems related to economic development, social problems, caste and religion, social services related to health and education are considered in social work. The main objective of social work is to achieve the weaker elements in terms of establishing social justice and equality. Creating a positive attitude in the society, giving the right direction to the society are all challenges in social work. The important factor is to give the right direction to the challenges or problems.

### **1.5.1 Re-establishment:**

When the expected tasks or roles are not carried out or done properly, there is a need to rebuild, restructure, re-establish and make changes. Obstacles to the performance of the role are removed.

Here rehabilitation and treatment are followed by reinstatement. Correlation and interaction are regenerated. Individuals are given money and are helped to regain their status and position. It leads to the development of individuals, groups and communities. E.g. rehabilitating a married woman who has been separated from the family for some reason, and preparing both the family and the woman to accept each other mentally i.e. (Rehabilitation and Treatment). Rehabilitation works in the context of the disabled by way of holding them in the displacement and preparing them mentally to accept reciprocal establishment. Proper correlation, thoughts, feelings, behaviors, etc. is re-established so that welfare can be achieved.

### **1.5.2 Overcoming the problem of human correlation:**

Many problems have arisen in human correlation in different societies. There are factors that can cause problems in this correlation due to caste or ethnicity. Therefore, the purpose of social work is to create a happy and contented society by creating a safe and proper relationship in the entire human society.

### **1.5.3 Inculcate democracy in the society:**

Social work is done to create ideal citizens of the country by creating democracy in the entire human society. The purpose of social work is to make the citizens of the society aware of democracy, to make them aware of human rights and entitlements and through that to inculcate democracy in the society.

### **1.5.4 Solving social problems:**

The important task of solving the problems related to the social life of the individual and the problems related to the economic development of the individual is done through social work. Therefore, the important objective

of social work is to create development capacity in the society by solving social problems in the society.

#### **1.5.5 Extending existing services to the community:**

The important function of the government is to provide services to the society. Many social development schemes and programs are being implemented by government employees. However, the government does not have the capacity to deliver such programs to the needy. Therefore, the purpose of social work is to provide the right amount of existing services to the society and give them their benefits.

#### **1.5.6 Bringing about social change:**

One of the important objectives of social work is to bring about social change by trying to solve the various problems in different sectors in order to bring about the expected change in the backward society and especially in the rural society.

#### **1.5.7 Creating a sense of balance and cooperation in the society:**

The aim of social work is to create equality in property ownership with the aim of creating balance in the society, to give property rights to the poor, to meet the various needs of the society and to create equality in all societies. At the same time, the purpose of social work is to create social organization and give importance to collective attitude to increase the spirit of cooperation in the society.

#### **1.5.8 Protecting interests:**

Social work is considered important to inculcate in the society all kinds of things for the benefit of the society and to increase public participation in social work. The purpose of social work is to promote the interests of all the society members in terms of achieving the essential elements and social rights.

#### **1.5.9 Equalization of development opportunities:**

Social work is given importance so that all the members of the society have access to development opportunities and the weaker sections get priority in development works. The aim of social work is to accommodate the society which is far from the opportunity of development in the development process.

#### **1.5.10 Helping Tasks:**

Individuals who need help while carrying out social work are being providing essential services. Helping such people as needed, providing services for the needy and liaising between those in need of available services are put in place in relief work. These are considered important objectives in the relief work to preserve human values.

Thus social work has started in our country for various purposes. The above objectives are important in social work to provide development opportunities to the society which is far from the development process as a whole, to uphold human values in order to uphold social justice.

**Check your progress:**

- 1) State the various objectives of professional social work.

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## **1.6 FEATURES OF PROFESSIONAL SOCIAL WORK**

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The tradition of social work in our country is many years old and since social work is based on needs, the features of social work appear to be different. Many social reformers and sociologists have proposed concepts of social work. Also explanations are given. At the same time, the meaning of social work is explained. This includes the features of social work. The features of professional social work can be explained as follows.

### **1.6.1 Accepting help and service as needed:**

One of the important features of a social worker is that he is accepted by the society when he is serving the needy community. Social worker is characterized by the immediate acceptance of the help or services that are provided through social work as it is based on needs while doing social work. Social work is done to identify the burning issues of the society and solve these problems.

### **1.6.2 Own opinions are not imposed on the needy:**

An individual or organization doing social work works to bring about a certain kind of change in the society. While doing this, they are convincing the society about their views. This is one of the characteristics of social work as it gives more importance to explaining one's needs to the needy than imposing one's opinion on the needy as social work starts in that place only when the society responds properly.

### **1.6.3 Involvement of clients in the relief process:**

Participation of individuals or groups we are assisting to in the social work process is considered important. The work of giving direction of change is done through social work but it is very important to involve those who are doing social work in the decision making process. Nothing is imposed on individuals or groups. Voluntary decision-making is said to be a feature of social work.

### **1.6.4 Balanced development of individual and community:**

Social work begins by identifying the needs of specific individuals or groups as they develop. Emphasis is placed on developing the abilities of the needy while doing social work. A social worker always thinks that social work is done with the help of those specific individuals or groups for the purpose of rapid development of the society.



### **1.6.5 A person is considered holistically:**

Implement development programs through government agencies. Implementation is important for the purpose. But in social work, all aspects of life are included when considering the problems or questions of the society, because one problem is related to other factors.

### **1.6.6 Emphasis on understanding people in social work:**

The emphasis in social work is on creating a sense of belonging in the community. For this, it is taken on the basis of psychiatric, psychological and sociological concepts. What does social worker think about himself, how does he feel about the relationship with others, what do others think about social worker, how do they look at each other? It is interested in social work. Emotions are learned using classical knowledge. The social worker is aware of the art of working with human correlation. The worker has the ability to learn human behavior. The task is to understand people and solve their problems through the use of theoretical knowledge.

### **1.6.7 Different methods and procedures of social work:**

While doing social work, the social worker uses his own methods and work process to solve the problems in the society. From your experience, your own work method is built on your own skills. Through this, the social worker is working to solve the problems in the society. Procedures or the skill to get the participation of the community in the self-created workers is formed from the experience of these workers. Hence it is said to be a social work feature.

### **1.6.8 More emphasis on economic development:**

The emphasis in social work is on the economic upliftment of a particular individual or group. The social worker strives for sustainable economic development by developing businesses based on local conditions. So the social worker is looking for different ways for economic upliftment, focusing more on business development according to his own method.

### **1.6.9 Feelings of experience and service delivery:**

A social worker works to bring the society on the path of development or to solve their problems. They have the feeling that we are selflessly serving the society and that is why the social worker is sincerely working for the expected social change. Social workers have a sense of service and empathy for the community.

### **1.6.10 Link between needy and community tools:**

There appear to be many problems in our country or especially in rural areas. A wide variety of tools are also available to solve these problems. However, these tools or services are not delivered to the needy. The social worker is the link between the two. The work of social work is done by making proper use of local resources to convey the economic development tools of a particular community or government schemes to the community.



So the link between the needy and the tools in society is said to be a feature of social work.

**Check your progress:**

- 1) Describe the characteristics of professional social work.

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## 1.7 SUMMARY

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While professional social work practice is far-reaching in its scope, a changing world continues to present new challenges and avenues to make a difference. Social work does not clash with other occupations. Social work does not compete with other businesses that provide services to human beings. So there is cooperation with these businesses. At the same time the scope of social work is not and cannot be taken by other businesses. Of the businesses that provide services, social work is also a business. Businesses have equal importance in service, there is space. All businesses have coexistence. All businesses serve the community in an integrated manner with the help of each other. In this way, all the needs and problems of the society are considered together by different professionals from different aspects. So they get an all-around perfect answer. This leads to social welfare and social development.

Social work role is to decide which community service is applicable to a given social condition. Although social development is considered important to the professional, it is important for the individual to bend his / her face with proper turns, but considering the importance of the community, it is far more important than the collective thinking of the individual. E.g. Sune likes to be independent. However, in exercising this freedom, it is up to the whole family, in-laws, family responsibilities, family situation, whether to think differently, whether the bride has the right to exercise her rights. None of the many features that exist in Indian society are mentioned above. They are used to bind society, to guide human behavior. This is why social work is used to achieve its purpose. That is why its appearance in India is unique.

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## 1.8 EXERCISE

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- Explain the meaning of professional social work by explaining the concept of professional social work.
- Explain the purpose by defining professional social work.
- Explain the features by explaining the concept of professional social work.

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## 1.9 REFERENCES

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## STAGES OF SOCIAL WORK

### Unit Structure :

- 2.0 Objectives
- 2.1 Introduction
- 2.2 Integrated Start-Up Stage, (Induction Phase) Early Stage Study
- 2.3 Integrated Middle Stage (Core Phase)
- 2.4 Integrated Aid-Treatment
- 2.5 Final Stage (Ending Phase) - Conclusion
- 2.6 Summary
- 2.7 References
- 2.8 Exercises

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### 2.0 OBJECTIVES

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The objectives of the study of this chapter are as follows.

- Know the stages of social work.
- Understand the basics of social work.
- Knowing the middle ground of social work.
- To study the last stage of social work.

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### 2.1 INTRODUCTION

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Social work began in ancient times. But it is not possible to say exactly when and where it happened. Because when human society came into existence, many people initially came together and felt the need to associate with each other. The individual is a social animal. It was from this feeling that social service originated and the feeling that service brings merit. Social work is the origin of religion in ancient times.

Social work is a process. This process is formed by the integration of different work links. There is continuity in this. Process links are interconnected. They are not separated from each other. This process takes place in a cycle; sometimes it goes back and forth. Social work goes through this process and develops. This process means a positive purposeful interaction between the client and the worker. Social work

objectives are achieved through this process. There are many tasks that can be accomplished.

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## **2.2 INTEGRATED START-UP STAGE, (INDUCTION PHASE) EARLY STAGE STUDY**

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When starting work in any way, when serving any individual, group or community, there is study, diagnosis, help, evaluation in the beginning period by thinking in an integrated manner.

In this stage there is preparation, planning is done, intervention is started, and study is done. Various tasks are performed at this stage for diagnostic purposes as well as for all purposes of relief work.

The social work process begins even before the actual beginning. Pre-preparation takes place before the start. Need service, need help! Such are the mentality created in service. Expecting help, clients begin to receive services by anticipating what will happen during the visit. Aware of the problem, the social worker prepares for the service by self-examining the help available to the client. Social work begins by creating dissatisfaction in the service, creating an awareness of responsibility, rights and duties.

At this stage the role of social work begins. The actual intervention begins with the preparation of the intervention. The need, use and specific area of intervention are determined. The boundary of the intervention is determined. Is there a situation where intervention is needed? Which one is it, it is the worker who decides. It depends on the level of intervention. After this, the worker decides to intervene and makes a special intervention. Activist interventions have different characteristics. As this intervention is done with a special approach, this leads to the development of intervention capabilities. Self-sufficiency - creates self-awareness, empowers the seeker, and constantly changes. This intervention is done with the holistic consideration of the client. It is done by taking the initiative. It uses relationships.

### **2.2.1 Early Environment :**

In this early period, when the study takes place, the worker and the client experience a special atmosphere.

Due to the characteristic atmosphere of this early period,

- i. The needs are understood, the problems become clear, the causes of the problems become clear.
- ii. Services were selected.
- iii. The use of services is estimated.
- iv. Can be studied. (Initial tasks can be done easily.)
- v. The direction becomes clear.

- vi. The role can be explained. The role of the activists becomes clear.
- vii. Intimacy is established.
- viii. The relationship gets established.
- ix. The workers know the service clearly.
- x. The demand for help comes to the fore.

### **2.2.2 Early events :**

These are phenomena that occur everywhere while serving on a micro to broad scale. The following events take place at the beginning of social work. (These events continue to happen in other stages).

1. The atmosphere is created during the interview by the worker.
2. Obtaining information from the client.
3. Obtaining a problem statement from the client.
4. Understanding the problems of the workers.
5. Understanding the problem from a customer's point of view.
6. Helping the client to understand their own problem.
7. Understanding the worker by the client.
8. Getting support from the client during the interview.
9. To understand client, to know his needs.
10. To study, to plan.
11. Mutual re-election from worker and client.
12. Influence of workers and client on each other.

### **2.2.3 Initial tasks :**

The following is a list of tasks performed by a primary worker. (These tasks are not limited to the initial stage; they are also performed in later stages. Initial stages are also performed in other stages).

1. To understand client, to know the effect on client.
2. Knowing the tasks that come in your field.
3. Building relationships according to the right principles.
4. Conduct in-depth interviews.
5. Assist the needy in presenting difficulties.

6. Collecting information, scrutinizing, coherence, directing thoughts, analyzing, interpreting the information obtained.
7. To make a diagnosis.
8. To know the needs and demands of the client, to know the attitude towards the problem and help.
9. Getting involved.
10. Presenting the ideal in front of the client.
11. Eliminate depression, eliminate oppression.
12. To give an explanation.
13. To understand.
14. Create a picture based on information, starting with a value that is important to the client.
15. Explain the reasons.
16. Discussion to focus on issues.
17. To make the client aware of his potential, to develop him.
18. Positive Thinking, Encouraging
19. Respect by acknowledging the individual's uniqueness.
20. Acquiring trust.
21. To lead, to control.
22. To make the client aware.

#### **2.2.4 Early Studies :**

The following information shows how the study is conducted in an integrated manner at the beginning. The study of these thoughts everywhere leads to integrated study. Study is an ongoing process, because the servants of social work are human beings. They change constantly. The study takes place mainly in the early period. While this is true, the study does not stop at the next stage. This is equally true. Interviews, relationships, interactions are used for the study. It is based on theoretical knowledge that the attitude of the practicing worker is like that of a behavioral theory. The worker performs this step of study at this stage using various skills.

When a worker decides to study in one or more ways, what matters is the chosen path? What information is needed to serve that way? He notices this and insists on getting such information. E.g. the method of arrangement, if it is to be useful in providing help, is much studied in terms of the role of the client; Study takes place if it is appropriate to serve

in a way that solves the problem. Family study is important when it comes to providing family-centered services. The study of behavioral motivations is important when studying behaviorally. If there is a need to help in more than one way, then the emphasis is on the things that matter. The study is done in the context of all of them.

Thus the study is primarily at the outset with broad thinking, understanding, and context.

### **2.2.5 Discussion of the early stages of study in various avenues of social work :**

Different approaches to social work describe the beginnings and the intervening work in them. It can be briefly reviewed as follows. Based on this, the study has been reviewed in an integrated manner as above.

The psychosocial pathway undertakes studies at this stage as follows.

The environment of the ego and the whole conscience is studied. The method of adapting personality is studied. Study in this way is psychosocial study, which includes further studies.

1. The study of the environment - of the problem - of the individual.
2. The study of individual's relationships with environmental factors.
3. Knowing the facts.
4. Knowing the latent mind.
5. If needed, knowing as much history as needed.
6. Knowing the expectations of the client.
7. Knowing the values and feelings of the client.

This suggests that the study should be done using the above points or when the above method is studied. When the above works are done, it is a study done in a psychosocial way. This, of course, is the beginning of the ministry. (It is found that other paths are also studied based on some of these points.) The following actions are taken according to this path during the study.

- i. Knowing the reasons for coming for the service.
- ii. Explain the purpose with the help of the worker.
- iii. Estimating the behavior of the client.
- iv. Understanding the relationship between the client's mood and the use of the service by him.
- v. Knowing the mood, preparing for change and accepting help.
- vi. Getting started with real help.



Psychosocial approach involves establishing a correlation with the client in the initial stage of the interview, involving the client in the treatment, initiating the treatment, collecting the information required for the psychosocial diagnosis and treatment. The functional path states that in this state, the pre-preparation has done the following tasks.

1. Helping the client to objectively introspect.
2. Helping client to understand himself.
3. Explain the specific service to be rendered with the participation of the client.
4. Understanding the problem with the service provider while giving the service.
5. Creating the ability to use what is available in life.
6. Client has certain feelings in his mind as he does not know exactly what will happen next. Using which change - to drive development.
7. Making the most of the initial miraculous time for welfare.
8. During this characteristic period, the social worker performs characteristic tasks such as providing information, understanding, overcoming oppression, encouraging, activating the client, etc.
9. Client's active participation leads to the use of his strengths and abilities. Power is not wasted.
10. Working on a small part of the problem.
11. Consciously building a loving relationship.

Some of these seem to use many of the points when other methods are also studied.

**Check your progress:**

- 1) Discuss the induction phase in social work from a unitary point of view.

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## **2.3 INTEGRATED MIDDLE STAGE (CORE PHASE)**

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The middle ground is the main stage in the whole ministry. In this state the whole social work achieves the objectives. The purpose of this stage is the purpose of social work.

In the main stage of social work, i.e. in the middle stage, work is done on the steps of diagnosis and direct help. Of course, these steps are important in serving all types of clients at all levels.

The steps of study i.e. diagnosis and help are interdependent and complementary. These steps run side by side (i.e. the beginning and the middle run with each other) Each of these steps makes sense because of

the other steps. Diagnosis is based on study, so it is meaningful and instructive. Study is important as help depends on the study and the diagnosis made. So the accuracy on these two gives the accuracy of the help and the consequences of the help. These steps are important in the whole social work process. These steps determine the beginning and end of the work.

### **2.3.1 Assessment (Diagnosis) :**

Diagnosis in an integrated manner can be done at all levels (individual, group, community level) by integrating as follows. The study is done with emphasis on different points in different cases, as the study is done with different contexts. Similarly the diagnosis is also made at different levels in different cases. Diagnosis is a mental process. Here is a mental portrayal of the work. The framework of the work was clear. The motives become clear. The difference between reality and expectation is clear. The nature and needs of the work become clear. The boundaries of the work are fixed. Diagnosis helps to work according to the needs of the patient.

The needy themselves are the best determinants. The best diagnosis of needs, causes, shortcomings in one's own role, problems can be done by oneself and the best solution to the problem, the best way is also known to the needy. It is a belief in social work. Diagnosis made with the participation of the cause is considered to be the best diagnosis.

Study is important for diagnosis. It is necessary for the worker to study in the right way and to understand while studying. The combination of the two is used in the diagnosis. Diagnosis is made by aggregating all the information, selecting the right information and arranging the information in a coherent manner.

Diagnosis is described in every way of social work. The worker can diagnose any or all of these ways. The worker needs to be clear about the direction in which the diagnosis is made.

### **2.3.2 A) Meaning of diagnosis :**

Diagnosis in an integrated manner can be done at all levels (individual, group, community level) by integrating as follows on different points in different cases as studied.

- i. Different needs - diagnosis of problems.
- ii. Diagnosis of major needs and major problems, the causes of problems, diagnoses of those causes as well as consequences of the problem.
- iii. Diagnosis of problems in role and social functioning.
- iv. Diagnosis of the client, his behavior, his feelings, social conditions, social relationships.
- v. Diagnosis of various causes, major causes and origins of causes, diagnosis of facts.

vi. Diagnosis of possible help, source of help and possible outcome of help.

vii. Diagnosis of necessary help, diagnosis of useful help type.

All of these diagnoses are interpreted intermediately.

### **2.3.3 Diagnosis in various cases and intermediate functions :**

Diagnosis is the determination of the following various factors. The diagnostic areas have the following functions. It is noticed here that these diagnostic functions are also studied and treated. Diagnosis based on these points makes use of all knowledge pathways holistically. That is integration.

#### **1) Diagnosis regarding the problem :**

What is the problem and how the problem arose. Where is the problem and what can be done to solve it? What is the need, why were they created? Why are they incomplete? How to complete them? Why should it be completed and how can it be completed? To determine this is to diagnose. Such an interpretation of the problem is a diagnosis.

That is, the diagnosis is made by searching in this way. It also diagnoses factors that are important in aid planning and aid strategy. At the same time, by making a systematic list of all the problems and needs, selecting the right problems from it for the actual work is the diagnosis.

#### **2. Diagnosis in terms of needs :**

Prioritizing unmet needs: Who will meet the needs? How many needs can be met? How to meet needs? What is the way? What is the approach to help in this regard? What kind of help to use to meet the need? To determine this is to diagnose. These tasks are performed to diagnose.

#### **3. Diagnosis regarding changes :**

In what case, at what level, how, what changes should be made? What changes could happen. How will the changes take place? Why? How many changes will there be? Who needs help at different levels to bring about change? What kind of help? Who to help? What is the type of help chosen? What knowledge path / approach help? Determining this means making a diagnosis and performing diagnostic tasks.

#### **4. Diagnosis in terms of development :**

What is the need for development and why? How much development will take place in the required area? How to make it happen? What help to choose for this development? Why choose it? What capabilities to build / enhance? Why? How? So similarly, what qualities, arts, what powers should be developed? So, to find the answers to the problems / to meet the needs / to take the action for the development, to choose the kind of work to be done, to make the same choice, to decide how it is desirable, that is the diagnosis.

**5. Assurance of help :**

Diagnosis is made by determining the approach / approaches in which the worker will provide the service, the help needed, the type of help (choosing from the help classification) while providing active help in all the above places.

**6. Diagnosis regarding limitations :**

What are the limitations of client, how and with what help can they be overcome? How much can be removed? What can be done to help? Determining what to do means making a diagnosis, yes, these tasks are done during the diagnosis.

**7. Role diagnosis :**

Determining what are the important roles in the social functioning of a client (the sum of all the roles is social functioning), the role with which emotions, duties and personality are related. Determining which areas in such a role have problems, which problem to start working on? To determine this, is to diagnose. It can be decided to solve more than one problem in more than one role at a time.

**8. Disability Reconciliation :**

Knowing the causes of inefficiency of the client means diagnosis. These reasons are in the personal environment, in the web of social correlation, in the values of correlation, in the interrelationships, in the interactions, in the exchanges, in the groups, in the communities. Knowing the exact causes, the exact treatment also becomes clear. The task of finding out the cause of disability and causes is done at this stage.

**9) Diagnosis in the context of anxiety :**

Diagnosis is when the causes of anxiety are clear, whether the causes are in the past, present or future. This diagnosis facilitates further action.

**10) Diagnosis of communication :**

Determining the problem of exchange, determining its causes is the diagnosis. This type of work determines the causes of the problem behind the way they treat each other, the way they approach each other.

**11) Relationship Diagnosis :**

Further analysis is the diagnosis. These diagnostic tasks take place in the middle stage. What is the place of service in the web of social correlation? What is the state of the relationship? What is the arrangement of correlation and other persons in correlation? What is its significance in terms of service? What is an interactive diagnosis?

## **12) Diagnosis of the environment :**

What kind of people are involved in the environment? When working here, do you want to take into account the relationship between the individual and the family? Do individuals and families need to consider the relationship they have with other groups as well as with the community and society? Etc. knowing the matter means diagnosis. The diagnosis is to know the causes of the problem arising from these environments as well as the help that can be found in solving the problem. It is diagnosed by these functions.

## **13) Preparation of the plan, while making the diagnosis, the work of preparing the plan is done :**

From the study, the purpose of finding the answer to the problem, for the purpose of development, to portray and understand the client is to make a diagnosis. A list is made of what needs to be done to overcome this problem. What is done, who is done - how is done, the problem will be solved. The need will be met - there will be progress - there will be changes - there will be improvements. It was decided that the diagnosis was made. Diagnosing is about predicting what might actually happen - what might happen.

Pearlman outlines the following types of diagnoses.

- i. Dynamic Diagnosis
- ii. Clinical Diagnosis
- iii. Environmental Diagnosis, Etiological or Genetic Diagnosis

Briar and Miller explain the three uses of the diagnosis.

- i. Diagnosis leads to classification of the problem.
- ii. Diagnosis reveals different aspects of the case. This is called dynamic diagnosis. This is a long-term diagnosis.
- iii. The diagnosis clarifies the process of helping.

All of these diagnoses are interpreted intermediately.

### **2.3.4 Stages to reach the diagnosis :**

In his book Common Base of Social Work Practice, Bartlett Hiy outlines the next steps in evaluating and reaching a decision.

- 1) To analyze the major factors that caused the incident or situation, to know them.
- 2) Selecting the most important factors, determining the interrelationships between the various causal factors and selecting the factors or factors in which the work is to be done.

- 3) To estimate where and how to intervene in social work in case of need and to decide what will be the effect of this intervention while making this estimate.
- 4) What are the approaches to directly intervene in the fourth step of choosing certain methods of work / intervention? Which method of treatment will be chosen? Is it necessary to consolidate the route? Which way to go first? It turns out - The first thing to decide is what help to give, what help is needed.

### **Check your progress :**

- 1) Discuss the Core Phase in social work.

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## **2.4 INTEGRATED RELIEF-TREATMENT**

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Social work is primarily assisted with intermediate-diagnosis. In the meanwhile, the work and evaluation at this stage of the study is continuously going on, help and thought are also used for intervention in social work. Serving is the most important step. Therefore, social work reaches out to the service seekers i.e. clients (individual, group, community, society to the service seekers). Step achieves the real purpose of social work. That is why help is also called a social work approach. Beneficiaries are always involved in helping to make a difference. Client's participation is a prerequisite for the helper.

### **2.4.1 Definition of help, Meaning and various forms :**

An integrated approach when it comes to helping at different levels. This is done as follows.

Explaining treatment in The Theory of Social Case Work, Small said that any kind of social service used by any individual or group (large or small) for their own well-being and for the welfare of society in general is a cure. It is the duty of the worker to provide the services here and the responsibility to use those services rests with the individual-groups. (Reaching the service) Individuals / groups are expected to take the lead in providing services by selecting services.

### **2.4.2 Purpose of help :**

Help or treatment is not merely a remedy, a cure, prevention, but an educational, developmental and transformative process, as well as a radical, fundamental change in thinking, feelings and attitudes, a smoother, multifaceted process. It has definite purpose. It is a consulting service. That is guidance. The study of social work, the steps of diagnosis, the process of service problems, etc., in the context of each other, makes sense of the help. Development is expected to help; problems are expected to be prevented. The theoretical knowledge of social work (interpretation, meaning, principle, doctrine, way, etc.) is a service that is done by adding the thoughts of humanity.

**Check your progress :**

- 1) Discuss integrated help and treatment in social work.

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## **2.5 ENDING PHASE (LAST STEP)**

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After starting social work for a specific purpose, the social worker stops his work if the required situation changes or the specific problem ends, because the expected changes appear. In such a case, it is expected to stop the specific form of work as the last stage of social work.

### **2.5.1 Ways of assessment :**

What should be the thought and what should be the attitude, should be thought. Was it the money of the workers? Evaluation is to check how far they are from the ideal or how close they are to the ideal. What should be the ideal, how? What actually happened, how did it happen? And how can that be? What can be done? Evaluation is the process of verifying the (expected) actual (possibly) and knowing the remaining errors in the ideal way. At the same time, there is an evaluation of the accepted procedures, behaviors, work-related relationships, the roles of the workers, the program adopted to achieve the objective. Evaluating the impact on the actual distance from the ideal helps to clarify the difference between the two and helps the next work to be done in the expected manner. From the ideal to the real, once the distance is known, the effort towards reducing the distance is noticed. You can plan for that. Strategies can be devised. After this the error is removed and the effectiveness of the services is felt and this is the ultimate purpose of the evaluation. The assessment was done step by step during the work. The same happens at the very end of the work i.e. assessment occurs during the study. There is constant evaluation while diagnosing and helping. Thus this step of the last stage starts from the beginning stage.

The service rendered at these stages of evaluation is once again known. The results of that work are known. The purpose of the service and its effect is balanced which helped to achieve the purpose or to bring about change. Did that change happen with help? Did education become what it was intended to be? Has it created the ability to improve one's own life in the service (individual, group, community)? Did the same thing happen to those who worked for it? Did it look unexpected? Will the incremental effect be seen? This is verified. Because like any other business, the social work business also works in a systematic way towards those objectives with the objective in mind. This business is dedicated to change development education. The business was successful in doing this. This is proved by the evaluation itself.

**Check your progresss :**

- 1) Explain the concluding stage of social work.



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## 2.6 SUMMARY

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In social work, study, diagnosis, treatment, follow-up are considered as four steps. They cannot be completely separated. All the steps begin with the study of the same subject with each other as well as the beginning of the treatment. Studies and diagnoses continue.

Social work is also divided into three parts, namely, the initial stage, the evaluation stage and the conclusion stage. Similar to this functional path, Goldstein (1973) considered three stages of social work. The Induction Phase, the Core Phase and the Ending Phase are the first phase of contact. The main stage was problem solving. The information comes together. Action happens. After reconsideration, evaluation, further action is decided and final evaluation is done in the last stage. At each stage or step a specific purpose and tasks are expected accordingly. The stages of the whole work can be described as contact phase, contract phase and action phase.

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## 2.7 REFERENCES

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## 2.8 EXERCISES

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- Analyze the beginning of professional social work.
- Write a note on the middle ground of social work.
- Describe the stages of social work.



## **SOCIAL WORKER'S APPROACH, SKILLS AND TECHNIQUES**

### **Unit Structure :**

- 3.0 Objectives
- 3.1 Preface
- 3.2 Concept of Social Work
- 3.3 Concept of Social Workers
- 3.4 Functions and Nature of Social Workers
- 3.5 Characteristics and Properties of Social Workers
- 3.6 Areas of work of Social Workers
- 3.7 Classification of Social Workers
- 3.8 Techniques required by Social Workers
- 3.9 Skills required from Social Workers
- 3.10 Role of Social Workers
- 3.11 Summary
- 3.12 More information
- 3.13 Exercise
- 3.14 References

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### **3.0 OBJECTIVES**

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Students will understand the following after the completion of this chapter.

1. Understand the concept of social work and social workers.
2. To study the workings of social workers.
3. To get information about the qualities required by a social worker by studying the various fields of work of a social worker.
4. To provide information to the social worker about the techniques and skills required in doing social work.
5. Understanding the role of social workers in social work.

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### 3.1 PREFACE

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In the welfare system, the entire responsibility for the welfare of the citizens lies with the state and its various institutions. Although state institutions have moved out of the welfare role and out of the scope of work during the new economic policy, there has been no vacuum created. The welfare role of the state seems to have been taken over by non-governmental or non-governmental organizations. Although there are many differences of opinion regarding their commitment, credibility, comprehensiveness and quality, but their important role in the implementation of welfare programs cannot be underestimated.

In the present case, we will understand the concept of social work and social workers. A social worker is broadly defined as a 'social worker' who is involved in social development. Social workers have to carry out a variety of tasks to eliminate problems in the community. They have to use a number of procedures to carry out these tasks. Also, in order to carry out the task, the social worker must have such basic qualities. Also, while carrying out social development work, the workers have to use various techniques and skills. Such activist plays an important role in the development of the society.

This chapter discusses the concept of social workers, classification of social workers, working methods of social workers, essential qualities of social workers, techniques required by social workers and skills and role of social workers in social development.

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### 3.2 CONCEPT OF SOCIAL WORK

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When studying professional social work, it is necessary to first look at its definition in order to understand it better. Defining social work clearly is a difficult task. The development of social work is not the same in all countries.

Social work is a process of helping. It is no exaggeration to say that the feeling of helping others has been with man since the creation of mankind. From ancient times the people have been helping others according to their ability and the needs of the society. But then there was no scientific yardstick to track the same. Social work has been systematically studied in Western countries. Methods, techniques, skills of social work were developed and social work as a business was brought to the forefront of the world. Its interpretations have also been formulated to understand the concept of social work more clearly.

Scholars and thinkers have come up with various interpretations of social work. They can be stated as follows.

1. **Fink (1942):** "The function of social work is to create that state of society and to develop that capacity in the individual, which will increase the ability to live a better life for the members of the community."

2. **Indian conference of Social Work (1957):** Social work is a welfare activity, which is based on human service, philosophy, scientific knowledge and technical skills, whose purpose is to help individuals, groups and communities so that they can live a happy and fulfilling life.
3. **National Association of Social Workers (1970):** "Social work is the professional activity of helping individuals, groups of communities to enhance or restore their capacity for social functioning & to create social conditions favorable to their goals."
4. **Murthy and Rao (1970):** Social work is about helping those suffering from mental, physical and emotional or moral disability, which will enable the individual or group to become self-sufficient.

It is clear from the above definition that social work is a professional aid that aims to develop the capabilities of individuals, groups and communities and to unite them and create favorable social conditions for the fulfillment of objectives.

**Check your progress:**

- 1) Explain the concept of professional social work.

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### **3.3 CONCEPT OF SOCIAL WORKERS**

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A social worker is broadly defined as "a worker who performs social development work related to the community." The concept of "professional social worker" is different from that. A person with special training in professional social work is considered a 'professional social worker'.

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### **3.4 FUNCTIONS AND NATURE OF SOCIAL WORKERS**

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When solving a problem in the society, the social worker has to work by seeing the nature of the problem. Social workers often have to use different methods to solve a problem at the same time. The nature of the work of a social worker can be described as follows. This is also called the work ethic of a social worker.

**1. Diagnostic:** A social worker is trying to solve problems in the society while working in the society. When solving problems in the community, the worker first finds the root of the problem. That is, the worker finds the cause of the problem and diagnoses the cause. The task of finding the causal factor behind a social worker's problem and diagnosing the causes of those problems is called diagnostic work.

**2. Therapeutic:** Once the cause of the problem is known, the social worker tries to eliminate the problem. The worker suggests several measures for the temporary or eradication of the problems of society and solves the problem through these measures. That is, the work of a social worker is of a 'therapeutic' nature.

**3. Preventive:** Even if the problem is solved and destroyed, there is no guarantee that the problem will not recur in the society. As a result, the social worker works to create awareness so that the problem does not recur in the community and suggests solutions so that the problem does not recur in the community. This work of a social worker is of a 'restrictive' nature.

**4. Rehabilitation:** Social workers do therapeutic work on the problem. An issue completely disrupts the life of the person or group of people involved in that issue. A social worker works from the point of view of rehabilitation of such individuals or groups of individuals. The work done by the worker in terms of rehabilitation of particular persons and individual communities is of a rehabilitative nature.

**5. Research:** After a problem arises, the social worker needs to do research to get information about the problem and the person and group affected by the problem. The task of collecting data on the problem, checking the extent of the problem, allows the worker to make appropriate efforts to eliminate the problem. The social worker can suggest a number of suggestions or recommendations from the findings obtained from the research. His work is of an exploratory nature.

Thus the social worker works in a diagnostic, therapeutic, preventive, rehabilitative, research form. Social workers do not use only one of the methods mentioned above. Often the worker has to use several methods at the same time. When solving problems, it is mandatory for the social worker to use all the methods at the same time. Because a person's problem affects the family and the community itself, therefore the social worker has to adopt all the methods to solve the person's problem.

#### **Check your progress:**

- 1) Explain the working methods of a social worker or explain the nature of work of a social worker.

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### **3.5 CHARACTERISTICS AND PROPERTIES OF SOCIAL WORKERS**

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There are 'as many tendencies as individuals' in society. A social worker wants to work with people with these different tendencies. Social workers have a direct relationship with the people. The social worker has to work with the individual, with the group, with the community. In order to create awareness in the society, to convey the government's plans to the community, to solve the problems of the individual, to develop the group through the group, the social worker has to establish a constant relationship with the society. In order to work in the right way and bring about positive change, a social worker needs some qualities.

In 1946, a workshop at the University of Wisconsin in the United States listed the qualities of an extension worker. Accordingly it requires, foresight, planning ability, ability to start work, resources, integrity, faith,

courage, fairness, perseverance, ingenuity, statement etc. Qualities are essential to a social worker.

The qualities of a social worker can be stated as follows.

1. A social worker should be one who understands people's problems in order to work with them properly and effectively. He should have a thorough knowledge of the area or field in which he is working.
2. Working with people, groups, communities, the social worker needs to know the problems, the culture, their language.
3. A social worker should be an adjuster in any situation.
4. Social workers should be honest, open-minded and hardworking and have high IQ.
5. The social worker should have strong confidence in his work and the ability to make the right decisions.
6. The worker should be a participant in the happiness and sorrows of the people.
7. The nature of a social worker's work should not be showy; he should be honest with his work.
8. He must be determined to achieve the set goal. He should strive in every direction to achieve the objective.
9. The social worker should be a researcher.
10. Being punctual in your work should bring positive change in people.
11. He should be enthusiastic to speed up his work.
12. It should have the potential for community development. He should have the ability to plan and implement.
13. While working, he should be able to coordinate properly between various organizations, associations, communities and people.
14. He should face difficult situations with courage, find a way out of crisis, and be cooperative.
15. He should be humble, polite, cultured and calm in nature and a friend of the people, he should not be selfish.
16. He should be the first to listen to people without disrespecting them and help them solve their problems by thinking about their problems.
17. He should have a spirit of service and help toward others.
18. Must work through local leaders and guide people.
19. Your opinion should be listened to by the person in front of you without imposing it on you.

20. He should have knowledge of different techniques and skills and use those techniques in the right place.
21. Leadership should drive development and bring about social development through new knowledge.
22. One should have in-depth knowledge of one's subject, keep one's knowledge wide, up-to-date, read literature, meet researchers, take training, acquire new ideas and knowledge and constantly add to one's knowledge.

**Check your progress:**

- 1) Describe the characteristics of a social worker.

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### **3.6 AREAS OF WORK OF SOCIAL WORKERS**

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The social worker wants to work with people of different ages, genders, religions, different attitudes, different problems, living in different areas, speaking different languages, and different levels of society. From all these divisions, the area of work of the social worker is determined. The scope of work of a social worker can be described as follows.

1. Child Welfare
2. Women Welfare
3. Youth Welfare
4. Welfare of Disabled
5. Welfare of Aged
6. Community Development
7. Welfare of Labor
8. Criminology & Correctional Administration
9. School Social Work
3. Medical & Psychiatric
11. Backward and Vulnerable Group

**Check your progress:**

- 1) Discuss the scope of work of a social worker.

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### **3.7 CLASSIFICATION OF SOCIAL WORKERS**

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Social workers are categorized on the basis of training, field of work, gender, special skills, etc. Youngly, in his book 'Social action and Social work', classifies social workers as follows.



1. Conservative worker (Stereo type)
2. An aloof worker (Fencerider)
3. Propagandist
4. Liberal

Social work can also be categorized on the basis of:

1. Case Worker
2. Group Worker
3. Community Organizer
4. Researcher
5. Administrator
6. Activist

Classification of social workers by gender:

1. Female social worker
2. Male social worker

**Check your progress:**

- 1) Write a note on the classification of social workers.

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### **3.8 TECHNIQUES REQUIRED BY SOCIAL WORKERS**

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Individuals have as many tendencies in society. These are different tendencies. A social worker wants to work with people with these different tendencies. Appropriate responses are required from the individual, from the group and from the community when working on a question. To get this response, the social worker needs some techniques and to get the response, the social worker has to use various techniques and skills.

**Technique:** A total of seven groups of techniques used by the American Association of Social Workers to assist individuals have disappeared.

- 1) Techniques used to relieve stress on employees.
- 2) Techniques used to focus the client on the basics.
- 3) Techniques used to make the client accept difficult, unsolicited but unshakable matters.
- 4) Techniques to be used to prevent and prevent the use of defense techniques by the client.
- 5) Techniques used to influence the decisions of the client.

- 6) Techniques used to help the client to think, analyze, recover, come to a decision, take action, and understand the time it takes to express thoughts.
- 7) Techniques used to help the client in difficult times.

From the above grouping, it can be seen that techniques are used to establish a relationship with the client during the interview. Earl Salisbury lists the techniques in the above seven types of groups as follows.

- 1) To minimize the severity of the situation.
- 2) Reduce the severity of the problem.
- 3) Minimize the nature of the problem.
- 4) Reduce the pressure on the client.
- 5) Creating a happy atmosphere.
- 6) Give an explanation.
- 7) Clarify the facts.
- 8) Predicting the possible consequences.
- 9) To prevent the use of defense system.
- 10) To establish authority through speech.
- 11) To prevent hasty decision making.
- 12) Use the information obtained.
- 13) To check the information received from the client.
- 14) Withdrawal of true information from the client

These techniques help to reduce the stress on the client. It helps the client to focus on the main point. While helping the client to accept difficult things, create such an atmosphere where the client will not have to use protection mechanism. Some techniques are used to influence decisions. Some techniques are used to facilitate the interview. And some techniques are used to understand the client.

In order to get the right information from the client, to get the response and to handle the problem properly, the professional social worker provides the client with information he does not know, helps him to get to the right point. Throughout the process, the worker uses verbal and non-verbal techniques to get the response of the client.

**Check your progress:**

- 1) Write a comment on the techniques required by a social worker.

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### **3.9 SKILLS REQUIRED FROM SOCIAL WORKERS**

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While working in the community, the social worker has to use many skills in the use of individual support work, group, work, community organization, social research, social administration and social action. Many skills are used equally everywhere and each method requires some special skills. Social workers use different skills depending on the situation. A social worker has to use more than one or more skills together. The social worker uses the following skills from time to time.

- 1) Listening skills
- 2) Communication skills
- 3) Organizational skills
- 4) Ability to vote or convince
- 5) The right decision making skills
- 6) Leadership skills
- 7) Inspector skills
- 8) Skills to get work from people
- 9) Skills to make good use of time
- 10) Skills in using available tools
- 11) Report writing skills
- 12) Presentation skills

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### **3.10 ROLE OF SOCIAL WORKERS**

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While working in the society, a social worker has to fulfill many roles. The social worker uses skills, techniques, knowledge while performing the role. The worker's attitude, value, quality, ability, thought, personality, practice, knowledge, his pragmatism influences the roles. Its role is determined by the quality, quality, characteristics and purpose of the worker.

Various social worker experts have expressed their views regarding the roles of social workers. The role of social worker has been described by scholars and thinkers as follows.

- Finder
- Lawyer
- Evaluator
- Broadcaster, expander

- Tool Assembler
- Consultant
- Researcher
- Caring

‘Charles Grosser’ outlines the following roles of social workers while working in the community.

- Empower
- Proactive
- Lawyer
- Broker

Bisno describes nine roles of social workers.

- Antagonist
- The role of reconciliation
- Developmental
- The restructuring role
- Facilitator
- The role of knowledge enhancement and knowledge testing
- Disciplinary role
- The role of law enforcement
- The role of rule makers

Social workers have to use roles simultaneously at different levels. Considering the roles described by the cold experts, the general roles of social workers can be stated as follows.

- 1) **Helper:** A social worker should always be ready to help. A person in need may need help at any time. At such times, the social worker acts as a helper without any hesitation.
- 2) **Enabler:** Social worker should have the ability to help. He needs to know all the things he needs. So that he can provide the information he needs to the people in need or he needs to know the source of the information. So that he can get the information from the relevant sources and help the concerned person. The social worker has to play the role of 'empowerment' in the community.

- 3) **Encourager:** A 'social worker' should always be an encourager. He wants to play a role as a promoter. The worker wants to get out of depression without disappointing the person in front by thinking in a positive way. In order to do this, the social worker has to constantly encourage and not depressed. In this way the social worker plays the role of a promoter.
- 4) **Guide:** Social worker is always a guide. Exactly which direction the person wants to work; the social worker guides which path to choose. When there are so many options for something, the person gets confused. It then enables the client to choose the right option by stating the pros and cons of all the options. In this case, the social worker is playing the role of guide.
- 5) **Facilitator:** A social worker facilitates a difficult matter and conveys it to his client. The social worker does the work of making a difficult process easier and conveying to the society simple language that they can understand. The social worker facilitates the delivery of the required information to the community and handles the problem.
- 6) **Teacher:** A social worker is also a teacher. He is working to spread the knowledge of many things to the society. A social worker must have all the qualities that a teacher has. The social worker plays the role of 'teacher' while imparting knowledge of various things to the society.
- 7) **Researcher:** Social worker has to play the role of 'researcher' in the community. In order to provide accurate information about an event, situation, problem, a social worker has to get information from a statistical point of view. At such times, the social worker plays a role as a researcher.
- 8) **Administrator:** Often a social worker has to work with many people. When working with many people at such a time, it is very important for him to have the qualities of an administrator in the hands of a social worker in order to get the job done properly by all of them. The social worker plays the role of administrator while getting work from many people.
- 9) **Supervisor:** The 'social worker' is constantly supervising the society. So that he can make good use of the things he observes when making decisions in his work. Circumstances, events are seen as an important basis in decision making. Therefore, a social worker needs to know many details. Through supervision, the worker learns many things. Thus the social worker plays the role of supervisor while working in the society.
- 10) **Therapist:** A 'social worker' is also a 'therapist'. He always tries to find the cause of the problem and solve it so that the problem does not recur. It enables the person concerned to handle the problem. The social worker has to play the role of 'healer'.

11) **Organizer:** A social worker has to work among the people in the community. Therefore, he needs to be aware of how to build a society. For this, a social worker should be a good 'organizer'. 'Society' is divided into different religions, sects, languages and economic levels. There are people in the community who follow different customs, suffer from different problems, and have different ideologies. When working in a community, you have to take care of different types of people. In the same way, to create different types of organizations, to work in an organization, a social worker needs to be a great organizer. 'From the role of organizer, he can develop the community in the right way through the community.

12) **Activist:** In order to create awareness in the community about an issue, the social worker has to work continuously as an active worker till the issue gets proper justice. It is not often the case that an active worker is a professional worker. But it can be more effective if the professional social worker plays the role of an activist.

In addition to the above roles, the social worker also plays the role of person support worker and group worker protector, lawyer. Many times a social worker has to play several roles at a time. The roles of social workers can vary depending on the situation.

### **Check your progress:**

1) Explain the role of social workers.

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## **3.11 SUMMARY**

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A social worker wants to do many kinds of work. His role is determined by the work he does. These include the role of facilitators, the role of teachers, the role of advocates, the role of experts, the role of planners, as well as the role of social activists, the role of group assistants, the role of researchers. While carrying out this role, the worker has to work in different fields. As a social worker, the way of thinking and behaving of the workers is the same. A social worker fulfills many of his roles with the help of thoughts, feelings, skills and techniques created through social work education.

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## **3.12 FOR MORE INFORMATION**

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1) Social work methods, field, ideology and social reform

Author: Dr. Sanjay Salivakar

Publications: Mr. Mangesh Publications

2) Vocational social work education and business

Author: Dr. Devanand Shinde

Publications: Diamond Publishing

3) Social worker (a professional)

Author: Dr. Devanand Shinde

Publications: Mangesh Publications

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### 3.13 EXERCISE

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- 1) Explain the concept of social work and explain the nature of social work.
- 2) Explain the concept of social worker and discuss the qualities required by a social worker.
- 3) Discuss the various areas of work of a social worker and explain to the social worker the techniques required for social work.
- 4) Explain the role of social development workers by stating various skills required for the work of social workers.

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### 3.14 REFERENCE

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- 1) Dr. Sanjay Salivakar, Field and Methods of Social Work, Shree Mangesh Prakashan.
- 2) Dr. Devanand Shinde, Professional Social Work Education and Profession, Daimond Prakashan.
- 3) Dr. Devanand Shinde, Social Worker as a Professional, Mangesh Prakashan.





## SCOPE AND FIELD OF SOCIAL WORK

### Unit Structure :

- 4.0 Lesson Objectives
- 4.1 Introduction
- 4.2 Family Welfare and Child Welfare Services
- 4.3 Women's Welfare
- 4.4 Youth Welfare
- 4.5 Elderly Welfare
- 4.6 Welfare of persons with Disabilities
  - 4.6.1 Different types of persons with disabilities
  - 4.6.2 Problems of persons with disabilities
  - 4.6.3 Non-governmental organizations working for persons with disabilities
- 4.7 Summary
- 4.8 Terminology and Meaning
- 4.9 Exercises
- 4.10 References

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### 4.0 LESSON OBJECTIVES

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For the purpose of understanding the various areas of social work, the objectives of this chapter are as follows:

1. Understanding the concept of social work.
2. Getting information about various areas of social work.
3. To study the barriers to child development by understanding the concept of child development.
4. To review various initiatives and programs implemented for the welfare of women.
5. Understand the concept of youth welfare and get information about NGO's working for youth development.
6. To review the programs implemented for the elderly and the disabled.

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## 4.1 INTRODUCTION

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The study of these cases will help to understand the scope of social work, the elements of which social work can work, and how deep it can go. Social work has no real limit of scope. Wherever society is, social work has reached. The scope of this study will also be understood.

Understanding its scope is important when understanding professional social work. It is said that where there is a problem, there is a need for social work. Social work should not really have limits. For all groups, the welfare of different types of human beings, women, men, the disabled, the elderly, criminals, the sick; there is a scope of social work. According to this scope of social work, the major areas of social work are as follows.

- 1) Family and Child Welfare Services Area.
- 2) Women's Welfare.
- 3) Youth Welfare.
- 4) Old age welfare.
- 5) Welfare of the disabled

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## 4.2 FAMILY WELFARE AND CHILD WELFARE SERVICES

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It includes the services rendered to mankind in all stages from birth to death. The needs of every stage of life are taken into consideration and the task of fulfilling them is done within this area. This includes services that are expected of all men and women, children, youth, adults, parents, the disabled and the elderly. Every element of the family is an important part of these services. With the family as the center, efforts are made to assist the family to meet the needs of their members, to protect them and to support them. Work is done in that area to empower the family and its members. If the services required by the family are not available, the work of creating and delivering them to the family is done by this service sector.

The family has an important place in human life. The family is the foundation of a person's life and the family works to provide stability to the society, and the task of providing citizens is done by the family. Services are provided to the family and its members to strengthen the relationship between the members of the family. The family planning program also falls into this category. Family Welfare Services strengthens the three relationships in the family. Family stress, family breakdown, marital problems, exploitation in the family, violence, immorality, expectations of the individual and the development of family members are all covered.

Given the importance of the family, the field works with the focus on empowering the family, with the aim of keeping the smallest but most important institutions of the society stable, eliminating the existing family shortages. The services available in this direction are in the field of reaching out to the family, creating services, planning.

In the absence of family, work is done in the field of family welfare to make up for the absence of the family and to make arrangements for the care that the family provides to the members in a manner that meets the needs of the members i.e.g. (supportive, supplementary services, substitute services).

Services that are meant to be carried out by the actual family but when for some reason it is not possible for the family to carry out the work, or for some reason the family does not want to carry out these tasks properly, services are provided to support the family. Services are provided to the family and its members to strengthen and maintain the mutual relations of the family members. Protective services are part of family welfare, rehabilitation and preventive.

Family Roles, Stress - Dissatisfaction, Dissatisfaction, Disagreements, Disputes, Family Disintegration, Family Disputes, Marital Problems, Family Incompleteness and Lack, Family Exploitation, Family Immorality, Family Violence, Family Neglect, Deprivation, The development of family members is included in the subject area.

Under the health-education policy formulated for the purpose of family welfare, initiatives and programs implemented by governmental and voluntary organizations are used in this field. Knowledge of Children's Policy, Women's Policy, and National Policy on Elderly, Youth-Disability, Policy Schemes as well as other schemes are used to serve the society through this sector.

The following is a list of family welfare organizations and services. Family Planning Services, Supplementary Nutrition Services, Healthcare, Babysitting, Home Care Services, Counseling Centers, Women's Support Centers, Youth Centers, Recreation Centers, Libraries, Training Camps, Dispensaries, Adoption Services, Disability Services, Financial Assistance Services, Family Welfare Laws, Old Age Homes, Orphanage, short stay service, overnight family life, etc.

### **Child Welfare:**

A child under the age of 18 is called a child. In some places this age limit is lower or higher for some programs, for some laws. The number of children under 14 years and under 18 years in India is generally 30 to 40 per cent of the total population in India. Infants, normal children and children with disabilities are considered. Children with disabilities include mentally, physically and socially disabled children. Such as mentally retarded, mentally ill, mute-deaf, musculoskeletal disabilities, physically blind as well as orphans, exploited, neglected, abandoned, runaways, child

offenders, child prostitutes, begging children are considered socially disabled.

It is important to consider the nature of children in the country when providing child welfare services. This pattern is evident from time to time surveys. Number of children, children in rural and urban areas, information on children's education, birth rate, mortality, health care available for child health, dietary analysis, child abuse, vaccinations, school dropouts, number of disabled children, details of child welfare institutions, child abuse and child labor, child marriage, situation of girls based on different mothers, knowing the number of children and the nature of children, child welfare policy is planned.

### **Meaning of Child Welfare:**

"Child welfare means (if any economic program is envisaged) nothing short of the total well - being of the child. It comprises the totality of measures, technical, educational or social, intended to give each individual on equality of opportunity for growth and development."

The Department of Planning defines child welfare in these terms. Child welfare means providing all kinds of educational, technical, social services, tools to provide equal opportunities for the growth and development of the child.

Child welfare also includes a class of children in need of special care, just as a disabled and orphaned child is protected by the constitution, e.g. Factories Act, 1948, Juvenile Justice Act, etc.

In child welfare, along with normal children, disabled children, child laborers and deprived children are also considered. It also includes child offenders and socially disadvantaged children.

Neglected children, street children, runaway children, exploited, children, deprived children, abused children, children who have been abused, etc. these areas are thought provoking.

Work is done in this area in the context of the next situation.

- 1) Not meeting or not meeting the needs of the children,
- 2) Assault (physical as well as mental assault)
- 3) Forcing to beg.
- 4) To use them in drug business as brokers.
- 5) Ignore, leave alone, and lock up
- 6) Child prostitutes
- 7) Being sexually abused
- 8) Stop education

- 9) Getting to work
- 10) Being oppressed
- 11) Human trade
- 12) Infanticide
- 13) Child marriage, etc.

Child welfare services are considered to be of two types, institutional and non-institutional.

**Institutional services:** These include orphanages, institutional for example, children with leprosy, children with tuberculosis, children of women in prison (Foster Home), accommodation and care for children of unmarried women, observation planets for juvenile delinquents, shelters for emotionally unstable children, treatment centers.

#### **Extracurricular Services:**

- A) For general children:** Creches, pre-primary schools, day care centers, kindergarten, anganwadi, recreation and hobby classes, libraries, child guidance centers.
- B) For special children:** Schools for mentally handicapped children, blind, handicapped, infant shelters for children, allowances for special children, adoption scheme etc.

#### **Check your progress:**

- 1) Discuss the work in the field of family welfare and child welfare.

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### **4.3 WOMEN'S WELFARE**

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Women are an important part of society. Half of the society is made up of women. Therefore, the development of women is the development of society as an alternative. The house where the woman is backward is also the society which is backward and underdeveloped. According to the 2011 census, India has 48.5 females and 943 females per 1000 males. In the age group of 0-6 years, the proportion of females per 1000 males is 919 worrying.

**Status of Women:** Considering not only Indian women but also women globally, it is found that women, who constitute half of the society, have always been given a secondary status in the society. The tasks that are expected of women or the roles that are assigned to them are considered unimportant. Housework, childcare, and kitchen care are traditionally considered secondary task for women. In this way she is weakened. The weak are determined and continued to be exploited. There is injustice against women in almost all areas related to women's lives. Many factors contribute to the secondary status of women.

The attitude of the society hinders the progress of women. He does not allow women to participate in the progress of society and the home. Women are either denied or are deprived of their progress. Women's progress does not get a conducive environment and opportunities.

In this regard, the welfare services provided to women should be included in the field of women's welfare with the objective of empowering women to live as human beings, equal opportunities for development, non-discrimination as a woman, and increase their participation at all levels. Equal development of women is the need of modern society.

Exploited, victimized, neglected, deceived women are considered in this field. This area covers aspects related to women's lives, such as - Violence against women, assault (indoors and outdoors), harassment of women (physical and mental), problems faced by female employees and female workers, exploitation of women, violence against women, rape, abduction, etc. Women's welfare organizations working on a number of issues such as dowry, adultery by a man to a guardian, adultery by a husband, incidents related to family planning, forced motherhood (in married life and others), discrimination against a woman (indoors or out of home).

**Organizations working for women's welfare:** There are many organizations working for women's welfare. Women are getting various facilities and concessions like the Central Board of Social Welfare, Women's Commission, Women's Policies, Women's Reservation, Maternal and Child Health Services, Family Counseling Services, Legal Counseling Services, Women's Boards, Hostels for Women, Planets, State Homes, Institutions for Psychiatric Women, Women-Industry Promotion Services, etc.

#### **Check your progress:**

- 1) Review the work related to women's welfare.

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## **4.4 YOUTH WELFARE**

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Youth welfare is a part of family welfare. A person in the age group of 14-30 years can be called a youth. The needs of the youth are characteristic. There are also some subdivisions of this period. Adolescence is a time of rapid physical and mental change. They find it difficult to cope with these changes. During this time, one has to understand them. They need empathy from others, others have to be tolerant, calm, allow, and give freedom. Rights are wanted but do not like the authority others use over them. They are beginning to realize their own potential. They like making decisions themselves though often make the wrong decisions. It is a question of whether we are big or small. This is a time of stress. Mental stress is often superficial. There are questions about feelings and relationships about one's own body. There is immaturity.

Many of the needs of the youth are as follows.

- 1) Personality develops towards transformation into a strong and responsible person.
- 2) Getting out of the protected environment and gaining emotional freedom without being carried away by any wave.
- 3) Adapt to the opposite sex. Establishing relationships with people of the opposite sex and peers.
- 4) Finding a business, getting training and moving towards self-reliance.
- 5) There is a habit of consciously considering personality development and making decisions responsibly.

Young people in today's world face many challenges. Their problems are also very big like unemployment, addiction, lack of values, lack of opportunities and resources, lack of education etc. The biggest victims of declining social values are the youth and this leads to prostitution, AIDS, genital warts, insanity, TB. The lack of a sense of security that is needed to keep the human mind healthy is a major concern for the young people. Today the youth are accused of irresponsibility, directionless and incompetent.

**The reality of youth:** It is full of many abilities and characteristics. When those powers are used properly, the society gets proper leadership and citizens. Steps are taken from time to time by the government and voluntary organizations to transform the society considering the importance, characteristics, needs and abilities of this class of youth. Through this, efforts are made for the welfare of the youth. Such as gaining the right to vote after the age of 18, fixing the age of marriage by law, recognition of inter-caste marriages, various education and training programs, personality development schemes, self-employment programs, youth orientation programs and organizations such as N.S.S., N.C.C., Scout Gaud, Student Association, Student Army, Youth Center, Leadership Camps, Youth Festival, Youth Guidance, Business Guidance, etc.

Problematic - Various organizations work for young people with disabilities. India has a youth welfare policy.

### **Check your progress:**

- 1) Review the work in youth welfare.

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## **4.5 ELDERLY WELFARE**

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In India, the number of elderly people above the age of 60 is 6.8 per cent of the total population (1991). Old age is a wealth of community experience. He has given the golden age of his life to his family and society: therefore society is indebted to him. As of 2013, the average number of elderly people over the age of 65 in India is 8.3.



The number of elderly people is increasing in India as well as in the world. Increased life expectancy is the main reason. This class is now dependent on others. It is unable to produce at this stage of life.

Old age is a special stage in the life cycle. At this time, his role in home and society has changed. There is a difference between activity, physical and mental ability. There is a slowdown in activity. Responsibilities, expectations, duties are changed. There is free time. At such times, by adapting to the changing circumstances, the elderly who succeed in keeping their own existence to the liking and benefit of themselves and others lead a happy life. The younger generations, who have the awareness and mindset to provide for life, can experience a well-planned aging.

Problems in the aging system are also important. Health problems, financial problems and adjustment problems will be the main issues to be mentioned here, disability in old age is a big part of it. Its ratio is 100,000: 844.

Lots of free time is a problem for the elderly. Due to the changing times and the changing nature of the family, the place of the elderly in the family is shaky. Neglected, totally neglected, disliked, oppressed, exploited old people are the reality of today's society. Older people today face many types of mental and emotional problems. Loneliness is a problem. In recent times the joint family system has disintegrated and the separated family system has come into existence. Due to the separated family system, no one in the family is available to take care of the elderly. Recently a large number of elderly people have no one to take care of because of small family. For such destitute old people, they need to be given daily care and home delivery services, outsourcing services, sick care services, etc.

In order to overcome these problems and ensure a comfortable old age, various schemes and programs are implemented, including social security, life insurance, pension, old age homes, hospitals, destitute schemes, etc. Welfare of Aged services are provided to the society through policies and schemes.

### **Check your progress:**

- 1) Write a note on old age welfare.

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## **4.6 WELFARE OF PERSONS WITH DISABILITIES**

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Disability is the result of impairment of physical, mental, perceptual, intellectual, emotional, developmental or some of these things together. Disabilities can be from birth or at some point in life.

The term disability is in the form of umbrella. These include various disadvantages, limitations on action, and essays on participation. Problems with bodily functions or anatomy are impairments. Obstacles facing a person while performing any task or activity are activity limitations, while participation restriction is the experience of problems involving a person



in life situations. Thus disability is a complex phenomenon that is a feature of a person's body and a feature of the society in which that person lives and therefore is a reflection of the interrelationship between the two.

A person may have suffered some disability in the past or a person may be eligible for disability as per the indication or standard of an individual or a group. Mental imbalance (also known as psychoanalysis or mental disability) is also caused by a variety of chronic illnesses.

According to some practitioners, the term disability should not be used to describe a specific condition (e.g. deafness). These factors should be considered as differences in development.

The World Health Organization (WHO) defines loss, disability and distortion of the body in the context of health experience.

**Impairment:** Any damage or deformity in mental, physical or anatomy or function.

**Disability:** Disability is the lack of any restriction or ability to perform an action that is performed by a person within his or her scope in a normal condition.

**Handicapped:** Limits or restrictions imposed on a person who fulfills common roles based on age, gender, social and cultural factors due to a disability or disability.

#### **Status of Persons with Disabilities in India:**

According to the 2001 census, there are 2.19 crore people with disabilities in the country. They constitute 2.13% of the total population. This includes people with visual, hearing, reading, mobility and mental disabilities. 75% persons with disabilities live in rural areas, 49% persons with disabilities are literate and only 34% persons with disabilities are employed. In the beginning our focus was on medical rehabilitation but now our focus is on social rehabilitation.

According to the 2001 census, there were 12.6 million men and 9.3 million women with disabilities. For every 1 lakh population, the number of persons with disabilities was 2,130, of which 2,369 were males and 1,874 were females. However, according to 2011 census, there were 18.6 million men and 8.2 million women with disabilities.

Uttar Pradesh had the highest number of persons with disabilities in the country (3.6 million). Then Bihar, W. Bengal, Tamil Nadu and Maharashtra came next to it.

#### **4.6.1 Different types of persons with disabilities**

**1) Visual Disability:** In the 2001 census, a person with only one eye was considered disabled. In the 2011 census, such a person was not considered visually impaired. During the 2001 census, enumerators were asked to

perform a simple test to ensure better vision. No such notice was given at the time of the 2011 census.

**2) Hearing Impairment:** During the 2011 census, people who use hearing aids were counted as disabled. Such persons were not counted as disabled in the 2001 census. In the 2001 census, a person with hearing loss with one ear but normal functioning of the other ear was considered a hearing impaired person.

**3) Read Disability:** The 2011 census gives a clearer definition of read disability. E.g. If a person speaks in a single word and is unable to speak in a complete sentence, then that person is considered to have a reading disability.

**4) Movement Disability:** In the 2011 census, new issues were included in the meaning of movement disability.

- a. Paralysis.
- b. Crawl
- c. A person who can walk with the help of support.
- d. A person with severe or permanent pain in the joints / muscles.
- e. There will be difficulties in balancing and coordinating the body movements.
- f. If the sensation in the body is terminated due to leprosy or other reasons.
- g. Having physical disability, e.g. humps on the back.

**5) Mental retardation:** This category was newly added in 204. The 2011 census covered mental retardation under mental disability.

**6) Others:** This new category has been included since 2011 for the full scope of disability. This option is used to enable the interviewer to record the disability mentioned in the questionnaire. This option can be used to record the disability when the informant is not sure about the type of disability.

**7) Multiple Disabilities:** This new category was included in the 2011 census. A maximum of 3 types of disabilities can be recorded in this.

<b>Table: Disabled according to type of disability</b>			
<b>Population ratio (%)</b>			
Disability type	Individual	Men	Women
Vision	18.8	17.6	20.2
Listening	18.9	17.9	20.2

Read (speak)	7.5	7.5	7.4
Movement	20.3	22.5	17.5
Mental retardation	5.6	5.8	5.4
Mental illness	2.7	2.8	2.6
Others	18.4	18.2	18.6
Multiple	7.9	7.8	8.1

*Source: Office of Registrar General and Census Commissioner, Govt. of India 2011*

#### 4.6.2 Problems of persons with disabilities

People with disabilities face some of the same problems, regardless of their nature. E.g. People with physical disabilities and people with mental disabilities have specific problems, while disability causes some common problems.

Disability problems can be explained as follows.

**1) Low literacy:** Literacy is low in people with all kinds of disabilities, especially in children. Schools and colleges in rural areas are far away. At the same time, these educational institutions lack basic facilities and proper guidance considering the need for education of persons with disabilities. From the information available about persons with disabilities, it is clear that persons with all types of disabilities are not found in post-primary education.

**2) Lack of skills:** For the majority of persons with disabilities, basic skills like maintaining personal hygiene, neatness, travel, toilet use and personal hygiene etc. are not taught. Also the skills required for social communication e.g. conversation, listening, skills are not taught to them. Also, people with disabilities are neglected in all areas as they do not know the skills required for employment.

**3) Lack of self-esteem and self-confidence:** Since most people with disabilities have doubts about their abilities, other family members, friends, social contacts and employment try to stay aloof from all these factors. People with disabilities are widely mocked in rural areas. Considering disability as a social stigma, people with disabilities develop a low self-esteem.

**4) Carelessness of parents:** Many parents take more care of their disabled children due to which children face many difficulties in developing independently. The majority of people with disabilities are unable to work independently as they depend on their parents, brothers, sisters, friends for their minor work.

**5) Health issues:** Many people with disabilities suffer from poor health due to unavailability of proper medication at the right time. At the same time, regardless of the special needs of persons with disabilities, their health is adversely affected even if they are not provided with proper support.

In addition to the above general problems, inequality in educational and employment opportunities for persons with disabilities is important in terms of more fundamental nature and social justice.

#### **4.6.3 Non-governmental organizations working for persons with disabilities**

**1) Artha-Astha:** This organization was established in 1993. The initial name of this organization was Astha. This organization works for children and people with disabilities. Working with children, persons with disabilities and their families, disseminating information, conducting research on topics affecting the lives of persons with disabilities, etc. are the missions of this organization. The most important work of this organization is that it has started a helpline called 'ABILINE' to help children and persons with disabilities.

**2) Enable India:** This is a trusted organization and its mission is to empower persons with disabilities. People with disabilities need a positive environment, not empathy. This is the emphasis of this organization. What these organizations do is provide employment, pre-employment services, supplementary education, counseling and technical education, services, training to persons with disabilities. These organizations enable people with disabilities to participate in the mainstream workforce by providing training and counseling. These institutes were established in the year 1999. The objectives of the organization are empowerment of physically and visually impaired persons, rehabilitation of persons with disabilities through supplementary education, rigorous training and provision of assistive devices, providing employment to persons with disabilities and making them smart and independent.

**3) AADI:** AADI (Action for Ability & Development & Inclusion) has been working since 1978. The head office of this organization is in New Delhi and the office for rural affairs is in Haryana. The mission of this organization is to provide quality services equally to children and persons with disabilities with acknowledgment.

**4) Development:** This institute was established in 1986 and functioning in 14 undeveloped districts of Odisha. This organization aim to educate children, provide livelihood opportunities and support people with disabilities, thereby making tribal and rural communities self-reliant. This organization work for the right to quality education for persons with disabilities, the right to basic health care, the right to equal opportunity, the right to sustainable livelihood, the right to live with dignity and the right to good governance.

### Check your progress:

- 1) State the problems of persons with disabilities.
- 2) Describe the different types of disability.

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## 4.7 SUMMARY

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There are no limits to working as a social work profession. Where there is a problem, social work reaches. Social work tries to prevent problems and strives to solve the problems of individuals, groups and communities. Although social work as a profession is well-equipped with knowledge, principles, skills, values and methods, social work is still not recognized as a profession.

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## 4.8 TERMINOLOGY AND MEANING

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- 1) Service Sector:** This sector of social work is used to provide welfare services to the needy; that area is called the service area, e.g. Child Welfare Area, Disability Welfare Area, etc.
- 2) Institutional Services:** The services provided by the same organization to the beneficiaries residing in the residential institution. It is called institutional service.
- 3) Extra-Institutional Services:** Extra-institutional services are services rendered by an individual or a charitable organization according to the needs of the family and the community. E.g. student support, parenting, etc.

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## 4.9 EXERCISES

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- 1) Explain various areas of social work in India.
- 2) Discuss various initiatives implemented in the field of family and child welfare services in professional social work.
- 3) Explain the various services that can be done in social work under women's welfare.
- 4) Explain the various services that can be done for the elderly and the disabled in social work.
- 5) Explain the scope of social work.
- 6) Describe the various activities under the Youth Welfare Program in Social Work.

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# **MEDICAL SOCIAL WORK-LABOUR WELFARE, CRIME AND CORRECTIONAL SERVICE**

## **Unit Structure :**

- 5.1 Objectives
- 5.2 Introduction
- 5.3 Medical Social Work
- 5.4 Labour Welfare
- 5.5 Crime and correctional Service
- 5.6 Conclusion
- 5.7 References

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## **5.1 OBJECTIVES**

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- To Study Medical Social Work
- To analyse Role of Medical Social worker
- To Study Labour Welfare
- To Study Crime and Correctional Service

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## **5.2 INTRODUCTION**

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Social Work education branched into different fields of practice to handle different social issues prevailing in the society. This chapter deals with social workers role in health care. The social workers in health care are called medical and psychiatric social workers.

They specialize in understanding the various health care needs of the individuals and communities and mostly employed in hospital setting. The medical and psychiatric social workers were initially trained in mental health care. Later, Social workers were also trained in handling the patient with other diseases. Now medical and psychiatric social work has been locally accepted branch of social work education emphasizing on clinical practice, community-based health interventions and health research.

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## 5.3 MEDICAL SOCIAL WORK

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### 5.3.1 History of medical Social Work

In England, around in the year 1880, a group of volunteers started visiting discharged patients from asylum homes. Later in the year 1895, Sir Charles Loch recommended lady almoners to visit patients' homes in order to monitor and prevent the abuse of drugs given by charitable hospitals, thereby evolving the role of medical social workers.

Similarly, in the United States during 1902, Dr. Charles Emerson understood the importance of social aspects in illness and henceforth recommended the medical students to work as volunteers in charitable hospitals or health care agencies in order to understand socio-economic and emotional conditions of patients. Later in the year 1905, Dr. Richard C. Cabot established the Department of Medical Social Work at Massachusetts General Hospital in Boston. Soon trained Social workers were employed in different hospitals of USA and UK.

In India, the first Social worker in health care was introduced in 1946 in the J.J. Hospital, Mumbai and then in 1950 in the Lady Irwin Hospital, Delhi.

MPSW as a 'Field of Practice'

The medical and psychiatric social work [MPSW] as a field of practice/specialization equips the students in the discipline of psychiatry, science of diseases, health programmes and policies, and at understanding preventive and promote care at primary, secondary and tertiary level.

So the social workers trained in medical and psychiatric social work need to understand health and mental health in a holistic manner. The social workers should also have scientific understanding of patients, ill a health and its social implication in their daily life, thereby making them a part of the professional team in the hospitals.

Understanding Patients

It is important for a social worker to understand 'patient as a person' so as to reduce the burden of disease on the patient and also on his/her family and environment. This perception facilitates the social worker to give less emphasis on patients "sick role".

### 5.3.2 Factors influencing Health of the patient

**(a) Emotional imbalance :** Every individual affected with diseases or illness undergoes emotional imbalance making them vulnerable to depression or distress. Thus, the medical social worker needs to understand patients suffer from a unacceptable condition of their health leading to relapse or discontinuity of the treatment.



- (b) **Fatalistic attitude** : Patients and his/her family members can develop the thought of fatalism because of the incidence of the diseases and can lose confidence in the treatment making the condition worse.
- (c) **Poverty** : Poverty is identified with unhygienic environment, lack of water, sanitation, poor housing, low income and less nutritional intake. Poverty leads to chronic hunger and malnutrition that reduces the resistance towards communicable diseases. Even treatment for people under poverty can be ineffective unless their nutritional status improves.
- (d) **Low awareness on health** : People are not aware of their health status until they are affected with a particular illness of diseases. Even though health is an important component of wellbeing information on preventive health is generally ignored and less valued.
- (e) **Working condition** : Occupational health hazards can be deteriorate the health status of an individual. Work place safety is usually considered less important by the people as livelihood is given priority than health both by the employee and employer.
- (f) **Social Stigma** : Many diseases [mainly communicable diseases like tuberculosis, leprosy, filarial and HIV-AIDS] can increase the gap between patient and the community due to social stigma. Social stigma is a powerful force that prevents the patient from engaging in productive activity in his/her social context. This process also increases the illness of the person on the whole.
- (g) **Cultural factor** : The patient and his/her family or community always explores ways to treat the diseases or illness through multiple system of treatment. This can lead to many complications.
- (h) **Other factors** : Apart from these factors, social process also affects the health status of the individual through urbanization, industrialization, limited availability and accessibility of health care services.

### **Patient Rights**

Patients have all the right to know about his/her health status and can take a decision on his/her treatment. Unfortunately this culture of patient-doctor communication is not seen in our country. But now, with the support of right-based organizations, law and usage of internet, the scenario is changing as the patients get to know about their diseases and their role of decision-making in the treatment.

Some of the patient rights are discussed below:

- Patients have the right to know about their health conditions.
- Every individual has inherent right to health or medical care in this country.

- The patient need to know about his/her treatment plan and consent of the patient is important to continue his/her treatment. In case of mental illness, the family has to be communicated about his /her illness and consent must be taken from the family.
- Patient has the right to have x-rays, scans and major tests in a subsidized rate and need not bribe the staff in government hospitals.
- Individuals can claim for concession for their treatment in government hospitals if they belong to lower socio-economic groups.
- The patient is entitled for neat and clean atmosphere and good medicine.
- The patient has the right to avail for compensation through law if he/she find any malpractice in his/her medical expenses from the hospitals.

Though patients have these rights, they are rarely practiced in reality. The patient's health condition is usually communicated in a professional language that makes them non-participative in the treatment planning and making them powerless with the hierarchical structure prevailing in the medical team.

### **5.3.3 Understanding Health and Mental Health**

It is important to understand health from multiple dimensions as mentioned by World Health Organization. Health is a state of complete physical, mental, social and spiritual well-being and not merely an absence of disease or infirmity. Mental health is a state of well-being in which an individual realizes his/her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community.

Health can be understood from various conceptual frameworks. The biomedical conceptual frame says that health is absence of diseases. The ecological conceptual frame views health as a state of balanced equilibrium between human being and its environment. According to this concept, disease is a mal-adaptation between human being and its environment. The psycho-social conceptual framework explains health as social phenomena influenced by social, cultural, psychological and political factors.

#### **Dimensions of Health and Mental Health**

There are three important dimensions of health, namely physical, mental and social and they are interrelated and interdependent in nature vitally contributing for well-being.

The physical dimension of health indicates the functioning of the organs and its harmony with the body. The mental dimension of health looks at individuals' ability to respond to life experiences and their harmony with the reality. The social dimension of health is understood from individual

social function and his/her ability to maintain a stable interpersonal relationship between individuals, groups and community in which he/her lives.

Apart from these dimensions there are other way of understanding health from spiritual. Cultural, socio-economic and nutritional standpoint. Thus, health has to be understood beyond the bio-medical explanation. From these dimensions health indicators and health determinants emerges.

### **Health Care System**

Health care is a essential part of national socio-economic planning. The health care in India is in constant change. The concept of health care in India was formulated during British India by Bhore committee in the year 1947.

After this, a series of committees were formed and health care services were recommended. The focus of health as a separate entity was understood from the Health for All (1978) scheme and Rural Health Mission (2005-12) majorly focusing on health indicators like infant mortality rate.

The health care system in India has different levels of decision making process. At the national level, the decisions relating to health care and health policy is taken at the ministry of health and family welfare. At the state level, the state ministry of health is the second level of authority in delivering the health care.

The state ministry of health directs the district level and block level authorities to ensure health care service delivery for the public. Apart from this, government officials are appointed at primary and sub-primary levels for understanding the needs of the health care services. Nowadays voluntary organizations are also becoming strategic partners in health care services.

### **Levels of Health Care**

There are mainly three levels of health care systems in India. They are primary, secondary and tertiary systems.

The primary level of health care is the first level of health system an individual comes in contact. If the individual lives in rural context, he/she contacts the sub-centres of primary health centres in their village or at block level. If the individual health issue is complex in nature, they are referred to district level hospitals also known as secondary health care system.

The third level of health care is usually the State General Hospitals having specialized level of health care services and it is attached with state and central medical institutions. Thus, the health care system is structured so that all the people in our country have access to government health care services.

### **Health Policy and Programmes**

In India, the health care was fragmented in the beginning. But only with the help of global goal of “Health for All” and the formulation of National health policy [1993 ] and National Population Policy [1979] the focus shifted on key indicators such as immunization. Infant mortality, maternal mortality, mother and child health, etc.

#### **5.3.4 Role of Medical Social worker**

Social Workers have to play different roles and functions at varied levels of health care. Some of the major roles of the social workers in the health care setting is mentioned below.

##### **1. Direct Contact with the client**

Social workers engage in social evaluation of the client [in terms of his/her ability to participate in treatment], communicate the illness, make home visits and facilitates psychosocial needs.

##### **2. Teamwork**

The social worker is an important team player in the hospital/medical team. He/she communicates the psycho-social and economical status of the patient to other team members. He/her also facilitates quality care to the patient through participating in treatment planning.

##### **3. Community Health**

The social worker plays a vital role in community health care also. He/ she prepares the people through awareness programmes, mobilize the community and bring together the whole community.

##### **4. Administrative Task/ Case Manager**

The social worker is also involved in documentation of health services prevailing in the community. He/she maintains records of individual health history from diagnosis to follow-up history of diseases present in the particular village or block and analyze the gaps in health care systems.

##### **5. Role in Teaching, Supervision, Staff Development and Research**

The social worker apart from working in the community and medical settings can be part of the academic teaching in a college or university. Supervise field work students in their agencies, conduct research and be consultant for developing better health care systems in hospitals.

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## **5.4 LABOUR WELFARE**

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### **5.4.1 Introduction**

Labour welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high

so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any kind/forms.

Labour welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against deadly diseases, accident and unemployment stipend for the workers and their families.

Labour welfare has the following objectives:

- To provide better life and health to the workers.
- To make the workers happy and satisfied.
- To relieve workers from industrial fatigue and to improve intellectual, cultural and material conditions of living of the workers.

The very logic behind providing welfare schemes is to create efficient, healthy, loyal and satisfied labour force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living. The important benefits of welfare measures can be summarized as follows :

- They provide better physical and mental health to workers and thus promote a healthy work environment.
- Facilities like housing schemes, medical benefits, and education and recreation facilities for workers' families help in raising their standards of living. This makes workers to pay more attention towards work and thus increases their productivity.
- Employers get stable labour force by providing welfare facilities. Workers take active interest in their jobs and work with a feeling of involvement and participation.
- Employee welfare measures increase the productivity of organization and promote healthy industrial relations thereby maintaining industrial peace.

#### **5.4.2 Key Legislations for Labour Welfare**

The government is committed to the well-being of the workers and has enacted many laws, acts and rules in India. They provide a framework for arrangement of welfare services. The prominent legislations are summarized as follows:

- The Workmen's Compensation Act, 1923, provides for compensation to injured workmen of certain categories and in the case of fatal accidents to their dependants if the accidents arose out of and in the course of their employment. It also provides for payment of compensation in the case of certain occupational diseases.

- The Indian Trade Unions Act, 1926, recognizes the right of workers to organise into trade unions, and when registered, they have certain rights and obligations and function as autonomous bodies.
- The Payment of Wages Act, 1936, regulates the timely payment of wages without any unauthorized deductions by the employers.
- The Employment of Children Act, 1938, prohibits the employment of young children below the age of 15 years in certain risky and unhealthy occupations.
- The Industrial Employment (Standing Orders) Act, 1946, requires employers in Industrial establishments to define precisely the conditions of employments under them and make them known to their workmen. These rules, once certified, are binding on the parties for a minimum period of six months.
- The Industrial Disputes Act, 1947, provides for the investigation, and settlement of industrial disputes by mediation, conciliation, adjudication and arbitration, there is scope for payment of compensation in cases of lay-off and retrenchment.
- The Indian Factories Act, 1948 provides for the health, safety and welfare of the workers
- The Minimum Wages Act, 1948, ensures the fixation and revision of minimum rates of wages in respect of certain scheduled industries involving hard labour.
- The Employees' State Insurance Act, 1948, provides for sickness benefit, maternity benefit, disablement benefit and medical benefit.
- The Employees' Provident Fund Act, 1952, seeks to make a provision for the future of industrial worker after he retires or in case he is retrenched, or for his dependents in case of his early death.

### **Collective Bargaining**

Collective bargaining is process of joint decision-making and basically represents a democratic way of life in industry. It is the process of negotiation between firm's and workers' representatives for the purpose of establishing mutually agreeable conditions of employment. It is a technique adopted by two parties to reach an understanding acceptable to both through the process of discussion and negotiation. In short collective bargaining.

- Is a collective process in which representatives of both the management and employees participate;
- Is a continuous process which aims at establishing stable relationships between the parties involved;

- Not only involves the bargaining agreement, but also involves the implementation of such an agreement;
- Attempts in achieving discipline in the industry and
- Is a flexible approach, as the parties involved have to adopt a flexible attitude towards negotiations?

### **Type of Collective Bargaining**

A collective bargaining process generally consists of four types of activities- distributive bargaining, integrative bargaining, attitudinal restructuring and –organizational bargaining.

- (a) Distributive bargaining :** It involves haggling over the distribution of surplus. Under it, the economic issues like wages, salaries and bonus are discussed. In distributive bargaining, one party's gain is another party's loss. This type of bargaining is also known as conjunctive bargaining.
- (b) Integrative bargaining :** This involves negotiation of an issue on which both the parties may gain, or at least neither party loses. For example, representatives of employer and employee sides may bargain over the better training programme or a better job evaluation method. Here, both the parties are trying to make more of something. In general, it tends to be more cooperative than distributive bargaining. This type of bargaining is also known as cooperative bargaining.
- (c) Attitudinal restructuring :** This involves shaping and reshaping some attitudes like trust or distrust, friendliness or hostility between labor and management. When there is a backlog of bitterness between both the parties, attitudinal restructuring is required to maintain smooth and harmonious industrial relations. It develops a bargaining environment and creates trust and cooperation among the parties.
- (d) Intra-organizational bargaining :** It generally aims at resolving internal conflicts. This is a type of manoeuvring to achieve consensus with the workers and management. Even within the union, there may be differences between groups. For example, skilled workers may feel that they are neglected or women workers may feel that their interests are not looked after properly. Within the management also, there may be differences. Trade unions manoeuvre to achieve consensus among the conflicting groups.

### **Stages in Collective Bargaining**

The collective bargaining process comprises off five core stages. They are as follows.

- **Prepare :** This phase involves composition of a negotiation team. The negotiation team should consist of representatives of both the parties with adequate knowledge and skills.



- **Discuss** : Here, the parties decide the ground rules that will guide the negotiations. An environment of mutual trust and understanding is also created so that the collective bargaining agreement would be reached.
- **Propose** : This phase involves the initial opening statements and the possible options that exist to resolve them. This phase could also be described as 'brainstorming'. The exchange of messages takes place and opinion of both the parties is sought.
- **Bargain** : This stage comprises the time when 'what ifs' and 'supposes' are set forth and the drafting of agreements take place.
- **Settlement** : Once the parties are through with the bargaining process, a consensual agreement is reached upon wherein both the parties agree to a common decision regarding the problem or the issue.

### **Workers' Participation in Management [WPM]**

WPM is understood as a process of participation resulting from the practices which increase the scope for employees' share of influence in decision-making at different tiers of hierarchy.

The objectives of Workers Participation in Management are as follows:

- To improve the quality of working life by allowing the workers greater influence and involvement in work and satisfaction obtained from work; and
- To secure the mutual co-operation of employees and employers in achieving industrial peace; greater efficiency and productivity in the interest of the enterprise, the workers, the consumers and the nation.

In practice, the participation of workers can take place by one or all the methods listed below:

#### **1. Participation at the Board Level**

This would be the highest form of industrial democracy. The workers' representative on the Board can play a useful role in safeguarding the interests of workers.

#### **2. Participation through Ownership**

This involves making the workers' as shareholders of the company by inducing them to buy equity shares. In many cases, advances and financial assistance in the form of easy repayment options are extended to enable employees to buy equity shares. Examples of this method are available in the manufacturing as well as the service sector.

#### **3. Participation through Complete Control**

Workers acquire complete control of the management through elected boards. The system of self-management in Yugoslavia is based on this



concept. Self-management gives complete control to workers to manage directly all aspects of industries through their representatives.

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#### **4. Participation through Staff and Works Councils**

Staff councils or works councils are bodies on which the representation is entirely of the employees. There may be one council for the entire organization or a hierarchy of councils. The employees of the respective sections elect the members of the councils. Such councils play varied roles. Their role ranges from seeking information on the management's intentions to a full share in decision-making.

#### **5. Participation through Joint Councils and Committees**

Joint councils are bodies comprising representatives of employers and employees. This method sees a very loose form of participation, as these councils are mostly consultative bodies.

Works committees on the other hand are a legal requirement in industrial establishments employing 100 or more workers. Such committees discuss a wide range of topics connected to labour welfare. Examples of such committees are welfare committees, safety committee, etc.

#### **6. Participation through Collective Bargaining (CB)**

Through the process of collective bargaining, management and workers may reach collective agreement regarding rules for the formulation and termination of the contract of employment, as well as conditions of service in an establishment. Even though these agreements are not legally binding, they do have some force.

#### **7. Participation through Job Enlargement and Job Enrichment**

Excessive job specialization leads to boredom and associated problems in employees. Two methods of job designing-job enlargement and job enrichment are used to solve these problems.

- Job enlargement is adding 'task' elements horizontally.
- Job enrichment is adding 'motivators' to the job to make it more rewarding.

#### **8. Participation through Suggestion Schemes**

Progressive managements increasingly use the suggestion schemes. Suggestions can come from various levels. The ideas could range from changes in inspection procedures to design changes, process simplification, paper-work reduction and the like. Out of various suggestions, those accepted could provide marginal to substantial benefits to the company.

## **9. Participation through Quality Circles**

A Quality Circle consists of seven to ten people from the same work area who meet regularly to define, analyze, and solve quality and related problems in their area. These circles require a lot of time and commitment on the part of members for regular meetings, analysis, brainstorming, etc. Quality Circles can be an excellent bridge between participative and non-participative approaches.

## **10. Empowered Teams**

Empowerment occurs when authority and responsibility are passed on to the employees who then experience a sense of ownership and control over their jobs. Employees may feel more responsible, may take initiative in their work, may get more work done, and may enjoy the work more.

## **11. Total Quality Management (TQM)**

TQM refers to the deep commitment, almost obsession, of an organization to quality. Every step in company's processes is subjected to intense and regular scrutiny for ways to improve it.

## **12. Financial Participation**

This method involves less consultations or even joint decisions. Performance of the organization is linked to the performance of the employee. The logic behind this is that if an employee has a financial stake in the organization, he/she is likely to be more positively motivated and involved on.

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## **5.5 CRIME AND CORRECTIONAL SERVICE**

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### **Introduction**

Human beings play numerous roles depending upon their status in the society. The status of the person imposes certain control over the behavior of individuals. This control at the personal level is one's value while the same at the societal level is norm. These norms, if recognized as highly significant become laws.

In simpler terms, any violation of the existing norms of the society is termed as deviance. In many instances, the word 'deviance' is used in relation to moral, religious and political norms. Non-conformity to the laws as recognized by the state is considered as crime. Legally, crime is wrong doing classified by the state or in other words, it is an offence against public law. It can also be defined as an act which invited punishment.

### **Criminology**

The word 'criminology' is derived from the Latin word 'crimen' meaning accusation and the Greek word 'logia' meaning study. Hence, criminology

is the scientific study of the nature, extend, causes and control of criminal behavior in both the individual and the society. The term criminology was coined by an Italian Professor named Raffaele Garofalo in 1885.

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### **Crime Causation and Theories**

Crime is a very complex phenomenon as it differs from society to society. An act may be a crime punishable under law in one society (nation), but not so in another. There are a number of theories which explains crime causation. Earlier theories of crime were centered on the demonological perspective; i.e. demons or evil spirits were held responsible for all deviant behavior that men engage in.

Modern theories on crime started with the classical theory of Cesare Beccaria. Off late, more number of theories has evolved. In this chapter, we would be focusing on few important theories in criminology.

#### **(a) Classical Theory**

This theory was proposed by Cesare Beccaria in 1764. It emphasizes on the free will of human beings and believes that human beings are rational. It assumes the hedonic (pleasure) principle that the behavior of human beings is aimed at maximizing pleasure and minimizing pain.

Hence Beccaria argued that punishment is the only solution to combat crime and it should be sure, swift and certain. A major critique of this theory is that it does not allow consideration of offender-specific circumstances. The principles of pain and pleasure, on which the theory is rooted, are difficult to measure.

#### **(b) Neo-classical Theory**

This was proposed by Jeremy Bentham. It considers external circumstances into account while assessing crime and punishment. Bentham argued that children and people of unsound mind cannot be treated as adults. Though the theory rests on the doctrine of free will and hedonism, some modifications were made to it. It imposes only partial responsibility on ground of insanity, infancy and other environmental, psychological and other mitigating circumstances. This school of thought introduced the idea of minimum and maximum circumstances.

#### **(c) Cartographic School**

Adolphe Quetelet and A.M. Guerry are the major proponents of this school of thought, which originated in France and flourished during 1830-80. Basic notion of this school was that crime is caused by the conflicts of values in the lower socio-economic classes, groups, religious and interest groups living in certain geographical areas.

#### **(d) Positive School**

Caesare Lombroso, Enrico Ferri and Rafael Garofalo are the main exponents of this school of thought. This school denied the demonic responsibility of crime and also contradicted with the free will concept of classicists.

Lombroso envisaged relationship between physical characters and crime. He introduced the principle of Atavism which says that criminals are evolutionary throwbacks of primitive men. Lombroso attributed the causes of crime to biological factors.

He assigned physical abnormalities to criminal type, e.g. distorted nose, low receding forehead, etc. According to him, a person with such characteristics will find it difficult to refrain from crime even under favourable circumstances. Lombroso classified criminals into various categories: born criminal, criminaloid or occasional criminal and criminal by passion. The positivistic school was heavily criticized for the representativeness in sampling. There were neither control groups nor follow-up studies.

#### **(e) Differential Association Theory**

This theory is based on the learning principle and believes that all criminal behaviors are learned. Sutherland proposed this theory and believed that individuals encounter many inharmonious and inconsistent social influences in their lifetime and many individuals become involved in contacts with careers of criminalist norms and as a consequence become criminals.

A person becomes a delinquent or criminal because of excessive definitions favourable to violation of law; that is criminal behavior is determined in a process of association with those who commit crime. This differential association may vary in frequency, duration, priority and intensity and hence the chance of a person engaging in criminal behavior is determined roughly by the frequency and consistency of his patterns with criminal behavior.

#### **(f) Anomie Theory**

Proposed by Emile Durkheim, this theory suggests that criminal behavior is a normal adaptation by individuals living in a society, structured by high division of labour and based on competitive individualism. According to him, society without deviance is impossible and all individuals are prone to deviating norms. According to him, deviance is necessary for any society to progress.

#### **(g) Strain Theory**

Merton used anomie to explain all kinds of deviant behavior. He proposed that anomie resulted from strains in social structure that pressurized

individuals and encouraged development of unrealistic aspirations. Anomie was hence dependent on cultural goals and institutionalized means, that is, aims that define success and status in society and acceptable methods of achieving such goals. Merton believed that crime is a result of rejection of the socially accepted means and replacing it with a new means to achieve any goal.

### **(h) Delinquent subculture Theory**

The theory was put forward by Albert Cohen in 1955 and deals with the adjustment problems of working class boys. Young children develop their self concept depending on how they are judged by others, which is in turn dominated by middle class values. The children of lower class find it difficult to deal with this status game. Hence, they are more likely to face failure and humiliation. They may adopt any of the three mechanisms to overcome this:

1. Take up a college-boy response of hard work, thrift actions and may cut him/herself from peer group activities;
2. Take up a stable corner-boy response in which the person does himself from peers nor incurs hostile towards middle-class persons or delinquents; and
3. take up delinquent responses.

### **(i) Reintegrative Shaming Theory**

Braithwaite (1989) explains two different types of shaming; namely, reintegrative (bring the offender back to society) and disintegrative (shunning the offender for the good of the society). In disintegrative shaming, offenders are prevented from bonding back into the society and can become only more entrenched in crime as a result of being branded as criminal. In reintegrative shaming adopts the societal gestures of forgiveness to reform the individual and bring him/her back to the society.

### **The Idea of Punishment**

Punishment involves pain produced by design and justified by some value that the sufferer is assumed to be violated. Jerome Hall describes punishment as characterized by pain, coercive, inflicted on somebody who has caused harm. Four theoretical explanations have been advanced as the basis upon which society imposes penalty upon somebody who violates law. These are:

1. To effect retribution or revenge.
2. To restrain offender physically so as make it impossible for him to commit another crime.
3. To deter other from committing similar offences.
4. To reform the offender.

## **Types of Punishments**

Scientific techniques for punishing offenders have varied from time to time and place to place. Six methods have generally been mentioned in the history to punish law breakers. Namely death penalty, exilement, corporal punishment, imprisonment, fine, and social degradation. Imprisonment and financial loss are the two methods which are in vogue today. Death penalty is given in the rarest of the rare cases.

## **Models of Punishment**

### **(a) Deterrence Model of Punishment**

This is a utilitarian rationale for punishment, that is, it is based on the idea that punishment should help society to prevent crimes. Philosophers like Bentham and Beccaria argued that punishment of criminal acts can deter potential offenders by making negative consequences of crime greater than its rewards. The deterrence model assumes that people engage in any act after carefully and rationally analyzing the rewards and risks.

Punishment supposedly induces compliance because people fear punishment and do not want to risk their stake in conformity. In this model, the rationale is to affect future behavior rather than to inflict pain that the offender deserves because of their past actions.

Arguments against deterrence model: In spite of the fact that capital punishment is awarded for some cases, such crimes are not reducing. An assumption on which the model rests is that of free will of humans. However, a person's behavior is determined by values he derives from his culture. There are also theories which depict the role of genetics, environment and economic needs on the commission of crimes.

Incapacitation: It is the custodial control of convicted offenders so that they cannot commit crimes that affect the general public. It is based on the idea that offenders will commit a certain number of crimes if that those crimes can be prevented by placing the offender in prison for some time. The assumptions of this theory are: 1. Some offenders are repeaters. 2. Offenders who are taken off the street are not immediately and completely replaced by other offenders. 3. Prison does not increase crime by changing inmates in ways that offset the reduction of crime from incapacitation.

### **(b) The retributive model**

This model asserts that people who violate the law deserve punishment because they have intentionally hurt others. The retributionist model argues that offenders deserve to be punished because they have gained advantage on others and the punishment would restore the harm they had caused. This model is associated with the principle of Lex Talionis, the principle of "an eye for an eye, a tooth for a tooth", which are expressed in the code of Hammurabi in 18<sup>th</sup> century BC. Hence, offenders were punished in the direst proportion of the harm caused or inflicted.

Arguments against this model: Environmental factors could also contribute to the commissions of crimes. Hence, it would not be logical to punish an individual who is forced by circumstances to commit an offence. The aim of the society should be to prevent crimes rather than make the criminal suffer. A retributive punishment could make the offender an enemy of the society. It is proved that punishment cannot prevent crimes unless criminals truly repent.

### **(c) Reformative and rehabilitative Model**

This model is widely in use today and holds the aim of the criminal justice system is to reform the offender so that he is adjusted to the social order. This theory believes in re-educating the criminal and making them useful individuals in the society. The motto of Indian prison system is to reform and rehabilitate the inmates.

### **Limitations of Punishment**

There are several limitations of punishment. They are listed below:

- It may produce harmful effects in individuals who are punished.
- It may label an offender as criminal not only in his own eyes but also in the eyes of the society.
- It may cause a person to develop caution and unusual skills so that he can protect himself from apprehensions, convictions and punishment.

The reformative model is suggested as an alternative for punishment. Reformative theory gives importance not to the crime but the individual who commits it.

It considers defective functioning of social systems, social structures, defective environment and lack of opportunities to achieve one's goals as causes of crimes.

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## **5.6 CONCLUSION**

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Society is changing. Society is constantly changing

Although the society is progressing, many social problems are being created in the society. The nature of social problems is also changing as the society changes. Therefore, the scope of social work is increasing. Professional social work has emerged along with volunteer social work. Social work is seen as a business.

According to the changing social conditions, the field of social work has changed in the field of education. Family Welfare Child Welfare Youth Welfare Women Welfare Elderly Welfare Disabled Welfare Workers Welfare Many areas of social work have emerged. The importance of social work is also increasing in the field of medical treatment and reform.



Although there has been a lot of progress in the medical field, it has cost a lot to get medical facilities.

As this cost is unaffordable to the general public, there is a huge opportunity for social work in the medical field. The importance of social work in the medical field is increasing. Social workers working in the medical field. Employment opportunities in rural areas are increasing with the industrial development of our country. In the manufacturing sector, employers and workers are two important factors.

As the employers seem to be ignoring the workers' welfare figures in the name of getting more wealth, the social workers' welfare sector has been created to solve the problems of the workers and also in the field of social work opportunities.

Due to the changing social conditions, the crime rate is on the rise in the society. The number of crimes is increasing day by day.

This area of social work has been created with the aim of punishing such diverse offenders and giving them a chance to improve by looking at the nature of the crime.

### **Pracice Questions**

- 1) What do you mean by medical Social Work? What are the factors influencing health of a Patient?
- 2) Explain the role of Medical Social Worker in dealing with Mental and Physical Health of a Patient?
- 3) How the role of a Medical social worker is different from General Social worker?
- 4) What do you mean by labour Welfare? Explain the objectives and key legislation for labour welfare.
- 5) What do you mean by Collective bargaining? What are the types and stages in Collective bargaining?
- 6) What do you mean by Worker's Participation. What are the different methods of Worker's Participation?
- 7) Explain the Various Theories of Criminology.
- 8) Explain the different types, Models and Limitations of Punishment.



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## **PRINCIPLES AND METHODS OF SOCIAL WORK**

### **Unit Structure :**

- 6.1 Objectives
- 6.2 Introduction
- 6.3 Case Work
  - 6.3.1 Definition of Case Work
  - 6.3.2 Principles of Case Work
  - 6.3.3 Stages in Case Work
- 6.4 Group Work
  - 6.4.1 Definition of Group Work
  - 6.4.2 Principles of Group Work
  - 6.4.2 Stages of Group Development
- 6.5 Conclusion
- 6.6 References

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### **6.1 OBJECTIVES**

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- To Study Definition of Case Work
- To analyse Principles of Case Work
- To Study Stages in Case Work
- To Study Definition of Group Work
- To analyse Principles of Group Work
- To Study Stages in Group Development

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### **6.2 INTRODUCTION**

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Social case work is concerned with the adjustment and development of individuals towards more satisfying human relations. Case work method evolved as a systematic approach in the 1900's. It all started with the Charity organisation society which used volunteers. Volunteers, who were called 'friendly visitors', to visit the homes of the poor for purposes of assessing their need, for rendering material assistance and for giving them guidance and advice.

Freudian psychology which emerged in the 1920s had a strong impact on case work. The new psychoanalytical knowledge pertaining to human behaviour was absorbed by case workers who found it useful in understanding clients and their problems. During this period of development, caseworkers focused their attention on psychic forces within the individual. During the 1940s, case workers were exposed to the formulation on ego psychology based on the observations of human beings as regards their differential coping and adapting abilities in times of stress.

In India, case work was one of the first courses taught when the Sir Dorabji Tata Graduate School of Social Work, Currently Known as the Tata Institute of Social Sciences, was started in Bombay in 1936, and it became a method of practice in helping people with their problems of social functioning.

Group living is an essential need of human beings. It plays a major and vital role in shaping the human behaviour and connects individuals with the social world. As for an analogy, groups can be compared with the human body impossible for them to originate in any other way. Each cell of the organism is dependent on other cells and organism for the proper functioning of the body. In the same way, individuals depend on each other for survival and growth.

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## **6.3. CASE WORK**

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### **6.3.1 DEFINITION OF CASE WORK**

There are different definitions of case work. A list of key definitions is listed here as follows:

Social case work is a process used by certain human welfare agencies to help individuals to cope more effectively with their problems in social functioning.

-Perlman (1957)

Case work is a method to help individuals find solution to problems of social adjustment which they are unable to handle in satisfactory way by their own efforts.

-Hollis (1954)

Social Case work is the art of adjusting personal relationship .

-Queen (1932)

Social case work is the art of assisting the individual in developing and making use of his personal capacity to deal with problems which he faces in his life.

-Swift (1939)

### **6.3.2 PRINCIPLES OF CASE WORK**

Case work is value driven and highly humanistic in its outlook. There are seven key principles in case work. They are as follows:

#### **1. Principle of Confidentiality**

The case worker has to keep the problems of the client in confidence and must keep the key data as secret.

#### **2. Non- judgmental Attitude**

A case worker does not have the right to judge any one as guilty or innocent.

#### **3. Acceptance**

A Case worker must accept an individual as a person of worth and dignity. The worker should accept the client's positive feelings and negative feelings alike.

#### **4. Self Determination**

Self- determination means that the client has all the rights to take her/ his own decision in his/ her own way. So the case worker should give chance to her/ he to decide what is right.

#### **5. Controlled Emotional Involvement**

Without understanding the client's emotion with sensitivity, it is impossible to find out a solution. But on the other hand, it is necessary for the case worker to be emotionally stable and rational so that he/ she can help the client is solving the problem.

#### **6. Purposeful Expressing of Feelings**

Case worker must give the chance to the client to express her / his feelings freely, especially her/ His negative feelings. The case worker also should listen purposefully to the clients' inner feelings. He/ she should neither praise nor condemn the individual.

#### **7. Individualization**

Every Individual is different from others and is unique, therefore, the problem of every individual is different form the other and it also depends upon her/ his intelligence. So the mode of Helping must be according to the intellectual, Social- economic and ego strength.

### **6.3.3 STAGES IN CASE WORK**

**There are three stages in case work process. They are social Study, Social Diagnosis and Social Treatment.**

## 1. Social Study

The First Step in the case work is to collect the social history of the client. This could be done in various ways. The prominent ways are as follows:

- a) Interview with the client.
- b) Interview with the relatives, employer, teacher and friends of the client.
- c) Visiting the neighbourhood and environment in which the client lives.

Interviews are every important and unless the interviews are conducted properly, it is not possible to expect results. The case worker has, therefore, not only to understand the theory of interview but also have sufficient training and experience in interviewing. If he/she want to be successful in providing service to the client. All these visits and interviews will help the worker to know the client in his environment. During the course of interview, the worker may be able to diagnose and even suggest treatment to the client but where the problem is very acute; it is necessary to consider the diagnosis in relation to his own history.

## 2. Social Diagnosis

Social diagnosis is an attempt to arrive at an exact definition of the situation and personality of a given client. It is a Search for the causes of the problem which brings the client to the worker for help. Diagnosis, is therefore, concerned with understanding both the psychological or personality factors which bear a causal relationship to the client's difficulty and the social or environmental factors which tend to sustain it.

## 3. Social Treatment

Social treatment in case work is the sum total of all activities and services directed towards helping the client with a problem. The focus is to relieve the immediate problem and if feasible modify any basic difficulties which precipitated it. Generally, two types of efforts are required for social adjustment. They are environmental modification and behavioural modification.

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## 6.4 GROUP WORK

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### 6.4.1 DEFINITION OF GROUP WORK

Social Group work is a method through which individuals in groups are helped by a worker who guides their interactions in programme activities so that they may relate themselves to others and experience growth opportunities in accordance with their needs and capacities.

- H.B.Trecker (1955)

Social group work is a process and a method through which group life is affected by a worker who consciously directs the interaction process towards the accomplishment of goals.

-Wilson and Ryland (1949)

Social Group work aims at the development of persons through the interplay of personalities and at the creation of such group situations for integrated, cooperative group action for common ends.

-Coyle (1937)

#### **6.4.2 PRINCIPLES OF GROUP WORK**

Trecker has explained the following group work principles:

##### **1. The Principle of specific Objectives**

In social group work, specific objective of individual and group development must be consciously formulated by the worker in harmony with group wishes and capacities and in keeping with agency function.

##### **2. The principle of Planned Group formation**

In Social group work. The group is the basic unit through which service is provided to the individual . Consequently, the agency and worker responsible for the formation of groups must be aware of the factors inherent in the group situation that make the given group a positive potential for individual growth and for meeting recognisable needs.

##### **3. The Principle of Purposeful Worker- Group Relationship**

In Social group work, a purposeful relationship must be established between the worker and the group members based on acceptance and willingness to accept help and in the agency.

##### **The Principle of Continuous Individualization**

The group worker should recognize that groups are different and that individuals utilize group in a variety of ways to meet their differing needs. Hence continues individualization must be practiced. Groups and the individuals in the groups must be understood as developing and changing.

##### **4. The Principle of Guided Group Interaction**

In Social group work, the primary source of energy, which propels the group and influences the individual to change, is the interaction or reciprocal responses of the members. The group worker influences this interaction by the type and quality of his participation.

##### **5. The principle of Democratic Group Self-Determination**

In social group work, the group must be helped to make its own decisions and determine its own activities, tacking the maximum amount of

responsibility in line with its capacity and ability. The primary Source of control over the group is the group itself.

## **6. The Principle of flexible functional organisation**

In social group work, the process through which the worker guides the group in setting up formal organization is just as important as the actual structural details of that organisation. Formal organization should be flexible and encouraged as it meets a felt need, is understood by the members and can function accordingly. The formal organisation of the group should be adaptive and should change as the group changes.

## **7. The Principle of Progressive programme Experience**

In social group work, the programme experiences in which the group engages should begin at the level of member's interest, need, experience, and competence and should progress in relation to the developing capacity of the group.

## **8. The principle of Resource Utilization**

In social group work, the total environment of agency and community possesses resources which should be utilized to enrich the content of the group experience for individuals and for the group as a whole. The group experience for individuals and for the group as a whole.

## **9. The principle of Evaluation**

In social group work, continuous evaluation of process and programme in term if outcomes is essential. Worker, group and agency share in this procedure as a means of guaranteeing the greatest possible self- fulfilment for all.

## **6.4.2 STAGES OF GROUP DEVELOPMENT**

### **I. Forming**

In the forming stage all the individual are dependent on each other for personal relations. All the group members perform in a safe behaviour pattern as instructed by the group leader for the guidance and direction. The group member's desire is to collect the data on the similarities and differences among the members which would be preferred for the future sub Groupings.

To avoid controversies, serious discussions and feeling are avoided in the group. The orientation also plays major role at this stage. The group members try to orient with the group goals and also to the group members. The group centres the discussion on group goals, scope of it and ways to implement it effectively. To precede for the next sage the group members should renounce the comfort non- threatening topics and take the risk prospect of conflicts.

## **II. Storming**

The net stage for the group development is storming. It is mainly characterized on the basis of the conflict and competition in the personal relations dimensions and task functions dimension. As the group members starts to work on the task, conflict certainly results in their personal relations. Each individual in the group should mould their ideas, attitude, feelings and beliefs to suit the group organization. Dilemmas may occur for the different reason like "fear of exposure" or "fear of failure", Etc.

Although the conflicts may or may not be the ground of the group issues but they do exist. Some query will arise about who is going to be responsible for what are the rules, how reward systems works, and the criteria for evaluation. There will also be clear sign of conflict over the leadership, power and authority. Because of the issues raised during this stage, some members in the group may remain silent while others attempt to dominate the group. In order to progress to the next stage the group members must move from the arguing, disgracing, testing, and proving mentality to the decision-making and problem-solving mentality.

## **III. Norming**

The group member's rules of engagement are established and the scope of the group's tasks or responsibilities is agreed.

The group members gradually start to understand each other better, and appreciate each other. Individual members listen to each other, appreciate and support each other, and are prepared to change the preconceived thoughts: they feel they're part of a cohesive, effective group. So, each individual need to work hard to attain to this stage is the flow of data among the them and give feed back to the members. And also the members will explore new things related to the task. If this flow of data collection and cohesion is done by the group members. Their levels of conversation are characterized by the personal and task level

## **IV. Performing**

Mostly all group members don't reach this stage. Mostly at this stage all the group members would be task cantered and people oriented. All moral values, group identity and loyalty would be thigh. This would direct the group to achieve the goal in a more effective and efficient way. The overall outline of the work would end in a productive way of achievement of the goal.

## **V. Adjourning**

This is the final stage of the group development both to the task and the group members. This is mainly the completion and disengagement stage of the group. All the group members' individually will be proud to achieve their group goal and also feel glad to have been part of the enjoyable group. Main thing is that they need to recognise it and consciously move on without any discomfort. Some authors describe this stage as



“deforming and mourning”, recognizing the sense of loss by the group members.

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## 6.5 CONCLUSION

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In this unit we have examined and summarized the Social Case work and group work there are different significant in the practice of social case work have been analyzed here. If the social worker working with the individual focuses these principles he/she will be more useful to the client and will be able to perform his/her job efficiency. There are three schools of approaches in social case work-Social study, social diagnosis and Social treatment- are practiced in Social case work these have been highlighted with their main features.

Social group work is a primary method of social work which believes that the development of individual is mainly dependent on the group experiences. The group worker should follow certain principles in her practice the social worker also has certain skills that will make him effective in dealing with the group problems

Also, the various stage of group development is highlighted with special features the social group worker practices ethic remedial model of development model with the group.

### **Pracice Questions:**

- 1) Define Case work. What are the principles and Stages of Case Work?
- 2) Define Group Work. What are the principles and stages of Group Work?

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## 6.6 REFERENCES

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1. Y. Ronald, S. Malar, P.V. Laavanya Social Work an Introductory text book , Regal Publication,
2. Prajakta Tanksale, Gatkary (Samajkarya padhati) Shri Mangesh Prakashan, Naviramdaspath Nagpur
3. Sheeba joseph, Bishnumohan Dash, Community organization in Social Work Krishnakant Sing, An Introduction to Social Work



# COMMUNITY ORGANIZATIONS

## Unit Structure :

- 7.1 Objectives
- 7.2 Introduction
- 7.3 Community Organization
  - 7.3.1 Definition of Community organization
  - 7.3.2 Characteristics of Community organization
  - 7.3.3 Principles of Community organization
  - 7.3.4 Strategic Steps in Community organization
  - 7.3.5 Models of Community Organization
- 7.4 Conclusion
- 7.5 References

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## 7.1 OBJECTIVES

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- To enable people to live a happy and fully developed life.
- To emphasis on self-help and help people to help themselves to solve their one problems.
- To act as agent to achieve goals

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## 7.2 INTRODUCTION

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Community organization is one of the primary methods of social work, it is considered as a macro method because of its ability to involve a large number of people in solving the social problems. As a method of social work, community organization can solve the problems of many people in the community through their collective involvement. Community organization utilizes other methods of social work that is group work and case work.

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## 7.3 COMMUNITY ORGANIZATION

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### 7.3.1 Definition of Community organization

Ross defines community organization as a process by which a community identifies its needs or objectives, orders or ranks these needs or objectives, develops the confidences and will to work at those needs or objectives, finds the resources (internal of external) to deal with these needs or objectives, takes action in respect of them, and in so doing extends and

develops cooperative and collaborative attitudes and practices in community.

Kramer and Specie (1969) defines community organization as a method of intervention whereby a professional change agent helps a community action system composed of individuals, groups or organizations to engage in planned collective action in order to deal with social problems within a democratic system of values.

### **7.3.2 Characteristics of Community organization**

1. It is a process by which the capacity of the community to function more positively and progressively is grown. The social worker makes this process conscious and deliberative.
2. In community organization, the first job of the worker is to help the community to focus its attention upon the problems/ needs about which it is disturbed.
3. After the identification of the problems/ needs, community is helped by the worker to establish some order of priority among these needs so that efforts may be taken accordingly to fulfill these needs.
4. The community organizer helps the community to locate the resources in the society through which the needs may be fulfilled. There are certain agencies in the community which work for the betterment of the life of people but people generally are ignorant about these agencies. The worker helps the community in such a situation and makes the community able to use those agency resources for its development.
5. Community organization process identifies a problem about which some action is required and helps the community to take some action so that the problems are solved or needs are fulfilled.

As the process evolves, people in the community will come to understand, accept, and work with one another, that in the process of identifying and dealing with a common problem, sub-groups and their leaders will become disposed to cooperate with other sub-groups in common endeavors, and will develop skills in overcoming the inevitable conflicts and difficulties which emerge in such collective tasks.

### **7.3.3 Principles of Community organization**

**Mc Neil has mentioned the following principles:**

1. The community is the primary client.
2. The community is to be understood and accepted as it is and where it is.
3. Representation of all interests and elements in the population and their full and meaningful participation are essential objectives in community organization.

4. The fact of ever-changing human needs and the reality of relationship between and among people and groups are dynamic in the community organization process.

### **7.3.4 Strategic Steps in Community organization**

In order to be effective in community organization, the following basic steps should be followed in sequence:

#### **1. Information Collection and Community Meeting**

This deals with organizing formal and informal meetings with community people. It involves visiting and observing the community for garnering different information. Besides these it includes:

- a) Identification and prioritization of problem/ issues and stakeholders.
- b) Creation of awareness about these felt needs/priorities and raising consciousness among community people.
- c) Identification of nucleus/resource persons/opinion leaders and formal and informal leaders of various socio-cultural/vocational groups and sub-groups.

#### **2. Consentisation**

Consentisation strategy is based on Paulo Freire's approach of generating awareness and sensitization among masses through education. In his opinion, if people were motivated to analyse their own reality, they could be active participants in transforming it. The consciousness gained through the critical process of reasoning and reflection leads to action that in turn can reduce the exploitative tendencies in the present socioeconomic structures.

#### **3. Planning and Formulation Of Plans and Programmes**

Planning involves the entire act right from the stirring of consciousness regarding a problem to the steps taken to resolve the problem. This can at least be achieved by having rapport with the people and involving them in designing the development of project. To meet this specific need, application of participatory Rural Appraisal (PRA) technique is required.

#### **4. Capacity-building**

As the capacity of poor people is strengthened (by utilizing and improving their skills, changing their perceptions and attitudes and ensuring their active participation as responsible participator) and their voice begins to be heard, they become "claimants" who are capable of demanding and paying for goods and services from government and private sector agencies. Under these changed circumstances, the mechanisms to satisfy their needs will change as well.

#### **5. Collaboration and Coordination**

When two or more persons (i.e. helpers) work jointly on the basis of a common plan of action, then it is called collaboration.

In collaboration each one of the helpers are accountable for certain aspects of work/service to a client. They may belong to one agency of many agencies; they may be social workers and/or may be from several other professional disciplines.

Thus, we can say that collaboration is a medium of integration of various services being provided, description of role and services to be delivered by each of the participant, and making sure that conflicting and confusing messages are not given to clients.

Whereas in Co-ordination, two or more service providers work together. This does not involve a common action plan; in fact, there may be two or more action plans. For effective co-ordination, spirit of working together towards a desirable end is a must. Further, the mutual satisfaction of all concerned persons and agencies involved in it is an important aspect.

## **6. Networking**

Networking is also the social work strategy practiced to bring diverse social structures together to accomplish a common purpose or shared goal. Networking involves establishing coordinated and collaborative relationships in order to access the resources of other persons and social systems.

Social workers network with human service organizations, governments, industry and influential community leaders. Networking promotes collaboration in identifying service gaps and barriers and encourages inter-agency planning to address unmet service delivery needs.

### **7.3.5 Models of Community Organization**

Jack Rothman has introduced three basic models of community organisation. They are as follows:

- Locality Development
- Social Planning
- Social Action

#### **1. Locality Development**

Locality development is one of the foremost methods of working with the community. It was earlier used by the settlement houses movement. Here the important focus is on the process of community building. Leadership development and the education of the participants are the essential elements in the process.

According to Murray Ross the process of self-help and communal action is valuable in its own right. The model of locality development is based on this particular thought process. It originated from the traditional community organization principle.

The main focus of this model is the whole community or a part of it. The basic belief is that communities have some common needs and interests and once the people realize this need and work together democratically, they can take appropriate steps to improve the quality of life. Here the role

of the community organizer is to enhance the involvement of the people in the community and help the community members to plan and find a solution to the problem.

## **2. Social Planning**

Social planning refers to the type of community work where a worker of agency undertakes an exercise of evaluating welfare needs and existing services in the area and suggests a possible blue print for a more efficient delivery of services. Social planning model is effective in solving key social problems like housing, education, and health, childcare and so on. Its aim is to affect a large population.

The community planner works in the capacity with the government and is often identified with power structure of the community. But basically he is interested in the needs and attitudes of the community and helps them plan their future.

## **3. Social Action**

According to Rothman, social action is a strategy used by groups or sub communities or even national organizations that feel that they have inadequate power and resources to meet their needs. So they confront with the power structure using conflict as a method to solve their issues related to inequalities and deprivation. In this type of community organization the community organizer uses all means to apply pressure on the power structure to give in to demands. We would be discussing about this method in detail in the next chapter.

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## **7.4 CONCLUSION**

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Community organization is one of the methods of social work. Individual support work helps to solve the problems of the individual. Problems are identified and solved. The aim is to develop the individual. The social worker is working to solve the problems of the group. So the community is a bigger part of the group. A part of a city is a rural part of a mohalla where the problems in that community are generally the same and affect the individual life in their community. Find out the needs of the community as they affect the lives of individuals, in the community and check the availability of tools to solve the problem. Building community cohesion is expected to build community leadership and provide public amenities. Therefore community organization is considered important in social work methods. Welfare of all individuals in the community, The participation of the whole community is gained. Community Organizations Internal actions and processes are carried out in a scientific manner. Community organization is done according to the prescribed steps. The role of social worker is considered to be important in all the tasks carried out by specific methods and techniques.

### **Practice Questions**

- 1) Define Community Organisations. Explain its Characteristics.
- 2) Explain the principles, steps and Models of Community Organisation.

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## 7.5 REFERENCES

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1. Y. Ronald, S. Malar, P.V. Laavanya Social Work an Introductory text book, Regal Publication,
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3. Sheeba joseph, Bishnumohan Dash, Community organization in Social Work Krishnakant Sing, An Introduction to Social Work



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## **SOCIAL WORK RESEARCH, ADMINISTRATION AND MANAGEMENT IN SOCIAL WORK**

### **Unit Structure :**

- 8.1 Objectives
- 8.2 Introduction
- 8.3 Social Work Research,
- 8.4 Administration of Social Work
- 8.5 Management in Social Work
- 8.6 Conclusion
- 8.7 References

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### **8.1 OBJECTIVES**

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- Understanding the meaning of social work research
- To study the purpose of social work research
- To study the types of social work research
- To Study the importance of Social work research
- Understanding the meaning of social work administration
- To study social work administration
- To study social work management

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### **8.2 INTRODUCTION**

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Research administration and management are the three most important factors in social work. The study needs of the society before starting social work. If the study is based on research, then what is the social condition of the society? Research is needed to have a though knowledge of this and to compile it scientifically.

Administration and management is an important skill for senior social workers. These skills will be essential for social workers who would like to grow professionally and attain higher positions in their respective organizations. As one grows in the social work career, their role in the direct provision of services will diminish and their role as a manager will



gain significance. This is where the skills of social welfare administration will come handy.

However, as the ultimate goal is the provision of welfare services, social work administrator cannot be a bureaucrat or a manager with concern only for efficiency. Social work values will also form the base for the administrative decisions taken in the context of service delivery

The major framework for social work administration is POSDCoRB, which is borrowed from the management theory. The classical management thinker, Luther Gullick has given this acronym to describe the functions of a manager in an organization.

POSDCoRB, stands for the following functions:

P- Planning

O- Organizing

S- Staffing

D- Directing

Co- Coordinating

R- Reporting

B- Budgeting

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### **8.3 SOCIAL WORK RESEARCH**

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Social work research is a supportive method of social work .social research is called as a scientific method observation test in social research testing facts collection of its classification and conclusions a method is adopted. Research is a method by which research is done and develops our knowledge by drawing conclusions.

Used as an adjunct to research methods in social work research. Social research activities and methods are changed according to the needs that are not suitable for social work research. New tools are created.

#### **The meaning of social work research**

It is important to have a proper knowledge of the social situation and to analyze it in terms of doing social work. Social work research is an effective method for this. The basic concepts used in social work are studied in social work research. Problems correlation Interaction Response studies are conducted in relation to organizations so the meaning of social work research has been explained in different ways by social work researchers

For this, social work research is an effective method. Research in social work will be a critical scientific examination of the validity of social work

organizational work as well as the method to generalize and expand the knowledge of social work

-Friedlander

The task of social work research is to encourage the development of a group of dependable sciences to accomplish a wide range of social work objectives and tools.

- John Deveen

Experimenting with social research in the study of problems in social work studies

-Hoshwald

Systematic rational and objective meditation on issues related to the field of social work as well as ordering new to research, knowing the nature of their interrelationships, finding rules that determine their nature, finding their explanation is what social work research is all about.

Social work research is related to the problems faced by the social workers. Researching the problems encountered while planning and implementing social work services as well as other issues related to social work is called social work research.

The solution to the problem of social work is the subject of research. Collective effort to gather information about society and related concepts is social work research. It is used as a supportive method of research in social work. That is social work research.

### **Purpose of social work research**

Social Work Research Experiments are used to guide the individual community to provide social services. Social work research is at the forefront. Social work research is concerned with problem solving.

Increasing the scope of social work

To reconsider the purpose and philosophy of social work

Re-study social work concepts and build systematic knowledge

Explain the relationship between social work knowledge and actual work

Assessing the need and quality of services and making improvements in procedures

Linking the needs of the society to social planning and social movement

Increasing the effectiveness of social work methods through research To provide knowledge for change in social work by studying these programs and techniques which will be an alternative to social work.

To study the causes of global disintegration and social disintegration and suggest solutions

Knowing the capabilities required in workers working in different situations

Social work research has a specific purpose in terms of its actual use and application in society. The primary purpose of social research is different from that of social work research.

### **Types of research in social work**

Topics that come in the field of knowledge and work in the field of social work come in social work research

PilipKellin has given the following types of social work research

The types of research that serve to guide research are as follows:

Research done to identify areas in need of services

Research comparing services offered in the context of need

Research comparing the services provided in the context of need Research evaluating work through social work

Research that tests the efficacy of social work methods techniques

Useful research of concepts considered essential in social work

### **The importance of research in social work**

It is important to establish the need for that service before starting social work. It is important to study the needs of individuals as social work is focused on needs and service three. It is important to know the number of needs through research. It is possible to evaluate the work of activists and organizations through research, so the importance of research in social work can be explained as follows

#### **To increase the effectiveness of services**

The effectiveness of existing services for the society can be known through research. The knowledge gained from research can be used to increase their effectiveness.

#### **To clarify the concept of social work**

Research helps to clarify current philosophies and theories as well as concepts in social work. Research in social work is important to find the usefulness of sociological concepts in social work.

#### **For scientific development of social work**

It is important to study the concepts and values adopted in social work from the point of view of social work. Research can give a direction to social work. Development of social work according to the needs of the society.

### **To explore the problems in society**

There are many problems in Indian society and in particular rural society

Research in social work is important to find a solution to these problems and to solve the problems by implementing the actual program.

### **To study of clientage**

There are a large number of service areas in which social work knowledge services. There are a variety of issues in the community. Local problems are of different forms. Services with problems are studied and research is possible as research is possible.

### **Social research**

There are two important words in social research, one is social and the other is research. The meaning of research is explained by e-mail and mori. Research is a systematic effort to acquire the most knowledge. New knowledge is added to it. A society is a group or community of specific people. Its size can be more or less

### **Definition of social research**

Social research is a systematic process of establishing explanations and generalizations about the sequence, interrelationships and causality in social life in order to discover new ones or to examine the old ones.

Social research is the systematic research done to gain new knowledge about social phenomena and problems.

From this definition it will be seen that social research involves the task of bringing new to light, proving the results of the old, but their sequence should not be a causal relationship between the interrelationships.

### **Features of social research**

Research is carried out in all the branches of knowledge but each branch of knowledge has its own distinctive features. Social research has different characteristics which can be explained as follows.

#### **➤ The study of social phenomena**

Social research relates to social phenomena. Research studies these phenomena. Society is made up of individuals.

#### **➤ Discovery of new principles and examination of old facts**

The main task of social research is to acquire new knowledge and add to the old knowledge

#### **➤ Exploration of causal relationships**

Human behavior and its action is the subject of social research Human behavior has causality in its actions. Social research seeks to find the causality and formulate theories based on them.

### ➤ Use of scientific method

The scientific method is used in social research. Statistical methods have a very important place in research. If statistics are obtained through this method, they can be summarized in a concise form.

### ➤ Statistical analysis

Statistical methods are used in social research. Statistical methods have a very important place in research. The principles obtained by the statistical method can be summarized and properly classified; Information can be explained using diagrams or tables.

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## 8.4 SOCIAL WORK ADMINISTRATION

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The field of social work is wide in scope. The scope of services in social work is broadly managed at the level of horizontal parallel. When various activities in the field of social work are integrated, their scope increases to carry out the planned activities in a planned manner administration is required.

The area in which social work is to be administered. It is important to have knowledge of that area and to have knowledge of administration to administer that area. Therefore, the work and its effect increase the usefulness. The purpose of social work is to provide services to the community by providing these services with specific techniques and their effectiveness. Good governance and effective social work are two sides of the same coin.

### **The meaning of social work administration**

1. To transform social plans into social action with some special purpose in mind and the administration process used to utilize professional skills in it will be social work administration.
2. The services provided by socially useful activities should be put to good use. In order to fulfill the purpose of the initiative; the methods of social work are administered using the capabilities and professionalism. Then it is called social work administration.
3. In order to fulfill the purpose of the ministry, those who have the knowledge and interest in the ministry are required to do the ministry. When service work is administered by such individuals or professionals, it is called social work administration.
4. The administration that is done to increase the usefulness of social work masters is called social work administration.

After understanding the meaning of social work administration, one realizes the importance of social work administration. In social work, services are provided to the needy. Depending on the individual, the needs vary from person to person.

As this work is done by the administration, administration is considered important in social work.

## **Aspects of social work administration Organization**

There are two factors that are important in social work. It is up to the administration to organize these two elements. If the scope of social work is large then many activists are working and work has to be done for different sections of the society. The administration is tasked with organizing at a time when work has to be done for the elements of the society at different social levels.

### **Plans and programs**

In social work, various schemes and programs for social development have to be planned and implemented. The social work administration has to do the important work of planning the program. Then the social worker can implement them properly in his area of work

### **Management**

Management has an important place in social work administration. It is the job of the administration to determine the workings of the work and to manage it

### **Supervision**

The administration has to supervise and control the social workers while they are providing services to the needy.

### **Public relations**

Social work continues uninterrupted. To provide services to the needy people in the society and to solve the problems of the society, to find the needy, to reach the needy, to get the response of the society in social work, the administration has to do this work.

### **To keep accounts**

It is expected to keep all kinds of records in work administration. It is very important to keep financial transactions transparent. So the administration has to do the important work of keeping financial records.

## **Steps of Social Work Administration**

Through social work, social problems and social evils can be prevented and remedied. The social work administration works to promote such social work, so the power of the social welfare program increases. The impact increases. The program accelerates.

The steps of this social work administration can be explained as follows:

1. Collecting information regarding services and programs and planning and planning based on information
2. Selection, recruitment and training of workers Plan and divide the work among the staff and prepare for implementation
3. To make arrangements for the implementation of the program and to meet the objectives and to prepare the method of expenditure

4. Creating reports Saving documents Keeping track of the information that has been gathered or received while working
5. To develop proper correlation of the community in which social work is to be started or actual social work is to be started

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## 8.5 SOCIAL WORK MANAGEMENT

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The management process is applied to achieve specific results through skills and efficiency in social work. Therefore, management plays an important role in providing effective services to the needy in various social work and professional fields like medical education industry etc. In the field of social work, a proper system of workers has to be created.

There are two sides to management. On the one side, knowledge related to programs and services and on the other side, social work planning. It is very important to mobilize the staff, set the schedule, prepare the budget, keep accounts, etc., to use both aspects of management effectively and to use these tools more effectively in a collaborative manner. Not only technology is important in management but also the goal by which success is to be achieved.

In modern times, complex social problems are increasing and the number of organizations working in the society is also increasing. The field of social work is expanding. Services are being created according to social problems. Management is needed to work effectively through organizations and institutions. The purpose of social work is to provide services to the society while providing services to the management to work for scientific work

Social work management is the process by which more efficiency is achieved for specific objectives and social policy can be transformed into social action. This is called social work management. The process of deciding the next course of action in social work is called social work management.

### Principles of social work management

1. Individuals involved in social work management should have adequate understanding of human behavior and knowledge of social problem handling skills and necessary techniques
2. To use a lot of right thinking and to determine the direction of social work and to provide equality to all.
3. Delegating the responsibility of managerial work to a trained and efficient person who is aware of social issues.
4. The objective of social work management is to give responsibility. To increase the participation of workers in the management of social work and to encourage workers. Management process should always be based on democratic process of responsibility.
5. Every member of the staff should be aware of the fact that the work assigned to them is very important



6. The management process is a specific objective tool and a tool used by the organization to solve community problems. Changing objectives and tasks as needed is the principle of management.

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## 8.6 CONCLUSION

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Service-oriented methods of social work have been prevalent in our country since ancient times. At that time, the social reformer had devoted his entire life to social work and took the initiative to identify the problems in the society and solve them. Research administration and management did not have much importance but in the present modern age professional social work has gained importance. Social work is being done as a business.

At present, research is being done in social work to do social work in a scientific way and to solve social problems. To get all the information required by the society, to collect it, to analyze it and to determine the direction of development based on that requires research. The importance of administration in social work is increasing as administration is required for the planned implementation of social work programs. Along with administration, management is also an important factor. Management is essential to increase skills and efficiency in social work and increase the effectiveness of development work. Managing social work requires management to evaluate the work and look to the future.

### Pracice Questions

- 1) Explain the Meaning, Purpose and Types of Research in Social Work.
- 2) Define Social Research. Explain the Characteristics and Importance in Social Research.
- 3) What do you mean by Social Work Administration. Explain its Various steps and Factors important for Social Work Administration.
- 4) What do you mean by Social Work Management. What are the Various principles of Social Work management?

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## SOCIAL RESEARCH

### Unit Structure:

- 9.0 Objectives
- 9.1 Introduction
- 9.2 Definition of Social Research
- 9.3 Concept and Features of Social Research
- 9.4 Importance of Motivating Factors of Social Research
- 9.5 Report Writing
- 9.6 Conclusion
- 9.7 References

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### 9.0 OBJECTIVES

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- To enable the students to understand social research.
- To enable the students to study the importance and motivating factors of research.

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### 9.1 INTRODUCTION

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#### Social Research

There are two important words in social research, one is social and the other is research. Research is a systematic effort to acquire the most knowledge. New knowledge is added to it. A society is a group or community of specific people. Its size can be more or less as per suitability for research. Like research in the natural sciences, the goal of social science is to find new facts or confirm and test those that already exist. It seeks to comprehend how people behave and how that behavior interacts with the outside world and societal structures. It looks for a link between human actions and the natural rules that control them. It also tries to create new scientific theories, concepts, and methods to make the study of social behavior and human behavior more accurate and valid.

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### 9.2 DEFINITION OF SOCIAL RESEARCH

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Social research is a systematic process of establishing explanations and generalizations about the sequence, interrelationships and causality in social life in order to discover new ones or to examine the old ones.

**Social research** is a research conducted by social scientists following a systematic plan. Social research methodologies can be classified as quantitative and qualitative.

**C.A. Moser defines**, “Social research as a systematized investigation to gain new knowledge about social phenomenon and problems.” (1985)

**P.V. Young states**, “Social research as a scientific undertaking which by means of logical methods, aims to discover new facts or old facts and to analyse their sequences, interrelationships, casual explanations and natural laws which govern them.” (1966)

**According to C.C. Crawford** “Research is simply a systematic and refined technique of thinking, employing specialized tools, instruments & procedures in order to obtain a more adequate solution of a problem than would be possible under ordinary means.”

It starts with a problem, collects data or facts, analyses these critically based decisions actual evidence. It evolves original work instead of mere exercise of personal opinion. It is quantitative, seeking to know not only what but much and measurement is therefore a central feature of it.

**As per Webster Dictionary**: “A careful inquiry or examination in seeking facts or principles, diligent investigation in order to ascertain something.”

**According to Francis Bacon**: “Research is a power of suspending judgement with patience of meditating with pleasures of asserting with caution, of correcting with readiness of arranging thought with scrupulous plan.

Social research is the systematic research done to gain new knowledge about social phenomena and problems.

From this definition it will be seen that social research involves the task of bringing new to light, proving the results of the old, but their sequence should not be a causal relationship between the interrelationships.

The systematic study of social facts or phenomena is the goal of social science research. In order to decide on a plan of action and/ or to gain new knowledge, it accumulates data about the social world and interprets it. Research on human existence, human behavior, social groups, and social institutions is referred to as social research and is carried out by social scientists from a variety of fields.

Social Research has one fundamental advantage over physical research in the sense that the researcher can talk to his subject to know his feeling and reactions. He need not rely entirely on his own senses and perceptions as in the technique of observation but can take active help from the subject also. This fundamental advantage is put to its fullest use in case of interview.

In order to improve welfare, political participation, defend human rights, reduce inequality, and assure social justice, social science research enables

the researcher to offer solutions that may lead to the creation of social programmes and public policies.

### **Features of Social Research**

Research is carried out in all the branches of knowledge but each branch of knowledge has its own distinctive features. Social research has different characteristics which can be explained as follows.

- **The study of social phenomena**

Social research relates to social phenomena. Research studies the phenomena. Society is made up of individuals.

- **Discovery of new principles and examination of old facts**

The main task of social research is to acquire new knowledge and add to the old knowledge

- **Exploration of causal relationships**

Human behavior and its action is the subject of social research. Human behavior has causality in its actions. Social research seeks to find the causality and formulate theories based on them.

- **Use of scientific method**

The scientific method is used in social research. Statistical methods have a very important place in research. If statistics are obtained through this method, they can be summarized in a concise form.

- **Statistical analysis**

Statistical methods are used in social research. Statistical methods have a very important place in research. The principles obtained by the statistical method can be summarized and properly classified; Information can be explained using diagrams or tables.

Social scientists and researchers utilize social research as a strategy to understand people and societies in order to develop goods and services that are able to meet a variety of customer wants.

### **Qualitative Research**

Qualitative research is characterized as a means to collect data via open-ended and conversational dialogues. In order to capture information in real-time and foster trust, participants are typically not removed from their natural environments for qualitative data gathering. Ethnographic research, focus groups, one-on-one online interviews, content analysis, and case study research are the five main qualitative research methodologies. To collect qualitative information on complicated issues, researchers rely on a variety of techniques.

## **Quantitative Research**

There are four distinct quantitative research methodologies: experimental research, causal-comparative research, correlational research, and survey research. Close-ended questions are typically used in this research, which is conducted on a sample that is representative of the target market. The data is then presented in tables, charts, graphs, etc.

Surveys, polls, and questionnaires are common tools used in quantitative research, which is a very useful source of data collection. The acquired information can be examined to draw numerical or statistical conclusions.

Design strategies and metrics used in qualitative research do not yield discrete or unique numerical data. In order to understand phenomena, it uses a lot of narrative data.

Data coding and verbal synthesis are both included in the process of data analysis (inductive method/approach). Historical research, ethnographic research, participant observational research, and the case study are a few examples.

Discrete and distinct, numerical or quantifiable data are produced by designs, procedures, and measures used in quantitative research. The majority of data analysis is statistical (deductive process/ approach).

### **Methodologies :**

#### **Surveys :**

To conduct a survey, a sample of people from a target group is sent a set of pre-decided questions. As a result, data and opinions will be gathered from people of varied backgrounds, races, age groups, etc. Surveys used in social research might be longitudinal, cross-sectional, or correlational. Both offline and online methods can be used to conduct surveys. Online mediums have expanded as a result of advancements in technical platforms and their reach, and more individuals are relying on online survey software to conduct frequent polls and surveys.

While co-relational research is a non-experimental method, longitudinal and cross-sectional social research surveys are observational methods. Cross-sectional surveys are conducted using various samples, whereas longitudinal social research surveys use the same sample across time.

#### **Interviews :**

When you ask someone questions and listen to their responses, you can learn information about them. A question-and-answer session is known as an interview, during which one person asks questions and the other responds. In addition to having more than one interviewer and participant, it can also be a one-on-one, two-way dialogue.

The method of obtaining opinions and feedback by posing predesigned questionnaire over the phone, in person, or online is referred to as interview research. There are two types of interviews: formal and informal. Formal interviews are those that the researcher plans out with a structured set of open-ended and closed-ended questions and a format, whereas informal interviews are more like conversations with the participants and are very flexible to gather as much information as possible.

In the data collection process, the interview is the most crucial step. It is employed to determine if a candidate should undergo additional interviewing, be hired, or be eliminated from consideration. It serves as the primary method of getting to know potential of respondents and the benchmark for assessing their knowledge, talents, and skills in relation to the position.

“Interview consists of dialogue on verbal responses between two persons or between several persons. (Lindman)

“Interview is a technique of field work which is used to watch the behaviour of individuals to asked statements, to observe the concrete results of social on group interaction. (Pauline Young).

According to Young, interview may be regarded as a systematic method by which a person enters more or less imaginatively into the life of a comparative stranger. It is move like a tape recorder in which past incidences, feelings and reactions of the subjects and played back to the living present to be listened to by the interview with a scientific approach.

### **Observation:**

The observation method of data collection is observing individuals in a certain location or environment on a particular day and time. In essence, researchers observe the behaviour of the people or environment they are studying. This type of study can be planned, unplanned, or participant-based.

Therefore, observations can be defined as –

- i) “Systematic Viewing coupled with the consideration of the seen phenomenon.”
- ii) “Accurate watching & noting of phenomenon as they occur in nature with regard to cause & effect or mutual relations.” (Oxford concise dictionary)

As rightly stated by M.H. Gopal; (An introduction to Research produce in social science) observation is “Seeing with purpose”. It is looking closely & purposively at the situation as whole & at the same time in the results without completely loosing oneself in the situation.

In observational research, a researcher is expected to become involved in the daily activities of every subject to gain an understanding of their routine, their capacity for making decisions under pressure, and their general likes and dislikes. These elements are taken into account when making decisions about things like how changes occurred in day to day routine will affect people's lifestyles.

In addition to sociology, regular social science fields as well as other fields irrelevant of them have benefited from the use of social research. A variety of social research methods are currently actively being used by non-social scientific areas. Yet, social research continues to be a distinctive sociological endeavor for the advancement of the sociological enterprise through the use of the sociological imagination to dissect social circumstances. Sociologists continue to advance the boundaries of sociological explanations through the use of social research to advance scientific understanding of social life, propose solutions to current issues in the global social arena, and offer.

For social scientists and scholars in other disciplines of study, social science research is still a crucial subfield. For a researcher or worldwide scholar to create and maintain a successful career, they must have a solid understanding of social research.

#### **Characteristics:**

- 1) It is goal oriented. It must serve a formulated research purpose.
- 2) It must be planned systematically. The stages & substages involved should be clearly designed & stated.
- 3) It should be recorded by the researcher.
- 4) It must be linked to general theoretical assumption.

The technique of observation stands for a systematic viewing coupled with the consideration of the seen phenomenon. This technique includes a stages of sensation attention & perception in it there are four types of observation in scientific research : Participant observation where the researcher actively participates in the functioning of the group under study, nonparticipant observation; where the researcher acts like a silent observer, controlled observation; where the researcher tries to control either the phenomenon or the method of observation & uncontrolled observation where the researcher merely observation the functioning the group without playing any significant role in it observation is considered to be one of the best methods of data collection.

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## **9.2 IMPORTANCE AND MOTIVATING FACTORS OF SOCIAL RESEARCH**

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Social science research is still a crucial technique for addressing societal problems and offering answers based on generally acknowledged scientific principles.

Modern social science research can be either pure or applied, and both assist to shed light on social problems or social events within a particular community. The social facets of human existence and the diversity of social reality are the main topics of social study.

An essential aspect to think about is the objectivity issue in social research. In social research, objectivity refers to a crucial aspect in the study of social issues. By interacting with them, the researcher studies actual living, thinking people. The study would become prejudiced and unscientific if the researcher became personally involved with the subjects he was researching. Consequently, the researcher must preserve objectivity while being connected to the study's subject. Research is an essential component of any scientific endeavour. The social sciences must uphold objectivity as well as ethical neutrality, which means that researchers must not let their own moral preferences or personal preferences for good or wrong influence their work.

## **IMPORTANCE OF SOCIAL RESEARCH :**

### **1. Knowledge Building:**

Research is essential for knowledge building. Generalizations drawn have a certain effects on the established corpus of knowledge. A general proposition having been established as an outcome of research may extend the bounds of knowledge existing at a point in time. Through the data collection and data analysis, the researcher gets reliable information about the society. This data is helpful to generate knowledge. Contrarily, if the generalization fits the established corpus of knowledge, it lends added credentials to it. The role of general propositions in enlarging or extending systematic knowledge may take various forms. It is true that a new set of facts is brought within the grasp of the established corpus of knowledge in a meaningful way. In consequence, the bounds of knowledge get enlarged not just quantitatively but also qualitatively.

Another way in which a general conception may enlarge systematic knowledge is by bringing to light the seeming inconsistencies in the existing corpus of knowledge & attempting to reconcile these. For example; through the survey research, enough data can be collected about the society and generalization can be easily made. The conceptions can be developed to understand the real nature of the society and the classroom atmosphere. A new general conception in the nature of a research finding helps us to reconcile these findings by pointing that whatever the classroom atmosphere, the important thing is the extent to which the teacher behaves according to the expectations of the students. Yet another way in which a new general conception extends knowledge & attempting to point out certain gaps in the existing corpus of knowledge & bridge these gaps may be generalized through the social research.

The general conception or finding emanating from research may have another impact on the established body of knowledge i.e. correcting the errors in it. Thus the new statements of generality emanating as research outcomes serve as scales for verification of the existing system of



knowledge. The social research involves testing to find out whether the empirical observations presented as general statements and are in accordance with the predictions that may be made on the basis of the existing body of knowledge. If such is not the case, the system needs to be revised or even rejected. An important aspect of scientific activity is verification of conclusions which have found place in the established system of knowledge.

## **2. Acceptance of Modernized Thoughts:**

Where there is knowledge, ignorance cannot exist. The best way of removing superstitions, blind beliefs etc. is to transplant true knowledge on the place of old traditional unwanted thoughts. E.g. Before the knowledge about intensive social research, the social causes of crime were not realized & people thought that propensity to crime was inherited. But now due to social research, we no longer divide people into criminal & non-criminal tribes. We know the social causes that encourage criminal tendencies in the people. J.C. Merriam has very aptly observed that the ignorance about the true knowledge is the reason for all the disbeliefs and superstitions. The prevention of old thoughts is the generations of new and modern thoughts through research.

The scourge of ignorance is one greatest block to social progress. It breeds superstitions & blind faith in traditions, it keeps orthodoxy alive. By unraveling the intricate & complex phenomenon of popular beliefs, social research enables us to attack vigorously the citadels of orthodoxy of stop its growth. Gradually new knowledge seeps in popular mind & thus superstitions become diluted & ultimately removed. The key to the solution of social problems is their accurate & unbiased analysis & thereby to understand the causal factors responsible for them. The analysis of an untrained observer is not acceptable & precise. Only a social scientist is competent to undertake this task. Social scientists have successfully analyzed the problems of regionalism, casteism, linguism, communalism etc.

## **3. Theory and Policy Development:**

The extended, corrected & verified knowledge may be put to two possible uses: a) Theoretical b) Practical Knowledge thus acquired may be used for constructing theoretic models. In other words, knowledge may be organized into propositions & these propositions may then be meaningfully articulated to form a more abstract conceptual system affording estimations about a class of thing or phenomena governed by a specified set of conditions. Such use of knowledge is often labelled as theory-oriented & the activities of a scientist who seeks knowledge for the sake of building theories are discouraged.

The researches which seek knowledge will be used mainly for policy making which can be used to solve various problems confronted by our society. They may serve some practical ends which are often called applied, action-oriented or practice-oriented. We shall be considering this aspect in greater details when an action oriented research has to be taken



up. One should not consider these two orientations as comprising a perfect dichotomy. There is nothing as practical as a good theory & that endeavors to solve practical problems have many a time given birth to theories. Theory helps us to identify gaps in our knowledge & seek to bridge them with inductive, impressionistic or extensional generalizations. Laws propagate when they are united in a theory.

## **MOTIVATING FACTORS OF SOCIAL RESEARCH**

- **Growth of Knowledge**

Research is another word for an organised attempt to find solutions to a specific issue. Finding a solution to an issue requires research after a thorough analysis and examination of all pertinent aspects. Generally speaking, research is a procedure that incorporates a methodical process and is intended to guarantee that the information acquired is reasonable and backed by both quantitative and qualitative evidence. In order to expand their knowledge in their disciplines and benefit the nation, it is essential for educators to carry out research on a regular basis.

- **Inspiration to Society**

Research is carried out to pinpoint issues or resolve "uncertainties." Studies are done when there is doubt about a phenomenon that has either occurred or has not. Regardless of whether tests are carried out, research always strives to employ the best approach to solve issues. The research findings show the exact nature of the society, problems of the society. The Researcher tries to give possible solutions and recommendations for further research. It benefits the society if the solutions provided by the researcher are accepted and implemented through the policy. The benefits of the research thus inspired the society for improvement.

- **Thirst for progress**

There is always the thirst in the researcher to focus on knowledge generation and generate new knowledge. This inbuilt thirst motivates the researcher to focus on as many aspects and concentrate to build the theories that may benefit the society. Increasing the number of high-caliber publications is a critical component in making a university a respected centre for higher learning. Researchers need the right approaches since publishing research papers in high-impact journals needs a high level of writing proficiency. The advantages for a researcher looking to disseminate study finding effectively is the ability to write well.

- **Creativity Development**

Researchers must remember that their intense interest in the subject matter, not financial gain, is what drives them to conduct their research. This is the opportunity for the Researcher for development of creative thoughts and suggests the possible measures to the aspirants. The researcher has to keep publishing the research so that the aspirants may get the benefit of it. Researchers must always be willing to share information

with their peers and should never keep their freshly discovered information to themselves. Every researcher needs to be very self-assured and must never give up easily, even when their research appears to be coming to an end. Nonetheless, if the researcher is genuinely interested in learning new things, the study will ultimately be fruitful. This creativity will benefit the society at large.

- **Policy Making**

High language skills and the capacity to comprehend research findings that will have a significant influence on the readers are necessary for excellent writing. It is crucial for writers to avoid plagiarizing other people's work and to make sure that everything they produce is entirely their own. If they have used the ideas of other authors, they must acknowledge it or provide the correct sources.

Large funds must be justified by high-caliber publications published by researchers in order for them to keep their funding. To produce fresh knowledge that will be useful for formulating policy, researchers need make sensible financial decisions. Because that method of publication is simpler, many scholars would choose to write papers for conferences or proceedings. Despite the fact that these publications are of lower quality than chapters in books or papers in renowned journals, they can be improved by presenting them at a specific seminar or conference where comments and criticism can be gotten.

- **Understanding the Current Status of Societal Aspects**

Any scientist conducting research must adhere to specific ethical principles. Scientific duty centres on the proper placement of personnel value. The issue, according to social behavioral scientists, is what stance should be adopted if a researcher is simply interested in his scientific research. The Research should focus on social values and morals in a scientific way.

Whether social sciences can be free from values and ethical considerations is at the heart of this dispute. Social sciences can be made to be independent of ideology and morals. In this regard, the researcher has unique challenges when conducting social research. Every study of one group of people by another involves ideals that are crucial to all human action.

Ethical consideration becomes important in social science. This is because social sciences deal with human behavior. It is therefore not possible to manipulate human behavior. A social scientist cannot conduct all types of experiment on subject related to human aspects. The researcher has to take into account the needs the emotions of the human beings. In other words, he has to follow certain ethics which will keep the dignity & respect of human beings.

## 9.3 REPORT WRITING

Research is considered to be the more formal, systematic, intensive process of carrying on the scientific methods of analysis.

It involves a more systematic structure of investigation, usually resulting in some sort of formal record of procedures & report of result or conclusion. It is also the activity of collecting information in an orderly & systematic fashion. Research is literally speaking, a kind of human behaviour, an activity in which people engage. In education, teachers, administrators, scholars or others engage in educational research when they systematically assemble information about schools, school children, the social matrix in which a school system is determined, the characteristics of the learner or the interaction between the school & pupils.

The report writing is a skill of every researcher. It is a description of the research undertaken by the Researcher which includes tables and figures, research methods and result in a very lucid and formal language as a third person. The report is based on true information and it is a reliable document and sometimes used as a legal document. The report writing has a systematic methodology to be followed which includes title, sections, graphs, research findings and recommendations for further research.

### Project Work-

The teacher should provide a brief orientation into the following:

Formulation of Research Problem, Literature Search, Statement of the Problem, Formulation of Hypothesis, Conceptualization, Variables, Data Collection, Classification and Coding, Tabulation, Analysis and Interpretation of Data and Report Writing. This is to enable students to conduct project work effectively.

The report should be written in a logical and scientific manner it should avoid flowery or flippant language, emotional words, dull and colourless language or confusing style.

### IMPORTANCE OF RESEARCH REPORT

**Disseminating Information :** Adding to the body of knowledge is one of the goals of conducting research. The research report enables the researcher to disseminate the information and data generated out of research. The results of research can be properly shared with everyone through a research report. It is the document which gives the idea of research conducted by the researcher to larger public. The brief as well as the document is discussed in detail in the report with proper methodology. It is a summarized statement of the research which can be circulated for the benefit of aspirants.

**Understanding Knowledge Gaps:** Since the report is touching all the important aspects of the research and conduct the review of literature it gives a clear idea of the knowledge gaps. Using a study report, the reader may find areas of knowledge that needed more research. A study report

summarizes what has been done while making suggestions for further, in-depth research in other areas.

A research report in social research will make it easier for you to quickly comprehend the needs of the society and its behavior.

You can provide facts in a clear, concise manner in a research report.

It is convenient and time-efficient because you may summarise the results of your study work in a research report without having to go into detail in person. The report is simple to distribute via email so that interested parties can review it.

### **Concept Clarity:**

The Research Report enabled the researcher to define the limits of his field. It helps the researcher to limit and define his research. The Research Report provided the clear idea about the work researcher has conducted. It also helps the researcher to state the objectives clearly and concisely.

By reviewing the research report, the researcher can avoid unwanted and useless problems and related information. Through the research report, the researcher could avoid unplanned duplication of data and findings.

It enables the researcher to comprehend cutting-edge research methodology and its viewpoints. It aids the researcher in learning about the equipment and resources that had been beneficially demonstrated for prior researchers in earlier studies. The third and most crucial reason for writing the project report is to provide suggestions and recommendations for additional research. The researcher has a comprehensive understanding of the efforts made by numerous specialists at the national and worldwide levels which can be summarized in research Report Writing. The researcher is able to speak on relevant data, knowledge, and other needs with the aid of the Report Writing.

### **Structure of Research Report**

- **Title**

Every Research Report should have attractive title showing the exact nature of the research. It is be accurate and precise. The title should give clear idea of research with its variables mentioned in it. Your title should be concise and give the idea of research under it.

- **Index**

The index involves the table of contents gives the brief idea to the readers about the page-wise contents in the report. The index is needed to make the readers to navigate the research report easily. It is a summarized statement of contents involved in the research that gives idea about the research and its various aspects.

- **Abstract**

An abstract is a concise description of the research that focuses on all of its key components, such as its methodology, data collection procedures, and conclusions. A brief overview of your study report that includes all

the important details is called an abstract. An abstract is always brief and summative statement written in 100-150 words and all the important aspects of research in brief. It gives the description of research about the place, time, reasons for research and the brief of findings and respondents.

- **Introduction**

In this section, the researcher outlines the systematic investigation with its goals and objectives as well as the problem statement. The introduction focuses on the brief about the problem statement, its origin and gives the basics about the variables of the research. It also focuses on the need, significance and scope of research and discuss the methodology to be used in brief. Introduction gives the brief about the research to be conducted and the how are where it is conducted by the kind of methodology used for the research.

The researcher details the research problem and discusses the importance of the systematic inquiry in the opening part. Also, the researcher is required to define any jargon or terminology used in the study.

- **Literature Review**

The goal of a review of the literature is to determine the breadth of prior studies and the direction of future study in this field. Finding research gaps is helpful since it highlights the areas where additional research is necessary to understand. To prevent duplications in terms of research titles, aims, and research design, it is helpful to review the recommendations made by earlier researchers. It will be easier to understand what has been discovered and what other researchers are aiming to examine. It is necessary to have a good understanding of research design, recommendations, and ideas from past studies. The review also makes it easier for academics to use cutting-edge techniques to arrive at their findings and conclusions.

- **The Research Methodology**

This is a thorough description of the methodology, sample, and research subjects used in this study. Here, you are expected to give comprehensive details about the research process, including the methods used for data gathering and analysis.

In a quantitative research report, the researcher provides information of surveys, questionnaires and other quantitative data collection methods used in research. The researcher discusses about the tools of the research data collection and research design used for the study. The researcher also discusses the conclusions which are supported by the relevant statistics. Further the researcher describes data analysis with the help of statistics followed by findings, suggestions and recommendations.

- **References and Appendices**

References and appendices are the important part of every research report. The researcher uses the data from the sources available on internet or library. The proper references should be given by the researcher to avoid the copy right claims. It is necessary to give due credits to the earlier researchers and authors whose document has been referred by the

researcher or some part of their writings are utilized for the present research. This section contains a list of all the books, research papers, articles or theses used as reference for the present research.

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## 9.4 CONCLUSION

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The purpose of science is to look for precise and correct truths or knowledge. In other terms, science seeks to discover the core of reality or truth. It may present data throughout this procedure that is at odds with an accepted value. This is so that science can continue to demolish any values that are founded on superstitious tenets or irrational beliefs. So, using a framework of value systems, research aims to determine the truthfulness of particular beliefs & practices in society. Yet, when values are employed as data for interpretation, the value system itself is verified.

When a social researcher uses unethical tactics, it may interfere with the functions of the social scientist, which is why various associations have developed ethical codes of conduct for their members. Social science research involves examining people and their behaviour in the context of their social and cultural interactions. This demonstrates the requirement for the researcher to uphold specific moral principles while carrying out their research.

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## 9.5 REFERENCES

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## 9.6 EXERCISES

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- State the concept of Social Research.
- Write a note on importance and motivating factors of Social Research.
- Describe the contents of Research Report Writing.



**[Time: Three Hours]**

**[Marks:100]**

**Please check whether you have got the right question paper**

**N. B:- 1) All questions are compulsory.**

**2) All questions carry equal marks.**

**3) Figures to the right indicate marks to a sub-question.**

**Q.1) Attempt any two of the following**

**14 Marks**

- a) State the concept of professional social work
- b) State the purpose of professional social work
- c) Explain the role of social worker in social development

**Q.2) Attempt any two of the following**

**14 Marks**

- a) Define the term of child welfare and explain the need of child welfare
- b) Describe your opinion about old age home
- c) Differentiate the term of Health and Mental Health

**Q.3) Attempt any two of the following**

**14 Marks**

- a) State the principles of group work in social work
- b) State the stages of case work as well as group work
- c) Discuss the various models of community organization

**Q.4) Attempt any two of the following**

**14 Marks**

- a) State the motivating factors of social research
- b) State the characteristics of social research
- c) State the data collection methods in social research

**Q.5) Write short notes on any two of the following**

**14 Marks**

- a) Steps of social work
- b) Primary field of social work
- c) Administration of social work
- d) Types of social research