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## **Case Work And Counselling : Working With Individuals**

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# **CASE WORK AND COUNSELLING: WORKING WITH INDIVIDUALS**

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# QUESTION PAPER

June – 2023

(Solved)

## CASE WORK AND COUNSELLING: WORKING WITH INDIVIDUALS

M.S.W.-7

Time: 3 Hours ]

[ Maximum Marks: 100

Note : Answer any five of the following questions. All questions carry equal marks.

**Q. 1. Describe the principles of case work and client relationship as given by Biestak with suitable example.**

**Ans. Ref.:** See Chapter-5, Page No. 27, 'Principles of Casework Client Relationship'.

Or

**Discuss the theoretical framework of counselling.**

**Ans. Ref.:** See Chapter-12, Page No. 90, 'The Behavioural Techniques in Counselling' and Page No. 93, Q. No. 4 and Q. No. 5.

**Q. 2. What is recording? Discuss the importance of documentation and recording in social case work.**

**Ans. Ref.:** See Chapter-18, Page No. 151, 'Introduction' and 'Recording and Documentation in Social Casework'.

Or

**Describe the different phases of social case work process.**

**Ans. Ref.:** See Chapter-7, Page No. 46, 'Phases of Social Casework Process', 'Social Investigation (Study)', Page No. 47, 'Social Diagnosis (Assessment)' and Page No. 49, 'Intervention (Treatment)'.

**Q. 3. Answer the following questions:**

**(a) Elaborate on the tools of case work.**

**Ans.** Casework is not an easy job and is more of an art. With the first contact of the person in need of help, very little is achieved and then slowly and gradually, the relationship is developed between them. The process includes gathering information, its diagnosis and developing intervention strategies by conducting interview or home visits. These are the tools used frequently by the caseworkers. Then there is recording, followed by effective supervision that facilitates the worker to offer effective service to the client.

Casework is not an easy job and is more of an art. With the first contact of the person in need of help, very little is achieved and then slowly and gradually, the relationship is developed between them. The process includes gathering information, its diagnosis and developing intervention strategies by conducting interview or home visits. These are the tools used frequently by the caseworkers. Then there is recording, followed by effective supervision that facilitates the worker to offer effective service to the client. In this chapter, our focus will be to study the various tools used by the social caseworkers in order to maximize helping relationships.

Recording is very important as the worker works with so many clients and it is essential that these should be recorded with the client's individual differences.

The caseworker gathers information by visiting his home. However, trained nurse can be used who will initially provide care to the sick patient and home care was linked to nursing care.

In social work, supervision also plays an important role in determining the quality of service delivered to the client. It also helps in ensuring the professional development and job satisfaction. In the 19th century the supervision had its origin in the charity organization society movement in which friendly visitors were the direct service workers providing service to families. The agencies faced some problems and then paid agents were hired for supervision.

**(b) Discuss the relevance and challenges to casework practice in India.**

**Ans. Ref.:** See Chapter-1, Page No. 3, Q. No. 2 and Page No. 4, Q. No. 1.

**(c) Write about interviewing skills required in case work practice.**

**Ans. Ref.:** See Chapter-17, Page No. 150, Q. No. 2.

**(d) Explain the content and structure of process recording from your field experience.**

**Ans. Ref.:** See Chapter-18, Page No. 154, 'Context' and Page No. 155, 'Structure'.

**Q. 4. Answer the following questions:**

**(a) What are the characteristics of social case work agency.**

**Ans. Ref.:** See Chapter-4, Page No. 21, 'Perlman has described some of the Characteristics of Agency'.

**(b) Enlist different goals of counselling**

**Ans. Ref.:** See Chapter-10, Page No. 68, 'Goals of Counselling'.

**(c) Mention any two psychoanalytic techniques.**

**Ans. Ref.:** See Chapter-13, Page No. 98, 'The Psychoanalytic Techniques in Counselling'.

**(d) What are the reasons for ineffective coping patterns among individuals?**

**Ans. Ref.:** See Chapter-3, Page No. 12, 'Failure in Coping'.

**(e) List the various purposes of recording.**

**Ans. Ref.:** See Chapter-18, Page No. 151, 'Purpose and Functions of Case Recording and Documentation'.

**(f) Explain listening as a skill of case work practice.**

**Ans.** Listening skills help in letting a client talk and articulating his concern or problem. In social casework, a worker often work with persons whose language expression is somewhat different from that of the worker's. The skills of active listening help in drawing out the client's story. Listening attentively also help in observing physical attending behaviours like eye contact, posture, body position, etc. Also psychological attending is an ability to pick up verbal and non-verbal cues of the client. Listening also includes listening to the client's voice tone, cues of client's feelings, listening the thoughts and emotions of the client. Effective

listening skills leads to reducing the tendency to hear selective as a result of judging, criticizing or evaluating the words of the client.

**Q. 5. Write short notes on the following:**

**(a) Free association method**

**Ans. Ref.:** See Chapter-13, Page No. 99, 'Free Associations Method'.

**(b) Types of questions**

**Ans. Ref.:** See Chapter-17, Page No. 140, 'Types of Questions (According to the Manner of Asking)'.

**(c) Flooding**

**Ans. Ref.:** See Chapter-12, Page No. 91, 'Flooding'.

**(d) Paraphrasing**

**Ans. Ref.:** See Chapter-11, Page No. 84, 'Prephrasing and Clarification'.

**(e) Types of communication**

**Ans. Ref.:** See Chapter-16, Page No. 123, 'Types of Communication'.

**(f) Summary recording**

**Ans. Ref.:** See Chapter-18, Page No. 153, 'Summary Records'.

**(g) Reinforcement**

**Ans.** Reinforcement is a term used in operant conditioning to refer to anything that increases the likelihood that a response will occur. Note that reinforcement is defined by the effect that it has on behaviour – it increases or strengthens the behaviour. For example, reinforcement might involve presenting praise (the reinforcer) immediately after a child puts away her toys (the response). By reinforcing the desired behaviour with praise, the girl will be more likely to perform the same actions again. Reinforcement can include anything that strengthens or increases a behaviour, including stimuli, events and situations. In a classroom setting, for example, types of reinforcement might include praise, getting out of unwanted work, token rewards, candy, extra playtime and fun activities.

**(h) Supportive techniques**

**Ans. Ref.:** See Chapter-17, Page No. 141, 'Supportive Techniques'.

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# Sample Preview of The Chapter

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# CASEWORK AND COUNSELLING: WORKING WITH INDIVIDUALS

## HUMAN BEHAVIOUR AND SOCIAL ENVIRONMENT

1

### Social Casework Practice in Indian Context

#### INTRODUCTION

Social casework is a social work which is concerned with the adjustment and development of an individual to satisfy human relations. This development includes leading an individual towards better family life, better housing and schooling, protected economic conditions, etc. This adjustment is dependent upon the use of the resources by an individual. There are certain factors that affect an individual in availing these facilities. In such cases, social casework helps an individual.

Social casework is a technique being used from the time of industrialization and is the offspring of charity organization societies movement introduced in late 1870s. Now, we will study about the social and physiological explanation of human behaviour, role of casework in managing problems of persons in modern society and the perception of casework in India by various practitioners.

#### CHAPTER AT A GLANCE

##### UNDERSTANDING HUMAN BEING

Human being is a social living person and is a member of the society sharing commonly with other fellow members the experiences of life. The development of an individual is dependent upon his environment, his experiences and future expectations.

A human being can be considered to be an individual who are physically, intellectually and emotionally unequal and have different motives, responses, tastes and motives in life. Their habits are different as they are born in different social, cultural and religious backgrounds. But no one has control over situations in which they live. One is not a slave to the society but has to follow certain codes and rules of the society.

When it come to physhological aspect, human relationship are intangible, invisible and complex in nature. A person shares an intimate relationship with his environment. But the socio-cultural environment affects the life of an individual indirectly. But with growth in industrial civilization, there was modification in political, economic, social and cultural traditions that added complexities in the life of human being. An individual's personality is dependent upon internal and environmental factors and requires some adjustments and adaptations between the individuals and his social surroundings. A person faces difficulties when he/she lacks in the ability to change according to the changing conditions or when situations are too unyielding or too demanding. Some problems are faced due to lack of resources, ignorance of facts, emotional difficulties, etc. to solve the problems in an effective manner.

##### MODERN SOCIETY AND SOCIAL WORK

In today's world, all human beings are facing challenges and struggling hard to adjust with the



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changes in the society. Some are even without the basic amenities like food and drinking facilities. In urban areas, people are living in nuclear families and varying degrees can be seen in all the family relations. Also social institutions, cultural traditions and religious ideas are influencing an individual's life in a drastic manner and leading to maladjustments. A person in that case suffer from confusion, self doubt, of worthlessness feelings, with no goal, aim, etc. and remain restless and directionless. A person is unable to find answers to certain questions that keep bothering him. In that case social work helps the individual in realizing that he is an important individual human being. The workers help a person in using their energies and with determination realize their sense of worth and dignity and purpose. The social work interventions are socially and culturally determined. The social casework practice enables an individual to analyze his goal and lead a personally satisfying life. But in India, a group is given primary importance over the individuals and the client have no right to individualism.

**SOCIAL CASEWORK AND INDIVIDUAL BEHAVIOUR**

The first and foremost requirement in social casework is an attitude to help others. A individual is considered to be solely responsible for his own conditions through his negligence, ignorance and incapacity. But with time and in-depth knowledge, people realized that it is not solely an individual who is responsible for his condition but there are some factors which are beyond an individual's control. A client can use these services if needed and also has the freedom to reject these services as per his discretion.

**SOCIAL CASEWORK PRACTICE IN INDIA**

The practitioners of social casework in India believe that social casework can be practiced successfully in a democratic society only. In India, an individual is considered to be a participating member who is bound to his original group which teaches him the norms, the rules and the characteristics in which he should suppress in order to be acceptable to the other members of the society or else he will be rejected. Thus, in Indian context, the client will not have the right to individualism or the right to self-determination.

The Indian tradition believes in the concept of *dharma* or stressing upon his duties and is distinguished from the western counterpart who emphasizes on his rights which emphasize on power and comfort for the physical self and duly emphasizes debts which a person owes to all conscious beings. The rights of a human being emphasize on the comforts of the physical self, but these needs are not limited to their material wants only as alone these wants cannot ensure human happiness. It only helps in creating conditions for man's happiness but does not ensure that all his wishes will be fulfilled. In fact, happiness is ensured with the fulfilment of the emotional needs of a person which can be met only if one focuses on the concept of duty.

The family plays an important role in taking care of the emotional needs of a person and helping him in fulfilling his rights. In India, the family, friends and the relatives are equally responsible for taking care of the emotional needs of the person and hence with the support of the family, it becomes easier for a social worker to help the client in the process of solving his problem.

Thus, we can say that casework practice is a practice of assisting client both materialistically and emotionally. The goal of social casework gets fulfilled after getting support from the other family members. Also society plays an important role in the process by encouraging individuals, families and communities to take genuine interest in the life of needy people.

In West, extreme individualization concept has ruined the family as a social unit. This desire for self needs of fulfillment without a sense of duty towards others can lead to social destruction. But in Indian context family is considered as a basic unit that supports an individual in any situation. The objective of social casework is to help a person in developing his power of reason to understand himself and his relationship with other people in the society. The caseworker plays a very crucial role in the society where survival of the fittest is the motto and a person fails to control his selfishness.

**INDIGENIZATION OF CASEWORK PRACTICE**

A social caseworks helps a client and the related members to understand their intrinsic dignity as

human beings and act accordingly. The caseworker helps an individual to understand the reality of life and integrate new ideas in his living style. The norms should include understanding of his role as a human being and his relationship to the group and duty towards that group. Caseworker helps in development of new ideas to the client that is beneficial for him. A social worker in the process has to involve unselfishness and should possess high sense of duty towards the client.

In India, a client and a caseworker recognize each other as fellow beings and become emotionally close and accept each other easily. A client is actively involved in the decision-making process which can be growth producing but needs to be made in the right spirit and atmosphere.

In India, a worker plays an important role and approach actively and many a times make home visit and help in removing these barriers in order to avail her of the help. The active approach of a caseworker needs planning properly and does not include autocratic approach. A worker helps a client to reveal his repressed feelings and to clarify his thinking and then give appropriate opinion and suggestions. A caseworker should realize the appropriate approach for a particular client so as to produce maximum growth in the client. The rigidity to a particular approach might lead to the failure of the whole process. A caseworker works both with the exploiter and the victims of exploitation to put them on the path of restoration of their inner dignity—a concept emphasized by *Bhagwad Gita*. In order to work towards this goal, a caseworker works on various dimensions especially self-awareness. Religion and philosophy both provide satisfactory explanations about the various aspects of persons. The Indian context believes in *Karma* and whatever good or bad happens to a person is the result of *Karma*. A person's action should be such that it brings about a positive change which in turn would result in the better life a person. Thus, the role of caseworker is two fold: One adjusting an individual as his reality is disturbed due to external and internal strains. Secondly, helping an individual to reach a new level of integration by introducing new ideas and new ways of living.

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### CHECK YOUR PROGRESS

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#### Q. 1. What is the social and psychological explanation of human behaviour?

**Ans.** Social, a person is an individual who is physically, intellectually and emotionally unequal and have different capacities, motives, responses and tastes. The habits of each individual is different with different aspirations in life. A person is born in different social, cultural and religious background and have different goals in life. There is no standard format in which a person live a social life and a person is expected to follow certain codes and sanctions but he is not entirely a slave to them. He has some initiative, some determination, some independence of judgement and some strength of character.

If we see the psychological aspect, human relationships are intangible, invisible, complex and has different mode of mind or feeling of love, anxiety, distress, frustration, affection, etc. The socio-cultural traditions have all-pervading impact on person's behaviour and is more than a 'conditioning factor' of life.

#### Q. 2. What is role of casework in managing problems of persons in modern society?

**Ans.** In modern society, people of all ages are facing lots of challenges and are struggling hard to adjust with these changes. Some even lack the basic amenities in life and are unable to adjust with these changes. In such case, the person suffers from feelings like sense of inadequacy of confusion, and self-doubt, of worthlessness of aimlessness, of having no place in society, no direction, no aim and goal. A person feels restless and directionless in that case. It is in that case the social work helps the individual realize their worth in the society and live with dignity and purpose. Social workers help the individual realize their energies and help people whose life-circumstances affect their lives.

Social work offers greater opportunities of fulfillment and self-expression which encourages conformity to group norms. It helps an individual come out of the pressive state of mind and live a worthwhile life.

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### **ADDITIONAL IMPORTANT QUESTIONS**

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**Q. 1. Criticize the practice of social casework in India.**

**Ans.** The scope for practicing social work as private profession in India is almost negligible. It is difficult for the Indian people to conceive that there could be professionals around called social workers to be approached when facing personal or family problems. The reason is not far to see. Helping each other in the Indian traditions is a noble cause. Every body therefore shows eagerness to help each other. Why in that case someone pay to a social worker? Since the very concept of professional social work is missing from the Indian minds, trained social workers are going to find it very difficult to establish roots in this country. It is also to remember that profession wise it is the clients who approach the professionals and not the other way round.

If we look at the methods of professional social work, they talk of: (i) helping people individually (Social Casework Method) (ii) helping people in groups (Social Group Work Method) and (iii) helping people's communities (Community Development Method). It may be seen that of these, the last two methods cannot be practiced by trained social workers in private practice since these require a larger setting. Only organized bodies such as government, corporate houses, NGOs can afford it. Trained social workers therefore have to be necessarily employed to be able to practice these two methods. This leaves social casework method as the only method that can be employed by trained social workers to earn an independent living.

In Social Casework Method, the trained social worker interviews his/her client, in private and takes

down the personal history. Through this he/she makes an assessment of the likely cause for the problem faced by the client. The process of interviewing is simple chit-chatting. The client may not even know if he/she is being helped or having a street corner talk. One interview with the client is not sufficient; more have to be arranged. Some clients may not be prepared for repeat visits. Even if the cause is discovered successfully, the solution that is offered to the client may not be out of the ordinary. It consists of plain suggestions and motivational talks.

**Q. 2. Discuss the role of a caseworker in case work practice.**

**Ans.** In social work, a caseworker is a type of social worker who is employed by a government agency, non-profit organization, or other group to take on the cases of individuals and provide them with advocacy, information or other services.

Traditionally, the approach of social casework has focused those individuals who could not achieve a fairly normal adjustment to life and needed outside attention. It is concerned with people who are in particular situations of need. Casework is done on a person-by-person basis, in situations where privacy is necessary in attending to individual problems.

The idea of a social worker acting as a caseworker or a counsellor is a recurrent and powerful notion in social work throughout its history, and has also been closely associated with some of the key values of social work and particularly recognizing the inherent worth of the individual and respecting him or her. Casework also appeals to those whose view of social work as a whole is one in which helping or supporting individuals is a key component. The method involves bringing change in the behaviour or outlook of a client.

