

Chapter

1

SOCIAL WORK - PRIMARY METHODS

Social Work as a scientific helping profession applies methods like Social Case work, Social Group Work, Community organization, Social Action, Social Welfare Administration and Social Work Research. In this chapter we deal with primary methods which directly intervene with client who needs professional help of a trained social worker.

Values and attitudes

After completing this chapter, the learner:

- Develops respect towards social work profession.
- Feels empathy towards fellow beings.
- Participates in the identification of community problems and resources
- Develops interest in group activities
- Respects interpersonal relationships

Unit Frame		Period - 22
Concepts/Ideas	Process/Activities with Assessments	Learning Outcome
<p>1.1. Working with individual- Case Work</p> <ul style="list-style-type: none"> • Characteristics, Objectives, Principles, Relationship in Case Work. • Components of Case Work 	<ul style="list-style-type: none"> • Case Discussion through brain storming and prepare discussion note • Case illustration and probing questions - discussion note. 	<ul style="list-style-type: none"> • Describe the definitions, characteristics, principles, process and the relevance of relationship in the practice of social case work. • Recognises the components of Case Work.
<p>1.2 Working with Group-Social Group Work</p> <ul style="list-style-type: none"> • Characteristics and objectives of Social Group Work • Principles and process of Social Group Work • Group Behaviour and Group Dynamics • Social Group Work in modern times 	<ul style="list-style-type: none"> • Role play and general discussion and discussion notes. • General discussion and prepare discussion notes • Probing questions and prepares a chart • Group games and prepares report. • Video analysis on deaddication center, school, rehabilitation center, etc. from Ytube • General Discussion and prepares discussion notes. 	<ul style="list-style-type: none"> • Distinguishes the method of social group work. • Discusses the characteristics of group work. • Recognizes the objectives of group work. • Demonstrates various steps of process in group work. • Explains the terms group behavior and dynamics.

<p>1.3 Working with Community - Community Organisation</p> <ul style="list-style-type: none"> • Characteristics, Objectives, Principles of Community Organisation. 	<ul style="list-style-type: none"> • Field visit, library reference group discussion and report presentation • General discussion through probing question and prepare a discussion note 	<ul style="list-style-type: none"> • Describe the concept, characteristics, principles, and the systematic process to the practice of community organisation. • Describes the process of CO
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Unit Analysis

1.1 Key Concept : Characteristics, Objectives, Principles, Relationship in Case Work.

Suggested Activity: Case Discussion & Brain Storming

Teacher facilitates the session by introducing the case given in the beginning of the topic, teacher divides class in to four groups and asks them to list out the problems of Geethu. From their random presentation teacher leads discussion towards the relevance of social case work.

Discussion Points

- What are the problems faced by Geethu?
- How can she solve the problem?
- How will you intervene in this problem?

Teacher lists out the responses of the students and elicit the concept of social case work and develops a definition from their discussion point. From this definition can you list out some characteristics and objectives of case work? And ask each group to present their view point (**Self Assessment and Peer Assessment**).

Checklist for Peer Assessment

Attributes	Excellent	Good	Average	poor
Conceptual clarity				
Question frame				
Comprehensiveness				

By consolidating the points teacher displays the definition, characteristics and objectives(PPT).

The teacher initiates another discussion based on the case given in the text book

Discussion points

- What are the rules and regulations we follow in this case?
- Relevance of such guidelines /principles .
- What are the guidelines to be followed by a social worker while dealing with a client?

Teacher narrates some incidence of negative relationship between the worker and client, And initiates the discussion on relationship.

Consolidation Points

- Social case work is a primary method which assists individuals to adjust with his/her environment in a more satisfying way
- Solve psycho-social problems, make better adjustment with the environment, requires the knowledge and skill in establishing professional relationship etc are the characteristics of social case work.
- To develop resources to enhance social functioning, to remedy and prevent the problems in social functioning etc are objectives of social case work.
- Principles are guidelines for action
- Social case work make use principles like individualization, acceptance, self determination etc.
- Observing the principles is very important in social case work practice.
- The worker- client relationship is characterized by mutual acceptance - Rapport.
- Deviation from professional relationship is called counter- transference, positive professional relationship is called counter- transference.
- During the whole process of questionnaire preparation and interactive session with the professional social worker, the teacher observes and evaluates students and identify merits and shortcomings if any by using a check list.

Sub concept: Components of Case Work

Suggested Activity: case presentation and discussion

The teacher introduces the Components of Case Work with the help of a story (Refer Text Book) and asks the following probing questions

Discussion Points

- What are the components to be taken care while dealing Geethu's case
- Why does she need help?
- Where is she helped?
- How is she helped?

Consolidation points

- Person, problem, place, and process are the components of social case work.
- The phases in the process of social case work are study, diagnosis, treatment, evaluation, termination and follow-up.

1.2. Key Concept : Working with Group- Social Group Work**Suggested Activity: Role Play with General Discussion**

Teacher begins the session with a general discussion. He/She introduces the term group work by forming a group with purpose. The teacher invites the students who are interested to act in a skit. Then the teacher assigns one student as a group worker and others as members. The teacher asks the students to conduct a programme in the group so that the term social group work may be clarified.

Discussion Points:

- How was the experience of being a member of the group?
- How was the performance of the group?
- What factors helped in the better functioning of the group?
- What factors contributed to lesser efficiency of the group?

The teacher consolidates the concept with the help of Biyas and friends story given in the text.

- No man is an island
- No human being lives in isolation. He is in constant interaction with various groups in his environment.
- An individual is born in a group and he cannot live without depending on other members of his group/society/community.
- Social group work is a method of social work which develops the ability of individuals through group activities.
- The social work guides the interaction of the individuals in developing a programme

Sub Concept : Characteristics and objectives of social group work**Suggested Activity : General Discussion**

The teacher facilitates the students to enlist both characteristics and objectives from the definitions already learnt

Discussion Points

- What are the characteristics of group work?
- Can you derive any three objectives of group work from the definition?

Teacher concludes the concepts with the help of a chart as:-

Consolidation Points

- Social group work develops leadership qualities
- The activities of group work are carried out in social agencies.
- Social group work solves personality problems of individuals
- Group work provides emotional security.

Sub Concept : Principles and Process of Social Group Work

Suggested Activity: Probing Questions

Teacher starts the session by asking certain questions on the relevance of rules. The teacher recalls their experiences of case work principles and process. The teacher also brings the attention of students into the principles and process of social group work.

Discussion points

- Can we take a decision in the group without consulting other members?
- How can we form a group?
- What are the physical arrangements needed for group work?

Teacher helps the students to clarify principles and process of social group work.

Consolidation points

- Planned group formation, specific objectives, purposeful worker group relationships and progressive programme experiences are the important principles of social group work.
- Forming, norming, performing, reforming or dissolving are the stages of group work. It also introduces the process of group work to intake study process.

Sub Concept : Group Behaviour and Group Dynamics**Suggested Activity : Group Game**

The teacher begins the session with the help of some group games. The teacher may log on www.group-games.com and select some of the games like banana pass, ice breaking, follow the leader, etc. The teacher divides the entire class into five groups. The groups are given a specific place to assemble. They discuss about the performance of games given by the teacher. Then each group starts to perform their games.

Discussion Points

- What do the group members get from group games?
- How was the group experience?
- Did you enjoy it?
- Do you think that the group members develop their personality from these games?
- Do you believe that there is an energy in group dynamics.

The teacher evaluates the group activity as:-

Consolidation Points

- The forces that result from the interactions of group members are often referred to as group dynamics.
- The dimensions of group dynamics are communication and interaction patterns, group cohesion, group culture and control mechanisms.

Sub Concept : Social Group Work in Modern Times**Suggested Activity : General Discussion**

The teacher facilitates the session by asking some questions about the significance of group based activities.

Discussion Points

- Can you live without depending anybody?
- What do you feel when you are always alone?
- How do you feel when you complete a task with the support of a group?
- Can you list out successful group initiatives in the modern times?

Emphasis on various settings where group work could be practised. By asking the above questions the teacher consolidates as:-

Consolidation Points

- In modern time group life faces several challenges due to technological development
- Values of happy life such as love, affection, empathy, etc. are decreasing .
- Social group work helps to achieve democratic goals.
- Human capacities and abilities are strengthened through

1.3 Key Concept : Community Organisation

Suggested Activity : Field visit, library reference and report presentation

The teacher conducts a field visit to any one of the NGO (community based) functioning in the nearby area and arranges an interaction session with the community organiser. He/she should take prior permission from the agency before conducting the field visit. The teacher directs the students to understand characteristics, objectives, principles and activities in the area of community organisation.

Discussion points

- What are the objectives of the NGO?
- What are the programmes of the organisation?
- How do they organize community?
- Identify the features of Community organization.

The teacher guides students to the school library to collect more about community organization and prepare a report in their activity log.

Consolidation Points

- Community Organization means the process of bringing about and maintaining adjustment between social welfare needs and resources in a given community.
- Community Organization is a process. Identification of needs and resources, Involvement of a community organizer etc are the characteristics of community organization.
- The objectives of community organization are organize the community scientifically, help the community to identify its needs and to work on it, foster social capital generation in the community, etc.

- Felt needs, resource mobilization, local leadership, etc are the principles of community organization

During the whole process field visit and interactive sessions are held with the community organiser, Teachers observe and evaluates students and identify the merits and shortcomings if any by using a check list.

Check list for teacher assessment

Attributes	St 1	St 2	St 3	St4
Participation in discussion				
Questioning skill				
Time management				
Concept clarity				

Sub concept: process of community organization

Suggested Activity: General discussion through probing questions

Teacher asks some probing questions related to field visit and library reference, which leads to identify the process of community organisation

Discussion points

- List out the activities of the NGO?
- How do they organize the community?
- What are the roles of a community organizer in organizing a community?
- Point out the steps of community organisation?

The students are required to prepare discussion points in their activity log

Consolidation Points

- The process of community organization includes study, problem identification and prioritizing, assessment, strategy formulation, organization, action, evaluation and modification and continuation.

Items for continuous evaluation

a. Process Assessment

- Case discussion on psycho-social problems

- Role play social group work
- Case presentation on social case work
- Group discussion on community organization
- Library reference
- General discussion
- Group discussion
- Group game on group behavior and group dynamics
- Preparation report
- Interview with a community organiser

b. Portfolio Assessment

- Discussion note on social case work
- Library note on community organisation
- Case analysis report on social case work
- Discussion note on case work
- Group game report on group work
- Interview report on community organisation

c. Unit Assessment

- Unit test
- Preparation of questions and writing answers
- Open book assessment
- Oral test

SAMPLE TEST ITEMS

1. Match the following

	A		B		C
1	individualization	a	Freedom to take decision of their own choice	i	Choosing a career from variety of options
2	Self-determination	b	Recognition of the clients need to express his feelings	ii	Uniqueness of individual
3	confidentiality	c	Consider the client with all his limitations	iii	Therapeutic value
4	Acceptance	d	Consider individual difference of client	iv	Non disclosure of illegal relationship status
5	Purposeful expression of feeling	e	Keeping the Secrecy of information	v	Unconditional welcome to the client

2. The principle of individualization is closely related to
(biased attitude, uniqueness, social roles, self respect)

Evaluation Questions

A) Social Case Work

1. Recognizing the client's freedom to make his own choices and decisions is known as principle of.....
 - a. Acceptance
 - b. Individualization
 - c. Nonjudgmental attitude
 - d. Decision making
2. The relationship is a vital tool of social case work - comment
3. List out the components of social case work
4. Prepare chart on principles of social case work
5. Write any two objectives of social case work

3. Enlist six characteristics of social group work
4. List out eight objectives of social group work
5. What do you mean by continuous individualization?
6. Principles guide the group worker to intervene successfully with the group. What are the guiding principles of social group work?
7. Describe the social group work process
8. Elicit elements that influence the dynamics and behaviour of the group
9. Prepare a note on the influence of importance of social group work in modern times.
10. Write a paragraph on group dynamics.

C) Community Organization

1. Define community and point out its various types
2. What is community organization and state its characteristics
3. Explain the process of Community Organization
4. Resource mobilization is the key to community organization. Discuss the importance of resource mobilization.
5. Discuss the importance of evaluation in community organization.
6. What do you mean by felt needs?
7. “Community Organization is not an end but a means for developing communities”. Comment on this statement.
8. Assessment is an important steps in the problem solving process in community organization. Discuss
9. We can see resources in three forms like.....

Chapter

2

Methods of Social Work -Secondary Methods

Secondary Methods of social work are Social Action, Social Welfare Administration and Social Work Research. Social action is the organised effort to change or to improve social and economic institutions. Social welfare administration as a method of social work looks for administrative and managerial skills among the practitioners to carry out welfare services. Social work research is the systematic and critical investigation of problems in the social welfare field. It also gives answers to problems of social work by extending and generalizing social work knowledge and concepts.

Values and attitudes

After completing this chapter, the learner:

- Develops democratic values
- Inculcates helping mentality
- Develops positive attitude towards social action groups
- Respects the staff of a social welfare agencies
- Responds against injustice

Unit Frame		Period - 20
Concepts/Ideas	Process/Activities with Assessments	Learning Outcome
2.1 Social Action <ul style="list-style-type: none"> • Meaning, Definition, principles and Elements • Process • Social Action Groups 	<ul style="list-style-type: none"> • Picture analysis and prepare discussion note. • Case discussion and prepares diagram of social action • Group discussion through Video clippings showing different types of action movements and prepare an album. 	<ul style="list-style-type: none"> • Describes the concept, principles, and elements of social action. • Analyze different steps of social action process. • Appraises the role of social action movements in addressing various mass social problems.
2.2 Social Welfare Administration <ul style="list-style-type: none"> • Organogram 	<ul style="list-style-type: none"> • General discussion and prepare discussion notes. • Group discussion and prepares organogram of an organisation 	<ul style="list-style-type: none"> • Explains the concept, and process of social welfare administration. • Analyses the organogram of an organisation
3.3 Social Work Research <ul style="list-style-type: none"> • Research process 	<ul style="list-style-type: none"> • General discussion and prepares discussion notes. • Group discussion and prepares a micro research. 	<ul style="list-style-type: none"> • Describes the nature and type of social work research. • Develops a proposal to conduct a micro research.

Items for Continuous Evaluation (CE)

a. Process Assessment:

- Picture analysis on social action.
- Case discussion on process of social action
- Group discussion based on video clipping of social action groups
- General discussion on social welfare administration and its organogram.
- General discussion on social work research.
- Group discussion on the process of social work research.

b. Portfolio Assessment

- Discussion notes.
- Diagram on process of social action process
- Picture Album of various social actions groups.
- Discussion note
- Organogram
- Micro research.

c. Unit Assessment

- Unit test
- Quiz competition
- Preparation of questions and writing answers
- Open book assessment
- Oral test

SAMPLE TE QUESTION

1. Find odd one out.
 - a) Social Case Work
 - b) Social Group Work
 - c) Social Action
 - d) Community Organisation
2. Point out six characteristics of social action
3. Enlist and explain four principles of Social Action
4. Among the following which is not a strategy of social action
 - a) Propaganda
 - b) Boycotts
 - c) Strikes
 - d) Riots
5. Draw a diagram showing the process of social action
6. Social action has immense scope in social policy formulation in a country like India. Comment
7. Write a paragraph on organogram
8. Draw a diagram showing different types of research.
9. Explain the process in research.
10. Distinguish between qualitative and quantitative research .
11. is the type of research which is used to test the hypothesis and to generate theory
 - a) Diagnostic
 - b) Descriptive
 - c) Explorative
 - d) Experimental
12. What do you mean by principles of credibility building in social action?
13. List out any six principles of social action
14. Define social welfare administration in your own words.
15. Describe the secondary methods of social work.
16. Critically appraise the importance of social action to address mass social problems.
17. Describe the process of social action.
18. Prepare certain action strategies to mobilise public opinion against dowry.
19. ‘Social welfare administration is essential for the effective implementation of welfare programmes’. Comment.
20. Describe the important functions of administration.
21. Prepare a note on the relevance of research in social work practice.
22. Develop a questionnaire to study the mobile phone usage among adolescents.