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SOCIAL WORK INTERVENTION WITH INDIVIDUALS AND GROUPS

By: Swati Sharma M.A. (Sociology)

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QUESTION PAPER

(June – 2019)

(Solved)

SOCIAL WORK INTERVENTION WITH INDIVIDUALS AND GROUPS

Time: 3 Hours]

[Maximum Marks : 100

Notes: (i) Attempt all the five questions.

(ii) All questions carry equal marks.

Q. 1. Discuss the scope and relevance of social work methods in Indian context.

Ans. Ref.: See Chapter-32, Page No. 164, 'Introduction'.

OR

Discuss the various models of school social work.

Ans. Ref.: See Chapter-17, Page No. 89, 'Models of School Social Work Practice'.

Q. 2. Write an essay on some of the contemporary social problems in India.

Ans. Ref.: See Chapter-13, Page No. 64, 'Introduction', 'HIV/AIDS', Page No. 65, 'Environmental Degradation', 'Communalism', Page No. 66, 'Youth Unrest', Page No. 67, 'Corruption, Migration and Displacement' and Chapter-14, Page No. 69, 'Suicide', 'Substance Abuse', Page No. 70, 'Adult Crime', Page No. 71, 'Minorities', Page No. 72, 'Backward Classes' and Page No. 73, 'Women'.

OR

Explain the various theories underlying group work practice.

Ans. Ref.: See Chapter-8, Page No. 41, 'Theories Underlying Group Work Practice'.

Q. 3. Answer the following questions:

(a) Discuss the problems of a tribal community.

Ans. Ref.: See Chapter-20, Page No. 103, 'Problems in a Tribal Community'.

(b) What is the scope of a social worker in industrial setting?

Ans. Ref.: See Chapter-19, Page No. 96, 'Scope of Social Work in Industry'.

(c) Discuss the various types of case work intervention with suitable examples.

Ans. Ref.: See Chapter-3, Page No. 13, 'Categories of Intervention'.

(d) Explain social legislation. State the needs and objectives of social legislation.

Ans. Ref.: See Chapter-31, Page No. 158, 'Concept of Social Legislation' and 'Social Legislation: Needs and Objectives'.

Q. 4. Answer the following questions:

(a) Describe the concept of community.

Ans. Ref.: See Chapter-20, Page No. 100, 'Community as a Social Concept of Community'.

(b) Briefly mention the dynamics of family system.

Ans. Ref.: See Chapter-16, Page No. 81, 'Dynamics of Family System'.

(c) Highlight the mandate of National Commission of Women.

Ans. Ref.: See Chapter-14, Page No. 74, 'The Mandate of the Commission'.

(d) Discuss the constitutional basis of planning in India.

Ans. Ref.: See Chapter-25, Page No. 131, Q. No. 3.

(e) What are the functions of a 'welfare state'?

Ans. Ref.: See Chapter-24, Page No. 122, 'Welfare State'.

(f) Discuss the role of social worker in services for the aged.

Ans. Ref.: See Chapter-6, Page No. 31, 'Homes for the Aged'.

Q. 5. Write short notes on the following:

(a) Transference

Ans. Ref.: See Chapter-5, Page No. 24, 'Transference'.

(b) F.I.R.

Ans. Ref.: See Chapter-30, Page No. 153, 'First Information Report (FIR)'.

(c) Fundamental Right

Ans. Ref.: See Chapter-27, Page No. 138, 'Fundamental Rights'.

(d) Globalization

Ans. Ref.: See Chapter-24, Page No. 123, 'Globalization'.

(e) Women empowerment

Ans. Ref.: See Chapter-37, Page No. 193, 'Women Empowerment'.

(f) Empathy

Ans. Ref.: See Chapter-4, Page No. 21, 'Empathy'.

(g) Juvenile delinquency

Ans. Ref.: See Chapter-14, Page No. 71, 'Juvenile Delinquency'.

(h) Capitalism

Ans. Ref.: See Chapter-24, Page No. 120, 'Capitalism' and 'Main Features of Capitalism'.



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SOCIAL WORK INTERVENTION WITH INDIVIDUALS AND GROUPS

SOCIAL WORK WITH INDIVIDUALS

Introduction to Social Casework: Historical Development



INTRODUCTION

People live in society and they have different roles and duties to perform. While doing these roles and duties a person faces many problems which affect his performance on the whole. Casework is one of the oldest methods to solve these problems faced by individuals and thus to mend his relations within the society. Here, we will discuss about the concepts and the practicality in solving the problems. We will also look forward to the development of this method in western countries and in India.

CHAPTER AT A GLANCE

THE NATURE OF INDIVIDUAL

Each and every person is different and unique in its own way. The handling or the methodology should also be different from the other person. For understanding human behaviour and the differences in the individuals Grace Mathew has given some propositions. They are:

- The behaviour of the individual is affected by his/her environment and the experiences which he had in his life. The behaviour refers to the process of thinking, feeling and reacting of the person. Individual traits of human beings are not visible to all. The condition of the person makes his environment.
- For the development of the individual it is necessary that the basic needs of the individuals must be met. His needs include physical, emotional, mental, etc. Physical needs are food, clothes, shelter, etc. mental needs are different from the physical needs. They include—needs of parents, emotional security, etc.
- Emotional needs are real and they can't be met through intellectual reasoning.
- Behaviour is resolute in response to the physical and emotional needs of the individual.

- A person's behaviour can only be defined in terms of his emotional and intellectual understanding.

Every person has his/her own importance. Every individual has qualities and they must not be neglected. According to Herbert Bisno has the following attributes:

- Every individual is important and is of equal worth.
- Human sufferings are unwelcome and must be least alleviated.
- Human behaviour is formed by the interaction of his biological organisms and his environment.
- Man does not act rationally always.
- Man is amoral and he is bound to die.
- The needs of individual are different from person-to-person.
- The needs of the individual must be organized and recognised and must be allowed to act in a certain manner.
- The human motivations are different and are complex and they are frequently obscure.
- Family relationships play a very important role in the developments of the individual.
- Experience is the important thing for learning.

When perceiving an individual we tend to forget these attributes of the individuals. When we try to deal with a person we usually forget about the uniqueness of the individual and we always try to simplify and solve the problem which is based on our biases and the situation kept forward. We see that people with different nature are treated differently using different approaches. Like in the case of beggars we often say that they don't have any self-respect and they are lazy people. But we don't have to think that way in fact we always have to treat every individual differently keeping his problems and keeping his individualism in mind. The main work of the caseworker is to understand the needs of the client and deal with him as per his needs, demands and the

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situation expectations. The treatment must be different from the other individual simply because he is a different individual with different traits and needs.

According to Maslow's Theory, the needs can be Prioritized in the following way:

- **Physiological Needs:** They are the basic needs like food, shelter, air, clothing, etc.
- **Safety Needs:** The basic nature of the individual says him to live on a safer side. It includes safety from physical damage, hazards, etc.
- **Need for Belongingness and Love:** Man is a social animal and he loves to be loved and belonging to a particular group. When a person is born without parental love, siblings, etc. He is on the verge of becoming a violent human being.
- **Esteemed Needs:** Every human being wants to achieve an authoritative position and loves having a status in the society. Everyone wants to be accepted in his/her group.
- **Need for self-growth and Identification:** When the above needs are met the individual wants to get the recognition from the world. When the above needs are fulfilled the person then goes down to fulfil his lower order needs.
- **Need for Cognitive Understanding of Self and the World around:** When the recognition is achieved in the world and the above needs are fulfilled then the person goes to the top-most need in the hierarchy which he wants to achieve through spirituality. According to Maslow, this need is achieved by very few people.

We say that the needs are human if are not fulfilled and satisfied then it leads to crises situation and leads to frustrations in the human beings. The caseworker has to understand the client's need to study, diagnose and to give treatment as per his needs.

PROBLEMS FACED BY INDIVIDUAL AND FAMILIES

Problems are usually caused by the non-fulfilment of needs by the individual. There are a lot of social roles connected with the individual like being a parent, spouse, father, etc.

Causes of Human Problems: The various problems cause agony in the person. The method of casework helps the persons to resolve the problems arising out through scientific approach.

According to the encyclopaedia of Social Work the main reasons of social work can be divided into Five categories:

1. Deficiency of material resources.
2. Delusion of situations and relations and the most important is incongruous information.
3. Illnesses and health problems.
4. Emotional problems and stressful situations.
5. Personality deficiencies.

Grace Mathew has given the results of the survey undertaken. He has shown the following problems as per his survey. They are:

- Problems concerning disability
- Problems concerning material resources
- Problems related to school, institutions, etc.
- Behavioural problems
- Marital problems
- Problems related to rehabilitation of people, followup and the various social problems.

Types of Problem: Problems faced by individual are many like-political, social, emotional, religious, psychological, health, cultural, economic, and various other problems. In broader terms we can say that a man faces many problems which are associated with him as an individual and the main area to solve these problems is to help him/her independently and effectively in the social functioning.

CONCEPT OF SOCIAL CASEWORK

In the words of Gordon and Hamilton, "Social casework which is both a tool and area of work consists of processes which develop personality through adjustment consciously affect individual by individual between man and his social environment. So, we can say that social casework is both an art and a science to resolve the problems of an individual in different social areas which influence his behaviour and attitude. Social casework is concerned with the individual and his adjustment with the life situations. The basic objective of social casework is promotion of social welfare with keeping the focus on individuals.

Basic Assumptions of Social Casework—The main purpose of social casework is to solve the problems of individuals through the efforts of the individual. As per **Hamilton** the major assumptions of social casework are individual and societies are that the people are complementary and interdependent on one another. There are various factors which operate in the human behaviour and attitudes. Some problems lead to psychological pain and some other cause interpersonal. By following the process of social casework conscious relations are established. Social casework helps a person to channelize his energy positively to solve his/her problems. Casework gives right to progress and it gives help to every needy person.

Philosophical Assumptions: The last goal of casework is to create harmonious relationship between the individual and society. According to Grace Mathew, certain assumptions form the base of social casework. The assumptions are: every human is to be considered as an individual with dignity and worth, human beings are to be considered as interdependent, the common human needs of individual are like any other human being and these must not be degraded, and society doesn't create any problems in helping those who don't have any needs.

HISTORICAL DEVELOPMENTS OF CASE WORK IN WEST AND INDIA

People in every society are born to help others and to solve other's problems. All religions encourage people to help the poor and helpless. But in the professional world it took a lot of energy to give it a professional shape. In 19th and 20th century the actual

beginnings of social casework began in the western countries first.

Early Beginnings: In the year 1843 the association was formed in USA to improve the conditions of the poor naming Association for Improving the Condition of the Poor (AICP). It aimed to give homes to the poor, give them counselling, increase their employability and in still in them the attributes of self-respect and self-reliance. The first professional school of social work was established in 1898 and the establishment of the school had led to the development of knowledge and skills required for handling the cases.

1877s: The first effort made by the USA was developing an American Charity Organization. The main aim of the organization is to find the ways and means of helping poor and needy people. The organization also extended hand by calling in supporters with the help of "Friendly Visitors". The major role of the people of the organization is to see the need, records and keep a track on relief giving.

1914-1917: The training of children for taking case studies started at this time. For a major period of time it was confined to only sick persons. Then the term work with case started to be used for the first time in a national conference in USA. The major impact it led was on the need for more training schools and regular training programmes to be taken up by professionals from time to time.

Impact of First World War: Before First World War a lot of emphasis was put on social factors which influenced people who had problems. The main causes of problems were found in the environment and economic reasons financial constraints. The Second World War gave an impact that social work became popular and large number of people started becoming familiar with it. Medical and Psychiatric social work were the first one to be in demand. In this period psychiatry became important and the contribution of Freud influenced the method of social casework. Child guidance clinic and prevention of mental problems and delinquency strengthened in this period.

1920s: Caseworker adopted psychological approach to understand the client and their problems. The psychoanalytical theory was given by Freud and the very useful in casework movement. The psychoanalytic theory was given by Freud and is also known as Freudian psychology made strong impact on casework. Gradually, several school of thought developed with many points in common and number of differences. These schools were based on the theory of Freud and Rank.

1930s: Casework had to consider economic factors, which may cause distress to the clients. It was realised that economic factors, which were causing distress to the clients. It was realised that the social and economic factors need to be focussed on to solve the problems of the individual. The major outcome of the depression was established at the time of governmental public assistance programme. Caseworker devotes his time in dealing with the clients inter personal problems.

1940s: This year was fully dominated by the Second World War. Social work approaches took a change and made up to be practical with theory base.

Impact of the Second World War: This method was influenced by the events of Second World War. During the war period people were high on personal problems and the problems need to be solve as the problems were arising day by day.

1950s: In this period private practice began in this field. Agencies were opened and caseworker started going to community and the problems of community were to be taken up through solving problems. Resettlement, revaluation and up gradation all came up in this period to help the needy.

1960s: This period is considered as the most important one. In this period research work started up and the emphasis was started giving on adopting new methods and techniques. In this period social action was also focussed to bring about a change in the society.

Current Trends: One of the most remarkable changes that took place is that the practice is changing to newer and experimental areas of social work. Caseworkers are now working to work for human welfare. Now this field is emerging as a profession. Now this field is expanding towards doing research work.

Importance of Casework as a method: Casework in India: Starting with one institute offering a programme in Social Work in 1946, we have today a hoard of such institutes functioning from all across the country. The earliest graduates in Social Work migrated to the United States of America or Europe because Social Work is a recognised profession there. In India Social Work never got established as an independent profession. The government social welfare departments, hospitals largely employed trained social workers against lower middle rung posts. When Indian labour laws made it compulsory to appoint welfare officers in the factories, Social Work degree became a passport to appointment against these posts. With time, welfare officers saw themselves becoming personnel officers and later Human Resource Development (HRD) managers. People with Social Work background thus got higher status in society.

Major landmarks in the history of casework development : Contribution of friendly visitor–A friendly visitor is the term used for volunteers in ACOS. These people help the needy persons financially, and assess the needs and also provided help guidance and advice. They made visits in the family of the needy persons and gave them monetary rewards. Hundreds of volunteers paid visits to the home of the needy persons. The role of friendly visitor is to educate and help them in developing their personality. As the time passed through the efforts of friendly visitors the concept of scientific charity evolved and seeds of social case work were sown.

Contribution of Mary Richmond: Mary Richmond increased the public's awareness of the COS and for fundraising. She was trained to be a "Friendly visitor," which was the term for a caseworker. She visited

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the homes of people in need and tried to help them improve their life situation. She began to develop many ideas of how casework could best be conducted to help those in need. In 1909 she helped establish networks of social workers and a method by which they did their work. This all started when she became the director of the Charity Organizational Department of the Russell Sage Foundation in New York.

Some books she published with her ideas: *Friendly Visiting among the Poor*, *Social Diagnosis and What is Social Case Work*. Within these books she demonstrated her understanding of social casework. She believed in the relationship between people and their social environment as the major factor of their life situation or status. Her ideas were based on social theory and that social problems for a family or individual should be looked at by first looking at the individual or family, then including their closest social ties such as families, schools, churches, jobs, etc. After looking at these factors the community and government should be looked at. This will dictate the norms for the person to help determine how to help the person make adjustments to improve their situation. Richmond focused on the strengths of the person rather than blaming them for the bad. Her focus was mostly on children, medical social work, and families. All of her ideas are now the basis for social work education today.

She also had an influence in the history of social welfare from her research and study *Nine Hundred Eighty-five Widows*, which looked at families, their work situations, the financial resources of widows and how widows were treated by social welfare systems.

The social workers she worked with at the Russell Sage Foundation were among the first enabled to develop methods and systems for helping needy families. Her success and leadership at developing social work and research encouraged many other organizations to continue financial support and development of the practice of social work.

Interview with Client: Richmond said that the basic step in to know about the personality of the individual with whom we are going to do case work. Interview should be related to his family background, family, health agencies, neighbourhood, employers etc. The main idea of collecting this information is to know about the basic things of the client. To maintain a mutual understanding with the client, to begin the process of self-help and self-reliance.

Contact with the Family and Near Ones: In developing a relationship with the client it is also necessary to develop a relation with his other family members. Proper attention should be given to family relationship, family unity, affection of family members with each other, children's ambition and attitudes, etc.

Search of Inside and Outside for Collaboration: The outside sources of information make diagnosis which include social agencies, churches, doctors, etc. Mary Richmond said that the worker gains a lot of information from the outside sources also about the personality of the child.

The Interpretation of Information Collected:

The collected data is always considered as a raw data to conduct the process of diagnosis. Interpretations can be made by carefully giving weight to evidences and critical comparisons. Social evidence was defined by Richmond in this way "All facts as to personal or family history are taken together indicates the nature of a given clients in social difficulties and means to their solutions."

The interest of the individual must be kept on two things. They are—one on social and the other on psychological. It was also said by Richmond that forces within and outside the individual influence his/her behaviour and also rotates his nature in the society.

Contribution of Freudian Theory: During the First World War the influence of psychiatry became strong. The caseworker investigates, diagnose and administer the social services. After being influenced by Freudian theory the caseworker provides the needed therapy to the person or the case concerned.

Freudian Theory: In 1918 the first psychoanalytic school came in place. Smith College School for Social Work was first founded to teach students about the methods of Freudian Psychoanalytical theory. The major influence of the course is to develop caseworker client relationship. In this how to persuade a client, listening and honouring him was taught to the students. The concepts of Freudian theory are as follows:

Unconscious mind: With the study of hypnosis and the study of dreams was called by him as "Unconscious". Many social workers came in contact with Freudian's concept of unconscious and slowly these concepts start coming in social work.

Ambivalence: Thinking of men is divided in two parts and he even noted that these parts are often in conflict with each other.

The Past: here are always many conflicts between the present and the past. To come forth and accept the shortcomings we should know the history.

Transference: Distortion of present relationship because of many unresolved issues.

Resistance: This means to interpret transference. Chief concepts according to Freud are:

- Our determinant behaviour is our unconscious mind.
- There is a feeling of ambivalence and attitude.
- Past experiences shape the present behaviour of the person.
- The phenomenon of transference is psychotherapy.
- Struggle with interpretation of transference should be dealt as a helping process only.

The three students of Freud developed schools of their own. They were: Alfred Adler, Carl Jung and Otto Rank. Adler established the first child guidance clinic in Vienna. Jung focussed on the analytical psychology and emphasised on the relationship of therapist and