Module 1

SOCIAL WORK
AN OVERVIEW
Module 1
Social Work: An Overview

State Resource Centre, Kerala
Credits and Copyright
CERTIFICATE IN COMMUNITY DEVELOPMENT

Programme Advisory Committee

• Prof. A. Sukumaran Nair, Former Vice Chancellor, Mahatma Gandhi University, Kottayam (Programme Chair).
• Mr. V. S. Senthil IAS, Additional Chief Secretary, General Education Department, Government of Kerala.
• Mr. Palode Ravi, Member, Governing Body, State Resource Centre, Kerala.
• Dr. Alison Mead Richardson, Education Specialist - Skills Development, Commonwealth of Learning, Canada.
• Prof. Santosh Panda, Chairperson, National Council for Teacher Education (NCTE), New Delhi.
• Prof. S. Y. Shah, Professor of Adult Education, School of Social Sciences, Jawaharlal Nehru University, New Delhi.
• Dr. V. Mohankumar, Director, Indian Adult Education Association, New Delhi.
• Dr. Asha Balagangadharan, Former Director, State Resource Centre, Kerala.
• Dr. T. Sundaresan Nair, Programme Coordinator, State Resource Centre, Kerala.
• Dr. N. B. Suresh Kumar, Director, State Resource Centre, Kerala.
• Mr. C. Swaraj, Associate Programme Coordinator, State Resource Centre, Kerala, (CCD Programme Coordinator)

Module Development Team

Writers

• Ms. Arya B. Raj, Resource Person, State Resource Centre, Kerala, e-mail: aryabrajsw@yahoo.in
• Dr. G. Sureshkumar, Registrar, Child Development Centre, Medical College Campus, Thiruvananthapuram, e-mail:sureshmepram@gmail.com

Content Editors

• Mr. Velayudhan Nair, Lecturer, Peet Memorial College of Teacher Education, Mavelikkara, Alapuzha District, e-mail: velunair@gmail.com
• Mrs. Padma L. K., Assistant Manager, Creative Agency, GDS, EY, KINFRA, Thiruvananthapuram, e-mail: padmalatika@gmail.com

DE Adviser

• Prof. Santosh Panda, Chairperson, National Council for Teacher Education (NCTE), New Delhi, e-mail: pandasantosh@hotmail.com

Instructional Design Editor

• Ms. Joan Mutero, Nairobi, Kenya, e-mail: jmutero@gmail.com

Graphics

• Mr. Sunilkumar B, Graphic Designer, e-mail: snlkmr@gmail.com

CRC Preparation

• Mr. C. Swaraj, Associate Programme Coordinator, State Resource Centre, Kerala, (CCD Programme Coordinator) e-mail: swarajtvm@gmail.com

Commonwealth of Learning

© 2016 Commonwealth of Learning

Developed by State Resource Center, Kerala India with support from the Commonwealth of Learning. Any part of this document may be reproduced without permission but with attribution to Commonwealth of Learning and State Resource Centre, Kerala.

This publication is made available under a Creative Commons Attribution-Share Alike 4.0 Licence (international): http://creativecommons.org/licenses/by-sa/4.0/
Acknowledgement

Thank you for choosing this open distance learning programme to augment your skills and expertise in the field of community development. This self-learning material is the final product of a series of workshops and orientation programmes that involved various experts in the field at the national and international level. Before we move on, an acknowledgement is due to several people who inspired us with their wonderful insights and who contributed their ideas to this COL-SRCK Partnership Programme.

At the outset, we wish to thank the Commonwealth of Learning (COL), an inter-governmental organisation created by Commonwealth Heads of Governments, for encouraging our institution and collaborating with us in the development of the programme for Certificate in Community Development through open distance learning. This has enhanced the quality of education and training of individuals involved in the field of Adult and Non-formal Education.

We wish to express our sincere gratitude to Professor S. Y. Shah, Department of Adult Education, School of Social Sciences, Jawaharlal Nehru University, for his support and goodwill. We appreciate his sincere efforts to formally introduce State Resource Centre, Kerala, as a pioneer institute in the country, providing resources and technical support to all agencies in the field of Adult and Non-formal Education, to The Commonwealth of Learning.

We gratefully acknowledge the commitment of Mr. Joshua C. Mallet, Former Education Specialist, Learning & Livelihoods and also the team experts, Dr. Mohan Menon, Prof. Krishna Alluri and Susan Philips from The Commonwealth of Learning who had taken the initial initiatives for this unique programme by studying the scope of ODL Programme for volunteer training in the Kerala context. We also feel deeply obliged to Dr. K. Balasubramanian, Education Specialist, Agriculture and Livelihoods, Commonwealth of Learning for the fruitful discussions we had with him during the initial phase of the COL-SRCK partnership.

We express our indebtedness to Dr. Alison Mead Richardson, Education Specialist - Skills Development, Commonwealth of Learning, for her generous encouragement and motivation throughout the process that has helped us to successfully completing this programme. We are thankful for her valuable suggestions that have contributed immensely in raising the standards of the programme to an international level.

We express our sincere gratitude to Prof. Santosh Panda, Chairperson, National Council for Teacher Education (NCTE), New Delhi who, planned
and supervised, motivated and encouraged us with his vast professional expertise throughout the programme.

Last, but certainly not the least, we express our deep sense of gratitude to Mr. V. S. Senthil IAS, Chairperson, former Chairpersons, Directors and staff members of SRC, course writers and other experts for the unstinted support and goodwill extended to us, which has resulted in the excellent outcomes of this programme.

Dr. N.B. Suresh Kumar
Director,
SRC, Kerala
# Contents

Credits and Copyright .......................................................................................................................... ii  
Acknowledgements ............................................................................................................................... iii  
About The Module ................................................................................................................................. vii  
  Module Introduction .............................................................................................................................. viii  
  Module Objectives ................................................................................................................................. viii  
  Units in the Module ............................................................................................................................... viii  

## Unit 1: Social Work - Conceptual Framework .............................................................................. 1  
  1.1 Introduction ................................................................................................................................. 1  
  1.2 Learning Objectives ...................................................................................................................... 1  
  1.3 Social Work: An Overview ............................................................................................................ 2  
    1.3.1 What is Social Work? .............................................................................................................. 2  
    1.3.2 Social Worker and Characteristics of Social Work ............................................................... 2  
    1.3.3 Social Work and Related Terms ............................................................................................. 3  
    1.3.4 Social Work Services, Methods and Techniques .................................................................... 6  
  1.4 Origin and Development of Social Work in India ......................................................................... 10  
  1.5 Objective and Principles of Social Work ....................................................................................... 12  
    1.5.1 Objectives of Social Work ...................................................................................................... 12  
    1.5.2 Principles of Social work ......................................................................................................... 13  
  1.6 Professional social work ............................................................................................................... 14  
    1.6.1 Characteristics or Traits of Professional Social Work ............................................................ 14  
  1.7 Summary ........................................................................................................................................ 15  
  1.8 Model Answers to Activities ......................................................................................................... 15  
  1.9 Unit-End Questions ....................................................................................................................... 18  

## Unit 2: Functions of Social Work ................................................................................................. 19  
  2.1 Introduction ................................................................................................................................... 19  
  2.2 Learning Objectives ....................................................................................................................... 19  
  2.3 Scope of Social Work ...................................................................................................................... 20  
  2.4 Approaches to Social Work ........................................................................................................... 22  
    2.4.1 The Charity Approach ............................................................................................................. 22  
    2.4.2 Institutional Approach ............................................................................................................ 23  
    2.4.3 Developmental Approach ..................................................................................................... 23  
  2.5 Social Work Services ..................................................................................................................... 25  
  2.6. Methods of Social Work .............................................................................................................. 26  
    2.6.1. Social Casework ...................................................................................................................... 27  
    2.6.2. Social Group Work ................................................................................................................. 27  
    2.6.3. Community Organisation ....................................................................................................... 28  
    2.6.4. Social Action .......................................................................................................................... 29  
    2.6.5. Social Work Research ........................................................................................................... 29  
    2.6.6. Social Welfare Administration ............................................................................................. 29  
  2.7 Social Work Interventions in Different Settings .......................................................................... 31
About the module

Module Introduction

This is the first module in the course on social work and development. It gives you a general overview of social work. As you know, social work services have always existed in our society in one form or another. However, it became a systematic and scientific service only during the last decade of the nineteenth century. In India, social work is an emerging profession whose growth has been influenced by the involvement and efforts of many organisations.

This module is made up of four units. In Unit 1, you will learn about the meaning, history and objectives of social work. Unit 2 will give you a detailed description of the functions of social work. Unit 3 will discuss the difference between social work and social welfare. Unit 4 will give you an idea about the skills, knowledge and values that social workers need in order to do their job well.

Module Objectives

After going through this module, you should be able to:

- Explain the concept of social work
- Outline the functions of social work
- Differentiate between the meaning of social work and social welfare
- Identify skills and values of a social worker

Units in the Module

Unit 1: Social Work – Conceptual Framework
Unit 2: Functions of Social Work
Unit 3: Social Work and Social Welfare
Unit 4: Social Worker– Knowledge, Skills and Values
Unit 1: Social Work – Conceptual Framework

1.1 Introduction
Welcome to the first unit of the Module on Social Work. Have you heard of the term ‘professional social work’? Professional social work is different from the conventional one. In developed countries like the United States of America, all social workers in both government and private sectors are professionally trained and licensed. But in our country, most of our social workers do not have professional qualifications. Yet a country like India needs many professional social workers. This unit deals with some fundamental concepts of social work. It focuses on the meaning of social work, its origin and development, objectives, characteristics and scope. It also gives you an idea about professional social work, which will be discussed in detail in the subsequent units. As the first unit of the entire programme, it provides you with concepts and principles of social work that will help you understand all other modules and units better. You might require 8–10 hours to study this unit.

1.2 Learning Objectives
On completion of this unit, you should be able to:

- Explain the concept of social work
- Trace the origin and development of social work
- Describe the objectives and principles of social work
- Discuss the concept of professional social work
1.3 Social Work: An Overview

In this section, we shall define the term social work and describe the characteristics of a social worker. We shall also explain various terms that are related to social work as well as the tools and techniques used in social work. Let’s start with the definition of social work.

1.3.1 What is social work?

Social work is concerned with finding solutions to different types of problems that individuals face. These problems may be personal, social or economic. The beneficiaries of social work services are individuals, groups or a community.

Social work services have existed in our society in one form or another for centuries. However, it became a systematic and scientific service only during the last decade of the nineteenth century. The objective of social work is to help people lead happy and comfortable lives.

Let us now move on and take a closer look at the meaning of a social worker.

1.3.2 Social worker and characteristics of social work

A social worker helps people help themselves. They possess a quality known as empathy. Empathy is the ability to understand and share the feelings or situation of another person. A professional social worker uses scientific knowledge and skills to solve the problems of individuals, groups or communities.

The Social work has the following characteristics:

1) It is a welfare activity that aims at helping individuals, groups or community achieve the expected goals or solve problems.
2) It requires one to have a full understanding of the existing values and human relations in the community.
3) The social worker tries to understand and analyse the behaviour of individuals and helps to modify it for the benefit of the target group. In the modification of the behaviour, there are two major processes. One entails interaction with others (inter-personal) while the other is a thinking process within oneself (intra-personal).
4) It helps individuals to move towards self-sufficiency.
5) It enhances social development by identifying all the available resources and using them for the benefit of the individual and the society.
Note It

- Social service is based on the concept of empathy; i.e., understanding and sharing the feelings of others.
- The target population of social service may be an individual, a group or a community.
- The Professional Social Worker needs scientific knowledge and professional skills.
- The chief aim of social service is social development.

1.3.3 Social work and related terms

There are a number of terms which are used in relation to social work. Let us look at each in turn.

- Social welfare—provides services to the weaker sections of the society who face physical, mental, economic or social problems
- Social services—Organised activities that are concerned with the conservation, protection and the improvement of human resources
- Social reform—Changes in the community which affect the whole life of its members
- Social security—a Programme of protection provided by society for individuals facing problems as sickness, unemployment, old age dependency or industrial accidents
- Social action—An effort to bring about social progress and solve social problems by influencing social legislation
- Social legislation—Formal rules and regulations of the State. Social legislations are created for the welfare of the people
- Social justice—Gives equal treatment for all. All individuals enjoy equal rights and freedom without any discrimination.
- Social education—Informal education that supplements formal education in schools and educational institutions
- Social defence—Protection of society through the prevention of crime and the treatment of offenders
- Social policy—a course of action formulated and implemented by governments to achieve well-defined objectives. It is part of planning and administration and is a tool to bring about structural changes in society.

The following activity is meant to test your understanding of the terms that we have just discussed above.
## Activity 1.1

Read the statements given below and write down whether the statement is right or wrong. If wrong, you may provide the correct answer in the space provided. This activity might require 20–30 minutes to complete.

<table>
<thead>
<tr>
<th>Statements</th>
<th>Correct</th>
<th>Incorrect</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Social defence is an organised effort to secure social progress and solve special problems by influencing social legislation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If wrong, give the correct explanation of the term.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Social justice programme is a programme of protection provided by society against sickness, unemployment, old age dependency and industrial accidents.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If wrong, write the correct answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Social policy is the embodiment of formal rules and regulations of the State.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If wrong, write the correct answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Social security is a condition in which all individuals enjoy equal rights and freedom without any discrimination.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If wrong, write the correct answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Social work aims at providing services to the weaker sections of the society who are having some physical, mental, economic or social problems.

If wrong, write the correct answer

6. Social legislation is concerned with the changes in the community, which affect the whole life of its members.

If wrong, write the correct answer

7. Social security is the course of action formulated and implemented by the government to achieve well-defined objectives.

If wrong, write the correct answer

8. Social action is the protection of society through the prevention of crime and treatment of offenders.

If wrong, write the correct answer
Social work is informal education and it is supplementary to the formal education in schools and educational institutions.

If wrong, write the correct answer

You can check your answers against those provided at the end of the unit.

You now know, the meaning of social work, the characteristics of a social worker, social work in relation to social worker and terms related to social work. Next, let us discuss the services, methods and techniques used in social work.

1.3.4 Social work services, methods and techniques

In the beginning of this unit, we discussed the meaning of the term 'humanitarian philosophy' and saw that social work is also based on democratic values. The services of social work is necessary when there is a need to supplement or strengthen the existing facilities. The major areas of human need can be grouped as follows:

- Biological
- Social
- Cultural
- Psychological

The major services offered in social work are based on the nature of these needs. The services include:

- Curative
- Correctional
- Rehabilitative
- Preventive
- Developmental

These services will be discussed in detail in Unit 2 of this module.
Figure 1 summarises the relationship between the needs and services of social work.

![Diagram of social work: needs and services]

“Social Work at a Glance”
Humanitarian & Democratic Philosophy

There are six main methods used in social work. These are:

- Case work
- Group work
- Community organisation
- Social action
- Social welfare administration
- Social work research

You will learn more about these methods in Unit 2. These methods are applied using techniques such as interviewing, listening, observing, questioning, supporting, educating, counselling, explaining, informing, advising, agreeing, disagreeing, reviewing, reinforcing, confronting, clarifying and reassuming (David, 2009, p. 35).
Techniques of Social Work

1. Interviewing: Process of collecting social data or information from the target population
2. Listening: Paying attention to the other person so that the social worker can understand what s/he is saying
3. Observing: Any form of examination of events, situations, behaviours, etc.
4. Questioning: Appropriate usage of words or sentences with an intention to get the correct answer
5. Supporting: Helping or encouraging someone by saying or showing that you agree with the view
6. Educating: Process of teaching, training and transferring information to improve knowledge and develop skill
7. Counselling: A generic term used to cover the process of interviewing, testing, guiding, etc. designed to help individuals to solve problems by themselves or plan for their future in a better way
8. Explaining: Telling something in an elaborative way that makes it easy to understand
9. Informing: Conveying facts or details related with the activity
10. Advising: Transmitting opinion or suggestion about what should be done in a particular situation
11. Agreeing: To hold the same opinion as that of the other person
12. Disagreeing: Expressing difference of opinion with the other person about something
13. Reviewing: An examination of something with the intention of changing or correcting if necessary
14. Reinforcing: Transferring a feeling or an idea, stronger so that the other person will have better acceptance to it
15. Confronting: Involving and resisting some actions related to an issue in difficult situations
16. Clarifying: Making something clear or easier to understand
17. Resuming: The act of beginning something again, after it has stopped

Tools of Social Work

1. Use of Self: Effective use of knowledge, attitude and skill of the social worker to channelize the service by using appropriate methods/tools/techniques to take the service better
2. Programme: A plan of activity or an organised order of performance or events
3. Relationship: The way in which two people behave towards each other or deal with each other

We hope that you now have a general idea of the whole process of social work. This will help you understand the lessons in the subsequent units better.

Table 1.1 helps you to differentiate between the methods, tools, settings and techniques of social work.

<table>
<thead>
<tr>
<th>Methods</th>
<th>Tools</th>
<th>Settings or fields</th>
<th>Techniques/Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case work</td>
<td>Use of self</td>
<td>Family</td>
<td>Interviewing,</td>
</tr>
<tr>
<td>Group work</td>
<td>Programme</td>
<td>Community</td>
<td>Listening,</td>
</tr>
<tr>
<td>Community</td>
<td>Relationship</td>
<td>Education</td>
<td>Observing,</td>
</tr>
<tr>
<td>Organisation</td>
<td>Interaction</td>
<td>Health</td>
<td>Questioning,</td>
</tr>
<tr>
<td>Social action</td>
<td></td>
<td>Correction</td>
<td>Supporting,</td>
</tr>
<tr>
<td>Social welfare</td>
<td></td>
<td>Industry</td>
<td>Educating,</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
<td>Agency</td>
<td>Counselling,</td>
</tr>
<tr>
<td>Social work</td>
<td></td>
<td></td>
<td>Explaining,</td>
</tr>
<tr>
<td>Research</td>
<td></td>
<td></td>
<td>Advising,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Agreeing,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Disagreeing,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reviewing,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reinforcing,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Confronting</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Clarifying,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Reassuming</td>
</tr>
</tbody>
</table>

Let us do an activity to further consolidate the major points that you have learned.

**Activity 1.2**

See the columns below. Methods, tools and techniques are given in column 1. In column 2, you have to write whether the item in the column is a tool, technique or method. You might require 20–30 minutes to complete the activity. If you are not sure of the answer, check the text again.

<table>
<thead>
<tr>
<th>Methods, tools and techniques</th>
<th>Specify category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Case work</td>
<td></td>
</tr>
<tr>
<td>2. Interviewing</td>
<td></td>
</tr>
<tr>
<td>3. Questioning</td>
<td></td>
</tr>
<tr>
<td>4. Supporting</td>
<td></td>
</tr>
<tr>
<td>5. Group work</td>
<td></td>
</tr>
</tbody>
</table>
We hope you now know the methods, services, tools and techniques used in social work. Next, let us look at the origin and development of social work.

### 1.4 Origin and Development of Social Work in India

Though India is not a pioneer in professional social work, compassion and social service has always been a part of Indian culture and tradition. After Independence, social work started developing in India as an institutional service. The growth of social work in India can be divided into the following four phases:

1. **Ancient and Medieval period:** Organised and unorganised charity movements were found in Indian communities during the ancient period. There was a widespread tradition of extending help and donations to the needy. The rulers and community members engaged in community development activities on a voluntary basis. The Bhagavad Gita says that holding together of human beings in a
society is not possible without ‘perpetual give and take’ and ‘small or big acts of sacrifices’. Upanishads also emphasise that extending help to the community is a great virtue.

2. **Period of Muslim rulers**: India was ruled by Muslim rulers from the thirteenth century to the middle of the nineteenth century. During this period, welfare activities remained an integral part of religion and different rulers undertook many welfare activities. Zakat (charity donation) was very prominent during this time.

3. **The British Period**: During the time of the British, social work evolved into ‘social reform movements’ in India. Many social evils that were part of Indian religious customs and practices were abolished. The Brahma Samaj worked against ‘Sati’ and ‘prohibition of widow remarriage’. The Arya Samaj spread the vedic culture and values, while the Ramakrishna Mission stood for values and self-realisation. Numerous social legislations were also put in place.

4. **Social work after Independence**: After Independence, there were remarkable advancements in the field of social welfare and development. The Tata Institute of Social Sciences was started in Bombay (Mumbai) in 1936. This was the first school for training social workers. Subsequently, many schools came into existence in Delhi, Calcutta, Lucknow, Varanasi, Baroda, Agra, Indore and Udaipur.

The Constitution of India made many provisions for the development of welfare programmes and social service activities. A number of social legislations were also enacted. Special emphasis was given to social education and the education of women. Universities across the country started courses on professional social service. At present, various government departments working together with welfare agencies and NGOs are implementing social work programmes.

### Note It

- Social work evolved in the form of social reform movements in India during the time of the British.
- The Tata Institute of Social Sciences was started in Bombay (Mumbai) in 1936. This was the first school for training social workers in India. Subsequently, many schools came into existence in Delhi, Calcutta, Lucknow, Varanasi, Baroda, Agra, Indore, Udaipur etc. These institutions imparted professional training in social work.
- The Constitution of India made sufficient provisions for the development of welfare programmes and social service activities.
1.5 Objectives and Principles of Social Work

In this section, we shall look at the objectives and principles of social work.

1.5.1 Objectives of social work

The main objectives of social work are to:

1) Solve psycho-social problems: Individuals in the community may have many mental or social problems that prevent them from achieving social development. One of the objectives of social work is to help the individual to solve such problems.

2) Fulfil humanitarian needs: Every person in any community needs certain facilities and provisions, as a human being. Social work tries to fulfil such needs of the people.

3) Solve problems associated with coping mechanism: Social work helps individuals develop the skills they need to cope up with when things change or go wrong.


5) Strengthen and create harmonious social relations: Happiness in the community can be maintained only by harmonious social relations. Social work tries to prevent factors that affect the development of harmonious relations.

6) Develop democratic values: In a democratic country, democratic values have meaning only if all citizens follow them. Social work tries to develop these values in citizens.

7) Provide opportunities for development and social progress: There are many opportunities for development and social progress which ordinary people may not be aware of. Social work provides knowledge and information to people about these opportunities.

8) Change the environment in favour of individual’s growth and development: The situations and circumstances around a person or community influence their growth and development. Social work tries to change unfavourable situations into favourable ones in order to help the growth and development of individuals.

9) Bring about changes in the social system for social development: Social work helps to change practices in society which are out-dated or irrelevant.

10) Provide socio-legal aid: There are many people who are ignorant of social laws and the support available to the needy. Social work provides such socio-legal aid.
You now know, the main objectives of social work. Next, we shall discuss the principles of social work.

### 1.5.2. Principles of social work

Social workers should observe the following principles while performing their work:

a) **Principle of Individualization**: Every person has the right to be considered a ‘worthy individual’. Hence, social workers should consider each person as a valuable individual and each problem as unique.

b) **Principle of Acceptance**: Social workers should accept each client with all their abilities and weakness. This acceptance is essential for a successful relationship between the social worker and client.

c) **Principle of Confidentiality**: This means that the information passed on by the client to the social worker must be kept confidential and under no circumstances should it be used to harm the client.

d) **Principle of Meaningful Relationship**: Relationship is the bridge on which the social worker and the client interact to solve problems/issues. Proper relationships need to be maintained if the social work is to be effective.

e) **Principle of Self-determination**: The social worker should help the client to think independently and rationally about their problem/situation and arrive at a decision. The client has the right to make his/her own choices and decisions.

f) **Principle of Communication**: Ineffective communication may result in misunderstandings between the client and the social worker. It may also delay or hinder solutions to a problem. The social worker should therefore create a friendly and safe atmosphere so that the client can feel comfortable to express his/her feelings.

**Note It**

- Every person has the right to be considered a ‘worthy individual’.
- Social workers should accept the client totally.
- Information has to be kept confidential.
- Solutions may be delayed due to the lack of effective communication between the social worker and the client.
1.6 Professional Social Work

While discussing the definition of social work, we said that it became a systematic and scientific service during the last decade of the nineteenth century. This means that it changed in approach and form, and became a professional service that was different from traditional social work.

The foundation of professional social work service is based on scientific knowledge and skill. Do you know what a skill is? A skill is the ability or competency of a person to do an activity in an acceptable way while a profession is an occupation that requires educational qualification, specialised training and skill. As a profession, social work is also related with other branches of knowledge such as sociology, economics, psychology and anthropology.

Note It

A profession is an occupation that requires educational qualification, specialised training, and skill.

In order to understand professional social work better, let us look at some of its unique characteristics.

1.6.1 Characteristics or traits of professional social work

The characteristics or traits of professional social work are as follows:

- **Systematic and scientific knowledge**: Professional social work is based on scientific principles. Hence, to become a professional, one must have systematic and scientific knowledge relevant to the area of activity.

- **Use of tools, techniques and skill**: Earlier in this unit, we said that professional social work uses scientific knowledge and skills. The social worker also uses the methods, tools and techniques outlined in Table 1.1, to do their work.

- **Social work education and training**: A professional social worker is required to have the knowledge, skills and attitudes they need to do their work well. These are acquired through education and training.

- **Code of Ethics**: Code of Ethics is part of any professional activity. In social work, it refers to the moral principles and code of conduct that a social worker is required to follow or observe in the profession.

- **Link with a professional organisation**: A practicing professional social worker should be a member of a professional organisation. There are both national and international professional
organisations for social workers. The national associations in India are Indian Association of Trained Social Workers, Association of Schools of Social Workers in India, National Association of Social Workers and Association of Medical and Psychiatric Social Work. The international associations include American Association of Social Workers, British Association of Social Workers, Association of American Schools of Social Work, and International Schools of Social Work.

- **Social recognition:** In order to work with the society, professional social workers must be recognised by the government and other professional bodies.

We hope you now understand the concept of professional social work and how it differs from the earlier practice of social work. In the next section, we shall discuss the origin of social work in India.

Congratulations! You have come to the end of this unit. Let us now review what you have learned so far.

### 1.7 Summary

In this unit, you have learnt that social work is concerned with finding solutions for the different problems facing individuals in the community. Social services have existed in our society in one form or another ever since human beings started to live in communities. We also explained the meaning of various terms used in relation to social work, such as social welfare, social services, social reform, social security and social policy. In addition, we noted that social work is developed based on the different needs of the people and it uses different methods, tools and techniques for its work. We also discussed the objectives and principles of social work and ended with an explanation of the concept of professional social work and its characteristics. In the next unit, you will learn about the functions of social work.

### 1.8 Model Answers to Activities

**Activity 1.1**

Read the statements given below and write down whether the statement is right or wrong. If wrong, you may provide the correct answer in the space provided. This activity might require 20–30 minutes to complete.

<table>
<thead>
<tr>
<th>Statements</th>
<th>Correct</th>
<th>Incorrect</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Social defence is an organised effort to secure social progress and solve special problems by influencing social legislation.</td>
<td></td>
<td>Wrong</td>
</tr>
</tbody>
</table>
If wrong, give the correct explanation of the term.

**Social action** is an organized effort with the aim of securing social progress and of solving mass special problems by influencing social legislation.

2. **Social justice programme** is a programme of protection provided by society against sickness, unemployment, old age dependency and industrial accidents.  
   - **Correct**

If wrong, write the correct answer

**Social security programme** is a programme of protection provided by society against those emergencies of modern life such as sickness, unemployment, old age dependency or industrial accidents.

3. **Social policy** is the embodiment of formal rules and regulations of the State.  
   - **Wrong**

If wrong, write the correct answer

**Social legislation** is the embodiment of formal rules and regulations of the State.

4. **Social security** is a condition in which all individuals enjoy equal rights and freedom without any discrimination.  
   - **Wrong**

If wrong, write the correct answer

**Social welfare** aims at providing services to the weaker sections of the society who have some physical, mental or social problems.

5. **Social work** aims at providing services to the weaker sections of the society who are having some physical, mental, economic or social problems.  
   - **Wrong**

If wrong, write the correct answer

**Social reform** is concerned with bringing about changes in the community that affect the whole life of the members of the community.

6. **Social legislation** is concerned with the changes in the community, which affect the whole life of its members.  
   - **Wrong**

If wrong, write the correct answer

**Social policy** is the course of action formulated and implemented by government to achieve well defined objectives.

7. **Social security** is the course of action formulated and implemented by the government to achieve well-defined objectives.  
   - **Wrong**

If wrong, write the correct answer
Social services refer to the general services related with developmental, remedial, supportive needs.

8. Social action is the protection of society through the prevention of crime and treatment of offenders.  
   Wrong

If wrong, write the correct answer

Social defence is the protection offered to the society through the prevention of crime and treatment of offenders.

9. Social work is informal education and it is supplementary to the formal education in schools and educational institutions.  
   Wrong

If wrong, write the correct answer

Social education is informal education and it is supplementary to the formal education in schools and educational institutions.

**Activity 1.2**

<table>
<thead>
<tr>
<th>Methods, tools and techniques</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Case work</td>
<td>method</td>
</tr>
<tr>
<td>2. Interviewing</td>
<td>technique</td>
</tr>
<tr>
<td>3. Questioning</td>
<td>technique</td>
</tr>
<tr>
<td>4. Supporting</td>
<td>technique</td>
</tr>
<tr>
<td>5. Group work</td>
<td>method</td>
</tr>
<tr>
<td>6. Educating</td>
<td>technique</td>
</tr>
<tr>
<td>7. Listening</td>
<td>technique</td>
</tr>
<tr>
<td>8. Counselling</td>
<td>technique</td>
</tr>
<tr>
<td>9. Community Organisation</td>
<td>method</td>
</tr>
<tr>
<td>10. Explaining</td>
<td>technique</td>
</tr>
<tr>
<td>11. Observing</td>
<td>technique</td>
</tr>
<tr>
<td>12. Informing</td>
<td>technique</td>
</tr>
<tr>
<td>13. Programme</td>
<td>tool</td>
</tr>
<tr>
<td>14. Advising</td>
<td>technique</td>
</tr>
<tr>
<td>15. Agreeing</td>
<td>technique</td>
</tr>
<tr>
<td>16. Disagreeing</td>
<td>technique</td>
</tr>
<tr>
<td>17. Social Action</td>
<td>method</td>
</tr>
<tr>
<td>18. Relationship</td>
<td>tool</td>
</tr>
<tr>
<td>19. Reinforcing</td>
<td>technique</td>
</tr>
<tr>
<td>20. Social Welfare Administration</td>
<td>method</td>
</tr>
<tr>
<td>21. Reassessing</td>
<td>technique</td>
</tr>
<tr>
<td>22. Interaction</td>
<td>tool</td>
</tr>
<tr>
<td>23. Clarifying</td>
<td>technique</td>
</tr>
</tbody>
</table>
24. Self technique
25. Reviewing tool
26. Confronting technique
27. Social Work Research method

1.9 Unit-End Questions

1. Describe the concept of professional social work.
2. Write notes on the following:
   a) Objectives of social work
   b) Characteristics of social work
   c) Principles of social work
3. List the methods, tools and techniques of social work.
Unit 2: Functions of Social Work

2.1 Introduction
Welcome to the second unit of this module on social work. In the last unit, you learnt about the concept of social work, its objectives, characteristics and scope. We ended the unit with an introduction to professional social work. This unit will build on what we discussed in the first unit. We will look at the dimensions of social work, approaches to social work, social work methods, services and intervention strategies. This unit would require twelve hours to complete.

2.2 Learning Objectives
On completion of this unit, you should be able to:

- Describe the scope of social work
- Differentiate between the approaches of social work
- Describe the five broad categories of social work services available in your locality
- Describe the different methods of professional social work
- Explain the intervention strategies used in different settings.
2.3 Scope of Social Work

The primary scope of social work is to solve the psycho-social problems that hold back the development of individuals and communities. The scope of social work mainly extends into eight major areas. Let us examine each in turn.

a) **Public assistance:** In society, not all the people are able to take care of their social and economic needs. Social work services are able to assist such people by providing them with the support they need to improve their social functioning.

b) **Social insurance:** There are many programmes available under the social insurance scheme for supporting disadvantaged groups, such as the elderly, unemployed, victims of accidents, victims of contagious disease. However, many people in our society, especially in rural areas, are not aware of the facilities available.

c) **Family services:** The family is an institution as well as an association. There are many problems that a family might face. Family services provide guidance and counselling, family life education, pre-marital counselling, in order to further strengthen the familial setup.

d) **Child welfare services:** Due to poverty and ignorance there are many parents who cannot support their children. There are also many neglected and abandoned children. Child welfare services provide welfare services and institutions for the care, protection, education and rehabilitation of the socially handicapped children, orphans, the destitute, children of unmarried mothers, street children, and so on.

e) **Community welfare centres:** Community welfare centres are necessary for slum improvement, provision of cleanliness in the community, promotion of health and hygiene activities, and provision of short-term courses to increase employment opportunities.

f) **Welfare service for the physically and mentally challenged:** The provision of care and rehabilitation for the physically and mentally challenged (differentially abled) is very important and requires special attention in our society. Social work activities are able to provide effective support for the handicapped and differently abled individuals.

g) **Women’s welfare services:** Even now, the status and opportunities of our women folk are not equal to that of men. This is almost always the case in rural areas. Social work services are able to provide a number of government schemes to these women.
h) **Employment and Employability services**: Everyone in the community would like to work for their own development and that of the society. Many people look for a white collar or a professional job without considering their ability and skill. There are also many instances where people don’t have the required qualification for the jobs available. Interventions in this area can be done by social work.

**Note It**

Scope of Social Work includes public assistance, social insurance, family services, child welfare services, community welfare centres, welfare service for handicapped, women’s welfare services, employment and employability.

As we have seen, there are eight dimensions of social work. The following activity requires you to find an organisation in your locality which provides services in each dimension of social work.

**Activity 2.1**

Write the name of the organisation in the second column. If you can recollect, write the address also. This activity will take you 10 minutes to complete.

<table>
<thead>
<tr>
<th>Dimensions of social work</th>
<th>Name and address of the organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public assistance</td>
<td></td>
</tr>
<tr>
<td>Social insurance</td>
<td></td>
</tr>
<tr>
<td>Family services</td>
<td></td>
</tr>
<tr>
<td>Child welfare services</td>
<td></td>
</tr>
<tr>
<td>Community welfare centres</td>
<td></td>
</tr>
<tr>
<td>Welfare service for the challenged</td>
<td></td>
</tr>
<tr>
<td>Women’s welfare services</td>
<td></td>
</tr>
<tr>
<td>Employment and Employability</td>
<td></td>
</tr>
</tbody>
</table>

We hope you were able to find the name and address of at least one organisation in each dimension of social work? If not, enquire from somebody who has this information and identify the name, address and nature of the organisations.
Let us now move on to the next section where we will discuss the various approaches used in social work.

2.4 Approaches to Social Work

There are three approaches to social work. These are:

- charity approach,
- institutional approach, and
- developmental approach.

Let us examine each approach in turn starting with the charity approach.

2.4.1 The charity approach

The charity approach was common in ancestral society and it took various forms. Later on, religious institutions became the co-ordinating centre for charity work. At that time, there was no scientific approach to social work. The charity approach helped the needy people directly by providing them with money, materials, facilities, etc. The major drawbacks of this approach were that it was not scientific and it created dependency. As a result people became lazy. We have summarised the charity approach and its basic ideas in the table below.

<table>
<thead>
<tr>
<th>Charity Approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actions</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Food supply, medical service, housing, supply of clothes, etc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Analysis</th>
<th>God given situation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cannot be changed</td>
</tr>
<tr>
<td></td>
<td>Poor are not capable</td>
</tr>
<tr>
<td></td>
<td>Rich should help the poor</td>
</tr>
<tr>
<td></td>
<td>The present society is OK</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Result</th>
<th>No change in the situation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Very few are helped</td>
</tr>
<tr>
<td></td>
<td>Possible only when money is available</td>
</tr>
<tr>
<td></td>
<td>No access to power &amp; resources</td>
</tr>
<tr>
<td></td>
<td>More dependency</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approach/ Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing directly</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help the poor</td>
</tr>
<tr>
<td>Wealth is given by God</td>
</tr>
<tr>
<td>Respect the rich</td>
</tr>
<tr>
<td>Money is very important</td>
</tr>
</tbody>
</table>

From the charity approach we move on to the next approach called the institutional approach.
2.4.2 Institutional approach

The institutional approach is implemented through established institutions in the community. These include institutions, such as schools, hospitals, family counselling centres, rehabilitation centres, correctional centres and welfare centres. The services they offer are scientific, systematic and organised. The major drawback of this approach is that it does not always ensure people’s participation. It also creates opportunities for corruption by the people involved. This might lead to a lowering of the quality of the service being offered. Table 2.2 summarises the institutional approach.

<table>
<thead>
<tr>
<th>Actions</th>
<th>Schools, hospitals, vocational training, infrastructure, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analysis</td>
<td>Change is possible</td>
</tr>
<tr>
<td></td>
<td>Skills and techniques need to be given</td>
</tr>
<tr>
<td></td>
<td>Poor are not capable</td>
</tr>
<tr>
<td></td>
<td>They lack resources</td>
</tr>
<tr>
<td></td>
<td>We must support</td>
</tr>
<tr>
<td></td>
<td>Society is okay</td>
</tr>
<tr>
<td>Result</td>
<td>More skilled persons</td>
</tr>
<tr>
<td></td>
<td>More income</td>
</tr>
<tr>
<td></td>
<td>Some access to resources</td>
</tr>
<tr>
<td></td>
<td>Very few are helped</td>
</tr>
<tr>
<td></td>
<td>Money is needed</td>
</tr>
<tr>
<td>Approach/Role</td>
<td>Providing/impacting</td>
</tr>
<tr>
<td>Values</td>
<td>Change is possible</td>
</tr>
<tr>
<td></td>
<td>Need help of capable persons</td>
</tr>
<tr>
<td></td>
<td>Hard work</td>
</tr>
<tr>
<td></td>
<td>Skills and efficiency are important</td>
</tr>
<tr>
<td></td>
<td>Money is also important</td>
</tr>
<tr>
<td></td>
<td>Resourceful/resourceless</td>
</tr>
</tbody>
</table>

We hope you are now able to distinguish between the charity approach and institutional approach. Let us now move on to the developmental approach.

2.4.3 Developmental approach

The third approach is called developmental approach. It is further divided into three approaches namely:

- Basic need approach
- Participatory approach
- Sustainable development approach.
Let us look at each approach one by one.

a) **Basic need approach**: In this approach, arrangements are made to meet the basic needs of the weaker sections of the society by providing food, shelter, education and clothing. The main concern is to uplift the standard of living of the lower strata of the society.

b) **Participatory approach**: In this method, people’s participation is ensured in the entire process. This modern approach also makes people independent and self-reliant. Development and employment are thus dealt with.

c) **Sustainable development approach**: This approach was coined by the World Commission on Environment and Development in 1987. The approach is also known as the ‘eco-friendly’ model. Sustainable development means meeting the needs of the present generation without affecting the needs of future generations. It focuses on the preservation and proper use of available resources so that they are available to the present and future generations. Table 2.3 helps you understand it more clearly.

<table>
<thead>
<tr>
<th>Sustainable Development Approach</th>
<th>Actions</th>
<th>Analysis</th>
<th>Result</th>
<th>Approach/role</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>People are capable</td>
<td>All are helped</td>
<td>Facilitation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Situation is man-made and so man can change</td>
<td>People become independent</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Society is not okay</td>
<td>Development becomes sustainable/continuous</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Social transformation is needed</td>
<td>All have access to power and resources</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Benefits are shared</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Values</td>
<td>People are capable</td>
<td>They are the masters of their destiny</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Structural change are needed</td>
<td>Egalitarian society</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Respect for the poor and their capacity</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>People are important</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>They are resourceful</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Money is only a tool</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Now that we have discussed the three approaches, let us do an activity to check how well you have understood them.

### Activity 2.2

Below are statements related to the different approaches we have just discussed. Mark ‘true’ or ‘false’ against each statement in the appropriate column. The time allotted is 10 minutes.

<table>
<thead>
<tr>
<th>Statement</th>
<th>True /False</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic need approach was there in one form or another when human beings started community living.</td>
<td></td>
</tr>
<tr>
<td>Developmental approach is implemented through established institutions in the community.</td>
<td></td>
</tr>
<tr>
<td>An argument against charity approach is that there was a high risk of dependency and as a result, people becoming lazy.</td>
<td></td>
</tr>
<tr>
<td>In the institutional approach, people’s participation is ensured in the process of identification of the problem, planning, resource mobilisation, implementation, supervision and evaluation.</td>
<td></td>
</tr>
<tr>
<td>The concept of ‘sustainable development approach’ was coined by World Commission on Environment and Development in 1987.</td>
<td></td>
</tr>
<tr>
<td>The participatory approach helps to fulfil both the objectives of employment and development.</td>
<td></td>
</tr>
<tr>
<td>The participatory approach concentrates on the preservation and proper and judicious use of available resources so that the needs of the present and future generations can be met.</td>
<td></td>
</tr>
<tr>
<td>Charity approach was there in one form or another when human beings started community living.</td>
<td></td>
</tr>
<tr>
<td>In the sustainable approach, arrangements are made to meet the basic needs of the weaker sections of society.</td>
<td></td>
</tr>
</tbody>
</table>

We hope you now know the approaches used in social work, and their merits and demerits. In the next section, we shall look at the services offered in social work.

### 2.5 Social Work Services

Social work services are the ones that are organised to meet the needs of individuals in the community. In the last unit, we had discussed the common needs of individuals in a society. Can you recollect what they were? We said that individuals have four basic needs: biological, social, cultural and psychological. We also mentioned the five broad categories of services that are available to meet these needs. These services (functions) were:
Now, let us look at each of these five services or functions in greater detail.

a) **Preventive services**: These include life insurance, public assistance, social legislation, labour welfare, adult education and prevention of diseases.

b) **Curative services**: These cover medical services, health services, mental health, psycho-social health, psychiatric services, child guidance, child welfare services, rehabilitative services and services for the differently abled.

c) **Rehabilitative services**: These comprise vocational training of the differently abled, the elderly, delinquents, HIV-infected individuals, victims of disasters, migrants, referral services, intake assistance, assessment, etc.

d) **Correctional services**: These can be divided into three broad areas.
   - Individual reform services: These include prison reform, probation, parole and other related services.
   - Services for strengthening and improving relationships: These services include family welfare services, school social work, industrial social work, etc.
   - Services for social reform: These include employment services, prevention of prostitution, rehabilitation of beggars, prohibition services, removal of untouchability, etc.

e) **Developmental services**: These are also called promotive services. Development activities include socio-economic, educational and recreational activities, as well as urban and rural development programmes and programmes for integration.

In order to practice social work, you should have a clear idea of the different methods it uses. Let us now analyse the methods of social work.

### 2.6. Methods of Social Work

We shall now consider the six methods used in professional social work (Sanjay Bhattacharya: 2003, p6). They are:

- Social casework
- Social group work
- Community organisation
Social action
Social work research
Social welfare administration.

Let us examine each one of them, starting with social casework.

2.6.1. Social casework

Social casework is the primary method of social work. In order to achieve the expected growth and development, individuals need to use the available social system and resources properly. Sometimes, due to internal or external factors, individuals fail to make use of the existing support facilities. In such cases, they need the support of a professional case worker and different institutions in society to help them utilise the resources and adjust socially.

**Development of treatment plans**

Don’t be surprised by the word ‘treatment’. It only means the process that social caseworkers use in order to help an individual solve a problem or make the necessary adjustments to improve their life. The treatment plan of social casework is made up of the following four steps.

- Step 1: The goal is assessed and fixed
- Step 2: A plan is formulated based on the goal to be achieved
- Step 3: The social case worker then decides where to carry out the plan. It may be system-centred or person-centred depending on the requirements of the case
- Step 4: Behavioural change takes place

Once behavioural change is achieved, the individual is in a better position to solve the problem, make an appropriate decision, or make social adjustments or restructure his/her thinking patterns.

**Note it**

In social casework, a single phenomenon or situation is identified as a unit of study, and various aspects of the unit are analysed and studied to find a solution.

2.6.2. Social group work

As the name indicates, social group work is concerned with groups of individuals. Therefore, its main focus is on the group rather than the individuals. Social group work is a method of social work, which develops the ability of individuals to form productive relationships through group activities. The main aim of this method is to focus on the general interest of the group and in developing the whole group.
Treatment plan

The main aim of the treatment plan of social group work is to strengthen the personality of the members of the group and the socialisation process. By socialisation, we mean the way in which the members of the group interact with each other. The success of the treatment plan depends on the level of rapport or bond that the group worker builds with the group members. In general, the following methods are used:

- **Empathy, warmth and genuineness**: Empathy is the ability to understand the problems of others as if they were your own. The group worker has to use the feelings of empathy, warmth and genuineness to mobilise the group in such a way that they develop a clear understanding of their problem.

- **Self disclosure**: Sharing of one’s own experiences with the group encourages the member to do the same. This also enables the group worker to better understand the problem. The content and nature of self-disclosure is important and it should be used appropriately based on the situation.

- **Investigation**: Investigation of internal and external feelings of the group can be made with the help of interview schedules. This helps the group worker to diagnose the problem(s) of the group.

- **Support**: The group worker provides support by giving opportunities to the group members to express their feelings and clarifying the positive and negative aspects of these feelings.

- **Cognitive restructuring**: It is the responsibility of the group worker to help members change any manner of thinking (if any) that blocks the group’s development.

- **Role-playing**: Role-playing is a method used to make the group members understand their own roles and the roles of others in the group. Through role-playing, the group members express their feelings and concerns. This method is used to understand the reality of life conditions.

- **Partialization**: This means the division of the problem into many parts and analysing these parts to find a solution. This process helps the group to understand the problems and find solutions.

2.6.3. Community organisation

This is the third method of social work. As you know, a community is a group of people in the society that shares the same social characteristics and values. The members of a community may live permanently in a particular region and generally exhibit a uniform social behaviour. Community organisation, as a process, can be defined as a series of welfare
measures undertaken by the members of the community according to their resources and needs. Community organisation is one of the main methods used in the field of social work.

**Note it**

‘Professional community organisation’ means the appropriate adjustment and management of the needs and resources of the community. Community organisation is the series of welfare measures undertaken by the members of the community according to their resources and needs.

### 2.6.4. Social action

The actions of individuals in the society reflect human behaviour. Social action is an organised group process, which is used to solve social problems. Mary Richmond was the first social worker and writer who used the word ‘social action’ in 1922. Since then, it has received much attention in developing countries. Social action creates the necessary conditions and climate in which social work can be carried out more effectively.

### 2.6.5. Social work research

Social research is a systematic and scientific method of discovering new information from the society in order to solve a problem or to promote the developmental process. The researcher applies appropriate strategies to acquire new knowledge about various issues in the society.

What is the difference between social research and social work research?

Though they sound similar, social research and social work research are not the same. Table 2.4 highlights the major differences between the two.

<table>
<thead>
<tr>
<th>Social Research</th>
<th>Social Work Research</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned with any aspect of social life</td>
<td>Begins with social problems</td>
</tr>
<tr>
<td>The objective is to accumulate knowledge and understanding of social life</td>
<td>The objective is to obtain useful knowledge in order to plan and execute social programmes</td>
</tr>
</tbody>
</table>

### 2.6.6. Social welfare administration

Social welfare administration is a process that is used in the organisation and administration of public and private services. Individuals, groups and communities fall under the umbrella of social service administration. Each organisation, whether private or public, has a specific aim. Social welfare administration focuses on the preparation of a plan to achieve this aim with
proper utilisation of available resources. It includes planning, organisation, staffing, direction and co-ordination.

Now that we have discussed the six different forms of social work, it's time for you to do another activity.

**Activity 2.3**

The statements in the column are not complete. You have to take the appropriate word/words from the bracket and complete the statements correctly. The time allotted is 10 minutes.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>---------------------------------------------- in involves activities that are implemented in line with social policies. (Social welfare administration, Community organisation)</td>
</tr>
<tr>
<td>2</td>
<td>------------------------------------ begins with social problems whereas social research may be concerned with any aspect of social life. (Social action, Social work research)</td>
</tr>
<tr>
<td>3</td>
<td>As a process, ------------------------------------------ can be defined as the series of welfare measures undertaken by the members of the community in accordance with their resources and needs. (social welfare administration, community organisation)</td>
</tr>
<tr>
<td>4</td>
<td>------------------------------------- is a one-to-one relationship which works to help individuals make adjustments and develop. (Social research, Social case work)</td>
</tr>
<tr>
<td>5</td>
<td>-------------------------------------- is a method of social work which helps individuals enhance their social functioning through purposeful group experiences and to cope more effectively with their personal, group or community problems. (Social casework, Social group work)</td>
</tr>
<tr>
<td>6</td>
<td>------------------------------ may be system-centred or person-centred as per the requirements of the case. (Social group work, Social casework)</td>
</tr>
<tr>
<td>7</td>
<td>In casework, behaviour adjustment is possible only in the --------------------------. (system-centred approach, person-centred approach)</td>
</tr>
<tr>
<td>8</td>
<td>There are ------------------ methods of doing professional social work. (five, six)</td>
</tr>
</tbody>
</table>

Well done! Now compare your answers with those provided at the end of this unit. In the next section, we shall discuss social work interventions in different settings.
2.7 Social Work Interventions in Different Settings

There are seven main types of social work interventions. These are:

- Rural and urban community interventions
- Family and child welfare interventions
- Correctional social work interventions
- Educational interventions
- Interventions in health care services
- Psychiatric social work interventions
- Industrial interventions

Let us look at each in turn.

**Rural and urban community interventions**

The primary intervention is to alleviate poverty. Together with the poverty alleviation programme, services such as health, education, housing, recreation, nutrition, agriculture, industry, animal husbandry and other welfare activities are provided to support the development of the people.

**Family and child welfare interventions**

The family is the basic social institution. As such, family interventions have gained importance over other intervention strategies. In the family, children are the most vulnerable group and so they should be a priority in any intervention programme. Central Social Welfare Board and State government departments and agencies have developed a number of programmes to improve the situation of children. There are institutions for the protection, education and rehabilitation of handicapped children; children’s home; infants’ home; nurseries, day care and baby crèches; balawadi, homes for sick children; and school for differently abled children. In addition, there are child health centres, child guidance clinics, child recreation centres, holiday homes etc. As stated earlier, the welfare of the family is very important as it promotes social development. So, family intervention strategies are an important aspect of the work of social work professionals. Social work professionals are involved in family life education, pre-marital counselling, health and hygiene, home economics and money management, food and nutrition, and social awareness and involvement. In the family, special attention is given to women’s education, employment, legal aid and the socialisation of women.

**Correctional Social Work or Social Defence**

Correctional social work is also called social defence. The main aim of correctional social work is to preserve values and ensure the protection and safety of community members. This is achieved by initiating appropriate
measures to prevent crimes and manage offenders. The Government has initiated many programmes in order to correct and rehabilitate individuals with deviant behaviour. The major areas of operation of the programmes include:

- Prevention and control of juvenile delinquency
- Probation services
- Parole services
- Probation hostels
- Prevention of immoral traffic
- Anti-beggary programmes
- After care and rehabilitation
- Correctional training and research.

The primary role of the social worker is to receive the offender affectionately and build rapport. This affection helps the social worker to understand their problems and bring about the desired behavioural and attitudinal change.

**Educational interventions**

In an educational setting, a lot of intervention strategies need to be initiated by the social worker. The problems commonly seen in school children are: school adjustment problems, problems with the subject taught, problems with the school surroundings and facilities, problems with a particular teacher, peer issues, family problems, etc. These problems may lead to lack of concentration in class, mischievousness, restlessness, poor achievement in studies, truancy and other behavioural problems. The social worker can provide counselling to the students and parents, arrange school health programmes, provide educational and behavioural motivation programmes, organise career guidance programmes, attend to the specific needs of poor and weaker students, and take care of “problem” students.

**Interventions in health care services**

Social work interventions in a health setting are also called medical social work. Health care services are not just the services available when somebody is ill. They also include services that develop and preserve health. Health does not mean the absence of disease. i.e., we cannot say that a person is healthy because he does not have any disease. It is something more than that. According to the World Health Organisation, health is a state of complete physical, mental and social wellbeing. As far as health service interventions are concerned, the social worker helps patients from registration to treatment. They also initiate appropriate interventions
to promote good health, such as educating people on the importance of nutritious food, safe water, exercise, sufficient sleep, waste disposal, control of insects, personal hygiene, etc.

Social workers are also involved in the care of people with chronic health problems. This is because, patients with long-term chronic illness may become isolated: family relationships may become less cordial, friends might keep away and the patient may sometimes become neurotic. In addition, the patient may experience difficulties coping not only with the family but also with employment and the community. Rehabilitation with the combined application of medical, social, educational and vocational measures helps to improve the functional ability of such patients.

**Psychiatric social work interventions**

Psychiatric social work or mental health interventions aim at not only treating and supporting psychiatric patients, but also helping healthy people to maintain psychological fitness so that they can cope with the demands of modern life. Various changes in society, such as changing social situations, pressure of work and lack of socialisation, can create adjustment problems and subsequently mental health problems. Both curative and preventive services are needed in the community. The role of the social worker is to prepare case records for diagnosis, to help in the rehabilitation and treatment of the sick, and to provide educational and counselling service. In addition, they closely observe the client to detect any changes and try to reduce the stress factors of the client. They also work as a mediator between the patient and the family, and between the doctor and the patient.

**Industrial settings**

Industrial intervention means labour welfare activities. Labour welfare activities aim to improve the service conditions and personal amenities of workers in order to help them lead a more worthy life. The social worker, also known as the labour welfare officer, is responsible for the welfare of the workers in industrial settings. Industrial social work also covers orientation programmes for new employees, communicating company policy to workers, care and facilities for women workers, helping workers with their grievances, helping workers to make better adjustments within the industry and helping workers in their personal and family difficulties.

Well, that brings us to the end of this unit. We hope you now understand the extent of social work, its main approaches and the interventions it uses to reach individuals in society. Let us now review what you have learnt.
2.8 Summary

This unit provided you with the scope of social work. You also learned about the eight dimensions of social work. These were: public assistance; social insurance; family services; child welfare services; community welfare centres; welfare services for the handicapped, women’s welfare services; and employment and employability services. The unit also discussed the three approaches to social work, namely: charity approach, institutional approach and developmental approach.

Lastly, we examined the six methods of doing professional social work such as, social casework and social group work, as well as the seven types of social work interventions.

2.9 Model Answers to Activities

Activity 2.1

<table>
<thead>
<tr>
<th>Dimensions of social work</th>
<th>Name and address of the organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public assistance</td>
<td>Akshaya Centres</td>
</tr>
<tr>
<td>Social insurance</td>
<td>United India Insurance Co Ltd</td>
</tr>
<tr>
<td>Family services</td>
<td>Primary Health Centre</td>
</tr>
<tr>
<td>Child welfare services</td>
<td>Integrated Child Development Services</td>
</tr>
<tr>
<td>Community welfare centres</td>
<td>Mithranikethan, Vellanad</td>
</tr>
<tr>
<td>Welfare service for the challenged</td>
<td>C.H.Mohammed Koya Memorial State Institute for the Mentally Challenged, Pangappara</td>
</tr>
<tr>
<td>Women’s welfare services</td>
<td>MahilaMandir, Poojappura</td>
</tr>
<tr>
<td>Employment and Employability</td>
<td>Employability Centre, Kollam.</td>
</tr>
</tbody>
</table>

Activity 2.2

<table>
<thead>
<tr>
<th>Statement</th>
<th>True /False</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic need approach was there in one form or another when human beings started community living.</td>
<td>False</td>
</tr>
<tr>
<td>Developmental approach is implemented through established institutions in the community.</td>
<td>False</td>
</tr>
</tbody>
</table>
An argument against charity approach is that there was a high risk of dependency and as a result, people becoming lazy. True

In the institutional approach, people’s participation is ensured in the process of identification of the problem, planning, resource mobilisation, implementation, supervision and evaluation. False

The concept of ‘sustainable development approach’ was coined by World Commission on Environment and Development in 1987. True

The participatory approach helps to fulfil both the objectives of employment and development. True

The participatory approach concentrates on the preservation, and proper and judicious use of available resources so that the needs of the present and future generations can be met. False

Charity approach was there in one form or another when human beings started community living. True

In the sustainable approach, arrangements are made to meet the basic needs of the weaker sections of the society. False

**Activity 2.3**

The statements in the column are not complete. You have to take the appropriate word/words from the bracket and complete the statements correctly. The time allotted is 10 minutes.

1. Social welfare administration involves activities that are implemented in line with social policies.
2. Social work research begins with social problems whereas social research may be concerned with any aspect of social life.
3. As a process, community organisation can be defined as the series of welfare measures undertaken by the members of the community in accordance with their resources and needs.
4. Social casework is a one-to-one relationship which works to help individuals make adjustments and develop.
5. Social group work is a method of social work which helps individuals enhance their social functioning through purposeful group experiences and to cope more effectively with their personal, group or community problems.
6. Social casework may be system-centred or person-centred as per the requirement of the case.
7. In casework, behaviour adjustment is possible only in the person-centred approach.
8. There are six methods of doing professional social work.
2.10  Unit-end Questions

1. Describe the scope of social work.
2. Explain the different approaches of social services.
3. Explain the different intervention strategies in social work.
4. Describe the methods of social work and explain the role of the social worker in each method.
Unit 3: Social Work and Social Welfare

3.1 Introduction

Welcome to Unit 3 on the concept of social work and social welfare. In the last unit you learnt about the scope of social work. In this unit we shall discuss the meaning of social welfare and social work and their relationship. We shall also consider the activities and programmes of major social welfare schemes and agencies found in this country. This unit would require twelve hours to complete.

3.2 Learning Objectives

On completion of this unit, you should be able to:

- Explain the concept of social welfare
- Discuss the relationship between social work and social welfare
- Describe the major social welfare schemes found in this country
- Describe the agencies in the field of social work and social welfare and their activities.

3.3 Social Welfare –An Overview

In every society, there are problems which need special attention. Social welfare programs, are designed to protect vulnerable members of society from some of these problems. Social welfare programmes are provided
by a wide range of agencies at different levels, including local authorities in urban and rural areas. Social welfare is generally confused with social service, social reform and social security. In fact, these terms are considered as synonyms. This confusion has arisen because of the fact that they all have an identical aim, i.e., improving the well-being of the people. To avoid this confusion, we recommend that you review their definitions in Unit 1 of this module so that you can use them in the right context.

3.3.1 Meaning of social welfare

The meaning and scope of social welfare vary from country to country. It depends on a number of factors, such as the historical development of the country, the evolution of administrative organizations and structures, the stage and goals of development, the type of programmes, the allocation of responsibility between government and voluntary sectors, and the socio-cultural framework.

The term social welfare refers to various programmes that are designed for the benefit of individuals in the community. In other words, social welfare refers to the attempts made by governments and voluntary organizations to help families and individuals in the society. The primary objective of social welfare is to secure for each individual, the basic economic necessities, high standards of health, decent living conditions, equal opportunities with fellow citizens and self-respect.

The main objectives of social welfare are to:

- Maintain income at an acceptable level
- Provide medical care and public health services
- Provide adequate housing and community development
- Provide services to facilitate social adjustment
- Provide facilities for recreation.

Before you continue, here is an activity to help you remember the key points you have covered so far.

**Activity 3.1**

Fill in the blanks

1. The wellbeing of an individual and the community is termed as ________________

2. ________________ and ________________ help families and communities for their betterment in Social welfare.

Compare your answers with the ones provided at the end of this module.
3.3.2 Scope of social welfare

Social welfare covers a very wide range of human services. Social welfare programmes provide direct services to individuals, groups and neighbourhoods. They serve people of all ages and are organised by all levels of government and voluntary organizations. They are administered by many federal, state and local agencies. They include community based and institutional services at local, regional, national and international levels. As you can see, they affect every citizen either directly or indirectly.

To achieve the aims and objectives of social welfare, the government formulates social policies. The government enacts social legislation, launches various projects, schemes, programs and makes financial allocations. The government also solicits the support of non-governmental organisations (NGOs) for the implementation of these programmes.

In India the term ‘social welfare’ has been used in a restricted sense. It is associated with the provision of social welfare services to the under privileged groups in society. Such groups include: scheduled castes, scheduled tribes, orphans, widows, unmarried mothers, the elderly, women and children, socially maladjusted, beggars, prostitutes, delinquent, physically and mentally disabled, mentally retarded, the unemployed and destitute. Social welfare programmes are therefore directed towards improving their conditions.

Now that we have discussed the scope of Social welfare, here are a couple of activities to help you remember what you have learnt.

Activity 3.2

Write down the objectives of social welfare.
Activity 3.3

List 6 under privileged groups of the Indian society that are targeted by social welfare.

Well done! Now compare your answers with those given at the end of this unit.

3.3.3 Characteristics of social welfare

The two main characteristics of social welfare are:

1. The use of welfare measures to support or strengthen the family as a basic social institution. These welfare measures provide the physical, mental, emotional, spiritual and economic needs of the family members.
2. Welfare measures that are intended to strengthen the individuals’ capacity to cope with their life situations.

The objective of the social welfare system is to create the basic conditions that enable all the members of the community to realize their potential for growth and self-fulfilment. Individuals are enabled to live, work and develop in a normal environment regardless of their physical, psychological or social handicaps.

Activity 3.4

What are the chief characteristics of social welfare? List them down in the space below.
You now know the characteristics of social welfare. Next, let us examine the functions of social welfare.

### 3.3.4 Functions of social welfare

There are two main functions of social welfare. Those that serve individual needs and those that serve societal needs. Let us take a look at each of these functions in detail.

- **Social welfare that serves individual needs**: Social welfare protects the interests and promotes the wellbeing of the poor, needy, downtrodden, under privileged, backward, mentally, physically or otherwise handicapped. In the Indian context, it is meant to provide services to the underprivileged, disadvantaged and backward sections of the society.

- **Social welfare that serves societal needs**: The purpose of social welfare programmes is to promote the smooth functioning of social order. They not only provide the necessary financial support to families but also support the democratic setup and help in maintaining law and order.

Before you move on to the next section, complete the following activity to remind yourself of the functions of social welfare.

**Activity 3.5**

<table>
<thead>
<tr>
<th>Societal Needs</th>
<th>Individual Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Functions of Social Welfare</td>
</tr>
</tbody>
</table>

Well done! Now compare your answers with those given at the end of this unit. In the next section, you will learn about the difference between social welfare and social work.
3.4 Social Welfare and Social Work

The terms ‘social welfare’ and ‘social work’ are often confused and sometimes used as if they have the same meaning. In fact, social welfare has a broader meaning, which includes social work and other related programmes and activities.

3.4.1 Difference between Social Work and Social Welfare

What is the difference between social work and social welfare?

Social welfare has a broader scope than social work. It includes the full range of organised activities that seek to prevent, alleviate or solve recognised social problems and improve the wellbeing of individuals and communities.

Social work on the other hand, is a profession that has been developed to deliver social services. The social worker is a highly trained professional. Most of the voluntary workers in our social welfare agencies are not trained. However, as we mentioned in Unit 1, social work has become more formalised and emerged into a profession.

<table>
<thead>
<tr>
<th>Social Work</th>
<th>Social Welfare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not imposed up on individuals</td>
<td>Obligation to implement the welfare scheme</td>
</tr>
<tr>
<td>The client seeks the help of the social worker</td>
<td>The social welfare worker goes to the client</td>
</tr>
<tr>
<td>Initiates help only after assuring felt need of the client</td>
<td>Motivates and seeks co-operation to bring about the change</td>
</tr>
<tr>
<td>Focus on all category of people</td>
<td>Normally concentrates on the under privileged</td>
</tr>
</tbody>
</table>

Unlike in the case of social welfare, social work is not imposed upon individuals. On the contrary, a social welfare worker feels obliged to make available programmes and activities, if he is convinced of their utility or benefit.

The social worker always expects the client to approach him for help and guidance, but not the social welfare worker. A social worker normally offers services only after being approached by the client. The social welfare worker goes to the needy clients and enlists their co-operation in bringing about necessary changes either in the institutional framework or in the individual attitudes or both.

Most important, it should be noted that social work is only the process where as social welfare is the end result of social work.
Attempt the activity given below, before proceeding further.

**Activity 3.6**

Choose the correct answer

Social work is ____________________________

1. A professional work  
2. Social welfare  
3. a process  
4. the end result of a welfare programme

---

### 3.4.2 The Relationship between Social Work and Social Welfare

We have discussed the differences between social work and social welfare. Let us now examine the relationship that exists between the two. The goal of social welfare is to fulfil the social, financial, health and recreation requirements of all individuals in a society. Social welfare seeks to enhance the social functioning of all age groups, both rich and poor. When other institutions in our society, such as the family fail to meet the basic needs of individuals, social welfare services are needed. Social work, on the other hand, is a profession that administers social work programs and services. Examples of these services include: foster care, adoption, day care, probation and parole, public health nursing, suicide counselling, recreational services, school social services, help for child abuse victims, family counselling and rehabilitation services. Almost all social workers are employed in the field of social welfare, though there are many other professionals, such as health workers, who work in this field.

Having considered the relationship between social welfare and social work, let us now discuss the major social welfare schemes.

### 3.5 Major Social Welfare Schemes

Social welfare programs cannot be uniform all over the world. They are bound to differ depending on the needs and situations that are prevalent in different countries. The main factors that determine the status and course of social welfare services in different countries are:

- Population growth
- Changes in the composition of labour force
- Change from agriculture to Industrial employment
- Migration from rural to urban areas
- Changes in the pattern of family life
- Progress of medical and social sciences etc.

In the field of social welfare, we can see different types of professionals doing different types of jobs to achieve the general objective of the scheme.
Some examples of the professional groups are shown in the diagram below. You may find out some more groups that you can recollect.

![Diagram of professional groups]

**Activity 3.7**

Locate a social welfare activity and write the name of the scheme on the left side column. List the professional groups in the field of social welfare in the numbered columns.

<table>
<thead>
<tr>
<th>Name of the social welfare scheme</th>
<th>Name of Professional Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>

Compare your answers with those provided at the end of this unit.

Each country tries to provide some kind of social welfare programmes for its people according to its financial capability. Let us examine some of the general schemes offered in below.

**Family Welfare**

Family welfare services are designed to enable individuals and families to meet their needs, cope with stress, develop harmonious interpersonal relationship and improve family functioning. The following are some of the family welfare programs.
• **Marriage counselling:** Assists marital partners in meeting marital responsibilities and to resolve marital conflicts. The urgent need for marriage counselling is indicated by the increasing rate of separation and divorce in the society.

• **Maternal care and family planning:** These are measures for promoting the mental and physical health of children and mothers through all their stages of development. These services are now an integral part of the public health system.

• **Family life education:** It seeks to develop healthy family relationships through discussion, lectures, radio and television programmes.

• **Home help programmes:** These are provided to help families carry on house hold responsibilities and enable the family to stay together despite chronic illness, handicaps or other types of family distress.

• **Old age care:** The care of the aged is assuming greater importance with the general increase in longevity, particularly in developed countries.

**Child Welfare**

These services seek to promote the health, growth and development of children and meet their needs either through direct assistance or through assistance to parents or families. Distribution of food, medicine and clothing are some of its programmes. Child welfare services take the following forms.

a. **Maternal and child health care:** The main programmes for child welfare are health services, such as, provision of vaccination and immunization. This is mainly to prevent diseases like tuberculosis, malaria, leprosy, polio and to improve child nutrition.

b. **Protective services:** As you know, not all parents are able to take care of their children. Some lack parenting skills, while others neglect or treat their children in a cruel manner. Children of such parents need special protective services.

c. **Care of unwed mothers and their children:** The services for the unwed mother include maintenance, medical care, hospitalization and counselling to help her face the society and to make a constructive decision both for herself and for the child’s future.

d. **Day care:** These centres are offered for children between the ages of two and five, who are looked after while their mothers are away at work.
e. **Foster care:** These services are designed for neglected or dependent children who lack the protective atmosphere of families or institutions.

**Youth Welfare**

While the basic needs of youth normally are met within their own families, a wide range of cultural, social, recreational, vocational and counselling programmes are needed to help the youth assume leadership and responsibility. These programmes can be organised through friendship clubs, athletic teams or hobby groups.

**Services for the Physically Challenged**

In earlier days, services for the physically and mentally handicapped hardly went beyond the provision of shelter and food. Today, the emphasis is on rehabilitation. That is, helping the patients to overcome immediate domestic difficulties and to reconcile themselves and their families to their condition.

**Services for ex-servicemen**

Services for persons who have completed a term of service in the armed forces have been provided from very early times. The Government adopted a variety of programs to help ex-servicemen develop their full capacity. These include programs such as public work program, job reinstatement, education aid, counselling services, employment preference, housing program and loans for service veterans.

**Disaster Relief**

Disaster relief refers to assistance provided to persons who are deprived of the essential needs of life due to natural disasters like drought, flood, earthquake, volcanic eruption and cyclones. Disaster relief is provided in the form of food, clothing and medical care. Provision of mass shelter, camps and financial support are also included under disaster relief.

**Community Development**

Community Development is the process by which the efforts of the people are united with those of governmental authorities to improve the economic, social and cultural conditions of communities and enable them to contribute fully to national progress.

**Medical Social Services**

The social and psychological conditions of patients can obviously help or hinder their recovery. Medical social workers give the physician a picture of the social and psychological factors that cause or aggravate an illness.
They also help patients to make full use of all available facilities and tap all available resources in support of the treatment and aftercare of the patient.

**Psychiatric Social Services**

Psychiatrists and psychologists provide services for patients suffering from mental illness. They plan for their rehabilitation and aftercare together with parents and relatives, and engage in various preventive services in the area of mental health.

**School Social Services**

School social workers deal with children, who face problems of adjustment in the family, the school or the neighbourhood to such an extent that their studies are affected. Social workers work together with educators and other professionals like doctors and psychiatrists in this regard. Teamwork of parents and teachers has also been found to be very effective.

**Correctional Services**

The major correctional services in which social workers are involved are probation, parole and delinquency control.

**Welfare of Weaker Sections**

There are deprived and disadvantaged people in every society, who need special facilities and assistance for their wellbeing. The Scheduled Caste (SC), Scheduled Tribe (ST), Backward Class (BC), women and children, and other minority sections come under this group. There are several welfare programmes which are provided by the government and other voluntary agencies for the weaker sections of the society. You will learn more about them in the next sub-section.

**Freedom fighters’ welfare**

Freedom fighters are given monthly pension and other non-financial benefits like free medical aid and rationing.

In conclusion, we would like to emphasise that the quantity and quality of social welfare programmes differ from one country to another. They are influenced by variations in population, stages of development, economic and financial resources, forms of government, policies, needs and aspirations of the people.

So far, we have looked at general welfare schemes that are found in different countries. In the next sub section, we shall discuss rural and urban welfare schemes found in India.
Rural and Urban Welfare Extension Schemes in India

There are many rural and urban welfare extension schemes run by the Central Social Welfare Board (CSWB). If you are working in the area of community development, you might have heard about them or even referred individuals to them for help.

Let us look at some of the anti-poverty programmes extension schemes launched by the Government of India for rural and urban welfare development.

Rural development

The following are some of the poverty alleviation schemes available for rural development.

- **Swarna Jayanti Gram Swarojgar Yojana (SGSY):** The objective of this programme is to provide sustainable income to the rural poor. The programme aims at establishing a large number of micro-enterprise programmes in the rural areas based on the potential of the rural poor. It is envisaged that every family assisted under SGSY will be brought above the poverty line within a period of three years.

- **Jawahar Grama Samridhi Yojana (JGSY):** This is the restructured version of the former Jawahar Rozgar Yojana (JRY). This programme is designed to improve the quality of life of the poor. Its primary objective is to create demand-driven community village infrastructure, including durable assets, at the village level and assets to enable the rural poor to increase the opportunities for sustained employment.

- **Indira Avas Yojana (IAY):** This is the scheme implemented by the Government of India with the aim of providing shelter for the poor below the poverty line. The objective of IAY is primarily to help construct new dwelling units as well as to convert temporary unstable houses to semi-permanent or permanent stable houses by providing grant in aid.

- **District Rural Development Agency (DRDA):** The objective of this scheme is to strengthen rural development activities in the district in a more professional and effective way.

- **Welfare schemes:** The Government of India launched this scheme in 1997. The schemes incorporated seven vital services of importance to ordinary people. Under this scheme, the State Government provides shelter for people living below the poverty line.

- **Community Development:** The State Government launched this scheme to enable members of the legislature to execute development
schemes of their choice based on immediate local needs.

- **Drought Prone Areas Programme (DPAP):** This scheme aims at mitigating the adverse effects of drought on the production of crops and livestock, the productivity of land, and on water and human resources. It strives to encourage the restoration of ecological balance and seeks to improve the economic and social conditions of the poor and disadvantaged sections of the rural community.

- **MP Local Area Development Scheme (MPLADS):** This scheme was launched in December 1993, as a central sector scheme. Its objective is to enable members of the Lok Sabha and Rajya Sabha to execute developmental schemes of their choice based on locally felt needs.

- **Credit cum Subsidy Scheme for Rural Housing:** This scheme provides shelter to rural families who have not been covered under other housing schemes and are desirous of possessing a house.

Next, let us look at the urban poverty alleviation schemes.

**Urban poverty alleviation schemes**

Before you read about these schemes, do the following activity.

**Activity 3.8**

List at least three poverty alleviation schemes found in the community where you work.

1. 

2. 

3. 

Compare what you have written with what you read in the following discussion.

The following are some of the urban poverty alleviation schemes available for urban poor in India:

- **Nehru RozgarYogana (NRY):** This is a centrally sponsored programme that aims to alleviate the conditions of the urban poor. The NRY consists of three schemes: the Scheme for Urban Micro Enterprises (SUME), the Scheme for Urban Wage Employment (SUWE) and the Scheme of Housing and Shelter Upgradation (SHASU).
• **Urban Basic Services for the Poor (UBSP):** This scheme is another centrally sponsored scheme, which was implemented during the eighth five-year plan. Its objective is to achieve community organisation, mobilisation and empowerment, and convergence through sustainable support system.

• **Prime Minister’s Integrated Urban Poverty Eradication Programme (PMIUPEP):** The PMIUPEP was launched in November 1995, to address urban poverty problems, especially in small towns. It provides small towns with resources for planning their environment and development.

• **Swarna Jayanti Shahari Rozgar Yojana (SJSRY):** This programme has two sub schemes: one is the Urban Self-Employment Programme and the other is the Urban Wage Employment Programme. This scheme seeks to provide gainful employment to the urban poor who are either unemployed or underemployed. It also encourages them to set up self-employment ventures.

• **Urban Self Employment Programme (USEP):** This programme has three distinct components. These are:
  
  – Assisting individual urban poor beneficiaries to set up gainful self-employment ventures
  – Assisting groups of urban poor women to set up gainful self-employment ventures
  – Training beneficiaries, associated with the urban employment programme for upgrade and acquisition of vocational and entrepreneurial skills.

Before you move on to the next section, here is an activity to remind you of the various welfare schemes.

**Activity 3.9**

Write down the various types of family welfare schemes.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
</tr>
</tbody>
</table>
Activity 3.10

List the various types of child welfare programmes.

1.

2.

3.

4.

Compare your answers with those given at the end of this unit.

You now know both the general welfare schemes found in the world as well as those supported by the Government of India. In the next section, we shall discuss government agencies that have social work and social welfare programmes.

3.6 Agencies in Social Work and Social Welfare

The central government, state government and many voluntary organisations at the state, national and international levels work in the field of social work and social welfare. The chief agencies are given below.

3.6.1 Government agencies

There are several Government departments working in the field of social welfare and social work. Some of these are:

- Ministry of Health and Family Welfare Government of India
- Department of Women and Child Development
- Ministry of Human Resources Development
- Social Welfare Department
- National Institute of Social Defence
- Central Social Welfare Board
- Ministry of Youth Affairs and Sports
- SC/ST Department
- Ministry of Labour

Let us discuss each in turn.

*Ministry of Health and Family Welfare, Government of India*

The Ministry of Health and Family Welfare takes measures to fight communicable, non-communicable and other major diseases. The
following are some of the national programmes:

1. The National Surveillance Programme for Communicable Diseases
2. National Anti-malaria Programme
3. National Filaria Control Programme
4. Dengue Fever Programme
5. Japanese Encephalitis Control Programme
6. AIDS Control Programmes
7. National Leprosy Eradication programme
8. National TB Control Programme
9. Active Programme for Control of Blindness
10. National Cancer Control Programme

**Activity 3.11**

<table>
<thead>
<tr>
<th>List the various National Health Programmes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
</tr>
<tr>
<td>2.</td>
</tr>
<tr>
<td>3.</td>
</tr>
<tr>
<td>4.</td>
</tr>
<tr>
<td>5.</td>
</tr>
<tr>
<td>6.</td>
</tr>
<tr>
<td>7.</td>
</tr>
<tr>
<td>8.</td>
</tr>
<tr>
<td>9.</td>
</tr>
<tr>
<td>10.</td>
</tr>
<tr>
<td>11.</td>
</tr>
</tbody>
</table>

Compare your answers with those given at the end of this unit.
Department of Women and Child Development

The Department of Women and Child Development is concerned with the welfare and development of women. The following are some of its schemes:

- Hostels for working women
- Employment and income generating programmes
- Women Training Centres
- Family Life Inn
- Women’s Development Corporation.

Social Welfare Department

The major programmes of the Social Welfare Department can be categorized into those concerned with child welfare, welfare of women, welfare of the aged, welfare of the handicapped and General Welfare Schemes.

Some of the services offered are:

- Financial assistance to dependent children
- Maintenance of orphan and destitute girl
- Foster care services scheme
- State after-care services for boys
- Special nutrition programme
- Family and child welfare projects
- Integrated development services scheme.

National Institute of Social Defence (NISD)

The establishment of the National Institute of Social Defence, previously known as Central Bureau of Correctional Services, was for the protection of society against crime and for the treatment and rehabilitation of offenders.

Central Social Welfare Board (CSWB)

The Government of India set up a Board known as Central Social Welfare Board. The major programme and activities of the Board are:

- Family Counselling Centres
- Short stay homes
- Welfare Extension Projects, such as pre-primary education and craft activities for women
- Awareness generation programme for rural and poor women
- Demonstration projects to provide nutrition, health and education and recreational facilities for children
• Mahila Mandal (women’s charitable institution) for social service to women and children
• Condensed course of education for women
• Crèches for working mothers’ children
• Working women’s hostel.

The other programmes organised by the board include the following:

**Women Welfare Programmes**

The women welfare programmes organised by the board include:

• Scheme for financial assistance to widows and destitutes
• Homes for widows and destitute women
• State Protective homes
• Programmed for welfare of the aged.

**Welfare of the Physically Challenged**

Welfare of the Handicapped is provided through:

1. Institute for the blind
2. Sheltered workshop for the physically handicapped
3. Programmes for the welfare of the deaf and dumb
4. Scholarship schemes for the Physically handicapped
5. Supply of prosthetic aid
6. Housing for the mentally retarded children
7. Financial assistance to victims of chronic diseases.

**General Welfare Schemes**

The general welfare schemes are:

• Grants to voluntary organisations
• Relief Organisations.

Before you proceed any further, complete the following activity.

**Activity 3.12**

<table>
<thead>
<tr>
<th>Write the following abbreviations in full:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. CSWB</td>
</tr>
<tr>
<td>2. HRD</td>
</tr>
</tbody>
</table>
Next, let us consider some of the schemes implemented by the Ministry of Youth Affairs and Sports.

Ministry of Youth Affairs and Sports

The Government of India, has over the years provided the necessary facilities for the development and welfare of the youth. The Department of Youth Affairs and Sports was set up in the Ministry of Human Resources Development to look after the interests of the youth and to take the necessary measures for their development and welfare.

The government diversified the activities of youth organisations, such as the National Service Scheme (NSS) and Nehru Yuva Kendras (NYK) in order to include new opportunities in the fields of sports, adventure, cultural activities and physical fitness. National youth awards were also introduced to recognise the excellent work being done by young persons in the field of national development and social work.

Before you continue reading, do the following activity.

Activity 3.13

List down three youth activities that are supported by the Ministry of Youth Affairs and Sports in the community where you work.

1. 

2. 

3. 

Compare your answers with the information given in the following discussion.

Well, your list may have included some of the following schemes which are implemented by this Ministry:
• National Service Schemes (NSS): The NSS was started with the objectives of developing the personality of the students through community service. It also develops their social consciousness by providing them with opportunities to work and interact with people.

• National Cadet Crops (NCC): The NCC originated from the ‘University Crops’, which was created under the Indian Defence Act of 1917, to reduce shortages in the army. The aims of NCC are to develop character, commandership, discipline, leadership, secular outlook, spirit of adventure and the ideals of national service among the youth of the country.

• Nehru Yuva Kendra: The Nehru Yuva Kendras were setup to provide the rural youth with opportunities to develop their personality and skills, and contribute to rural development.

• National Service Volunteer Scheme (NSVS)

This scheme was started to provide graduates with opportunities to engage in voluntary nation building activities. It seeks to build up their character, personality and functional capability.

• Rajeev Gandhi National Institute of Youth Development (RGNIYD)

This institute functions as an autonomous body, registered under the Societies Registration Act. It is responsible for training, documentation, research and evaluation, and extension for all youth-related activities of the country.

• Scouting and Guiding: This movement aims at developing the character of boys and girls to make them good citizens by inculcating in them a spirit of loyalty, patriotism and sympathy for others. Scouting and guiding also promotes balanced physical and mental development of boys and girls, and has a social service and community work component.

• Financial assistance to voluntary organisations: This scheme provides financial assistance to voluntary youth organisations, mainly in the rural areas.

• Commonwealth youth programme: This programme aims at promoting the wellbeing, overall development and understanding among the youth in commonwealth countries. The overall guidance for the programme is given by Commonwealth Youth Affair Council.

**Scheduled Castes (SC) and Scheduled Tribes (ST) Department**

The Constitution prescribes the protection for the SCs and STs in the community. The Harijans and Girijans tribes constitute about 25% of the country’s population and they fall under this group.
The following are the major services offered to these groups.

- **Reservation in services**: The members of the SC/ST shall be taken into consideration while making appointments to posts and services, in connection with the affairs of the union or the state.

- **Welfare Schemes for the Scheduled Castes (SCs)**: The Ministry of Social Justice & Empowerment oversees the interest of the SCs. The Ministry monitors the actions taken by state governments, union territories and other central ministries for the protection and promotion of the interests of SCs. The chief aims of the schemes are:

  a. **Educational Development**: The scheme of post-matric scholarship for SC students is the largest educational scholarship scheme of its kind in the country. It promotes higher education among scheduled castes. Other notable schemes include hostels for SC boys and girls, the book bank scheme, merit scheme, and coaching and allied scheme for SC students.

  b. **Economic Development**: The National Scheduled Castes Finance and Development Corporation (NSFDC) and the State Scheduled Caste Development Corporations play a key role at the national and state levels, in the economic development of people belonging to the scheduled castes.

  c. **Protective Measures**: Two legislations have been enacted to abolish the practice of untouchability and prevent discrimination against SCs. These are: the Protection of Civil Rights Act of 1995, and the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act of 1989.

  d. **Voluntary Organisations**: Voluntary organisations contribute to social change and development by implementing educational schemes, programmes for vocational training and awareness creation.

  e. **Grant-in-AID to Voluntary Organisations working for Scheduled Castes**: Voluntary Organizations working for scheduled castes receive grant-in-aid in order to improve the educational standards and upgrade the skills of SCs. This enables SCs to get regular employment with commercial and other enterprises. Grant-in-aid assistance is given to schools and hostels for students of scheduled castes. Assistance is also provided for running balawadies and balkendras to look after the children of families belonging to the scheduled castes during the day when their parents are away at work. Medical facilities are also provided through establishment of hospitals and dispensaries in areas where there are large numbers of families belonging to scheduled castes.
f. **Centrally Sponsored Schemes for Scheduled Tribes:** There are three centrally sponsored schemes for Scheduled Tribes.

These are:

- Girls Hostels: This scheme has been in operation since the third five-year plan. It has helped considerably to promote girls’ education amongst tribal communities.
- Research and Training
- Aid to voluntary organisations: Grant-in-aid is provided to voluntary organisations that provide education, training, medical and public health services to SC/STs

**The Ministry of Labour**

The Ministry of Labour is one of the most important ministries of the Government of India. The main responsibility of the Ministry is to protect and safeguard the interests of workers in general, as well as the interests of the poor, deprived and disadvantaged members in society.

**Functions of the Ministry and Offices**

The main functions of the Ministry are as follows:

- Labour policy (including wage policy) and legislation
- Safety, health and welfare of labour
- Social security of labour
- Policy relating to special target groups such as women, child labour
- Settling of industrial disputes
- Workers’ education
- Maintenance of labour and employment statistics
- Emigration of labour for employment abroad
- Employment services and vocational training.

So far, we have looked at social welfare agencies in India. Before we end this section, let us look at the activities of international social welfare agencies.

**3.6.2 International Social Welfare Agencies**

There are quite a number of international agencies that provide social welfare services. They include the following:

**United Nations Organization (UNO):**

The UNO has been engaged in social welfare programmes ever since its inception in 1945. The United Nations Charter proclaims that it is the duty of the United Nations to promote higher standards of living, to people across the world. Most of the work of the United Nations, measured in
terms of money and personnel involved, goes into a variety of programs that aim at achieving a better life for all the people of the world.

- United Nations International Children’s Emergency Fund (UNICEF): UNICEF was established by the General Assembly of UNO on 11 December 1946. Its purpose is to help developing countries to improve the condition of their children and youth. Currently, UNICEF extends help to children in over 114 countries in Africa, Asia, America and Eastern Mediterranean. UNICEF provides assistance in the fields of health, nutrition, social welfare, education and vocational training.

- Welfare through Universal Declaration Of Human Rights: On 10th December 1948, the General Assembly adopted the Universal Declaration of Human Rights. For the first time in history, the responsibility for the protection and pursuit of human rights was assumed and accepted by the international community as a permanent obligation. The Universal Declaration consists of 30 articles covering both political and civil rights, economic, social and cultural rights. The declaration included the right to social security, the right to work, the right to rest and leisure, the right to a decent standard of living, healthcare and well-being, the right to education, and the right to participate in the cultural life of the community.

- International Voluntary Organizations: The international social welfare programmes of the United Nations include:
  - League of Red Cross Societies
  - International Council of Social Welfare
  - International Union of Child Welfare
  - International Union of Family Organization
  - International Social Security Association
  - International Association of Lions Club
  - Oxford Committee for Famine Relief
  - Rotary International
  - Salvation Army.

Developing countries of the world including India, have benefited a lot from welfare programs and projects initiated by international voluntary organizations.

You have now come to the end of this unit on social work and social welfare. Let us now review what you have learned.
3.7 Summary

In this unit, we discussed the concept of social welfare, in terms of its definition, scope, characteristics and functions. Next, we looked at the difference between social welfare and social work and saw that social welfare is broader and encompasses social work. We also discussed the major social welfare schemes found in India as well as the various government agencies that work in the field of social welfare and social work.

In the next unit, we shall discuss the knowledge, skills and values of a social worker.

3.8 Model Answers to Activities

Activity 3.1

Fill in the blanks

1. The wellbeing of an individual and the community is termed as Social Welfare
2. Government and Voluntary organisations help families and communities for their betterment in Social welfare.

Activity 3.2

Write down the objectives of social welfare.

1. Self-respect
2. Security for each individual
3. equality among citizens
4. providing adequate housing
5. providing public health services and recreation

Activity 3.3

List down three youth activities that are supported by the Ministry of Youth Affairs and Sports in the community where you work.

1. Scheduled caste/tribe
2. Orphans
3. Women/children
4. Beggars
5. Physically and mentally disabled
6. Aged persons
Activity 3.4
What are the chief characteristics of social welfare? List them down in the space below.

1. Support/strengthen basic needs of the family
2. Strengthen the individual’s capacity to adjust with his situation

Activity 3.5
List the societal and individual needs that are served by social welfare.

<table>
<thead>
<tr>
<th>Societal Needs</th>
<th>Individual Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promote the smooth functioning of social order/to maintain law and order</td>
<td>To provide services to the underprivileged, disadvantaged, backward sections of the society</td>
</tr>
</tbody>
</table>

Activity 3.6
Choose the correct answer

Social work is a process

Activity 3.7
Locate a social welfare activity and write the name of the scheme on the left side column. List the professional groups in the field of social welfare in the numbered columns.

| Integrated Child Development Services (ICDS) | 1. Helper |
| Integrated Child Development Services (ICDS) | 2. Worker |
| Primary Health Care Services | 3. Health Inspector |
| Primary Health Care Services | 4. Junior Public Health Nurse |
| Primary Health Care Services | 5. Medical Officer |
| Integrated Child Development Services (ICDS) | 6. ICDS supervisor |
| Integrated Child Development Services (ICDS) | 7. Child Development Project Officer |

Activity 3.8
List at least three poverty alleviation schemes found in the community where you work.

1. Nehru Rozgar Yojana (NRY)
2. Urban Basic services for the Poor (UBSP)
3. Prime Ministers Integrated Urban Poverty Eradication Programme (PMIUPEP)
Activity 3.9
Write down the various types of family welfare schemes.
1. Marriage counselling
2. Family life education
3. Maternal care and family planning
4. Old age care
5. Home help programme

Activity 3.10
List the various types of child welfare programmes.
1. Maternal and child health care
2. Protection services
3. Day care
4. Foster care

Activity 3.11
List the various National Health Programmes.
1. Anti-Malarial Programme
2. National Filarial Control Programme
3. Dengue Fever Programme
4. Aids Control Programme
5. National Leprosy Eradication Programme
6. National TB Control Programme
7. National Cancer Control Programme
8. National Mental Health Programme
9. Active Programme for Control of Blindness
10. National Surveillance Programme for Communicable Diseases
11. Japanese Encephalitis Control Programme

Activity 3.12
Write the following abbreviations in full:
1. CSWB  Central Social Welfare Board
2. HRD  Human Resources Development
3. NISD  National Institute of Social Defence
3.9 Unit - End Questions

1. Describe the functions of social welfare.
2. What are the differences and similarities of social welfare and social work?
3. Write a brief note about three major social welfare schemes in India.
4. Write notes on the following:
   1) Universal declaration of human rights
   2) Commonwealth Youth Programme
   3) Nehru Yuva Kendra.
4.1 Introduction

Congratulations for coming this far and welcome to the last unit in this module. In the last unit, you learned about the difference between social work and social welfare, and the various social welfare schemes and agencies engaged in social welfare. In this unit, we shall look at the knowledge, attributes, skills and values required to do social work. Indeed, the success and reputation of the social work profession depends on the knowledge and skills of its members and their ability to follow the code of ethics and values. In this unit, we shall start by discussing the personal and professional attributes of a social worker. Then we shall examine the skills needed by a social worker and the specific roles they play in each area of social work. Lastly, we shall discuss the values and ethics of social work and the methods used to empower social workers. You would require twelve hours to complete this unit.

4.2 Learning Objectives

On completion of this unit, you should be able to:

- Differentiate between the personal and professional attributes of a social worker
- Identify the skills needed by social workers
- Describe the specific role of the social worker in each area of social work
• Discuss the importance of values and ethics in social work
• Identify methods of empowerment of social workers.

4.3 Personal and Professional Attributes of a Social Worker

In this section of the unit, we shall look at the personal and professional qualities that you need to become a good social worker. An ‘eight-step method’ to achieve success (Cairo, 1999) would explain the skills required of a social worker.

The Eight-Step Method

The eight-step method has the following steps:

1) Examine your identity
2) Define your values
3) Establish your goal
4) Consolidate an action plan
5) Examine various facets of motivation
6) Establish discipline
7) Maintain flexibility
8) Reach the outcome.

Figure 4.1: The eight-step method to achieve success as a social worker.

Personal and professional attributes of a social worker

Social work intervention will be successful only when the combination of professional attributes of social work (such as social work values, knowledge, facilities, etc.) and personal attributes of social worker synchronises with the needs and challenges of the target group. Practicing social work effectively in these situations is a demanding task. It requires the social worker to develop and maintain the following personal attributes. (N.K.Sardar, 2010).
Personal attributes

1. Ability to apply core social work values for decision making
2. Capacity to tolerate uncertainty and conflicting interests
3. A mature, unthreatened sense of their own identity
4. Good emotional intelligence
5. Ability to establish relationships in situations of challenge and risk
6. Clarity in assessing and responding to situations
7. Flexibility in analysing human situations
8. Skill to develop creative solutions
9. Intellectual curiosity to stay up-to-date
10. Ability to develop correct understanding of people and their circumstances

Professional attributes

1. Knowledge of systematic theoretical principles
2. Well-versed with unique methods and techniques
3. Acceptance of the values of the society
4. Access to organisational setting
5. Code of ethics
6. Community acceptance and recognition

Note it

Take care not to confuse the words ‘goal’ and ‘outcome’. A goal is a general statement that describes the desired result you want to achieve, whereas an outcome describes the specific result you want to see at the end of an activity. If an outcome is appropriate, it will lead to the attainment of the goal and if not, it will hamper the attainment of the goal.

Let us now take a look at each of these steps in detail.

1. Examine and improve your identity

The first step is goal setting. In this, lack of identity often results in lack of direction. Here, identity refers to the understanding of ‘Who am I’? You need to perform according to the kind of person you are. You need to keep your identity in tune with the objective of the organization. If you cannot identify yourself with the organisational objective, you will be a misfit in such an organisation.

How to motivate and improve personal identity:

- Break the goal into smaller sub-goals that can be achieved easily.
- Reward yourself and others for the success at each stage.
Minimise the risk of failure by obtaining adequate information or training on the task to be completed.

**How to motivate and improve professional identity:**

- Select only realistic goals that demonstrate your professional knowledge, competency and commitment.
- Another method to improve professional identity is ‘visual charting of one’s progresses. When positive progress is visually represented, the brain receives subconscious messages that encourages and reinforces the individual.
- Appropriate use of praise and recognition between those involved in the activity will increase motivation.

**Activity 4.1**

A professional ‘Identity Assessment Work Sheet’ is given below. On completing this worksheet, you can determine your identity correctly, both from your perspective and from that of those with whom you work. The answers may provide you with valuable insights. (Adapted from Jim Cairo: 1999). You may require 7 minutes to complete the activity.

<table>
<thead>
<tr>
<th>Success map</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Directions: Circle the most appropriate answer to the questions below.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Are you challenged in life?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>2. Do you take action when problems arise?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>3. Do you set goals for your financial future?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>4. Do you set goals for career achievements</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>5. Do you have enough energy for work/personal endeavours?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>6. Do you have a sense of humour?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>7. Are you a good friend?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>8. Do you like yourself?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>9. Are you a good listener?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>10. Are you a mentor?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>11. Are you a team player?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>12. Do you enjoy your work?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>13. Are you time conscious?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>14. Do you have good instincts?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
<tr>
<td>15. Do your co-workers like you?</td>
<td>Yes</td>
<td>No</td>
<td>Sometimes</td>
</tr>
</tbody>
</table>
2. Maintenance and inculcation of values

The second step is maintenance and inculcation of values. Values are the basic concepts in a community that guides and controls people to distinguish between right and wrong. For example, if a person values honesty, such a person will act in an honest way and he will like other honest people. Values are developed early in one’s life and do not change drastically over time. So, to expect the values of the client to change as you think is not an easy task: the social worker has to adjust with the other person’s values.

3. Establish your goal

The third step is establishing your goal. Establishing an apt and appropriate goal for each activity is the basic requirement for success in personal and professional areas.

4. Action Plan

The fourth step is the action plan, which is a statement of the step-by-step flow of actions that need to be taken to get the desired outcome.

5. Motivation

The fifth step is motivation. If you are rewarded or recognised either by yourself or by somebody else for doing something, your interest and involvement in the activity grows. This is called motivation. The major ingredients of motivation are the activity, acceptance by others, forms of reward, praise, more involvement, keeping or maintaining the score. As a result of all this, motivation continues.

6. Discipline

The sixth step is discipline. It is the inner strength of a person to overcome obstacles.

7. Flexibility

Flexibility is the ability to modify strategies as the need arises. It helps to cope with changing situations and still achieve the desired outcome.

As you have understood, the seven steps that lead to the final eighth step – the outcome – let us do an activity before moving any further.
### Activity 4.2

Some statements are given in the column below. You have to fill in the blanks by taking the appropriate word(s) from the bracket. The activity can be completed within 5 minutes.

1. Outcomes of your personal expectations, career, business, relationships, financial status, etc. are the result of your ___________________________.
   (personal goals, professional goals)

2. Establishing an apt and appropriate ------------------------- for each activity is the basic requirement for success in personal and professional areas. (flexibility, goal)

3. If you are rewarded or recognised either by yourself or by somebody else for doing something, and your interest and involvement in the activity grows, we can say that you are ------------------------. (disciplined, motivated)

4. Your ability to ---------------- the maximum number of people associated with the activity will maximise output. (identify, motivate)

5. ----------------- is the ability to modify strategies as the need arises. (motivation, flexibility)

6. ------------------ is needed when priorities change in personal life or family situations. (values, flexibility)

7. In goal setting, lack of ------------------ often results in lack of direction. (value, identity)

8. A method to improve professional ------------------- is ‘visual charting of one’s progress’. (identity, flexibility)

9. The development and maintenance of personal qualities and decisions to implement some difficult activity is the result of ------------------ in personal life. (discipline, values)

10. ------------------------ is a statement of the logical step-by-step flow of actions that need to be taken to achieve the desired outcome. (action plan, discipline)

11. ------------------------ are the predominant basic concepts in the community that guides and controls people to distinguish between right and wrong. (action plans, values)

12. The work of the social worker should be based on ------------------------ -----------------. (flexibility and discipline, personal and professional values)
We hope you now understand the personal and professional attributes of a good social worker. Do you possess any of these attributes? How many do you need to develop in order to become a good social worker? We hope that by the end of this course, you will have developed all of them.

Let us now move on to the next section where we shall discuss the skills you will need to become an efficient and effective social worker.

4.4 Skills Needed by Social Workers

The skills of a social worker play an important role in helping them deliver a positive result. A skilled social worker also has a good reputation within the profession. Before you learn about these skills, do the following activity:

Activity 4.3

From your own experience, write down at least two skills that a social worker needs to have.

1. 

2. 

Now compare your answer with the skills given in the following discussion.

There are three major skills needed by social workers. These are:

- Life skills
- Personality development
- Leadership

Let us discuss each type of skill in turn starting with life skills.

1. **Life skills** - Life skills are basic skills that help people lead a happy and comfortable life. The life skills identified by WHO are self-awareness, empathy, inter-personal relationships, effective communication, critical thinking, creative thinking, problem solving, decision making, and coping with emotions and stress. You will learn all about life skills in the coming units.

2. **Personality development** - This is an essential skill for social workers, especially because they work with people. It is very important to have a pleasant personality. The scope of personality development includes knowing how to dress well, social graces, grooming, speech and interpersonal skills. A good personality encourages people to interact with you, improves your communication skills and enhances your capacity to lead and motivate.
3) **Leadership:** Leadership in this context is totally different from political leadership. Leadership is the last stage of personality development. When people in a community start accepting and following an individual and his/her ideas, we can think of that person as a leader. The level of acceptance and the number of followers is the criteria used to assess the level of leadership.

You now know the skills needed by social workers. Let us now turn our attention to the role of social workers in different fields.

### 4.5 Role of Social Workers in Different Fields

In the previous units, we learned that the main objective of social work is to help individuals, groups and communities to find solutions to their needs. Social work also focuses on the general improvement of the prevailing social conditions in order to accelerate the development of the whole society. Let us now look at the specific roles of the social worker in different fields.

The goal of social work is achieved through different social welfare institutions, such as schools, hospitals and welfare centres. These social welfare institutions function in different areas or fields of activity. These fields are generally classified into the following seven fields (Mishra, 1994; David, 2009). These are:

- Child and family welfare (child and family development)
- Rural and urban welfare (rural and urban development)
- Industrial social work (labour welfare activities)
- Medical social work (hospital or health setting)
- Psychiatric social work (mental health)
- School social work (educational setting)
- Correctional social work or social defence (correctional settings).

Now, let us look at each field in turn and consider the role of the social worker.

#### 4.5.1 Family and child welfare (child and family development)

The future prospect of any country depends on the appropriate growth and development of its children. The development of the child, in turn, depends on the level of growth of the family. So child development can be achieved only through family development. As you can see, family and child development are two sides of the same coin.

The child and family welfare field can further be divided into the following three areas:
Social Work: An Overview

- Child development
- Family planning
- Women’s welfare programmes

Activity 4.4

What child development services are available in the community where you work and who provides them? Write your answer in the space below.

Let us consider each in turn, focusing on the services offered and the role of the social worker.

**Child development**

In India, child welfare services are provided by the Central Social Service Board. The main services include the following:

- Institution for the protection, education and rehabilitation of differently abled children
- Homes for children suffering from TB, cancer and skin diseases
- Baby crèche, day care, balwadi (pre-school for children) nursery, infant’s home, children’s home, etc.
- Recreation, cultural centres and holiday homes for children and the economically weaker sections of society
- Child guidance clinics
- Child health centres
- Schools for differently abled, deaf and dumb children
- Foster care
- Ammathottil’ (Homes for abandoned newborns)
- Homes for the poor.
Role of social worker in child development

The social worker assumes the following roles in the area of child development:

1. Trainer: Develops life skills of children
2. Facilitator: Develops right values and qualities, thereby helps children to develop a positive personality

Family Planning

Family planning does not mean just birth control. It involves much more, e.g., proper spacing, giving advice on sterility, education on parenthood, sex education, and screening for pathological conditions related to the reproductive system (e.g., cervical cancer).

The role of a social worker in family planning is to promote information, education and communication (IEC) inputs to propagate the programme, and to bring about attitudinal changes in the target group. The specific areas are contraceptive methods, population education, clinical prescriptions, medical assistance and mass education on family planning.

Women’s welfare programmes

The major welfare programmes for women in India are socio-economic in nature. They include courses for adult women, hostels for working women, mahila mandir (shelter where destitute women are accommodated), mahila mandal (women’s club), legal aid, social education centres for women and family welfare agencies.

Role of social worker in women’s welfare programmes

The role of social worker in women’s welfare programmes in general can be divided into three major areas.

1. Rehabilitation: Helps the deprived groups by providing necessary support with appropriate programmes for social and economic uplift.
2. Preventive aspects: Uses specific programmes to keep away rescued women from further involvement in unlawful activities.
3. Probationary assistance: This is a method of social treatment of an offender by giving positive assistance and counselling for a specific period.

Role of social worker in family settings

Family centred social work is done by social case workers who are specialised in the area. They are employed by social work agencies; mainly...
from public welfare sector. Family centred social work is called family case
work. In a family situation, the social case worker has to assist families to
secure and maintain a normal healthy existence. Their specific roles are the
following.

1. Help to solve family problems
2. Support family members to overcome mental pressure and distress
3. Intervene and settled is agreements within the family
4. Guide to maintain family relationship
5. Convince to maintain fondness and warmth of the family
6. Try to satisfy the need of each person in the family by considering
   external and internal factors that caused dissatisfaction.

4.5.2 Rural and urban welfare (rural and urban development)

The main aim of rural and urban welfare projects is to realise community
development.

What is Community Development?

This is a process that supports and encourages better living for the
community as a whole. It requires the active participation of the people.
The main objective of community development is to bring about positive
socio-economic changes in rural and urban populations. Different services
are provided to achieve this objective. These services include health,
education, housing, recreation, nutrition, agriculture, industry, animal
husbandry and social development.

Role of social worker in rural and urban development

The major roles of the social worker are as follows:

- **Enabler:** The social worker helps people understand their needs
  and problems, and helps them access the available resources.
- **Guide:** The social worker makes people aware of the resources
  available within the community.
- **Advocate:** The social worker defends people against injustices
  in the distribution of benefits and services, by contacting and
  challenging relevant authorities.
- **Expert:** The social worker provides expert advice to people in their
  time of need, and analyses and makes diagnosis for the effective
  functioning of the programmes.
- **Therapist:** The social worker deals with deep-rooted problems of
  people and makes them aware of the disruptive forces operating in
  their lives.
• **Informer:** The social worker spreads information regarding various developmental programmes and the actual benefits available from them.

• **Helper:** The social worker helps the poor to get the full benefits of developmental plans and advises them on their proper utilization.

• **Promoter:** The social worker promotes the value of self-employment, arranges suitable training facilities and mobilises required resources to achieve this.

### 4.5.3 Industrial social work (Labour welfare activities)

Industrial social work is mainly related to labour welfare and related activities. The aim of the social worker is to improve the life of workers. The social worker acts as a labour welfare officer and is responsible for the welfare of workers in industry.

**Role of the social worker in industry**

- The social worker, acting as a labour welfare officer, advises and assists management to provide welfare amenities for the workers e.g., canteen, crèche, rest rooms, recreation hall, etc.
- The social worker interacts with government agencies on the health and safety of workers.
- The social worker makes sure that the Welfare Acts are enforced in the industry.
- The social worker establishes a productive relationship between management and workers.
- The social worker helps workers to adjust within their working environment.
- The social worker advises workers against going on illegal strikes.
- The social worker advises management against declaring illegal lockouts.
- The social worker provides counselling to workers and their families.

### 4.5.4 Medical social work (Hospital or Health setting)

In hospital or health settings, social workers assesses the strengths and weaknesses of the patient and takes appropriate measures. They also co-ordinate the use of medical, social, educational and vocational measures, in order to help the individual to achieve the highest level of functional ability.

**Role of the medical social worker**

- Nutrition education: Provides information about types of nutritious food and appropriate diet
• Water sanitation: Social worker informs people about the importance of safe drinking water
• Waste disposal: Provides information about waste-borne diseases and the effective methods of disposing waste
• Control of insects: Describes diseases that are borne by insects and explains the different methods of insect control and the need to maintain good environmental sanitation
• Personal hygiene: Explains the importance of personal hygiene in disease prevention and health promotion
• Health education: Gives general health education talks on common health hazards, and their treatment and control
• Immunisation campaign: Educates mothers about the importance of immunisation
• School health services: Helps in the screening of school-going children and provides them with necessary instructions to maintain good health
• Marriage counselling: Explains to families about the need of marital adjustment, causes and stress factors, sources of conflict and measures to control it
• Recreational facilities: Explains the importance of recreation in maintaining health. They also organise recreational programmes for children, youth and the elderly.

4.5.5 Psychiatric social work (mental health)

A mentally healthy person is one who feels reasonably secure and comfortable in normal social and personal situations. Such individuals have a sense of belonging and are able to meet the day-to-day demands of daily living. The number of people with mental disorders is increasing day by day due to personal, social, employment and economic pressures of modern life.

The role of a psychiatric social worker is as follows:

a. Prepares case records for diagnosis
b. Helps in the rehabilitation of the mentally ill
c. Helps in the treatment of the differently abled
d. Strengthens the ego and educates the mentally ill to make proper adjustment
e. Provides educational and counselling services
f. Closely observes the client
g. Reduces the stress factors of the client
h. Works as a mediator between patient and family, and between doctor and patient.
4.5.6 School social work (educational setting)

Social work plays a major role in schools. The social worker, with the help and support of teachers and parents, can intervene in problem areas and try to rectify the personal or group issues that exist in the educational field. Scholastic under achievement is one of the common problems in schools and may be due to physical causes or endocrinal or neurological problems.

The role of the school social worker

The social worker uses the methods of casework and group work to solve problems in schools. The social worker provides counselling to students and parents, arranges school health programmes, gives sex education to students, gives educational motivation to students, deals with ‘problem’ students, gives career guidance to students, and provides behaviour modification techniques.

4.5.7 Correctional social work or social defence (correctional settings)

Correctional social work is the protection of society through the prevention of crime and the treatment of offenders. More specifically, correctional social work focuses on re-socialisation, rehabilitation and re-integration of offenders.

Role of correctional social worker

a. Social worker receives the offender affectionately
b. Tries to understand the problems of the client with empathy
c. Establishes rapport and provides opportunities for free expression of feelings
d. Tries to bring about attitudinal and behavioural changes
e. Screens the offender through close observation
f. Prepares a treatment plan for the offender after case study and diagnosis
g. Visits the home of the offenders and makes contact with their parents
h. Tries to change the attitude of others toward the offender
i. Tries for the release of the offender
j. Works for the rehabilitation of the offender

We hope you now understand the role of the social worker in different settings. Let us now move on to the last section and discuss why empowerment of social workers is important.
4.6 Empowerment of Social Worker

Social workers perform their work in a number of distinct and unique social situations. This may sometimes create confusion, helplessness or stress in a social worker, due to personal, social or professional reasons. The social worker may also feel devalued, unacknowledged, unsupported and misunderstood. So, frequent empowerment of social workers is necessary to enable them to execute their job effectively. So how can we help social workers to use the resources and tools within and around them to overcome their challenges? We can do this by equipping them with the following techniques, values and principles.

1) The technique of practice: Social workers should be equipped with the knowledge, skills and attitudes they need to practise professional social work.

2) Conscious use of self: Every situation in social work is exceptional. So a social worker should be well versed with the different techniques and use it appropriately by conscious use of self. A professional social worker should be skilled enough to use his/her unique way of handling situations.

3) Professional objectivity: A social worker should avoid getting emotionally attached to a client, as this could adversely affect the achievement of the desired outcome. So a social worker should always maintain objectivity.

4) Respect for human diversity: The social worker should respect individual differences, such as clients’ religious, cultural, age and intellectual abilities. They should also maintain dignity and integrity with all kinds of clients.

5) Seek personal and professional growth: Social workers operate in an ever-changing social situation and the changes in the profession are also very rapid. Hence, the social worker should constantly keep up-to-date with current professional knowledge and changes in society.

6) Do no harm to the client: In the normal course of professional social work, one cannot expect success in all the cases. There may be some cases where the result may not be favourable due to many reasons. However, the cardinal rule is that the social worker should not cause harm in the course of his/her duties or apply methods that negatively affect the outcome.

7) Engage in conscious value-guided and ethical practice: A social worker should always be guided by values and ethical principles in their day-to-day work as they deal with human beings.
8) Should be concerned with the whole person: A social worker should only initiate action after considering the whole person. That is, the biological, psychological, social and spiritual aspects of the individual. This is important, as the behaviour of a person is a reflection of all these aspects.

9) Lend vision to the client: Social workers should impart ideas, new perspectives and more effective strategies to help their client’s to solve their problems.

10) Build on the client’s strengths: The social worker should encourage the client to realise their potential and help them develop their abilities in order to bring about a change.

11) Maximise the client’s participation: The principle of ‘helping the client to help themselves’ is based on the belief that, for meaningful and lasting change to occur, the individual, group or community must be active participants in the change process.

12) Maximise the client’s self-determination: This principle assumes that the client is capable of making decisions in relation to self and others in the process of social work. This self-determination of the client is important in getting the expected results.

13) Maximise the clients’ empowerment: The goal of helping people, individually and collectively, to gain power over their lives has been a part of the philosophy of social work since its inception. It is a continuous challenge to social workers to empower their clients.

14) Protect clients’ confidentiality: The social worker should maintain confidentiality with regard to the issues faced by their clients. This helps to build a feeling of trust in the clients, which in turn helps them to solve their problems faster.

15) Adhere to the philosophy of normalisation: Some clients may be suffering from mental and physical disability and they often experience powerlessness and social isolation. The process of normalisation is an activity that aims to integrate people with disabilities into the life of the community and ensure that their lives resemble that of the so-called “normal” people as much as possible.

16) Continuously evaluate the progress of the change process: People and situations change constantly and therefore social work activities must be regularly reviewed to ascertain that they remain relevant to the client’s needs. It is necessary for the social worker to continuously monitor and evaluate the change process.

17) Accountable to clients, agency, community and the social work profession: Social workers operate in the midst of many social
controls. The different agencies, and rules and regulations make the social worker accountable to the clients, agency and the community in general.

We have now come to the end of this unit. Let us review what you have learned.

4.7 Summary

In this unit, you have learned the following:

- Success in social work can only be achieved if the workers have the requisite knowledge, skills and ability to maintain the code of ethics and values.
- A social worker requires three main skills to do their work effectively. These are life skills, personality development and leadership.
- Social workers have major roles to play in the fields of child development, family planning; women welfare programmes and rural and urban development. Their roles depend on the field and include facilitator, guide, therapist, counsellor, etc.
- Social workers need to be empowered with the right techniques, values and principles in order to execute their job effectively.

Congratulations! You have come to the end of this module on social work. Let us now see how well you understood this unit. Please complete the unit-end questions below without referring to the text. Good luck.

4.8 Model Answers to Activities

Activity 4.1

The answer is subjective.

Activity 4.2

Some statements are given in the column below. You have to fill in the blanks by taking the appropriate word(s) from the bracket. The activity can be completed within 5 minutes.

1. Outcomes of your personal expectations, career, business, relationships, financial status, etc. are the result of your personal goals.

2. Establishing an apt and appropriate goal for each activity is the basic requirement for success in personal and professional areas.

3. If you are rewarded or recognised either by yourself or by somebody else for doing something, and your interest and involvement in the activity will grows, we can say that you are motivated.
4. Your ability to motivate the maximum number of people associated with the activity will maximise output.

5. Flexibility is the ability to modify strategies as the need arises.

6. Flexibility is needed when priorities change in personal life or family situations.

7. In goal setting, lack of identity often results in lack of direction.

8. A method to improve professional identity is ‘visual charting of one’ progress.

9. The development and maintenance of personal qualities and decisions to implement some difficult activity is the result of discipline in personal life.

10. An action plan is a statement of the logical one-by-one flow of actions that need to be taken to achieve the desired outcome.

11. Values are the predominant basic concept in the community that guides and controls people to distinguish between right and wrong.

12. The work of the social worker should be based on personal and professional values.

Activity 4.3

The answer is subjective.

Activity 4.4

The answer is subjective.

4.9 Unit-End Questions

1. Explain the difference between personal and professional attributes of a social worker.
2. Describe the general skills needed by a social worker.
3. List the general and specific roles of a social worker in different areas of activity.
4. Do you think that empowerment of social workers is necessary to do their work. Write down the techniques, values and principles they need to have to do their work well.
Glossary

**Career path:** The expected and planned growth path for the professional development of a person.

**Divergent views:** Different opinions or interpretations of the same point.

**Empathy:** The ability to place oneself in another person’s shoes and feel what they are feeling.

**Humanitarian philosophy:** Considering the other person with an empathetic feeling.

**NGO:** Non Government Organisation - includes both voluntary organisations and profit making organisations.

**Professional:** A professional is a person who has attained an educational qualification or specialised training in a certain discipline.

**Technical skills:** The knowledge and skills that a person needs to perform a specific job well.

**Attribute:** The fundamental and relatively permanent characteristic of a person that is visible in different activities.

**Identity:** Is the internal awareness and specific impression of a personas an individual

**Values:** The accepted pattern of behaviour within a culture or society which the members of that culture or society hold in high regard..

**Action plan:** A well structured description of each and every activity of a programme framed to achieve the objectives.

**Motivation:** Motivation is the internal and external factors that make a person to continually be interested and committed to an activity or their job.

**Discipline:** Control of conduct by a person in accordance with the demands of the situation.

**Flexibility:** The willingness of a social worker to change in order to get a better result.

**Ancestral society:** Society inherited or belonging to our predecessors.

**Cognitive patterns:** The particular way of thinking, conceiving and reasoning of a person..

**Contagious disease:** Communicable diseases that can be easily transferred from one person to another.

**Environment:** The surroundings or condition which we live.

**Nodal centre:** A centre that co-ordinates some activity.
Psycho-social problems: Psychological and social factors that affect our health and thus wellbeing.

Rehabilitation: Treatment that seeks to restore one's health back to its original state.

Sustainable: Ability to maintain a certain behaviour or service at the same level for as long as possible.

Social service: Organised activities that are concerned with the conservation, protection and improvement of human resources.

Social security: A programme of protection provided by the state to the individuals facing problems such as sickness, unemployment, old age dependency, industrial accidents etc.

Downtrodden: Oppressed or badly treated.

Orientation: A particular belief that a person has.

Sathi: Practice of committing suicide by the wife by jumping into the funeral pyre of the husband.

Untouchability: The old practice of considering people in some caste as untouchable by the so-called higher caste people.

Balawadie: Hindi word which means pre-school for children.

Balkendras: Shelters for destitute boys.

Mahilamandir: Shelter where destitute women are accommodated.

Mahilamandal: Women's club.

Additional Readings


Questions for Reflection

1. Think of the various social welfare schemes implemented by different agencies in your locality. Explain the services they offer.
2. Visit Nehru Yuva Kendra Sanghathan office at your district and study the main youth welfare activities
3. Visit a social welfare department office and discuss the type of schemes they have.