

PAPER -2, CASE WORK METHODS .

UNIT-1: DEFINE SOCIAL CASE WORK METHOD? AND EXPLAIN ITS NATURE .?

Social case work is the first among the various methods of social work and important trained welfare workers use this method to solve the problems of different age groups in the society

CONCEPT OF SOCIAL CASE WORK AND DEFINITION: Some people in the society are Unable to with stand pressure due to their personality defect or disability, due to the lack of coordination in the changing social life, they are suffering from many problems. Social case work method works to solve the problems of these people and lead a satisfactory life .

DEFINITION: The social case work method has been handle by social scientist in various ways the most important of which are:

1. Any person who is unable to adjust in his life and seeks the help of welfare workers is said to be given as social case work method.
2. To unable the individual to face problems about the social conditions in which he lives, a person who uses his powers to and there by contribute to his development is called as a case work method.

NATURE OF CASE WORK METHOD : In India the case work method is a relief service program. It can be said that it has been in practice since ancient times. A book called social diagnostics by MARRY RICHMOND was published in America the charitable society in America was founded on the inspiration of the successful schemes of the charitable society in England . This community organizes many relief program for the poor and funds other organizations in the community without wasting resources. MYTHRY visitors are appointed for regular distribution to the poor. They are the once who go to the living areas of the poor and understand their hardships and sympathies with them and support them in a suitable way .Marry Richmond wrote a book called social diagnosis in 1917. With publication of this book social work became a professional service.

In India the method of case work was established in the year 1936 as a scientific service program. Social work as introduce through an educational institutions called SIR ,DORABJI TATA INSTITUTION OF SOCIAL WORK. Individual problems in India are largely linked to

poverty unlike in the west. There fore initially the individual problems were examine from an economic point of view . But after independence industrialization and urbanization increased and they living condition of people changed .

In solving the problem of people there is a need to consider not only economic conditions but also social factors after the first world war by influence of frauid's psycho analytical theory on the individual led to significant changes in his a approach . Due to this in solving the problems of people in India . Apart from economic and social conditions of the person. There is also a need to examine the psychological stress and anxiety conditions that people have internally. Along with this good interviewing skills were also developed which paved the way for conveying important aspects of worker psychology .

Thus in India individual problem solving takes into account both social conditions and psychological conditions .

Q) SCOPE OF CASE WORK METHOD DISCUSS.?

Today in India social welfare workers work in family counseling centers, adult carrier guidance centers ,children's guidance centers, hospitals , mental hospitals , industries , family courts , correctional centers like jails , handicapped services centers etc,,. As appointed welfare workers they will use case work method to examine the problems of the person in several area mentioned bellow .The following are mentioned how the case work method is useful in different work places .

1. FAMILY WELFARE : Resolving conflict between husband and wife ,resolving conflict between in-laws , reconciliation of parent child matters.
2. YOUTH WELFARE : To discuss and adjust the issue of education , employment adjust with friends financial issues , carrier issues etc ,.
3. WOMEN WELFARE : Discussing employment facilities for women , guidance ,dowry harassment , divers issues ,orphans , widows , disabled people issues etc,,.
4. ELDERLY WELFARE :Discussing the physical health problems of the elderly , financially ,psychological problems of the elderly . Social problems of the elderly .
5. CHILD WELFARE : Behavioral problems of children , child health education various problem in the system problems of orphans , problems of disable etc,,.

6. WELFARE OF THE DISABLE : It describes education , health , recreation and rehabilitation services for the deaf and dumb and blind handicapped etc.,.
7. LABOUR WELFARE : Workers to employers disputes in factories , problems with fellow workers, hygiene in factories, labor problems in factories facilities family health problems etc ,.
8. CRIMINAL WELFARE : Prisoners accommodation problems, health problems , education , recreational problems , released prisoners rehabilitation facilities etc ,.

Apart from the various issue mentioned above , mental welfare , rural welfare , urban welfare , tribal welfare number of weaker sections etc.,. Also in the field of work using case work method helps a lot in solving the problems of many people .

Q) Historical development of case work method in India .?

The history of social case work method is very ancient . The modern case work method was developed in 18th century England as a scientific method of counter veiling poor relief laws .

The person who first introduced the case work method in England was the ‘THOMAS CHALMERS’ .

In the year 1822 some relief programs for the poor were conducted on an experimental basis , independent of government funding poor-laws help those who are helped by the government and get it again and again. Therefore it is very necessary explore some new way to eradicate poverty .Not just financially in the context of helping the poor ,they need to know their family situation and give them adequate financial assistance so that the actual poor who are suffering from poverty can be helped . And clients that misuse of funds can be prevented , besides, training the poor in handicrafts will reduce costs .It has been explained that they should be brought to consciousness so that they can develop through saving habit etc ,. In the year 1869 THOMAS CHALMERS and his followers started a charity organization . Through this programs are carried out by government organization voluntary organizations, associations etc.,. To help the poor in society, coordinated and worked as their assistant minister of all the communities .This program gradually attracted the attention of the American people .

In America too in the late 19th century , various government agencies rich people etc ,, Organized various programs by establishment an establishment society .So that the funds are put to good use instead of wasting resources . Some voluntary helpers were employed in this religious establishment . These were called moral societies . MARRY RICHAMOND , wrote FRIENDLY VISTING AMONG THE POOR in 1899 and explained it well to poor families . visitors visit the poor and sick themselves .To learn about their family situations and understand their plight .It is said that one can fully understand the problems of the person. In 1917 MARRY RICHMOND wrote a book called social diagnosis , through it the case work method was given a professional recognition .The social case work method has gradually shifted from merely providing financial assistance to improving the social conditions of SEVA .Thus during the 1st world war ,welfare workers gave greater emphasis to the economic as well as the social aspects of solving the problems of the individual .

A number of significant changes took place in psychiatry after 1st world war . According to ‘SIGMAND FREUID’ psychological theory , he proved that psychological factors are closely related to a persons illness, moods, and problems .

Q) Principles of case work method .?

Social case work method social welfare scholars have formulated some key principles to be followed by the welfare workers to solve the problems of sevadal . A welfare worker not only fully understands these but also works by adhering to them the individual problem is solved .

1. ACCEPTENCE : Client approaches a worker working in a service organization to solve this problem case work method are essential for the worker to know the problems of the client and accept his problems .Even though client may not be right behaviour may not be cleanse habits may not be good the problemis to support him, because the worker has a moral responsibility to correct such undesirable actions . Also the worker acceptance of the problem removes fear ,shyness and shyness from the service and allow him to interact freely with the workers.
2. MUTUAL UNDERSTANDING : Usually the service comes to the worker with whom he has no previous acquaintance to solve the problem . So understanding each other is essential .The worker explains that the service organization can provide such services

through face to face conversation with the client .Client and go to tell his self problems to the new comer he hesitate to say that is worker .So he freely explained his problems , gaining the trust of client with the knack of the worker .It is the duty of the worker to develop to character of the profession.

3. **SOLVING THE PROBLEM INDIVIDUALLY :** It is a natural that there is a difference from person to person in the way that problems arrive and how to deal with them .Each person tries to understand the situation in a different way .So the worker as to solve each problem individually from different angles and help according to the strengths of the client .
4. **CLIENT PARTICIPATE IN RELIEF ACTIVITIES:** If the client does solve his problems by taking the help of the worker on his own. It contributes to the overall personality development of the person. Therefore he must participate in the relief problems to solve his problems of service.
5. **CLIENT THE SELF DETERMINATION:** Client and have to decide for yourself in many important matters related to solving your problems. Because changes in service attitude or behavior should be brought that change should come himself only.
6. **CONFIDENTIALITY :** The client tells the worker the most secret things in some cases .It is the professional responsibility of the worker to keep those matters strictly confidential and not to discuss them with anyone . A worker should never use it for his own gain .It would be professional disloyalty if what client said to the worker his made public. Therefore the worker should never forget this principles.
7. **THE WORKER KNOWS HIMSELF:** As an worker is also a common human being, it is a natural for him to have some prejudices, beliefs and preferences. Therefore the worker should not try to use his weakness to clients the opinions in understanding and deciding the solution. The worker should show the right solutions for client.

In this way the person can be helped by applying the principles in a useful manner.

Q) Case work- components .?

Social case work method is one of the most important methods of social work .It helps the people who are facing various kinds of problems in the society to solve them from those problems. Problem solving by case work method which of the following is included .

1) Client, 2) worker, 3) place, 4) Different people's problems.

- **Client :** Client means he experts services it is said that whoever comes to a worker working in a service organization for problem solving with personal problems and ask for help he called client. Client is the most important person in the way of case work method. The client can be a women or a man a child, a young man , an old man are anyone .A person suffering from a personal problem and seeking help is called a client .
- **Worker:** A person for whom service organization are built is called a worker .A worker is well versed in social relations with comprehensive professional training in social work. The worker always offer his help to solve the problems of the client. For that the worker should develop patience kindness, respect for the other person without being seen .Worker who solve people's problems are called service worker.
- **Place:** An organization formed to help people suffering from various types of problems with special characteristics in the society is called service organization. Clients provide opportunity for problem solving and client and worker to work together .All the service organizations organized by the government of India are providing services to all the people irrespective of caste and religion.
- **Different people's problems :** industrialization in today's modern India can lead to many social problems as follows .adjustment problems between husband and wife , fight between in-laws , father son problem, family problem, children health problems, education problems ,problems of disable children's , problems of orphans, problems of juvenile delinquents etc. Economic cultural psychological problems among women 'Dowry abuse women's Abused by husbands women abandoned by husbands women Raped women, case work method provides solution to problems of sexual harassment etc.,.

Q) Role of case worker in case work setting?

The case work method is involved in every aspect of the personal relationship. Therefore this case work method of service is not specific to any region orb place. Social case work method importance, and most important some special places in human life are most important .Lets see the important once bellow;

- 1) Family case work
- 2) School case work
- 3) Hospital case work
- 4) Industries case work
- 5) Correctional institutional case work .

Role of case work in families: After independence, industrialization and urbanization in India brought many changes in the socio-economic way of life. As in the west families ties are breaking down here too hence family counseling centers or family welfare organizations are being setup to solve family problems. The first family counseling center in our country was started in 1950 in Mumbai .These organizations solve various family problems mentioned bellow;

- 1) Solving problems between spouses, parents and children.
- 2) Providing appropriate advice to employees regarding their child care issues.
- 3) To inform about special schemes and social resources suitable for financial difficulties.
- 4) To inform about institutional services for children who have become juvenile delinquents due to negligence.
- 5) Appropriate advice for the problems of drunkards, cheated woman etc, is to explain the problem
- 6) Resolving disputes between aunts and uncles.
- 7) Providing free legal aid to those seeking legal aid in property transfers
- 8) To inform about savings and give appropriate advice to manage the family budget within their income
- 9) Encouraging family planning practices.

Q) Role of case worker in schools?

In India today even in the child welfare sector case work methods are used to solve children's problems in various ways .Case workers have been appointed by organizations such as guidance and treatment of children, service organization for the mentally handicapped ,educational institutions for the deaf and dumb ,children's identification schools etc,. They solve the problems related to the behavioral habits of the children and contribute a lot to the development of the children

India's first child guided treatment centers were started in Mumbai in the 1950. Trained workers in those centers work under the supervision of doctors. Some children's have habit

related problems such as nail biting , urinating on the bed at night ,putting thumb in mouth ,and shame fear ,cowardice envy jealousy , stubbornness ,loneliness , Academic problems like lack of interest in studies, lagging behind in studies etc,. Children with delinquents behavior such as lying, truancy, stealing friends belongings etc, are dealt with face to face with teachers.

Q) Role of case worker in hospitals. ?

The first medical case worker in India was appointed in the year 1964. He was appointed at JJ HOSPITAL in Mumbai. These workers helped the patient to solve various problems using case work method.

- 1) The doctors of the government knew the social condition of the patients and eliminated their effect on the diseases.
- 2) When a patient comes to a large hospital for treatment, there are conditions and surroundings are new and the worker helps the patients adjust and adjust to the hospital environment.
- 3) For some patients surgical procedures are a concern of modern treatment methods are worries. The worker instills confidence in the patients which removes their fears.
- 4) If some patients are illiterate patients do not use the medicine given by the doctors properly then the worker should use them properly.
- 5) Some patients do not trust the doctors with the medicines he prescribed .The worker removes miss trust and instills faith in medicines.
- 6) If the patients has financial problems the case worker will use the resources in the community to provide him with temporary help.
- 7) The worker not only helps the staff in the hospital to establish proper relationship between the patients but also provides good facilities to help them forget their sufferings.
- 8) If the patients family members are far away the case worker inform the health information letter so that the patients does not get upset about them.

Thus through case work method help to solve many problems faced by the patients in the hospitals.

Q) Role of social case worker in industries .?

The labor welfare officer should help the workers using the individual service method under various conditions mentioned below;

1. The worker should see that through this method the worker has adjusted to the environment of the industry with the new machines along with the superiors.
2. Assistance in grant of leave in case of transfer of a personal problems of workers.
3. Coordination between worker and management is enhanced.
4. The employer should provide adequate assistance in case accident to the worker in the industries.
5. It should help in inculcating discipline among the workers.
6. Help should be given to the workers in case of closer of the strike, while removing the workers from the industries.
7. Various welfare programs of the workers should be supported for proper implementation.
8. The worker should see such conditions duty adjusted after termination of employment.

In this way it should play a leading role in solving many labor problems in factories

Q) Role of social case worker in correctional institutions?

The concept severe punishment as a reward for crime is an ancient one. Reforming criminals along with punishment is a modern concept. After our independence many reforms have been implemented for the welfare of the criminals especially the rehabilitation programs for the prison inmates through case work methods in prison.

- I. Helping the prisoners to have clean accommodation with air and light.
- II. Adequate food, clothing and other facilities should provided to criminals in winter.
- III. Help in providing medical facilities to sick prisoners .
- IV. Adequate educational facilities should be provided to prisoners who are interested in education.
- V. The inmates should use the facilities of the libraries and assist them.
- VI. The prisoners should be provided entertainment facilities like radio, t v , dramas , songs competition etc.,. On the occasional festival.

- VII. The case worker should work hard to bring about a change in the attitude of criminals and make them become participants in the stream of social life.
- VIII. Prisoners to training in various professions while in prison and after release some people are given loan facilities by the bank to setup their own small workshops.

UNIT-2

WORKING WITH GROUPS: Social welfare is not only service of individual, humans can't live alone, the family as a social system grows through communities, nationalities etc.,. Social life is very basically every human being a group is a co existence of some people to develop relationships that serve to full fill their mutual needs. It involves a sense of reciprocity, a sense of equality an association of people with a common goal of mutual cooperation that is why the method of group work as comes into the social work. A social group work is that each individual. worker works to provide assistance to certain individuals or groups and to co-ordinate among his or her groups. The process of providing experiences, providing opportunities and helping people according to their needs and strengths is called group work.

Prof. H. B. TRECKER: Group work method individuals through the group harness group power individuals achieve personal growth and development with an activist group. The welfare worker strives to achieve social development through the interactional process of the group.

Historical development of social group work: Every social welfare organization works on a group basis and accordingly there is a need for adequate skill of a social welfare worker. The reasons for that is that there are different types of groups involved in our society ie., Hostels, hospitals, rehabilitation centers, family welfare centers with reform institutions, psychiatric centers, psychiatric hospitals , primary schools and other welfare centers in this way social work for seva activists is way of solving problems using social skills in the form of social ,anti social work in activist group service there is a need to take a problem solving approach using his experience and expertise .

Historical development: Group work historical evidence suggests that this method was first used to address family problems. Therefore it can be said that the method group work service started with the establishment of family problem solving centers .In the late 18th century the

YMCA and YWCA and youth centers organized separate membership enrollment and conducted programs for boys and girls .In the those days a Jewish centers was established in the country of Israel. Through these organizations various types of group programs help to remove the people problems and provide them with a normal life.

Settlement houses: Teaching moral values to people in society, making living arrangements awareness about health problems, creating awareness about life styles getting jobs teaching English, teaching skills developing good relationship with others improving living conditions. In the same period group work methods were transformed into social action community organization methods. Thus the settlement houses were the most instrumental in the formation of social justice social legal acts .Thus these settlement houses are the most crucial or important to identify the problems in the society and to undertake the necessary programs for the development of the society to solve those problems .

Group goals: Group work objectives and values can be stated as follows

1. Individuals living by themselves working with others participating in group activities there by achieving, physical and psychological growth.
2. Achieving personality development in individuals through the process of solving adjustment problems and up to the group.
3. Preparing people to share responsibility is to prepare them to be active citizens in a democracy.
4. Providing opportunities to people with good leadership qualities.
5. Making good use of people lea sure time.
6. Learning division of labor.
7. Formulate treatment strategies for individuals and groups in the direction of problem prevention and induce physical and psychological arousal adjustments.
8. Prepare people for social transformation.

Group work principles and values:

Some of the basic principles of group work were written by the eminent social work scientist H.B TRECKER ‘

- 1) **PLANNED GROUP FORMATION:** Group should be planned and understood keeping in mind the individual's needs and desires, aspirations and his strengths and weakness. Worker should work hard to ensure that each group receives all the help it can on its own suitable conditions should be created for the individuals to achieve holistic development.
- 2) **SPECIFIC OBJECTIVES :** In group work the worker should formulate the specific objectives interventions necessary for the overall development of the individual group .A worker in a modal service should be a modal member who fulfill his ambitions and hopes by living modal life . the worker should formulate the topics with specific intentions keeping in mind the experiences and the opportunities that the individual gets through the group life.
- 3) **PURPOSE FUL WORKER GROUP RELATIONS :** The Relationship between group members and workers who work for them and help them through service activities is called professional relationship .in order for group members to get help from workers .the worker must agree to help the group members and both must express their willingness to do so .
- 4) **IDENTIFYING AN INDIVIDUAL IN A GROUP;** SOCIETY is a made up of many social group each member of which uses others of full fill their own desire. Each person can not lead a happy life in the way is wants unless he has cooperation with another person or persons for that every person as responsibilities and when all the responsibilities are performed by individuals the group .The group service work should understand each person just as the group dictates.
- 5) **INTERACTION BETWEEN GROUP MEMBERS;** As far as the group is concerned the worker must be fully aware of the mutual understanding between the members of the group and the process between them .the activities of the members of the worker group should be skillfully participated in and every member should be seen to develop and attain the necessary skills and competence.

- 6) **GROUPS HAVE THE RIGHT TO SELF DETERMINATION** : Each group has the right and authority to make decisions to formulate their own .programes and to make special efforts in implementing them. Thus the group members who take decisions by them selves should be supported by the worker by giving some suggestions and advises at appropriate time and in such away as to increase their capacity.
- 7) **Resources utilization:** A group up to the worker group as to follow some techniques and some precautions have to be followed. An worker should try to gather and use the resources available in the society around the organization in which he works
- 8) **Evolution:** A group service worker should periodically review the result of the programs he conducts and if there are mistakes in the programs he should to try to correct them .The worker should see how the group service programs are conducted and what kind of feelings they create in the minds of the members .The worker must have good vocational training, psychology, leadership qualities.
- 9) **Simplified policy in group work:** The worker in the group work must follows simplified policies , the worker should not rub his thoughts and the group . The group as goal and objectives vary in accordance with the information.
- 10) **Group work recording:** Several items related to group work must be stored in records. Records are tools that tell the past and provide information about how events in society have affected group members in the feature, can be used to strategically prepare programs.

Group work and skills .

The term skill is particularly someone with a specialty of importance. Despite having professional skills in social work, the social worker problems is full of problems in the process of skills he should have affected hearing patience answering , doubts summarizing, questions explaining confronting changing, support analyzing re considering advising suggestions making plans etc.,.

Skills a group worker should have:

1. Communication.
2. Listening

3. Observation
4. Analytical thinking.
5. Empathy
6. Self control.
7. Leadership.

The above mention factors can be consider as the basic polities that a social worker should have .

Communication: Information mainly depends on four factors that is, 1) CONTROL 2) MOTIVATION 3) EMOTION 4) KNOWLEDGE. In all social aspects and in our daily life the need for information is very high. Its role in public relations information is critical to the success of most development programs.

Listening : Another characteristics a group worker should posses is listening a group worker should listen to all the points that people in the group have to make , problems can be solved quickly as all the members of the group listen to what the activist have to say .

Observation: By looking by some of the topics, you can find out the real information about difficult topics. The observers are always trying to UN cover hidden information. It does not work with questions, which means that a person can examine another person to see if his point or information is correct, rather than questioning him.

Analytical thinking: Group work in social work in providing information, the worker needs to fully analyze the information given to the people in the group when receiving feedback from the group. Neither worker nor member should take decision without analytical thinking.

Empathy : Empathy is said to be a skill headed by the activist in group service practice .An empathy can be learned by directly seeing the emotions of the people in the group what is known is firsthand knowledge of group procedures ,programmatic ides , feelings etc,. Called as a Empathy.

Self control: Lack of self control is a weakness of human beings. Humans are unable to control themselves when something is unbearable, there contributing to increasing problems rather than reducing them. Only when the factor most important for the worker control is tolerated in the group ion worker able to complete the work with the cooperation all.

Leadership: Leadership is a core professional responsibility. Process justice in a group development is an important skill that a group worker must process. Leadership qualities eg, Adhering to group norms taking key responsibilities in every program consistently participating in the group etc.

GROUP WORK IN DIFFERENT FIELDS

- 1) **CORRECTIONAL AND REHABILITATION CENTERS :** In general ,the people of every society have to follow the values ,customs and norms acceptable to that society .A group worker has to act with mutual responsibilities and rights as individuals follow their own social role status .Every time a person acts against the society and causes harm to the people in such a case they are handed over for punishment .If they realize their mistakes and repent ,they will complete their punishment .They will be taught vocational work and they will get help from the government .
- 2) **DELIQUENT BEHAVIOUR :** In every society some people are prone to delinquent behavior and they may be strong reasons for their behavior such as personal weakness declining moral values ,poverty slum dwelling ,bad society these reasons one who change their behavior .
- 3) **CAUSES FOR DELEQUENT BEHAVIOR :** Poverty ,dwelling in slums dish agreement with parents ,Houses of brothels ,brothels neglect of parents ,cheap books ,cheap movies ,association with bad people ,Ignorance of schools officials ,not going to school properly ,due to such reasons crimes increase and people became criminals .The government has taken many measures against these and made many arrangements .
- 4) **REFORMS ORGANISATIONS:** Juvenile courts, remand homes, certified schools, Reformates', borstal schools .Through these institutions reformed persons are handed back to the society.

II) ROLE OF GROUP WORK IN SCHOOLS ;

Some students have behavioral problems such as academic retardation and impulsive behavior. Proper examination of these issues makes it easier for the student to achieve proper psycho – physical development. It is not possible for teachers to give individual attention to students and teachers do not have the necessary knowledge, training or experience to deal with

this psychological problem .At such a time the social worker thinks about the students , parents , environment and the teachers who are suffering from the problems and finds out the issues related to the students problem and solves it .He takes the help of various organizations in the society for advice when necessary to identify the problem of the student .

In cases way a student is unable to adjust to the environment of the school itself, such a student should be helped by getting to know his home environment. In this way the social worker should visit the home of the student who needs special help frequently and establish close relations with the family members and teachers .The worker gives advice to the students about the vocational education .Depending on the students development potential, he suggests which profession is suitable for which profession and also informs the about the job opportunities for that profession. The program is also important to provide carrier information to the parents of the students and help them to make a decision about the feature of the student . Similarly cultural programs are organized in the school, and entertainment programs are organized and students participated in these programs, being to gather in a community takes the habit of loving . This social experience helps students adjust to schools and class rooms. Through this kind of experience students can also change the social economic and psychological conditions

ROLE OF GROUP WORK IN HOSPITALS.

A group worker should carry out their duties in future activities keeping in mind the above group work method. Many people in the society are suffering from various diseases and getting sick. Due to lack of medical facilities or proper means of getting treatment, the patient suffers socio economically and psychologically and is valued with other members of the society. Due to illiteracy and ignorance of the people in the rural areas the patient suffers from diseases and suffers in many ways.

In such a situation group work programs are very necessary to understand the conditions of the patient and understand what diseases they are suffering from and provide treatment for such a diseases to establish healthy society.

ROLE OF GROUP WORKER IN COMMUNITIES .

Organizational development objectives in the community through group service approach are used in rural, urban slums . While working in group work system the group is divided into small groups. For example WOMENS GROUP , YOTH GROUPS, may be divided into farmers groups or wards in urban areas depending on the area where the different groups can discuss problems faced by the community by doing this, small-small problems in the community can be solved collectively .A problem solving approach is learned through this group process to achieve group goals and need s .The group does not work to solve child abuse issues such as social factors, such as women, gender , caste relations , child labor issues , regarding the people in the group within the community . In some areas women’s groups are given greater importance at the community level.

Similarly farmer training programs using group work method in rural communities, implementation of rural employment guarantee schemes , DWACRA programs for women ,implementation of training programs for un-employed youth tribal communities using group service method. Tribal education, education programs, employment programs, cultural programs, health protection programs Implementation of programs etc,. To ensure reasonable price for their products.

ROLE OF GROUP WORKER IN LEADERSHIP.

Not only in today’s modern society but also ancient economic societies, there is a need for a leader. For any group to functioning properly it must be organized i.e., there must be common cooperation their must be a leader. Moreover, the leader has the potential to build morale in the group .this will enable the group to develop and take lead in all fields.

Leadership is the behavior that is said to change the behavior of the followers within the group rather than the behavior of the leader .It means that the followers are more dependent on the leaders than the leader is on the followers.

Meaning of leadership: A social psychologist named loupier organized the term leadership as follows .Leadership is when behavior, influence the behavior of others rather than being influenced by the behavior of others.

Function of leader: A leader performs many functions such as group structure, goals, concepts actions etc...A leader has a unique position.

- 1) Operate/ execute: A leader coordinates group activities and programs. The leader is responsible for implementation group policies and plans.
- 2) Making plans: A leader always makes plans and schemes and leader provides the necessary resources to help the group achieve its goals.
- 3) Plans future plans and presents them to group members.
- 4) Formation of group policies
- 5) Being skilled.
- 6) The leader always represents the group, and depends the group from outside group attacks.
- 7) Controlling group relations: He tries to keep groups as a pleasant as possible.
- 8) Giving rewards is punishing.
- 9) Meditation.
- 10) Being exemplary.
- 11) Being a theorist.

CONFLICT AND COMMUNICATION.

Conflict and communication the process of conflicts is inherent in the stream of human social life. For example between parents and children's , between wife's and husband's ,between employer and employees ,between sports teams , between trade and commercial organization , between races , religious and in spite of close feelings there is also the possibility of occasional conflict.

Definition of conflict: Conflict is the process by which an adversary or competitor in some way weakness or completely subverts or achieves their interests.

- 1) **CAUSES:** When one or more people think they want the same thing money, wealth etc, And expect to have full authority over it , it leads to conflict between people.
- 2) In modern society there may be a conflict for wealth such as gold, iron, coal, petroleum, etc, for political power.
- 3) Differences such as cultural religious economic and political lead to conflict in society.

4) Conflict arises in matters such as respect, status, authority, positions etc,

COMMUNICATION: Communication helps a group or group of activities to establish mutual relations between other groups .The people of different sections of the society of different positions eliminate their internal relations problems between their groups and establish inter group relations .

The word communication is derived from the Lateen word communes. Communication is the process of sending information. It involves process of continuous listening and understanding.

DEFINITION: Communication means the exchange of ideas, opinions and movements between two or more people.

CHARACTERS:

- 1) There should be at least two people for this.
- 2) There should be a message.
- 3) Communication is a two way process.
- 4) Communication in writing notices and signal.
- 5) It flows from top to bottom and bottom to top .from one side to other.
- 6) Inter group relations – most people in a group have their thoughts emotions and feelings inter related.

Unit-3

DEFINITION OF COMMUNITY ORGANISATION :

Community organization is a conscious process of social interaction and method of social concerned with any or all the following objectives.

A} The interacting of broad needs and bringing about maintaining adjustment between needs and sources in a community or other area.

b) Helping people to deal more effectively with their problems and objectives, by helping them develop strengthen and maintain qualities of participation, self direction and co operation.

c) Bringing about changes in community and group relationships and in the distribution of decision making power.

MURRAY & ROSS: community organization is to meet a process by which, a community identifies its needs or objectives orders these needs or objectives develops the confidence and will to work at these needs or objectives find the resources internal and external to deal with these needs or objectives takes action in respect to them and in so doing extends and develops cooperative and collaborative attitudes and practices in the community.

NATURE OF COMMUNITY : The nature of community organization is broad and its content is varied .It is needed in all types of communities, in hamlets and villages in towns and cities and metro palatine areas in primary services communities and in distributing communities .In industrial communities, educational centers resort towns and political centers . The community organization process is used consciously or un- consciously in many fields or human activity. In politics in art, in education, in economic life. Whenever individuals and groups seek ways to pool their resources and efforts to achieve an improvement in community life .The community organization process is at work.

SCOPE AND METHOD OF COMMUNITY ORGANIZATION AS METHOD OF SOCIAL WORK:

Community organization is a recent and developing branch of modern social work. Therefore its scope is not yet determined. In social work there are various methods which are applied in

accordance to the need and situation. The aims of social case work, social group work and community organization are almost identical. Similarly the procedures and principles adopted in these methods are more or less same. There are certain elements which are common to all methods of social work viz. Social study, treatment, utilization of resources social change and evaluation. But the process of community organization involves certain things which reveals its distinctness.

CENTERED ON THE OBJECTIVE : The method of community organization is oriented towards the central objectives under this method. The social worker has to work along with the community members. The main task before him is to deal with the community problem.

NEED FOR MORE RESOURCES : In comparison to social case work community organization requires more resources more than one methods are used as such more expenditure is needed.

COMBINATION OF MANY PROCESSES: The methods of community organization involves many process viz preparation of solution study and treatment, planning and mobilisation of resources. It is a organization system of various activities which is used by a skilled social worker with regard the community problem. Thus community organization is a method of in which a harmonious combination is achieved between the welfare needs of a community and the resources available within the community.

COMMUNITY ORGANISATION ,RELATION SHIP WITH OTHER METHODS :

ROSS explains the direct service approach of community organization in social work by comparing it to case work. He says in case work there is the need to accept the client to develop a professional relationship with the client to start at the point where the client is now, to provide him with understanding and support. To help him make decisions and to take action ,to help him ,struggle to overcome his problem ,to interpret the nature of the process in which he is involved ,to help him problem ,Ross says primarily the case worker the problem out with the individual ,primarily the group worker seeks to have the problem handled with his help .In the regular program of the group . Primarily the worker in community organization attempts to help the community understand and work through the problem itself.

METHODS OF SOCIAL WORK:

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METHODS OF SOCIAL WORK:

The terms methods activities or process of social work are interchangeably used. All social work activities are classified into six major categories.

- 1) Social case work
- 2) Social group work
- 3) Community organization
- 4) Social action
- 5) Social welfare research
- 6) Social administration
- 7) The first two methods, social case work and social group work, consists of activities indirect contact with human beings who use this services. The methods of community organization, social action, and research and welfare administration are used in order to establish, maintain and operate social agencies which provide social case work and group work services although there is theoretical dispute, whether all this methods are to be classified as social work. We consider them an integral part of the tools in our modern social welfare program. we may now discuss the objective of each activity in brief one by one
- 8) Community organization and social case work:

Social case work is a method which helps by counseling the individual client to effect better social relationships and a social adjustment that makes it possible for him to lead a satisfying and useful life in the community. Social case work as the art of doing different things for and with different people by cooperating with them to achieve at one and the same time their own and communities betterment in the process of organization

The objective of case work is to administer practical services and offer counseling in such away as to arouse and conserve the psychological energies of the client – actively to involve him in the use of the service in the community organization process

1) COMMUNITY ORGANISATION AND SOCIAL GROUP WORK:

It is an activity which helps people to participate in the activities of a group for their intellectual, emotional and physical growth, and for the attainment of desirable goals of the community. group work as such is a method by which the group worker enables various types of function in such a way that both group interaction and program activities contribute to the growth of the individual and the achievement of desirable community goals in the community organization process. When we speak of group work as a method, we mean an orderly, systematic, planned way of working with people in groups in the community. A method is a conscious procedure, a designed means of achieving a goal social group work is a method of through which individuals in groups in community settings are helped. By a worker who guides their interaction in program activities so that they may relate opportunities in accordance with their needs and capacities in the end of individual, group and community development in the community organization process.

2) COMMUNITY ORGANISATION AND SOCIAL ACTION :

It is an organized group process solving general social problems and furthering social welfare effectiveness by legislative, social health or economic progress. The term social action refers to organized and legally permitted activities designed to mobilize public opinion, legislation and public administration in favor of objectives believed to be socially desirable

When the term is so defined it is clear that many groups of other than those composed of social workers engage in social action. Such as political parties labor unions and the like may have this as one of their main objectives community organization is the part of the social action.

Both the methods of community organization social actions are dealing with the problems of the community. Community organization in operation is known as action. The method social action is totally a broader method than community organization. That is whatever activity that is done under community organization will come under social action. Whereas whatever activity that is done under social action may not come under community organization

3) COMMUNITY ORGANISATION-SOCIAL WORK RESEARCH:

Social work research is the systematic critical investigation of questions in the social welfare field with the purpose of yielding answers to problems of social work and of extending and generalizing social work knowledge and concepts. The methods applied in social work research have been to a large extent derived from this used in community

4) COMMUNITY ORGANISATION-SOCIAL WELFAREADMINISTRATION

It is the process of organizing and directing a community the administrative aspects of social work have to do with the organization and management of social agencies public and private including in those terms general administrative relationships among units of the same organization. Personal problems, questions of finance and so on. It is very much useful in the maintenance of association in the community in the process.

Q) PRINCIPLES OF COMMUNITY ORGANISATION:

- 1) Community organization is a means and not an end organization, personnel program, knowledge and growth or people are the end
- 2) Committees like individuals and groups are different. Each has its own peculiarities its own problems and needs. To deal with community effectively. They must be individualized
- 3) Communities, like individuals, have a right to self determination
- 4) Social need is basis for organization
- 5) Community welfare their than agency self interest should be the first consideration in determining program
- 6) Coordination is a process of growth
- 7) Community organization structure should be kept as simple as possible

- 8) Services should be distributed equitably
- 9) Diversity in program approach should be respective
- 10) There should be broad representation in inter-agency bodies
- 11) There must be a balance between centralization and decentralization
- 12) Barriers to communication must be broken down
- 13) Communities need professional health

Q) SKILLS IN COMMUNITY ORGANISATION

The following skills are essential in community organization worker.

- 1) Skills in establishing rapport
- 2) Skill in releasing people's feelings and in overcoming resistance
- 3) Skill in helping to grow in personal and social understanding.
- 4) Skill in enabling people to clarify their ideas
- 5) Skill in motivating people in expressing their own goal
- 6) Skill in enabling people to find the ways to fulfill their goals.
- 7) Skill in communicating knowledge of program and resources available to them.
- 8) Skill in stimulating people's movement towards achieving goals.

RESOURCE MOBILISATION

In order for the community to develop there is a need to gather resources. A professional should be skilled in mobilizing resources following cultural and technological innovation for community development. For example, if a school building or a play ground is constructed, if it is not maintained properly. The activities that are supposed to take place in it will not take place properly. When problems arise in a community, resources are temporary solutions to those problems. By mobilizing resources welfare programs can be organized to meet the needs of the community. Funds can be received from organizations from the rich in the community to the various resources available in the community. Some types of sports can be used for community use through cultural programs that receive subscriptions. Besides the community leaders can collect funds through some trustees through committees of caste associations.

4.CONFLICT RESOLUTION

CONFLICT IS A VERY NATURAL PROCES in social life. We have never seen a conflict – free society in history .Conflict is a constant process in the stream of human social life . for example ,between parents ,children s ,spouses ,employees, workers ,etc.. conflict is likely to lead to the down fall of moral values in a society ie Justice righteousness ,respect, decency ,sacred traditions etc. conflict can lead to deviating community members from social goals .As a result of conflict , some unfortunate people in the society are likely to became prostitutes ,orphans and criminals .Therefore in the case worker community leaders ,group members ,and youth a gathered together and analyze the problems in a way that outlines the conflict that has arisen between them . Conduct deliberations and creates awareness among all members and works to resolve conflict issues in the community to eliminate conflict.

ORGANIZING MEETINGS

It can be said that the role of social welfare worker in the community is very crucial in organizing meetings. community meetings can be organized by the worker to achieve coordination among the leaders and also to discuss how to mobilize funds for the development of community problem solving .As a part of the meeting, the worker prepares a special agenda through which there is an understanding among them of the programs to be undertaken for the needs of the community. Meetings play an important role in the success of program development. Organizing meetings is a meeting in all communities since ancient times. panchayats ,caste associations , Rachha banda ,programs etc. in grama sabha .They serve to bring people together to meet their problems solving needs .

REPORT WRITING AND DOCUMENTATION

When a community worker works in a community there are many different things in solving the collective problems of groups of people. That is the worker collects many things related to individual problems, group problems, collective problems. It is necessary for the worker to keep such things collected in a document from time to time. By consulting different groups of people, group leaders and experts to suggest solutions such as problem analysis in group problem solving .All the matters related to the group are written in the document. The worker helps in solving the problems formed in the community by preserving the documents in writing for future use from

time to time. In terms of resources required by the community, resource mobilization is due to writing down the issues related to their management. How to resource can be mobilized and used can help the community worker, inform community leaders and organization. Documenting any decisions taken to solve a problem or implement an improvement program can be useful when such issues arise a way

UNIT-IV

Q) Write about social action?

Social action is a way to solve problems for people. In short, it means that group social problems formed in the community can be eliminated through social action. The social worker should work hard to make all people aware of the impact of such social problems. After the people fully understand these problems the community welfare worker can solve these problems with the cooperation of the people. Social action through laws through social reforms can achieve problems solutions without social action people cannot solve some problems.

Some problems can be solved by case work method and some problems can be solves by group work method and some problems can be solved by collective installation or community organization method. social action is only way to solve important problems at the national level. It becomes social action when all people participate social action is important to the democratic process. social action is the main tool to remove problems like illiteracy, prostitution, dowry , untouchability, drug addiction, beggary alcohol etc from the society . Reforms legislations revolutions social action can be done through these .those who try to bring changes in the society are called social reformers .Social reformers always say that progress can be achieved through changes in certain conditions social reformers revolutions these words help social action .Change in society through social reform comes very slowly .Apart the rules given by the setter ,both the voluntary reforms and the social laws combine to remove the people from the social evils that afflict them and contribute to the development of their society for example ,sati, widow remarriages ban by the efforts of Raja ram mohan roy , kandukuri veresalingam , Gandhiji Eswara Chandra vidya sagar ,etc.

Social action is more effective than legislation on issues such as equality in society, untouchability, Women advancement .In the direction of solving the problem, the reformers inform the public about the pros and cons of them .they try to divert their attention to the in order to gain the approval of the population. To do this, reformers work to mobilise public opinion by discussing the issue in the press and assemblies. Without laws, people do not obey the rules, child marriages etc. can be eradicated through laws, so laws can be said to be a method of social action.

ELEMENTS OF SOCIAL ACTION :

SOCIAL ACTION can be implemented with the help social research, lectures, debates, discussions, meetings etc. A social action worker analyse the impact of issues and creates awareness among people. Social research can also generate interest in a problem among people .For example when the problem of an employment is taken up, the causes and remedies can be known through research.

LECTURES: People can be informed by social action lecture if people give timely lectures people will be motivated to engage in social action. Social reformers such as Bala gangadhar Tilak , Anibesent ,etc. Inspired people to social action through lectures

DISCUSSIONS: People can change their opinion if they take important issue and start discussing it .Discussions helps to understand the problem in these discussions important issue that are bothering the people can be discussed. Social action is awarded to formulate socio-political plans to create social justice through society to address economic and political inequalities.

UNITE -V

NATURE AND SCOPE OF SOCIALRESEARCH AND SOCIAL WORK RESEARCH .

Nature of social research: 1) the object of social research is clearly the discovery of casual relationships in human behavior.

- 2) It is generally acknowledged that is human behaviour .As much as in natural phenomina, a large degree of measurable and predictable sets of association occur.
- 3) Social research, like research in physical and natural sciences seeks to establish, measure analyse predict these association in all their variety and intensity.
- 4) Social research, however assumes a distinct character of its own in a significant measure. When it comes to the application of scientific process characteristics of research in natural and physical sciences to social phenomena.
- 5) Social research concerned with social data, which are much more complex than that of the physical data.
- 6) The basis of all social interaction, whether it is a large complex group or a small cohesive group is expectation of behaviour which in turn is the result of many factors.
- 7) The complex nature of social data reduces the power of exact prediction in social research.
- 8) Most of the subject matter of social research is qualitative and does not admit quantitative measurement.
- 9) In social research it is deferent to segregate the cause and effect.

MEANING OF SOCIAL RESEARCH:

Social research occupies a very important place in the modern social work . social work requires proper collection and analysis of social facts .For it social research is an effective method . We define social research as the systematic method of discovering new facts ,their sequence interrelation ship casual explanations and social laws which govern them we collect empirical data in facts through research . Infact social work research is an organized effort to acquire new knowledge about various aspects of society and social phenomenon. In the field of social work, social work research is used as an auxiliary method. Its scope is based on the nature of social work. From the practical point of view

the scope of social work research consists of the various methods of treatment, discovery of social needs and social resources. In its theoretical aspects social work research covers the entire range of social philosophy.

Definition of social work research: Social work research includes the surveys with regard to the various fields of social welfare. The information collected through these services provides valuable guidance to the social worker. In this connection the following are some important definitions which reveal the nature of social work research.

- 1) **WEBSTER:** According to Webster social work research is a studios enquiry, usually critical and exhaustive investigation or experimentation having for its aim the revision of accepted in the light of newly accepted facts.
- 2) **MACK DONALD:** According to Mack Donald research in social work may be undertaken to encompass those questions which are encountered in social work practice or in planning or administering social work services which are appropriate for investigation, and social work auspices.

FUNCTIONS OF SOCIAL WORK RESEARCH: Prof. Fletcher as classified the function of social work research as follows,

- 1) To improve and enlarge the techniques of diagnosis and treatment as they are used in social work practice.
- 2) To develop the efficiency and define the function of social work agency as the medium through which social work is practiced.
- 3) To appraise and measure the communities need for social work service.
- 4) To add to the general knowledge of the etiology of social pathology so that social action can be directed towards the prevention of problems that might later require social work treatment.

Main steps of social work research.

Not only in the social work research, but in the other branches of research, whether they be connected with natural sciences or social sciences. Certain steps have to be taken on scientific lines. These steps consist of a number of closely related activities. So independent of these activities

that the first step of research largely determines the nature of the lost. If systematic steps have not been taken into account, serious difficulties may arise. They can be avoided only when each step has been adopted in the research process. These steps are

- 1) **Selection of the problem:** Before we proceed to find difference in anything new, we first of all select a problem we go to study things in regard to that problem and add knowledge. The problem selected as to be relevant to the study that we make. In brief the investigator need to formulate a specific problem which can be investigated by scientific procedures.
- 2) **Study of research literature:** Mere selection of the problem would not lead us to any place. What is needed is the collection of data for proper understanding of the problem. We have to survey the information and the literature in regard to that problem. Through these surveys we are able to collect information about the problem.
- 3) **Preparation of bibliography:** In the research, use of library and survey literature is an important step. For correct study and surveys. It is necessary to prepare a list of the books consulted or that may be consulted bibliography will help us to acquire correct knowledge of the problem.
- 4) **Definition of the problem:** Once we collected information about the problem and surveyed it. We are in a position to tell others what the problem actually is. This is the step which is known as the definition of the problem.
- 5) **Analysis and classification of elements of the problems:** Once the problem has been defined we know the elements that form it. If we are able to know about various elements of the problem. We shall be able to know about it in detailed. This detailed knowledge helps us to proceed further and carry on research.
- 6) **Investigation and study of material related to problem:** No problem is complete in its self. There are various matters and topics related to that problem. For proper research and study, it is necessary to investigate and study the material related to the problem. This investigation and study is helpful in taking the feature steps that are necessary for proper research.
- 7) **Promulgation of research design:** For scientific research it is necessary to prepare a promulgated research desire. Once the desire has been prepared in advance, we shall be able to carry on the work systematically and easily. there citrine draw backs in the

preparation of the research design. but once design has been prepared it easy to test hypothesis , analyze data and take other steps

- 8) **Collection of data:** Once the blue print of the research design has been prepared. We undertake to actual task of research. For this the first step that is to be taken is the collection of data or facts pertaining to the problem are collected this step helps us to proceed further.
 - 9) **Tabulation and systematization:** Mere collection of data is not sufficient for research. By collecting we get everything at one place, but for proper formulation of hypothesis and principles, it is necessary that data should be systematically tabulated and classified. This step helps the researcher to proceed in correct direction.
 - 10) **Analysis and enter pretention of data:** Once data have been systematized, classified and tabulated, we proceed to analyze and interpret it . On the basis of the collection and systematization we are able to know which data belongs to which field and what are the basic requirements of particular data and what are its characteristics. These things can be found out through analysis and interpretation.
 - 11) **Verification of the problem and hypothesis:** Once the analysis and interpretation of data have taken place, we formulate certain hypothesis. The hypothesis has to be put to test so that we may know the results that are put forward, which are correct. Without verification of the hypothesis, it is not possible to arrive at any correct result. Once the hypothesis has with stood the test of verification, certain generalizations can be drawn.
 - 12) **Generalization and projective part:** Once hypothesis has been proved to be correct as a result of verification, certain general principles can be laid down and prepared .These general principles are based on the result of the analysis and verification of the data scientifically tabulated, systematized and classified. These generalizations are the principles which prove that under certain circumstances, certain results taken place.
- SAMPLING :**Before research work the investigator has to decide whether the entire population is to be made subject for data collection or a particular group is to be selected as representative of the entire population .On the other hand ,when a small group is taken into account as representative of the whole mass, is called sampling method .

TYPES OF SAMPLING:

- 1) Random sampling
- 2) Purposive selection sampling
- 3) Stratified sampling
- 4) Quota sampling
- 5) Multistage sampling
- 6) Convenience sampling
- 7) Self selected sampling

QUESTIONNAIRE METHOD:

The questionnaire method is that method in which a set of questions is used for collecting data and carrying out the social research. In many respects it is common to the schedule method. In both the methods the data are collected with the help a set of questions. In questionnaire method, the investigator dose not collect the matter himself .He mails the questions to the respondents and collects information on the basis of the answers sent by him

INTERVIEW METHOD:

Interview method can be used with almost the segment of population. In interview method people want to co-operate when they have to talk about the problem .It provides better opportunity to collect the real facts .It is recognized as the most important method of collection of data .Through this method, we can know the views and ideas of other persons and it is possible for a person to come in contact with others and know their views and ideas .It is a method of social interaction.

