



**TYBA**  
**RURAL DEVELOPMENT**  
**PAPER - IX**  
**SOCIAL WORK FOR RURAL**  
**DEVELOPMENT**

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**May 2021, Print - I**

**Published by : Director,**

Institute of Distance and Open Learning ,  
University of Mumbai,  
Vidyanagari, Mumbai - 400 098.

**DTP composed by : Ashwini Art's**

Vile Parle (East), Mumbai - 400 099.

**Printed by :**

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**Syllabus for T.Y.B.A. - Rural Development Paper No. IX  
SOCIAL WORK FOR RURAL DEVELOPMENT**

**SEMESTER V (UARD- 506 )**

**VOLUNTRY SOCIAL WORK**

**Module 1 – Voluntary Sector**

- a) Concept of voluntary work-volunteer, voluntary Organization and its various types
- b) Nature of voluntary sector
- c) Features of voluntary sector (12period)

**Module 2 – Emergence of voluntary sector**

- a) Emergence and development of voluntary sector in India with special reference to Maharashtra
- b) Role and significance of voluntary sector
- c) Principle and practices of management of voluntary sector (12period)

**Module 3 – Activities of voluntary sector**

- a) Principle activities of voluntary organization
- b) Key issues before voluntary sector
- c) N.G.O and peoples participation

**SEMESTER VI (UARD- 606)**

**Module 4 - Professional social work**

- a) Concept- definition- characteristics –Objectives
- b) Steps of social work
- c) Social worker – approach – skilled and techniques (12period)

**Module 5 - Scope and field of social work**

- a) Field of social work-primary and secondary
- b) Family welfare - child welfare - youth welfare - women welfare and welfare of old age and handicapped-community development
- d) Medical social work- labour welfare-crime and Correctional service (12period)

**Module 6 - Principle and method of social work**

- a) Case work and group work
- b) Community organization
- c) Social work research, administration and management in social work.

**Practical Work & Assignment**

**(Any two)**

1. Preparation of a report on one N.G.O (group activity) the teacher to assign the project work relating to the NGO's within the district or taluka or
2. Group work or case study of deaf school / Blind school / slow writer school /Orphan age /Old age home/ Asharam school / Remand home /Women reformatory



# Unit -1

## THE CONCEPT OF VOLUNTEER WORK, VOLUNTEERS, VOLUNTARY ORGANIZATIONS AND ITS VARIOUS TYPES

### Unit Structure :

- 1.0 Objectives
- 1.1 Introduction
- 1.2 The Concept of Volunteer work, Volunteers
- 1.3 Voluntary Organizations and its various types
- 1.4 Summary
- 1.5 Terminology
- 1.6 Question set
- 1.7 Reference

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### 1.0 OBJECTIVES

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In the present chapter we will study;

- The concept of volunteer work and volunteers.
- The definition of voluntary organizations and their different types.

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### 1.1 INTRODUCTION:

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The saints worked to awaken the people since pre-independence era. Saint Mahatma taught that 'public service is service to God'. In this service to humanity, various individuals and charitable organizations have provided medicines to the sick and afflicted, food to the hungry, water to the thirsty, education to the illiterate, protection to the disabled, etc. At the individual level, Mahatma Jyotirao Phule, Mahatma Gandhi, Karmaveer Bhaurao Patil and many other social activists worked for the development of the society. Ramakrishna Mission, Christian Missionary, Islamic Association, Theosophical Society etc. have served the rural areas.

Mahatma Gandhi gave social service programs to activists in 1941. These included fourteen programs on village sanitation, Village industries, khadi production, adult education, improvement of women's status, basic education, eradication of untouchability, drug ban, trade unions based on truth and non-violence, farmers' rights organizations, regional language expansion, tribal reform, student welfare etc. Mahatma Gandhi's

constructive program was the first rural development program at the national level. His concept of ideal society was a society free from exploitation based on truth, non-violence, prestige of labor, equality and charity. Inspired by Mahatma Gandhi, many activists and charitable organizations started working in rural areas.

After the independence, the responsibility for the development of the country fell on the government system. Experiments in the form of social development projects, Panchayati Raj, co-operative societies were started for rural development. However, the system of governance did not succeed as it should have. From then on, voluntary organizations participated in the development work. Today, along with the government, voluntary organizations are participating in development work

Baba Amte's Anandvan, Smt. Godutai Parulekar's Tribal Welfare Program, Smt. Tarabai Modak and Smt. Anutai Wagh's Tribal Education Project, Dr. Rajnikanth and Myakhel Arole's Rural Health Project (Jamkhed Dist. Ahmednagar), Shri. Anna Hazare's Rural Development Project (Ralegansiddhi Dist. Ahmednagar), Isamuddin Baidani's Backward Classes and Tribal Welfare Ashram (Vardha), Karmaveer Bhaurao Patil's Educational Work for underprivileged, Dr. Punjabrao Deshmukh, Bhausaheb Hire work in rural education are noteworthy.

The state of Maharashtra is full of volunteers. From the state of Maharashtra, the work of social transformation like education, social change, village industries, industrial development, eradication of untouchability started and this work spread all over the country. Thus the social workers spontaneously devoted themselves to social work and started trying to create a better society. This work is still going on all over the country.

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## **1.2 THE CONCEPT OF VOLUNTEER WORK**

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Volunteer work is an inspiring event that comes from the human heart. Many people while living, devote their lives to solve various problems in the society for the welfare of human beings through an experience, spontaneously or through the inspiration of an individual. They treat this as the goal of their life and keep working for the same. Voluntary work is the work of people or groups of people who find their joy of life in the smile, joy, satisfaction on the face of a deprived person.

Volunteering does not expect compensation. Volunteers believe that the income of their life is the happiness of the person or group for whom they work.

In India there are innumerable questions of development and survival in rural society for many reasons. Numerous activists in the country have worked voluntarily and especially sincerely to address these issues. Such work is changing Indian society today

### 1.2.1 Volunteer:

The term volunteer was used in the United States for self-recruited soldiers. Also in 1930, the term 'volunteer' was used for a person other than soldier who works on his own. Later the word is omitted for soldiers, because the soldiers started working for a salary. For those who began to offer spontaneous and free services, the word worker became acceptable. Later the term 'volunteer' came to be used for the students who started working for the society for free during their education

### 1.2.2 Features of volunteer :

- 1) To work with the idea of absolute service in mind.
- 2) Giving some time of your daily routine for society by acknowledging the commitment towards society along with your own family.
- 3) Voluntary work done as student e.g. National Service Scheme (N.S.S.) , National Cadet Corps (N.C.C.)
- 4) Spontaneously giving some time out of your busy schedule for service of your country.
- 5) Spending some time for the work of the village boards.
- 6) Spontaneous effort to pass on one's knowledge to others.

### 1.2.3 The nature of volunteer work:

- 1) **Environment:** To make the citizens aware about the conservation of the environment in your office and residential area. Convincing the importance of forest conservation. To inform the citizens about the idea of creating a garden.
- 2) **Education:** To strive for the education of the underprivileged and girls, to start schools, to distribute educational materials, to arrange education in rural areas.
- 3) **Health:** Awareness on health for citizens, free health care to the poor, organizing health checkup camps.
- 4) **Technology support for dissemination:** At present, there is more emphasis on the use of information technology at all levels. Experts in this field can voluntarily guide this kind of knowledge for use in various fields.

### Check your progress:

- 1) Write the concept of volunteer work
- 2) Volunteer: Concept and definition.

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Volunteer is a self-motivated person who does useful work for the society. There is no obligation on this volunteer to work. This is a volunteer who does not discriminate in any way. There is no discrimination in his mind on the basis of religion, caste etc. The volunteer is immersed in his own work and is thinking of the welfare of the society. Volunteer does not think of any benefit in return for any work. His aim is to serve the society. Such a volunteer is paid an honorarium in some cases for his livelihood. He accepts this honorarium thinking that it should be his livelihood. In this way, a person who does social work without any expectation is called as a volunteer.

In 1851, the Young Christian Association started functioning in some states of the United States. In this work, many young people volunteered and started doing various activities for the society. In this work, they had immersed themselves. Over time, the work of Y. M. C. started in the village of 'Nilokheri' in India. Numerous youths came forward to volunteer in this work.

In India, especially during the saint period, the movement for social change in the pre-independence period bears witness to the term 'volunteer'. Many saints in the country spontaneously enlightened the citizens to inculcate culture in the society. Volunteer workers voluntarily dedicated their lives to the service of the community.

### **The concept of volunteer:**

- 1) A person who donates time for various activities of the society. A person whose knowledge is used to solve various problems of the society. While performing this operation, the person acts voluntarily without expecting any remuneration, this concept is called volunteer.
- 2) While living his personal and professional life the one who uses his knowledge, time for various social activities and does not expect any honorarium while doing such work is called as volunteer.
- 3) Assistance in preparing documents-

Provide free guidance to some organizations to prepare documents for various projects, to help economically weaker institutions to sustain through this.

### **Check your progress:**

1. Explain the concept of volunteer

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### 1.3 VOLUNTARY ORGANIZATIONS AND ITS VARIOUS TYPES

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Voluntary organizations have a historical context in India. Voluntary organizations are also called charitable organizations. The volunteer has to face many problems when he is working on a personal level for society. This creates many difficulties in the development work. Realizing this, the organization formed by such activists who work more effectively in social work is called as voluntary organizations.

Voluntary organizations are doing their work independently. They have accepted autonomy. Voluntary organizations are also called non-governmental organizations (N.G.O.). These organizations work in their own procedure. The government has allowed them to make changes in the procedure where necessary. But they also have some governmental controls to make them work properly. This control creates some difficulties for development.

In recent times, the term 'Non Profit Sector' has been used in development and research work, because voluntary organizations are known as organizations that serve the community. Therefore, they are not expected to accept any payment for those services.

Voluntary organizations are also called non-political party formations. Such organizations are non-political in nature. They are not related to any political issues or the principle of the voluntary sector is that they should not be affiliated with any political party.

Voluntary work is to work for the community with a sense of service, to try to make the community happy by solving the problems of the problematic or troubled community.

#### **The concept of Voluntary Organizations**

- 1) A voluntary organization is an organization that works on people's initiative under their control to help and protect the distressed or helpless people.
- 2) A voluntary organization is an organization run by people who work selflessly to help the underprivileged or make them self-reliant.
- 3) **Prof. S. H. Deshpande:-** "Volunteer Organization is an organization which does not belong to government or semi-government sector, purpose of which is not to make profit but to solve the issues of general public, especially the extremely poor, the needy and the backward classes and which is not subject to external regulations."
- 4) **Mr. Vasant Desai:-** Voluntary organization is a broad concept that these organizations may or may not be registered under the Charity Act. These organizations or groups work for rural development without any help from the government. It involves youth organizations, women's groups, civic organizations, beneficiary

organizations, workers' organizations, trade unions, religious organizations. These organizations are registered. Or else they are working informally

- 5) **Lord Bevriz :-** “An organization in which workers work independently, whether they receive a wage, salary or honorarium, depends on their will, and an organization formed by its own members and is not controlled by anyone from outside is called Volunteer Organization.”

Considering the above definitions, it is clear that Volunteer Organizations are autonomous. It can make its own decisions, can work on their own. So their development has gained momentum. . It is seen that the government has taken help of voluntary organizations in various development works.

**Check your progress:**

1. Explain the concept of volunteer organizations

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**1.3.1 Different types of voluntary organizations**

**1) Non Profit sector:** Selfless service in social work is considered to be the inspiration of Indian culture. Indian culture considers selfless service to be service to God. In this context, many people in rural and urban areas try to serve the community on an individual level or by forming their own organization.

Non-profit organization is an organization that does social work without expecting any benefit or without expecting any gain.

Disadvantaged groups are huge in numbers in rural and urban areas. This class has no shelter. Not even getting enough food for two meals a day. Naturally there is a lack of employment. Shelter is not enough. If so, the premises are unclean. For such individuals, some peoples and organizations try to make the lives happier without expecting any benefit. For this, some social organizations or charitable trusts serves food at low cost. People are charged for the actual cost of this food. There are some social organizations that serves free food for example, Jain community organizations, religious institutions with pilgrimages. Some business owners also functions such acts.

Some social organizations do health care work. These institutions run hospitals. Without expecting a profit from the general public, they

charges only the cost is incurred or provide health care to the poor with financial help from religious charitable trust. In this way these organizations work only with a social welfare feeling without expecting any profit.

**2) Non Governmental Organization (N.G.O.):** Voluntary organizations are also known as non-governmental organizations. Because these organizations and activists are not part of the government system. These institutions are different; they try to preserve their autonomy. The government cannot interfere in any of their work. In recent times, the government has been implementing its various programs through NGOs.

In Europe, there were humanitarian organizations working to spread Christianity through the church. They were NGOs. The money needed by them was being given through religious institutions.

NGOs work within the framework of government regulations. These include organization registration, financial transactions, foreign financial assistance, and grants. The former role of NGOs in India seems to be changing.

**3) Community Development Institution:** Voluntary organizations are working extensively in the field of development in rural India. An organization working in the field of rural community is called a social development institution. These organizations are working in villages, taluka and districts. There are many issues like poverty, superstition, agriculture, education, water, health, women's issues etc. in rural areas. To address these various issues, voluntary organizations are implementing development programs with government agencies. The aim is to develop the society and the rural areas.

For this, the government system has become insufficient. The system of governance cannot reach to the people. Government cannot organize the people properly too. For this, voluntary organizations have to work to solve various problems. Government grants are also being made available for this. Voluntary organizations are trying to implement programs on all components of the development process.

**4) Non political party formation:** The process of rural development should be comprehensive. There is a general consensus that when considering rural development, political parties need to abandon their political role and pursue a non-party development process, especially at the village level. If party politics comes at the village level, the politics of different parties hinders development. This is evident from the development process till date.

Prof. Rajni Kothari has described voluntary organizations as a non-political party organization. Voluntary organizations should not be affiliated with a political party. In fact, even a person belonging to a

political party should not be in the organization, so the autonomy of the organization remains unaffected. Otherwise, politicians impose restrictions on these voluntary organizations for their own selfish ends.

Voluntary organizations are not affiliated with any political party or organization. However, some voluntary organizations are loyal to certain political ideologies, communism, socialism, Gandhianism or Hinduism. People of this ideology have set up many voluntary organizations to inculcate their ideology in the society.

Voluntary organizations should be neutral in politics. Voluntary organizations should involve all party leaders in their work while carrying out development work. Party distinctions should not be made in the work of voluntary organizations. It has been found that if such an idea is put into practice, the people of all parties will cooperate in such works. Often the monopoly of mean political leaders in the work of voluntary organizations increases and the leaders do not involve the people of the other party in the voluntary work, which has a very adverse effect on the work of that organization.

The voluntary organizations should be non political party formation. Only non-party voluntary organizations can make development work effective.

**Check your progress:**

- 1) Explain the different types of voluntary organizations

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**1.4 SUMMARY**

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In the welfare system, all the responsibility for the welfare of the people lies with the state and its various institutions. In the era of the new economic policy, the state institutions have moved out of the welfare landscape and out of the field, but there has been no vacuum created. The welfare role of the state seems to have been taken over by non-governmental or voluntary organizations. Although there are many different and opposing views on the commitment, credibility, comprehensiveness and quality of voluntary organizations, the role of voluntary organizations is important in the implementation of welfare programs.

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**1.5 TERMINOLOGY**

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- 1) Non Profit Sector (NPS): A Sector operating on 'no profit no loss' principle.
- 2) Non Political Party Formation (NPPF): A non-political party formation is an organization or group not affiliated with any political party.
- 3) Community Development Organization (CDO): Community development organizations are organizations working for the weak and neglected sections of the society.

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**1.6 QUESTION SET**

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- 1) Explain the concept of volunteer work and the nature of volunteer work.
- 2) Explain the concept of volunteer and discuss the qualities that a volunteer needs.
- 3) Explain the concept of voluntary organizations and its different types.

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**1.7 REFERENCE**

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# Unit -2

## NATURE AND FEATURES OF VOLUNTARY ORGANIZATIONS

### Unit Structure :

- 2.0 Objectives
- 2.1 Introduction
- 2.2 Nature of voluntary organizations
- 2.3 Features of voluntary organizations
- 2.4 Summary
- 2.5 Exercise
- 2.6 Reference

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### 2.0 OBJECTIVES

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From the study of this chapter we will understand the following;

- Nature of voluntary organizations.
- Various features of voluntary organizations.

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### 2.1 INTRODUCTION

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The volunteer sector is occupied by a variety of ideas and areas. There is diversity in the work of organizations. Significant changes took place in the post-independence period. Working groups of different ideologies are working for human welfare based on the nature of their ideology. Though there are many thoughts and areas, the important idea behind this is to finally solve the problems of the troubled human being and try to make their life happier.

The majority of successful voluntary organizations or NGOs in India are working in the field of rural development. The aim of Gandhiji's constructive program was rural development. In the pre-independence period, a number of Gandhian activists implemented many constructive development activities in rural areas. This means that rural development is the ideological and functional centre point of the development process in India.

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### 2.2 NATURE OF VOLUNTARY ORGANIZATIONS

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#### 2.2.1 Volunteer work by accepting a commitment to different ideas-

Human society is inspired by various thoughts. This series of thought is globally recognized. There is a theoretical composition that

suits these ideas. The philosophical composition of this stream of thought is clear. Accordingly, human beings are proving their existence in human society.

At the global level, volunteers were working with ideas like socialism, Marxism, Gandhianism, missionary ideology, Hinduism, Ambedkarism, transformational thought, madarsa and rebellious thoughts. In India, volunteer work is done with all these ideas. Gandhian, socialist, Marxist, hinduism, and missionary ideologies are the major influences in the voluntary movement. Activist from Gandhian, socialist, missionary, and Hinduism thought mainly focus on constructive work. Occasionally socialist congregations try to get into conflict.

Marxist, Ambedkarism and rebellious ideology activist insist that the proposed system cannot be changed without struggle, and constantly take to the streets to fight against injustice. As mentioned above, activists or organizations participate in volunteer work with different ideas.

### **2.2.2 Volunteer work has specific boundaries:**

If volunteer work is to be done on a legal basis, the jurisdiction of work has to be determined. The groups or voluntary organizations that are set up to do social work, first determine their area of work at the meeting. According to the Mumbai Public Trust Registration Act, 1950, the jurisdiction of an organization may be village, taluka, district, state, country. The concerned group spontaneously determines such area. The jurisdiction can be changed once fixed, for that the constitution of the organization has to be amended.

Some organizations are small in size and operate locally. Some organizations have sufficient staff and financial support; these organizations can operate in many states or across the country.

### **2.2.3 The nature of volunteer work is threefold:**

#### **A) Constructive:**

The constructive work seeks to solve the problems of the society through public participation. This process involves changing the mindset by studying the problems of the troubled citizens and further correcting them after implementing and evaluating the actual program.

The various development programs of the government are implemented more efficiently and the benefits of the program are made available to the concerned beneficiaries.

#### **B) Conflicting:**

In the conflicting, voluntary organizations motivate the oppressed community to conflict to solve the problem. The activists think that no problem can be solved without conflict. They conflict with that vision themselves.

In some cases constructive thinking is not useful. Conflict is the only option at such times e.g. land acquisition for various projects does not involve proper rehabilitation of citizens by the government. Sometimes there is injustice and oppression on the weaker sections of the society by strong section of the society. Society has to put a conflict against the adverse effects on the environment and human society caused by polluting development projects. We have to put a conflict to solve many social problems.

### **C) Court battle:**

Often it is not possible to continue the conflict consistently. The government tries to dehumanize the activists who put up a conflict for one reason or another. False complaints against the activists are lodged in the police station and they have to constantly go round the court. So it has a very adverse effect on the movement. Sometimes the movement is deactivated.

With the help of the judicial process, the movement of conflict can be made legally successful. Therefore, the government also has to play a softening role, so struggle and court battle are two sides of the same coin. Success is never achieved through conflict only; it also requires the assistance of court battles. Conflicting work can often lead to mental retardation of activists. Physical injury may also be inflicted on the activists. All of this can lead to loss of movement. Many times the movement ends. Activists become pollinators. The court battle is important for these reasons.

### **2.2.4 Charitable work of some organizations**

Some organizations work in the form of charities. The only expectation is mental satisfaction. E.g. rehabilitation of orphans, adoption of sick persons or groups, work for poverty alleviation, food serving etc. Due to this kind of work, they are monitored in the family and in the society. Voluntary organizations work to give them proper life.

Some voluntary organizations provide health services. They run clinics, hospitals for the needy at very low cost. Start old age homes for the elderly.

### **2.2.5 Awareness and training work**

Awareness and training are needed for the change of society. Many organizations are constantly doing this kind of work. These organizations also put a conflict if needed. The training provides skills development to a large number of underprivileged people so that they can improve their financial status through employment and business. Awakening leads to change in society, e.g. 'Maharashtra Andhashraddha Nirmulan Samiti' is constantly educating the society about superstition in the society. Every event that happens in nature has causality. Attempts are made to make the society aware of this. This can destroy the superstitions that exist, especially in the rural poor society.



### **2.2.6 Cooperation for implementation of Government Development Programs with qualitative approach**

The government is continuously implementing various forms of development programs. These programs cannot reach the society in a qualitative manner. They have many limitations. For this, government started taking the help of voluntary organizations from the Seventh Five Year Plan. This provided an opportunity for the beneficiaries to benefit greatly from the many programs for the poor. E.g. voluntary organizations are cooperating well with the government for more dynamic implementation of 'Suvarna Jayanti Gram Swarojgar Yojana'.

#### **Check your progress:**

- 1) Explain the nature of voluntary organizations

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## **2.3 FEATURES OF VOLUNTARY ORGANIZATIONS**

### **2.3.1 Transformational institutions of the established people:**

The majority of voluntary organizations are of established people. So, very few organizations are transformational. Institutions of the established work in the form of education, disability care, charity. The majority of such organizations operates on government grants or run on foreign aid. Social awakening or transformation cannot be expected from such an institution. Transformational voluntary organization is an organization of active and ambitious activists. Their work is carried out at the level of agitation, public education or public awareness. Social enlightenment and social transformation are their main goals. Instead of dealing with government grants or foreign aid, they work on the subscriptions they receive by convincing people about the importance of their work. The aim is to bring about change by challenging the established political interests through the actual action of the people's movement.

### **2.3.2 Limited Scope:**

There are many voluntary organizations working in a neglected and exploited society. Many of these voluntary organizations focus on a specific program and ignore other aspects of change.

### **2.3.3 Leadership:**

The leadership of voluntary organizations appears to be mostly outside the locality. Leaders from urban areas are more experienced than local leaders. This experience is beneficial when dealing with adversity. This leadership is not suppressed in the struggle of the established and

organized system with the government and these qualities have a great impact on the minds of the people. Most of the key players who influence the decision making process of the organization are from outside. They have the power to attract people and they have a huge advantage of it in organizing people.

#### **2.3.4 Working methods:**

Some people get more liberty in the working methods of voluntary organizations. They get more credit into the success. Once the division of success takes place; the division of labor, the senior-junior relationship, the more convenience for the seniors, happens automatically. This division, changes are opposed by some people in the organization. But that opposition is with the group that creates a monopoly in the organization and that opposition does not bring about much change in the working methods of the organization. But in the case of activists, there is bitterness in their relations. Opponents gradually begin to distance themselves from the organization. And it is very convenient for those who have gained control of the organization. From time to time in the organization, senior-junior relations are formed between many workers. There is an impression that there is not only a senior-junior relationship but also a master-servant relationship between the workers who control the organization and the new workers.

#### **2.3.5 Public participation:**

You shall work with people when starting social work. Local leadership will emerge from the process of the conflict for change and carry on the fight for change. Such optimism is in the mind. It is through this process that local leadership emerges. There are several stages from the decision-making process to undertaking a task to the execution of that task and the completion of the task.

People must be trusted at every stage. Voluntary organizations believe that with their active participation, work can be completed very quickly.

#### **2.3.6 Very little availability of an ambitious worker:**

The hierarchical traditional allegiance to religion and the caste system and the resulting narrow-mindedness have made it difficult to find activists with a purely humanitarian outlook. Transformation and ideas are also considered on the basis of racist and religious role. The personality formed as a result of racist, religious mentality and unbalanced capital development affects the loyalty of the workers. As a result, the work of voluntary organizations that think of transformational change and encourage the system cannot stand effectively.

#### **2.3.7 Diagram of fundraising:**

Just as there is diversity in the work of voluntary organization; similarly the sources of their fundraising are also diverse. As the organization's work grows, organizations may need more funding. To

meet the need for more funding, there are two options: raising funds from the people we work for and getting funding from local and foreign organizations. Since raising funds from the masses is difficult, the majority of organizations choose to seek government grants or funding from foreign organizations. Domestic and foreign organizations that fund public awareness work operate in India. The common feature of all voluntary organizations is that the funds available to them are insufficient. Probably a factor as to why they're doing so poorly. The details of receipts and expenditure of voluntary organizations have to be submitted to the government.

### **2.3.8 Autonomy:**

NGOs are autonomous in certain areas, such as selection of area of work, procedures and implementation. But this does not mean that there are no restrictions on them or they are not regulated in any way. There are also registration laws, laws and rules pertaining to trusts and charities act for service-oriented organizations. Their observance is binding on these organizations. However, apart from these formalities, NGOs are free to decide on financial, administrative autonomy and working methods as they wish.

### **2.3.9 Flexibility:**

Flexibility is the ability to adapt to changing circumstances. Circumstances are always changing. These organizations can make changes in the planning and implementation of the program according to the changing circumstances. They can increase the efficiency and usefulness of your program.

E.g. the question of drinking water supply is a matter of meeting local needs. According to the original plan, hand pumps were to be installed in the central part of the village. The work of a large dam at nearby is completed so it is possible to supply water from house to house through tap to the entire village. In such a case, the NGO immediately cancels the scheme of installing hand pump and takes up the scheme of providing tap connections; this is what we call flexibility. If NGOs can bring such flexibility in their policies, rural development works will be completed quickly and effectively.

### **2.3.10 Commitment to ideals and objectives:**

NGOs try to maintain their independent existence. Each organization has its own set of ideals and objectives. These ideals and objectives are the true strength of NGOs. In general, their ideals and objectives are consistent with the national ideals and objectives. The order of objectives is also according to the national order. In the context of rural development, programs like unemployment and poverty alleviation are of course at priority.

The rough issues are mentioned here. There are endless problems and it is very important to solve all of them. The resources available for

this should also be limitless, but in a developing country like India it is limited. So development objectives have to be set first and then they have to be sorted according to their importance. Higher objectives are achieved with limited resources. As the resources become available, the lower ranking objectives are achieved. They can also sort the problems as above. Development issues cannot be solved at the same time due to limited resources; this is true in the case of both government and non-government organizations. Once NGOs have set objectives for their target group, they consider it as their commitment to accomplish them.

### **2.3.11 Economics:**

The nature of the work and the geographical area are small in the early days of the NGO; similarly, financial needs are also low. As the work of the organization grows, more and more funds are needed. Some organizations raise funds through membership, service expenses fees, public fundraising, donations from industrialists and businessmen, central or state government grants, and donations from foreign philanthropists and organizations. Domestic and foreign funding agencies are operating in India. These organizations have their own goals, policies and working methods. These organizations fund a time-bound program, a variety of projects. The main task of the organization was to get such projects.

### **2.3.12 Voluntary participation of the people:**

Another feature of NGOs is that they insist that the people for whom development programs are to be implemented should be actively involved in the implementation. They do not carry out any development work like government programs by imposing it on the beneficiaries and assuming their participation. They convince people from the decision-making process to the completion of a task. NGOs believe that things get better if people get voluntary participation. NGOs act on this belief. So any type of event can get more response from people.

### **Check your progress:**

- 1) Discuss the various features of voluntary organizations.

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## **2.4 SUMMARY**

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In the past, many charitable organizations have embraced religious orientation and focused on action programs on education, health and social reform in an informal environment. The members of these organizations would respectfully provide free services to the beneficiaries. Now these organizations have adopted a nationalist group approach in a formal environment. The goal of social and economic development of the victims

has been adopted by recent voluntary organizations through trained staff with full-time and full-time formal education. Service-oriented organizations working for the people raise their funds through the people. Many organizations accept help from these governmental and international organizations.

In the 1970s, a number of NGOs were set up to implement various development projects under the Integrated Rural Development Program. Through non-governmental organizations, educated youth have started organizing people from rural and tribal areas. There are many such NGOs working in the field of social welfare, watershed development, rural development, health, education.

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## **2.5 EXERCISE**

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- 1) Explain the nature of voluntary organizations.
- 2) Explain the various features of voluntary organizations.

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## **2.6 REFERENCE**

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# Unit -3

## VOLUNTARY ORGANIZATIONS, ORIGIN AND DEVELOPMENT

### Unit Structure :

- 3.0 Objective
- 3.1 Introduction
- 3.2 Origin and development of voluntary organizations in India
- 3.3 Origin and development of voluntary organizations in the context of the Maharashtra state
- 3.4 Summary
- 3.5 Exercise
- 3.6 Reference

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### 3.0 OBJECTIVES

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The objectives of the study of 'Voluntary Organizations, Origin and Development' are as follows

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### 3.1 INTRODUCTION

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There were many attacks on India. Many small states were changed by this invasion. In spite of many religions in India, social service continued in the society. Indian society was bound by Indian culture, religion, tradition. Though Indian society was divided into castes and classes, the feeling of oneness, mutual love, complementarities and coexistence was strong. From the Hadappa culture to the Mughal Empire, social service existed in the society. The seeds of social welfare are in the religious service and traditional service of the Indian society.

Saints appear to have served and enlightened the community before the nineteenth century. Saints like Ramdas, Tukaram, Eknath, Sawta Mali, Dnyaneshwar taught the society the way of life by studying human nature.

Movements to reform society arose in the nineteenth century. This was done with the aim of meeting the changing needs of the society. Various movements contributed to change the situation in the society, to protect the exploited and neglected people in the society, to remove various norms and traditions and to develop the society. This led to the

spread of education, consent to widow marriages, prevention of child marriage and the practice of sati, progress of dalits.

Many voluntary organizations were formed in India. These organizations strive to meet the needs of the community. Various philanthropic individuals and organizations have done a great job in this.

India has a bright tradition of social service. Along with social service, charity has always been given special importance. Charity will lead to a better life in the next life. This religious sentiment was also passed on to the society. Therefore, there is peace and order in the society.

In Hinduism in India, a donor was considered superior. This feeling is found in all religions. Among the donations, three donations were considered as *Vidyadan*, *Abhayadan* and *Dhandan*. Hospices, temples were the main institutions doing all this work. Giving alms to beggars, food for the hungry and shelter for the homeless were the forms of social work in those days. The kings and landlords of the country were responsible for social work. Many kings were involved in building temples, building roads, building lakes, digging wells, and building hospices. Apart from that, there were family organizations, caste organizations, gram panchayati doing social work.

Buddhism was also a big religion in ancient times. According to this religion, the emphasis was on personal help. Buddhist monks used to do social work through the monastery.

According to the Muslim religion, helping the helpless and poor was considered a fundamental part of the religion. The social work of this period took place in the field of propagation of religion and education.

In Parsi religion, social work was done in the form of building hospices, lakes, wells, and providing education to the poor.

Even in Christianity, social work was done on the basis of these two sentiments, compassion and religion.

In ancient times, social work was based on charity. But the needs of the needy are being considered in modern day social work.

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### **3.2 ORIGIN AND DEVELOPMENT OF VOLUNTARY ORGANIZATIONS IN INDIA**

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The work of voluntary organizations in India has a definite history. All the religions of the country considered the service of a person in difficulty as the service of God. In the philosophy of Hinduism, social work was considered a divine work.

The country seems to have started social work in both personal and public forms. In West Bengal, Rajaram Mohan Roy made a special effort to eradicate the practice of sati, resulting in 1829, the British government passed the Prevention of Sati Act. Ishwarchand Vidyasagar started a women's education movement by promoting widow remarriage and strongly opposed to polygamy.

During the British rule, a movement was started to get the villages out of their predicament. Economic hardship led to poverty and economic inequality in the village. Thus Christian missionaries in the country introduced education to reduce inequality and establish equality. Some people in India went to England and America for further education. Seeing the equality there, the idea was created that such a form of equality should be created in our country.

Professional social work in India began in the 19th century. In Mumbai, the Social Service League started short-term training classes in social work. Quifford Marshall came to India in 1925. He felt that social work in India should take a classical form. In 1936, Quifford Marshall founded the School of Social Work at Nagpada. After that, schools for professional social work were started in Delhi, Calcutta, Herno, Varanasi, Baroda, Agra and Adalapur.

After independence, the Constitution of India adopted the concept of social welfare and the Central and State Governments formed Social Welfare Boards at the state level.

The nature of social work in India during the pre-independence and post-independence period is as follows.

### **3.2.1 Gandhi's Rural Reconstruction Program:**

Gandhiji started this program in 1938 at Sevagram Ashram in Wardha. This was Gandhiji's 18 point program. These included Khadi, Rural Industry Reform, Basic Education, Adult Education, Rural Hygiene, Abolition of Untouchability, Reform of Backward Classes, Women's Welfare, Sanitation at public places, Alcohol ban, promotion of Mother Tongue and Economic Equality.

Gandhiji's program of constructive development was based on the economic development of rural areas through the development of various human sectors. The basic philosophy of Gandhiji's program was the welfare of all. Gandhiji had named it as 'Sarvodaya'. The term 'Sarvodaya' means the rise of all and especially the last element in society.

Gandhiji was of the view that industries should be shifted to rural areas. Industries should be set up in seven lakh villages of the country. Gandhiji promotes industries that employ rural areas. Gandhiji emphasized on starting artisan industries as well as spinning and weaving



industries in rural areas. Rural industries can provide full employment to the rural population of India. Gandhiji considered this an important part of the inspiration for his constructive work. This was Gandhiji's ambitious program to improve living standards in rural areas.

Gandhiji's program of rural reconstruction was based on the principles of truth and non-violence. Gandhiji had expressed the feeling that the government should undertake such a program. The government should make efforts for the development of khadi and gramodyog. If this happens, the villages will become self-sufficient. Mahatma Gandhi also felt that Panchayati Raj and government system should be developed for this.

Mahatma Gandhi did not stop at the idea of rural development. He tried to act thoughtfully. In 1937, Gandhiji came up with an important idea, which is 'Muludyog Shikshanacha Prayog'. This experiment is also called Navi Talim, Juniadi Talim.

Gandhiji's basic ideas of rural development are clear from this concept. Muktheadama education should be done in open primary school only. At this age one should teach a business so that his business mind-set is formed. Even if he does not want to learn further, he can start his own business and live a self-sufficient life. Provide knowledge along with demonstrations of existing occupations to children in rural areas. If the child wants to learn further, he can take further education.

In this way skills will come to hand and teaching of skills at primary level will lead to the development of professional attitude in children. Self-reliance is possible only through this. This education was also called life education by Mahatma Gandhi.

Unfortunately, as far as Indian education experts are concerned, Gandhiji's ideas were ridiculed. It will not be possible to put Gandhiji's thoughts into action. By expressing views in this way, the book education system introduced in the country by the English Governor Macole during the period of independence was started in the country. Gandhiji's thoughts were ignored. Today's students are suffering the consequences of this.

In 1966, the Central Government had appointed 'Education Commission' under the chairmanship of Justice Kothari. The Education Commission had strongly suggested that education should be based on practical work experience. With this we realize how important Mahatma Gandhi's thoughts are.

### **3.2.2 Gurudev Ravindranath Tagore's Shri Niketan Project**

In 1927, Shri Niketan was established in the Surat village at a distance of 20 miles from Shanti Niketan. Ravindranath arranged to impart knowledge of agriculture and agricultural supplement business through Shri Niketan. He tried to create a rural co-operative health institution.

According to Rabindranath, there were three problems in the development process: monkeys, humans and malaria. These three create difficulties in the lives of the farmers. Many things were ruined by monkeys. There were deaths from malaria. Humans often mistrust each other. Our factionalism hinders each other's development.

Thus agricultural reform was given priority in Shri Niketan. It also started animal husbandry, dairy business, poultry farming and handicraft business as a supplementary business. Thus it was Rabindranath's ambitious project that inspired rural development in the pre-independence period.

He started community development programs for eight villages. But lack of adequate market availability, lack of professional guidance, lack of coordination in the implementation mechanism and lack of proper benefits to the staff limited the project.

Shri Niketan's project also aims to empower rural citizens, empower rural culture, make them aware of their existence, preserve the culture of the country, and make proper use of modern resources to uplift the physical, intellectual and economic strength of the people in rural areas. Although the project was not successful enough, it was an important project in terms of rural reconstruction.

### **3.2.3 Martandan Project (1922):**

This was an ambitious poverty alleviation project undertaken by the Young India Christian Association at Shravanakor Kochit Sansthan. Dr. Spencer Hatch and his wife Ramibe, who have experience in rural development in the United States, were instrumental in this development project.

A group of 40 undeveloped villages in the area of three miles in Martandam of Shravanakor Kochit Sansthan was selected for the project. Poverty was huge in the area. Agricultural land was not very fertile in terms of cultivation. In such a situation, if the people were enlightened and rural development experiments were presented, the chances of people's participation were higher.

The population of this three mile area was 45,000. Of these, 30,000 were Hindus, 10,000 were Christians and the rest were from other religions. Only one person in seven was illiterate.

There were 36 primary schools in the area and 186 teachers were teaching about a thousand students. Education was not free, so it was not possible for the poor to get an education.

In such a situation, the organization first tried to create trained workers to improve the condition of the citizens in the area. Principles of the project were determined. A five-point development program of

physical, intellectual, spiritual, economic and social nature was created, and began the actual work

Through public participation, self-reliance and technical means, using the tools available to the people, the project was a success at the Shrvanakor Kochit Sansthan with a comprehensive, spiritual meeting that supported all inclusive and weak elements.

The workers working on this project were working with simple living and subsistence wages. The activists sincerely tried to make this project a success. The centrepiece of the project was engraved by Reader Digest magazine as Seven Dollars University.

#### **3.2.4 Gurgaon Experiment:**

In 1927, the experiment was started by F. L. Bryan, Joint Commissioner, Gurgaon District, Punjab. The main objective of the program was to achieve the goal of rapid social development through agricultural reform, education, health, sanitation facilities, and cooperation. Through this ambitious endeavour, the universal movement for the eradication of poverty was undertaken by F. L. Bryan through this project. He tried to give superiority to the workers through these projects. Emphasis was placed on prioritizing public awareness to create self-reliance. Film, short plays are used in various villages. Village Guides were appointed in each village. Through these village guides, an attempt was made to convey new concepts of development to the villagers.

Citizens are not properly participating in this program. The main reason for this was the gap between the Ahire and Nahire classes.

#### **3.2.5 Experiment of Rural Reconstruction; Baroda:**

In 1932, Maharaja Sayajirao Gaikwad started this experiment in his Baroda Sansthan. Sayajirao Gaikwad was a king who encouraged progress and the idea that illiteracy in society should be eradicated. The basic objective of this program is to create the power to improve the living standards of the citizens and to create self-reliance, self-empowerment in them. The following elements were included in the program;

- 1) Improvement of transportation
- 2) Digging wells for drinking water
- 3) To take malaria prevention measures
- 4) Meadow development
- 5) Distribution of improved seeds
- 6) Training of Home Industries
- 7) Establishment of Panchayat Raj and co-operative societies in every village
- 8) To develop rural schools, to impart agricultural education in schools to uplift the living standards of the citizens

The program received full legal and financial support from the government. This ambitious project of Baroda Sansthan for rural development is known as Kosamba. This project was very successful due to the attention of Maharaja Sayajirao himself.

### **3.2.6 'Firka Vikas Prakalp' (1956) State of Madras:**

In 1946, the Congress Party came to power under the leadership of Chakravarti Rajagopalachari. The Rajagopalachari Cabinet presented the 'Firka Vikas Prakalp' experiment of rural development. In this experiment, a group or a circle of 8 to 10 villages was formed. A Gram Sevak (VLW) was appointed for this circle. A development group of 8 to 10 village circle was formed. Thus it was a community development project based on public participation. Public participation was achieved by enlightening the people. An attempt was made to implement a 'Firka Vikas Prakalp' with the participation of local activists. A group of activists was formed. Public participation by activists will get better. The next replica of this 'firka Vikas Prakalp' is the Panchayat Raj

Later in 1953-54, this program was included in the community development program.

### **3.2.7 Post-Independence Rural Development Experiments:**

#### **1) IYWA Demonstration Project State of Uttar Pradesh (1948):**

In 1937, the Congress cabinet headed by Govind Vallabh Pant had come to power in U.P. The Board established an independent Rural Development Department for the purpose of planning and implementation of rural development schemes.

After World War II, Mr. Albert Meyer, Secretary of Department of Rural Development from Congress Party, was given the responsibility of drawing up a detailed program for rural development.

Mr. Meyer examined an earlier rural development experiment. Attempts were made to link rural development with useful programs.

Mutual participation of rural people, government agencies, rural cooperation and service-oriented organizations requires for rural development. The state and central governments had suggested that a program should be prepared for the state of Uttar Pradesh by evaluating the schemes in this manner.

The project was an ambitious one in Iywa district of Uttar Pradesh. The project was started in 1948 in 64 surrounding villages.

The participation of rural people is essential for rural development in this project; this principle was accepted. Creating the will of the people, the cooperation of the villagers was meant in the form of financial and labour.

Rural development was considered an important part in determining this program. In this,

- 1) Rural development should be a movement of the people, for the people and by the people. And it is part of the administrative system.
- 2) Programs should be planned keeping in mind the suggestions of the people as per their needs.
- 3) To bring about progressive change in rural areas.

The IYWA pilot project is a prelude to the post-independence rural development program. The US government had agreed to provide financial and technical assistance for the project.

Albert Meyer set some criteria when testing the program.

- 1) All round development or economic development
- 2) Economic change or ideological change
- 3) State government participation
- 4) Local needs and leadership priorities
- 5) Comprehensive plan for rural development
- 6) Strong efforts to achieve the objectives
- 7) Along with the people, the participation of every organization and association in the rural areas is also required

Thus a **separate** mechanism for the project was determined at the state level. The project was a great success. There were limitations in some cases. But as an experiment, this project is very important for rural development

## **2) S. K. Day's Mazdoor Manzil Project (Nilokheri Experiment):**

India and Pakistan were formed when India became independent. The country was divided. The Sindhi community came to India as a large number of people were displaced from pre-partition Pakistan. The number of these citizens was around one crore.

The citizens had settled in the vicinity of Mazdoor Manzil village, 10 miles from Delhi. These civilian camps were set up. Rather than crippling them financially, S. K. Day's main responsibility was to make them self-reliant by giving them the full range of professional qualities they had.

S. K. Day surveyed the elected congregation. The survey concluded that these citizens had some professional skills. Deciding to strive for training and business growth based on these skills, S.K. Day and his colleagues created the project. Successfully tried to make displaced self-sufficient. This project was a great success. In today's situation, Sindhi displaced congregations are at the forefront of business development. Its origins lie in the 'Mazdoor Manzil' project.

Attempts were made to reduce the limits of the Nilokheri project to a community development project. This project should give direction to

the basic establishment of rural development, which is the right of the local self-government of the agro-industry, to show that development tools are possible in the rural areas through agro-industry. In the first five year plan based on this project, 52 community projects were implemented. The Nilokheri project was a symbol of progress. The project had an independent approach. The complementary business was started according to this procedure. They had to suffer a bit on a competitive level. But Nilokheri was an important training centre for Panchayat Raj and rural development work.

### **3) Bhudan movement of Acharya Vinoba Bhave:**

Acharya Vinoba was the first to introduce Bhudan movement in the country. This was an important movement for the poor landless people of the country. In today's situation, man has started thinking of self-reliance. Bhudana's thought made man think of the problems of the person in front of him. Bhudan means distribution of land. Those who have more land should give some of their land to those who do not have land. Through this, an attempt was made to solve the economic problems of the rural areas.

In 1951, Vinoba Bhave started the 'Bhudan Yadnya' movement from Telangana district in Hyderabad. Vinoba's concept was to solve land issues through humanity and peace. Vinoba wanted to create the right kind of environment for the land reform movement

Vinoba Bhave changed the minds of a large number of landlords through this. Vinoba acquired millions of hectares of land from this. After him, however, the movement did not take the right shape. The land acquired in Bhudan was not properly distributed.

Vinoba Bhave introduced the concept of Gramdani and creation of the ideal village. There are 28 Gramdani villages in Maharashtra. The land in the Gramdani villages belongs to the entire village. Vinoba Bhave's concept of a Gramdani village was important. But the government did not pay proper attention to this concept.

Thus, even if Vinoba's movement through the Bhudan agitation fails, there is no denying that innumerable landless people got lands from this movement.

### **Check your progress :**

- 2) Write about how voluntary organizations originated.
- 3) Explain how voluntary organizations in India have developed.

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### **3.3 ORIGIN AND DEVELOPMENT OF VOLUNTARY ORGANIZATIONS IN THE CONTEXT OF THE MAHARASHTRA STATE**

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The spread of Western education in the state of Maharashtra in the 19th century gave impetus to the social movement. The congregation in Mumbai & Pune took Western education. The subject of Western education aroused resentment in the minds of the social reformers who had taken social education.

Reviewing the historical context of social work in Maharashtra, an attempt was made to criticise the bad tendencies or inequalities in the society from the saintera. Saints did his best to correct this inequality. Saints like Dnyaneshwar, Eknath, Chakradhar, Tukaram etc. took the lead in this. Chhatrapati Shivaji Maharaj tried to legislate against this inequality in his empire. He tried to involve people from all walks of life in his rule.

In the 19th century, due to the complexities of religious norms and traditions, efforts were made to bring political justice to all the common dalits and victims. There was an attempt to criticise the conservatives.

#### **Acharya Balshastri Jambhekar (1846 to 1890):**

He tried to criticise the practice of sati and the killing of young girls in his 'Darpan' newspaper

#### **Gopal Hari Deshmukh (1823 - 1892):**

Through him, he ideologically attacked on the orthodox Brahmins.

#### **Jotirao Govind Phule and Mahatma Phule (1827 to 1890):**

He fought against casteism. In 1848, in a precision city like Pune, he started a school for ordinary class girls in Gopya's palace. He taught Savitribai himself to teach girls and made her school teacher. This gave an opportunity of education not only to the masses but to the girls of all communities. Mahatma Phule and Savitribai tried to educate child widows by establishing 'child widows' homes' (Bal Vidhava Gruh).

Due to these efforts of Mahatma Phule, a large number of women are stepping forward today by taking education. In all areas, the women's group is on a par with the men's. Mahatma Phule led a truth-seeking society.

#### **Ramakrishna Gopal Bhandarkar (1837 to 1925) and Justice Mahadev Govind Ranade (1842 to 1901):**

These two sought to bring about social and economic reform by establishing a prayer society.

#### **Gopal Ganesh Agarkar (1856 to 1895):**

He mainly worked for the social transformation of all societies.

**Maharshi Dhondo Keshav Karve (1858 to 1962):**

He dedicated his life for the education of women. He founded the 'Nasibai Thackarsi Women's University' to provide higher education to women. Today, many women have the opportunity to become self-reliant through vocational education.

**Behramji Malwari (1853 to 1912):**

He established 'SevaSadan Society' in Mumbai for the rehabilitation of women of all walks of life and especially widows.

**Pandita Ramabai (1858 to 1922):**

She established 'Sharda Sadan' in 1890 for the rehabilitation of high caste widows. This helped the widows in the community to live with dignity.

**Vitthal Ramji Shinde (1873 to 1944):**

Founded the Depressed Class Mission and fought against untouchability in the society. The untouchables should get social and economic equality. For this, social awareness was started. He tried to awaken the man in them by creating awareness amongst the untouchables.

**Karmaveer Bhaurao Patil:**

He dedicated his entire life for the education of the deprived. He facilitated education for the people of Maharashtra and the children of the peasant poor. For this, Rayat Shikshan Sanstha was established. He believed that Social, economic inequality can be eliminated through education.

He started the 'Earn and Learn' scheme to provide financial support to poor children. Now it is named as one of the leading educational institutions in Asia. By Karmaveer Bhaurao Patil's inspiration, thousands of children from the Bahujan Samaj have ended their poverty today by getting higher education and getting higher jobs.

**Dr. Babasaheb Ambedkar (1892 to 1956):**

Babasaheb Ambedkar dedicated his entire work for the upliftment of the Dalit community. He gave the basic mantra of development in the Dalit community; 'learn, unite and struggle'.

He raised a social struggle for the abolition of untouchability. He tried to awaken the untouchables through Satyagraha like Satyagraha of Chavdar Lake, Satyagraha of Kalaram Temple, burning of Manusmriti.

He introduced the 'Hindu Code Bill' when he was the Law Minister in the first cabinet of independent India to ensure that women get social justice and their legal right to life. He wrote the Constitution of Independent India. The constitution gave every human being in the country the right to be granted socio-economic, political freedom and fraternity. He insisted that, the untouchables did not want alms; they wanted their rights and that too legally.



He tried very hard to get rid of untouchability in Hinduism. Realizing that there was no sign of abolition of untouchability, he renounced Hinduism in 1956 and was initiated into Buddhism of Gautam Buddha along with millions of his followers. He provided an opportunity to the Dalits of the country to live as human beings.

The inclusion of Article 17 of the Indian Constitution made it an offense to practice untouchability under this section. Many clauses of social and economic equality were included in the Constitution.

**Chhatrapati Shahu Maharaj:**

Chhatrapati Shahu Maharaj started a separate hostel for the children of all communities in his Kolhapur state and provided education to the children of the backward classes and other weaker sections.

In 1901, special reservation was made in jobs for the backward classes. This gave an opportunity to the backward classes to work at higher positions.

**Appasaheb Patwardhan (1864 to 1977):**

Konkan Gandhi Pu. Appasaheb Patwardhan started the 'Bhangimukti' movement all over the country. His policy was to free the 'Bhangi' community from dirty work.

*“Brahmin Bhangi Bhai Bhai,  
Apni Apni Karo Safai,  
Brahmin Bhangi Prabhu Santan,  
Safai Pooja Ek Saman”.*

He appealed to the society to do their own cleaning through this poem

In 1953, the first experiment of improved gopuri toilet, Soan toilet, Mharo Khet Mutari, and garbage gas was successfully carried out in Maharashtra to alleviate the suffering of the Bhangi community due to Yepli's toilet.

In order to alleviate the untouchability of Backward Classes caused by finding dead animals, Appasaheb Patwardhan began skinning dead animal himself.

In 1944, Gopuri Ashram was established in Wagade village in Kankavali and he started Gram udyog, agriculture and Goshala activities and tried to give a different direction for the development of rural areas.

**Baba Amte, Raosaheb Patwardhan, Govindrao Shinde:**

These social activists set up leprosy eradication work in Maharashtra. They tried to make human life available to leprosy patients in Maharashtra.

This is the legacy of Maharashtra's volunteer work that continues today. Today, numerous activists are involved in social work in various fields of rural development. Activists from Maharashtra are participating in it in both constructive and conflicting forms.

Mrs. Medha Patkar, Anna Hazare, Dr. Bharat Patankar, Jaywant Mayekar, Alka Mahajan, Advocate Surekha Dalvi, late. Vilasrao Sanlukhe, Jawahar Gandhi, Vijay Borade, Dwarkadas Lohia, Dr. Anand Keni, Dr. Stugan Danth, Vilas and Prakash Amte, Dr. Abhay Banga and Dr. Rani Banga, Mohan Hirabai Hiralal, Vishnu Prabhudesai, G. G. Parikh, Bhau Narkar, Shanta Warkar, RajanIndurkar, MLA Vivek Pandit are some of the names that can be mentioned.

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### **3.4 SUMMARY**

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Most of the various experiments on rural development that were put forward in the pre-independence period were very successful because of the activists who dedicated themselves, sincere leaders, commitment to certain principles was an important part of that experiment.

In the post-independence period, after some of these projects were started to be organized by the government, these projects came into the hands of the government officials. The authorities changed the original pattern of these projects. This changed the existence of some pre-independence rural development projects.

Much of the positive experience of above projects has been instrumental in determining the direction of post-independence rural development. This marked the beginning of the Community Development Program during the first Five Year Plan. Efforts were made to move the process of rural development forward.

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### **3.5 EXERCISE**

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- 1) Explain how voluntary organizations originated.
- 2) Explain how voluntary organizations in India have developed.
- 3) Write the origins and development of voluntary organizations in the context of Maharashtra

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### **3.6 REFERENCE**

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# Unit-4

## THE ROLE AND IMPORTANCE OF VOLUNTARY ORGANIZATION IN RURAL DEVELOPMENT

### Unit Structure :

- 4.0 Objectives
- 4.1 Introduction
- 4.2 The Concept of Voluntary Organization
- 4.3 The concept of Rural Development
- 4.4 The role of Voluntary Organization in Rural Development
- 4.5 The importance of Voluntary Organization in Rural Development
- 4.6 Summary
- 4.7 Question set
- 4.8 Reference

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### 4.0 OBJECTIVES

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The objectives of this chapter are as follows;

1. To understand the concept of Voluntary Organization and Rural Development
2. To get the information about scope of work of Voluntary Organizations
3. To review the work of Voluntary Organizations working in various parts of Maharashtra
4. To collect the information about the role of Voluntary Organizations in rural development
5. To understand the importance of Voluntary Organizations in Rural development

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### 4.1 INTRODUCTION

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After independence, the responsibility for the development of the country fell on the government. However, the system of governance did not succeed as it should. This shows that the responsibility for further development has been accepted by the Voluntary Organization. Along with the government, Voluntary Organization are also heavily involved in the development process.

Formerly, the poor and needy, the disabled and the weak were taken care of in a joint family. As time goes on the family became more and more divided. And a separate/nuclear family system came into existence. In the process it became difficult to take care of the needy. Industrialization and urbanization have also changed the format of the overall social security system. Inefficiency and instability were created in the overall environment of individuals, families and groups. To solve many such problems the society needed to set up welfare institutions. This led to the need for a scientific approach to solving these problems and Volunteer Organizations emerged on the basis of scientific methods.

In recent years, the number of Voluntary Organization has increased significantly for specific purposes in various fields in Maharashtra and India. These organizations include organizations working in the field e.g. Women's issues, eradication of superstition, illiteracy, human rights, health etc. It is possible for Voluntary Organizations to create the necessary public opinion, create an environment and create public awareness by filling in the gaps in the development of rural areas.

Considering the Voluntary Organizations in India, the role of Voluntary Organizations in the past and today has changed drastically. Many changes have taken place in the scope and functioning of Voluntary Organizations. Voluntary Organizations have been instrumental in solving many problems in rural areas. The importance of Voluntary Organizations in terms of rural development is increasing day by day.

Therefore in this chapter the scope of Volunteer Organizations, the role of Voluntary Organizations in rural development and the importance of Voluntary Organizations in rural development has been highlighted.

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## **4.2 CONCEPT OF VOLUNTARY ORGANIZATION**

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The concept of Voluntary Organization is related to spontaneous work and activists. Voluntary Organization are also known as NGOs (Non Governmental Organization).

Voluntary Organizations are called as Community Development Organization as well as Non Political Party Formation.

In general, a charitable or Voluntary Organization is an organization that works on the initiative of the people and is under the control of the people for the purpose of protecting the distressed or helpless people. Voluntary Organizations have been defined by many scholars and thinkers.

- 1) **Prof. S. H. Deshpande** :-“Voluntary Organization is an organization which does not belong to government or semi-government sector, purpose of which is not to make profit but to solve the issues of

general public, especially the extremely poor, the needy and the backward classes and which is not subject to external regulations.”

- 2) **Lord Bevhriz:-** “An organization in which workers work independently, whether they receive a wage, salary or honorarium, depends on their will, and an organization formed by its own members and is not controlled by anyone from outside is called Voluntary Organization.”
- 3) “A Non-Governmental Organization (NGO) is a citizen based association that operates independently of government, usually to deliver resources or serve some social or political purpose.

Considering the above definitions, it is clear that Voluntary Organizations are autonomous. It can make its own decisions, can work on their own. So their development has gained momentum.

**Check your progress:**

- 3) Explain the definitions of Voluntary Organizations

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### **4.3 CONCEPT OF RURAL DEVELOPMENT**

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India is a country of villages. Even today there are more than 6 lakh villages in India that is why even today India is described as a rural country. India's economy still depends upon rural economy. That is why India's development is reflected in rural development.

The definition of ‘Rural Development’ includes two concepts, ‘Rural’ and ‘Development’. Rural development has been defined by many thinkers and scholars. The following are the definitions of ‘Rural Development’.

- 1) **Mr. Robert Macnamara:-** “Rural Development means to achieve overall development of rural areas by emphasizing the development of weaker sections of rural areas that are small farmers, landless agricultural laborers and rural artisans.”
- 2) **Dr. Swaminathan:-**Rural development is the process of empowering the weaker sections in rural areas.

This means that rural development is a process of developing the weaker sections in rural areas.

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## 4.4 THE ROLE OF VOLUNTARY ORGANIZATIONS IN RURAL DEVELOPMENT

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The development of rural areas has special importance in the economic, social and cultural development of India. The government has to make efforts through various schemes to provide basic amenities like poverty upliftment, employment, primary education, health, drinking water, transport facilities, roads, electricity, etc. in rural areas. There is a need for a service-oriented mechanism to assist the government in this task of rural development.

Service-oriented and socially committed organizations help the government. To this end, a vast network of volunteer organizations has been set up across the country to directly and indirectly help the government in various fields such as education awareness, eradication of superstition, family planning, adult education, public health, care of the elderly, environmental protection, legal literacy, and village sanitation.

Voluntary organizations in India are autonomous and are always ready to make the helpless, miserable, destitute, poor people self-reliant in rural areas along with the urban areas. The contribution of social work of many organizations like 'Ramakrishna Mission', 'Christian Missionary' in pre-independence India is unforgettable. In the work of awakening and awareness, volunteer organizations are seen standing firmly behind the government to change the attitude of the people in the rural areas, to eradicate undesirable norms, traditions, untouchability, and ethnicity.

The role of voluntary organization in rural development can be described on the basis of the following points

- 1) **Optional action:** -The first approach to optional action assumes that the government's development action can only improve the situation of well-to-do people. However, a program for the welfare of the poor at the grassroots level enhances their misery and exploitation. Of course, such government programs are prepared on the basis of the welfare of the people. But in reality, a solid foundation for development is not being laid. Due to the failure of the government to help the poor who are deprived of development opportunities, the optional actions of the people are taken by the non-governmental organizations. The argument is that Optional action is the definite answer to many problems in developing countries. So optional action is considered as an alternative approach to development. Recently, the importance of voluntary organizations has been increasing nationally and internationally.

There is a growing expectation from voluntary organizations to accept the challenges of development. India still has high levels of poverty, unemployment, economic and social inequality. Overcoming all

these challenges, Volunteer organizations are playing a vital role in bringing about social and economic transformation of the society.

- 2) Complementary to the system of government:-**Second approach to optional action is that voluntary organization play a secondary role. From this point of view, voluntary organization will not be able to bring about social and economic transformation of the backward society by disrupting government work. To some extent this approach is feasible and correct. This approach means that NGOs can serve as complementary to the system of government.

NGOs cannot do anything about financial assistance and development work without the government's technical and administrative approval. Problems in rural areas are of many types, serious and complex in nature with wide range. Due to the wide scope of the problem, the work of the NGO remains incomplete without government support.

- 3) Competition and complementarity :-**The third and final view of participation in the development of voluntary action is that in the development process, service-oriented organization and government agencies, systems should act simultaneously as competitors and complements to each other. The government has financial and administrative power. The government system cannot be separated from the development process. NGOs have immense potential to communicate with the people, earn their trust and participate in their development process. Recognizing the potential of NGOs, the government should involve more NGOs in the development process; such is the point of view of this approach. Competitor in the sense that whichever of the voluntary and governmental actions is more efficient on the criteria of saving time and cost of completion of a project. There is a competitive atmosphere in this regard.

- 4) The role of mediators:-**Communication skills are important for development and social action. Voluntary organization act as mediatory at various levels of communication, from local people to officials or representatives.

- 5) Advisory role:-**Documentation of support, dissemination of information and expertise are very important. Then the advisory role becomes prominent. In such cases, local level experts / professionals / mentors plays an important role.

- 6) Development and operation of infrastructure:-**Voluntary organizations can acquire, divide and develop land. Can provide infrastructure and housing. Also it can operate for construction of wells, public toilets, solid waste collection etc.

- 7) **Research, supervision and evaluation:-**Many voluntary organization appear to be working on various stages of research, planning, project supervision and evaluation on important social issues.

Voluntary organization play two roles mainly;

- 1) Voluntary organizations carry out tasks that complement the functions of the state government system in their jurisdiction.
- 2) In the absence of the state government system or its role has been neglected, the work is carried out by voluntary organizations.

In 1993, the World Conference on Human Rights was held in Vienna, Austria. The purpose of this conference is to review and evaluate the progress made in the field of human rights. According to resolution no 38 of the World Conference on Human Rights has emphasized the importance of the role of voluntary organization in the promotion of all human rights and humanitarianism.

**Check your progress:**

- 1) Explain the Role of Voluntary Organization.

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## **4.5 THE IMPORTANCE OF VOLUNTARY ORGANIZATION IN RURAL DEVELOPMENT**

The importance of voluntary organization is increasing day by day. The concept of welfare state requires conscious movement to accommodate the people in the stream of development on large scale. The government is ineffective in solving many kinds of problems in rural, urban and semi-urban areas. Many Voluntary organizations are working as an extension of the government to address the shortcomings of the government's program.

The importance of the work of voluntary organizations is explained in the following points.

- 1) **Rural Development:-**There is a need to accelerate rural development in developing countries. Many ambitious schemes and projects are implemented by the government for the development of rural areas. But due to the apathy of government employees about work and lack of information among the general public, many good schemes fail. Today many voluntary organization are actively working in rural areas. Since voluntary organizations are working at the grassroots level, they successfully carry out various programs and schemes by



involving people in their work. As voluntary organizations are succeeding in convincing the people about the importance of the scheme and the program, many people are participating in the development work independently and voluntarily, thus rural development is being promoted.

- 2) **People's participation in the development process:-**Volunteering helps to get people involved in process. The contribution of voluntary organizations is crucial for the rapid development of the developed nations of the world. Developing nations also need to adopt voluntary approach. The government is inadequate to accommodate the people in the development process, to eradicate their superstitions and to implement development programs at the grassroots level. Voluntary organization are needed for all these reasons. If Voluntary organizations are made responsible for getting people's participation, it will help a developing country like India to grow faster.
- 3) **Cooperation in the establishment of a welfare state:-**India has accepted the concept of a 'Welfare State'. The concept of welfare state is expanding the scope of work of the state. But the state is falling short for the welfare of all people. The responsibilities of the welfare state have been increasing exponentially in recent times. The welfare state cannot fulfill all these responsibilities. The government is getting strong support from voluntary organization to implement the concept of welfare state. Education, health, eradication of superstition, self-employment, family planning, etc. are being carried out responsibly by voluntary organizations. Due to efficient leadership, innovative working methods, good technology, effective public relations, Voluntary organization are working effectively in the absence of the government. Voluntary organization expect only grants from the government. Voluntary organizations assist the government in establishing a welfare state by carrying out two types of work, parallel and extended.
- 4) **To bridge the gap between rural and urban development:-**Considering the rural and urban areas of India, it can be seen that there is a huge difference in the development of both rural and urban areas. Cities are enriched with many amenities like education, health, infrastructural amenities while rural areas are still deprived of these amenities. Many Voluntary organization are taking initiative to provide basic facilities like education, health, roads in rural areas. Voluntary organization are finding supportive to develop the rural areas and the weaker sections in the rural areas by overcoming many kinds of problems in the rural areas. In this way, Voluntary organization play an important role in bridging the gap between rural and urban development.
- 5) **Preserving democracy:-**Voluntary organization can fulfill their responsibility to teach people moral values, national integrity and

nationalism. The main purpose of the Voluntary organizations is to safeguard the national interest. The interests of democracy can be safeguarded by Voluntary organization. Voluntary organization can preserve democracy in the country in the true sense. Voluntary organization try to maintain national unity and eliminate inequality in the country. In this way, the work of Voluntary organization becomes important for the safeguarding of democracy in the country.

- 6) **New horizons of work:-**As the scope of work of voluntary organization increases, the complaints of the people decreases. The working of voluntary organization greatly reduces the workload on the government. Since the work of voluntary organizations is for the benefit of the people, many intelligent and thoughtful people turn to the work of voluntary organizations. Due to the work of voluntary organization, voluntary organization earn public trust at large. It can be helpful for the expansive work of these organization. For this, many thinkers do research to explore new horizons of work.
- 7) **Social change:-**Today's situation is very disappointing in terms of social, economic and political transformation. Many in the community are pessimistic about social progress. In terms of economic, social and political transformation, it is unlikely that the government and political parties will take concrete steps in the near future. Many Voluntary organizations are fighting for the rights of the neglected and oppressed people in this society. This process of social change is gaining momentum through the efforts of voluntary organizations.

**Check your progress:**

- 1) Explain the importance of Voluntary Organizations

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**4.6 SUMMARY**

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Voluntary organizations that operate voluntarily are doing important work of social reform today. Voluntary organizations are carrying out important work in rural areas through various issues such as economic, social, political, educational, health, and environmental protection.

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**4.7 QUESTION SET**

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- 1) Explain concept of Voluntary organization and state role in the rural development.
- 2) Explain the concept of rural development and states the importance of Voluntary organization in rural development.

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**4.8 REFERENCE**

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# Unit-5

## PRINCIPLES AND PRACTICES IN VOLUNTARY AREA MANAGEMENT - PART - I

### Unit Structure :

- 5.0 Objectives
- 5.1 Introduction
- 5.2 Meaning and Explanation of management
  - 5.2.1 Definition
- 5.3 Nature of Management
- 5.4 Features of Management
- 5.5 Importance of Management
- 5.6 Summary
- 5.7 Questions
- 5.8 Reference

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### 5.0 OBJECTIVES

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In the present case, we will study the principles of voluntary sector management. The objectives of this study are as follows :

- We will understand what management is and its definition.
- We will study the nature, characteristics and importance of management.
- We will also study the principles of Henry Fayols management.

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### 5.1 INTRODUCTION

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Considering the voluntary sector, this sector has expanded from a developed nation to an under developed nation, that is to the corners of the world. In India too, voluntary sector development seems to have gained momentum. In fact many NGOs are working as a supplement to the government agency in many government functions. The main reasons behind the development of these voluntary sectors is their independent management.

Let us combine the efforts or labor of many individuals to achieve a goal that requires management. In this the objectives are fixed. It is analyzed. A person's skills and intellect are used. Similarly, other

available materials are property individual, organization and transaction etc. is performed in E.g. schools, factories, banks, Co-operative societies, NGOs etc. Management is used in the field. Management practices vary from person to person or organization. But two important things are done in this. The first is to set the objectives of the management organization. These objectives are expressed through precise and concise statements of various problems and secondly, guidance is provided on the difficulties and limitations that come with achieving the objectives.

The design and planning of the program in accordance with the policy decided by the organization building accordingly, the division of labor at different levels of the organization, cooperation in the right direction to guide and control and work is the task of management. Policy making, decision making, planning, co-ordination, structure control monitoring and public relations are the principles of management in voluntary sector management. The management of any organization depends on the efficiency of the organization.

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## **5.2 MEANING AND EXPLANATION OF MANAGEMENT**

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Management means planning and organizing what is needed to achieve the pre-planned objectives of the organization, to provide guidance, to help solve problems and create coherence, unity among the various elements within the organization. Management is task. Management is an independent discipline. But management is not about a specific person or group of individuals. So the overall management method is considered is thus. People who act as managers are called managers or administrators.

Working with others people means management. That is management cannot exist without the existence of an organization. When appointing a person as a manager, one has to consider not only the person's expertise in the work but also the person's ability to get work from others. Ideas are just as important in management as individuals. It is only with the help of new ideas that the manager is able to achieve the goal.

### **5.2.1 Definition :**

#### **Henry Fayol -**

Estimating planning, organization, symmetry coordinaton and control is the survey work is the organization.

This definition clarifies the function of management.

J. L. According to Landry, working with a group of individuals in a business organization to achieve specific goals or objectives.

Overall, management is about coordinating and organizing the workforce, motivating the workers and controlling the work.

**Millward -**

Management is a process and means through which planning is done to implement the policies decided by the business association. And the policy is monitored and controlled while it is being implemented.

When all the above definitions are considered together, management means planning to achieve specific goals or objectives and monitoring and controlling the implementation of the goal.

**Check your Progress :**

- 1) Explain the planning of management.

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### **5.3 NATURE OF MANAGEMENT**

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**1) Management is a financial tool :**

It is necessary to make adequate use of the resources available in the NGO. It is the duty of the management to coordinate and effectively control the available resources. Adequate utilization of these financial resources is essential for the organization to carry out its mission.

**2) Management is a system of authority :**

Management should have the necessary powers to do its job. Management is entrusted with the management of planning, organization, direction, decision making, coordination and control. This right enables management to manage the organization hence management is a rights system. This system of authority includes the supremacy of government and control.

**3) Management is a collective action :**

Management refers to the ability to get work done by others. It is the duty of the management to hire and hire qualified people for the smooth and efficient execution of business functions. This is because the working class is an active element. This is the basic difference between labor and tools. It is necessary to get cooperation and active response from the employees. Without it the organization will not have a profitable position. It is important to take the initiative and organize the various activities and maintain continuity in the related activities. It is possible if you get things done skillfully by others. The manager should direct discipline and proper direction to the efforts of the employees.

**Check your Progress :**

- 1) Explain the nature of management.

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## **5.4 FEATURES OF MANAGEMENT**

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**1) Management is a process of planning :**

Organization, co-ordination, motivation control etc. It involves many processes. Founder, staff etc. There are components to this process. The main functions of this process is to make adequate use of tools for the society. The task of making adequate use of the tools required for the work of the organization is carried out through the management process.

**2) Management is the bad of good work :**

Management is the bad of good work. Management is always behind achieving something. Management has to achieve certain objectives by implementing various projects conducting various programs etc. manages the achievement of objectives

**3) Management means getting work from others :**

A manager has to get work from his subordinates to carry out the tasks of his organization. While doing this, he should advise, guide, motivate, cooperate and work with his colleagues it takes. In short, the manager has to get the work done skillfully by his colleagues.

**4) Management is a collective Action :**

Objectives of any organization are achieved quickly through collective efforts. Personal efforts cannot be called management. Management is about collective effort. Management is the endeavor of a group of employees to achieve the goals of the organization.

**5) Management is invisible :**

Management is an invisible force. Management is like a government. You can't see the actual management. But management can see good-bad results. In other words, if the enthusiasm of the employees is more than their efficiency and success, than you can say that the management of that organization is good.

**6) There is no alternative to Management :**

Computers are being used extensively for management tasks. This has added to the manager's ability to work. Even so, owning are is still beyond the reach of the average person. A manager is required in that organization.

**7) Management is an art :**

Management is an art, because managerial skills are a personal matter. Real management is a science. However, personal skills make a difference when it comes to adopting the scriptures. So management is an art management has to make many decisions. For that he needs to have good skills. He has to solve many problems. Managers have the art of solving that.

**8) Management is a science :**

While managing, the manager uses his knowledge. Management involves principle Rational consistency is found in knowledge of management. Management knowledge acquired by testing and analyzing the test of classical experiment. For all these reasons, management is science.

**9) Management is a business or profession :**

As the manager needs a lot of knowledge, he has to take some educational, vocational and training, education, so management is a profession.

**10) Management is a ubiquitous process :**

Management solves the human problem that leads to business objectives. A manager is required for each area. E.g. Educational Institutions, Religious Institution, cooperatives etc. So management is on all encompassing process.

**11) Management is dynamic :**

Management is a dynamic action. Management is a dynamic process of evolving power. The scope, principles and theories of management seen to have undergone many changes over time. The traditional nature of management has completely changed today. This process of change will continue in the future as well.

**12) Management adopts many principles :**

While managing, one has to adopt the principles of management. E.g. The Fourteen principal stated by Henry Fayol are division of labor, authority and responsibility discipline, one sentence in the order, one sentence in the instruction, etc. principles have to be adopted. So management involves many principles.

**13) Management is at all levels :**

Management is adopted at all levels E.g. Managers have to manager for all the levels of Top management, middle level management and Lower level management. In thus, the manager has to do more important work on top management. Junior management has to do daily chores.



**14) Management is an ongoing process :**

Management is an ongoing process. Management has to do its job seamlessly. When management stops, all business activities stop. So management has to continue its work.

**15) Management is a social process :**

Management is related to human being. Coordinating, directing, guiding the workers to fulfil the goals of the industry organization. Encouraging, solving their problems. Monitoring and controlling them means management, that is personal development

**Check your Progress :**

- 1) Discuss various features of management.

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## **5.5 IMPORTANCE OF MANAGEMENT**

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The importance of management is constantly increasing in modernization. In the global situation, business organizations have to fight for their existence and management more important than ever the importance of such management is as follows.

**1) Maximum utilization of resources :**

Proper and maximum utilization of available resources in the business depends on efficient management. Any business requires a combination of many tools. At the same times, it is important to use those tools sparingly and properly. Management strives to maximize the use of tools through planning, control & indicators.

**2) Increase competitiveness :**

Management measures the competitiveness of organization. In modern times many products are taken keeping in mind the needs of the people. This seems to have created intense competition in the market. Management plays an important role in coping with this competition.

**3) Increases efficiency :**

Good management increases business efficiency. Management makes adequate use of resources. So the service is available at the lowest production cost. Naturally, the efficiency of all business increases due to business.

**4) Employees get motivation :**

The main function of management is to motivate the employees in the organization. Employees are motivated in two ways. Financial

Motivation and financial motivation. Management works to keep employees always satisfied through both of these.

**5) Encouragement for initiative :**

A successful manager gives initiative to his employees. It increase the sense of belonging. Adding personal skills makes the organization more efficient.

**6) Team spirit grows :**

Managers force their employees to work with a sense of belonging. At the same time, everyone is encouraged to work in a spirit of cooperation. This joint spirit develops through management.

**7) New changes are possible :**

Modern management is dynamic. In this news changes are expected according to the new problem. New changes are adopted to solve much problems. From the new managerial idea. It brings more benefits to the organization.

**8) Advances in technology :**

In the modern world, new discoveries and technological changes are taking place. Thus new technology is put to good use by management. Only the manager can manage it.

**9) It is possible to grow and expand :**

Due to efficient management, the organization can be argued and expanded. The manager strives to develop the organization. He encourages his staff to build a sense of belonging to the organization. The leads to the growth and expansion of the organization.

**10) Improves the quality of life of the workers :**

In modern times, the manager is called the basic of economic progress. Workers' standard of living depends on management efficiency. Efficient management leads to productivity. Essential and luxurious items can be produced in large quantities. It can provide employment to many people.

**11) Get help from the community :**

Efficient business management is considered to be the social responsibility of the management. Protecting the interests of stakeholders with thus social responsibility. Keeping the price of appropriate sanctioned items affordable to the employees et. Things include naturally, this also helps the management to get some kind of help from the society.

**Check your Progress :**

- 1) Discuss the importance of management in the work of NGOs

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**5.6 SUMMARY**

The main reason behind the flood and development of NGO sector is the management of NGOs. NGOs need a lot of effort and help to achieve their goals. Management is needed to streamline these efforts the main function of the organization is to coordinates, guide and control the work is the right direction while working on various levels of the organization. Such a design, planning, division of labor, capital, raising etc. the goodness of the work of the organization depends on the management of the organization.

**5.7 QUESTIONS**

- 1) Explain the features of management by explaining the concept of management.
- 2) Explain the nature of management by explaining the meaning and definitions of management.
- 3) Write a comment on the importance of management.
- 4) Discuss the importance of management in the work of NGOs.

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# Unit-6

## MAJOR PROGRAMS AND PROBLEMS OF NGOS

### Unit Structure :

- 6.0 Objectives
- 6.1 Introduction
- 6.2 Health Programs
  - 6.2.1 Leprosy Eradication Program
  - 6.2.2 Tuberculosis Eradication Program
  - 6.2.3 Polar Program
  - 6.2.4 Family Welfare Program
  - 6.2.5 Ophthalmology B Silent Surgery
  - 6.2.6 Other Health Programs
- 6.3 Educational Programs
- 6.4 Water Management Tasks
- 6.5 De-addiction Program
- 6.6 Employment Generation Program
- 6.7 Problem facing NGOs
  - 6.7.1 Unorganized Area
  - 6.7.2 Insufficient Funds
  - 6.7.3 Dominance of Political Leaders
  - 6.7.4 Interference of Government Officials
  - 6.7.5 Lack of trained workers
  - 6.7.6 Working Lessons
  - 6.7.7 Means of retaining Power
  - 6.7.8 Extended Development Components
  - 6.7.9 Importance of Fulfilling
  - 6.7.10 Lack of Future generations of Leaders
- 6.8 Solutions to the problems of Service Oriented Organizations
- 6.9 Summary
- 6.10 References

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### 6.0 OBJECTIVES

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Objectives in the present case, we will study the programs of NGOs and their major issues the objectives of this case study are as follow.

- Understand the major programs of the NGO.
- Explain the problems of NGOS.
- To know the solution to the problem of NGO.

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## 6.1 INTRODUCTION

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The development of rural areas is of special importance in the economic and social development of India. The government has to make efforts through various schemes to provide basic amenities like poverty, unemployment, primary education, health, drinking water, transport facilities, roads, electricity in rural areas. There is a need for a service oriented mechanism to assist the government in rural development. In terms of service and social commitment service oriented organizations working from perspectives are helping the government. To end a vast network of charitable organizations has been set up across the country to provide direct and indirect assistance to the government in various fields such as education awareness, eradication of superstition, family planning, adult education, public health, care of the elderly environmental protection, legal literacy, village sanitation. Service oriented organizations in India are autonomous organizations that are always ready to help the urban as well as the rural areas, the homeless and especially the poor to become self-reliant.

You will not forget the contribution of social work of many organizations like Ramakrishna Mission, Christian Missionary in pre-independence India. In the work of enlightenment and awareness, charitable organizations are seen standing firmly behind the government to change the traditional attitudes or the people in the rural areas of India, to eradicate undesirable norms, traditions, untouchability, caste.

Since NGO programs are important for the development of the rural community, different types of programs are being implemented by NGOs in different departments the important events can be summarized as follows.

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## 6.2 HEALTH PROGRAMS

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In rural areas, health problems are exacerbated by norms, traditions superstitions and undesirable practices. As health problems are not solved in time due to illiteracy and financial weakness, the NGOs undertake health programs to solve such problems as follows.

### 6.2.1 Leprosy Eradication Program :

The attitude towards leprosy in rural society is very different. Leprosy is also known as leprosy. In the past, if a leper was found in someone's home, the house would be boycotted. He did not say that he had leprosy in his house because of that fear. There are many misconceptions about leprosy so the problem of leprosy is increasing day

by day. Many NGO in Maharashtra are working to eradicate this disease. Shantivan, a leprosy prevention committee set up in Panvel, inspired by Baba Amte's Anandvan, is a case in point. Through this organization many lepers were completely cured and rehabilitation work of those people was also carried out.

#### **6.2.2 Tuberculosis Eradication Program :**

In Japan, some of the leading organizations in the country have been established with a specific time. AshaSanstha has a number of organizations working for TB eradication. Free treatment facilities are being provided to the causes of tuberculosis due to long-term failure.

#### **6.2.3 Polar Program :**

In the past independence program period, AIDS has become a new health problem. Awareness programmes are being conducted at government level. Many NGOs are conducting public awareness work through a number of urban and rural areas. Even today, the number of volunteers is seen to be important in providing health care to AIDS patients.

#### **6.2.4 Family Welfare Program :**

Essential facilities to stop watering. Supply of contraceptive pills, free surgery and convincing the people of the importance of a strong family. Emphasis is placed on culture.

#### **6.2.5 Ophthalmology B Silent Surgery :**

Some NGOs have provided financial assistance in the program of providing eye examination and free eye surgery for the poor in rural areas. This is the same Niramanta Ladaharan that we can take at the Iraq Mercury Center in the village of Tara in Panaul Naluka.

The Yanrabi Institute worked in the field of ophthalmology and cataract surgery and people began to consider the village of Dolce's operations. In some NGOs, these facilities are being made available a little as possible. Therefore, ophthalmology and cataract surgery is an important of an NGO :

#### **6.2.6 Other Health Programs :**

Self help organizations are providing health facilities to solve the health problems that are facing in daily life. Health Centre Chalbo for free health care, medicine supply treatment of minor ailments and their treatment, while other health programs are to be carried out by NGOs.

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### **6.3 EDUCATIONAL PROGRAMS**

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Many NGOs are implementing education Programs to spread education in rural areas and provide quality education to the needy. Teaching the value of life along with formal education. The educational

program is being implemented with a view to importing basic education or professional enhancement to education.

### **1) Running Tribal Ashram Schools :**

Many NGOs are running Ashram schools in remote areas to bring the tribal community into the educational stream. Some ashram schools are run on government grants. Some ashram schools are run by NGOs at their own expense.

### **2) Creation of Educational Facilities :**

Many NGOs in Maharashtra have started educational institutes to impart education to the weaker sections or the masses. Free education is provided in this institute. At the same time, educational programs are being carried out in remote areas such as setting up countryyards, running night classes, giving scholarships, supplying educational materials etc.

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## **6.4 WATER MANAGEMENT TASKS**

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Water management of NGOs is an important task. The donkey-less NGO is constructing levees in the form of rings and leaflets to protect water resources, make water literate and create water reservoirs. The watershed development program is being implemented through NGOs through Lake Participation. Some NGOs have been set up for the purpose of water management. So water management is an important event that of an NGO.

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## **6.5 DE-ADDICTION PROGRAM**

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Addiction is more prevalent in rural areas and especially in remote areas. Due to this addiction, you can see that the poverty rate in rural areas is increasing day by day. It is more prevalent in tribal areas. Therefore, NGOs are seen implementing addiction programs to rehabilitate addicted families, remove them from various addictions as well as create awareness among the people to stay away from addictions.

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## **6.6 EMPLOYMENT GENERATION PROGRAM**

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As unemployment is becoming a major problem, employment generation programs are being planned and implemented by the government. The purpose for which the government has started employment generation programs. To achieve this, NGOs are implementing practical programs to create more jobs in rural areas.

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## **6.7 PROBLEM FACING NGOS**

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### **Introduction :**

NGOs are constantly working for different forms of social change. The work is divided into welfare work, development work and awareness work. NGOs face different issues or problems while working in different forms. NGOs are facing many problems due to lack of conducive environment or conditions for their work. The key issue or major issues are as follows.

#### **6.7.1 Unorganized Area :**

NGOs are scattered in rural and urban areas. The scope of work and objectives of each organization are different. But the problems facing most NGOs are generally the same. NGOs need to be coordinated at the local or regional level to address these issues. However, such organizations do not appear to be NGOs.

Therefore, it does not great a conducive environment for the organization.

#### **6.7.2 Insufficient Funds :**

NGOs are getting the funds required for social transformation in various ways. Some NGOs receive grants from the government for specific work. However, the goal of running the organization as a whole was achieved. The scope of our work cannot be expanded due to insufficient funds and government grants. Many activists need more time to raise funds. Lack of capital has led to financial problems in NGOs.

#### **6.7.3 Dominance of Political Leaders :**

In India, various NGOs in rural areas are dominated by political leaders. Political leaders have a place in selfish NGOs. NGOs are dominated by a small amount of financial support as well as government funds and concessions in the wrong way by taking advantage of a political party or powers but such organizations operate under the pressure of certain leaders.

Harm is expressed in society while doing social work. Such organizations are working to serve the interests of political leaders without being in the public interest. Therefore the activities of such organizations do not reach the poor and needy.

#### **6.7.4 Interference of government officials :**

There does not appear to be a harmonious relationship between NGOs and government agencies. The flows in the government system are brought to the notice of the society by the activists of the NGOs. Also, government schemes put pressure on government officials to reach out to the actual beneficiaries. In this regard, the government officials are angry with the NGO workers and try to vent their anger indirectly. Since there is not cordial relationship between the government officials and the NGO



workers, the government officials intervene and harass the workers and discourage them from working found in officers.

#### **6.7.5 Lack of trained workers :**

Workers working in NGOs are voluntarily trained. In this, very few workers are working in NGOs due to unemployment. Such workers have no working experience or special training. Initially, there is no special effort to get public participation from these activists who do not have affection for the people. Some activists are associated with NGOs to gain social prestige these workers have no experience and are not going social work properly.

#### **6.7.6 Working Lessons :**

The objectives of many NGOs are not clear. The work lacks pre-planning or lack of coordination skills. There is a lack of co-ordination between the executive board and the workers or a relationship like master and servant is formed. In some organizations, all decisions of the organizations are made by a particular person due to flaws in the functioning of the family. When making decisions.

As the view of activists are not respected, the decisions of NGOs are flawed and this problem is also seen in many NGOs also government funds are not made available on time. This has an adverse effect on the functioning of the NGO.

#### **6.7.7 Means of retaining power :**

In order not to endanger their power, some selfless activists put forward and support a charitable organization. Thus, a number of individuals who tarnish the image of charitable organizations and activists work to brighten name of NGOs by setting up NGOs and trying to maintain power in the political arena through the organization or by abusing the organization. This leads to limitations due to the selfless working methods of the NGO. That is why this is a problem in the volunteer sectors.

#### **6.7.8 Extended Development Components of Government Great Department Organizations :**

Many NGOs are dependent on government grants instead of finding their own source of income. Such institutions do not exist on their own. The orders of bureaucracy of the government have to be followed while implementing the programs that the government is seen implementing through its various development programs. We have to do our work by aiding by the rules of the government, so it seems to be limited to implementing the programs set by the government rather than identifying the needs of the society and setting objectives. The autonomy of such NGOs is threatened. The image of the organization is tarnished if government programs are closed or the scheme is misused.

**6.7.9 Importance of fulfilling objectives :**

While doing social work, some NGOs give more importance to fulfilling their objectives in order to get funds in different ways or to get grants from the government. Regardless of how much their work really benefits the society, they prefer to receive donations from the rich and squander money or misappropriate funds and such NGOs stray from their original purpose.

**6.7.10 Lack of future generations of leaders :**

In the past-independence period, as a social commitment and self motivation, a group of individuals set up an NGO. Inspired by a specific purpose, he did social work through his life, but the heirs of such an organization or social reformer were not properly formed. As a result, the barrage of such institutions or social reformers has not been properly created. As a result, such organizations could no longer work selflessly. In the current situation, the lack of leadership to work for the society has created a problem of future leadership or new leadership in the NGO.

**Check your Progress :**

- 1) State the major problems facing NGOs.

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## **6.8 SOLUTIONS TO THE PROBLEMS OF SERVICE ORIENTED ORGANIZATIONS**

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The following are some solutions to the various problems facing service oriented organizations.

**1) Resource Building :**

Service oriented organizations should not rely too much on donations and grants to become self-reliant. A nominal fee should be charged from the beneficiary. Establish own means of income.

**2) Selection of workers :**

While selecting the workers of the service oriented organization, then motivation, interest in rural areas and rural development work, their education and training, study must be considered. Preference should be given to local volunteer activist.

**3) Publicity for development programs :**

The government should regularly publish booklets, manuals, pamphlets with detailed information about rural development programs in the country. They should be published in the local newspaper.

**4) The strength of the organization and the selection of the right work :**

The service-oriented organization should be consistent in development work, welfare work and change, taking into account the workers, tools, financial strength, interests etc. Volunteers should keep a diary. Experience leads.

**5) Coordinating Committee :**

At the village level, a coordinating committee consisting of concerned officers, teachers, gram sevaks, sarpanchs, local dignitaries and youth representatives should be set up. Beneficiary groups, objectives and scope of work should be determined.

**6) Attitude towards work :**

While doing service work, a service-oriented organization should not go to the rural people as a parent or guide, but as a friend. Service-oriented organizations should keep in mind that their ultimate goal is to make rural people self-relevant. There is a saying that fish should be taught to be caught rather than given away for free.

Activists should constantly remember the implications of this.

**Check your Progress :**

1) Suggest solutions to the problems of NGOs.

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**6.9 SUMMARY**

A charitable organization is an organization set up spontaneously for the purpose of providing free service to a particular region or people. Service was the main goal of a service-oriented organizations. Charitable organizations have been contributing to the rural development program since time immemorial. Welfare work includes giving priority to the blind, widows, innocents, assisting in case of natural calamities, providing education, etc. Training of rural people in agriculture, village industries, cottage industries, informing them about various schemes being implemented by the government for job creation, increasing the participation of people in population control by emphasizing the importance of population control, establishing dialogue between rural people and scheme implementing official laying works, construction of roads, forestry, construction of schools, community temples etc. are undertaken.

Charitable organizations have to face many problems but charitable organizations need to build their own resources and not just rely

on donations and grants. Also, when selecting workers, workers who are interested in rural development work should be selected. However, our aim is not to provide all the help that people in rural areas need, but to make them self-reliant. This is a must have, for any affiliate, promoting any program.

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# Unit-7

## NGO AND PUBLIC PARTICIPATION - COMPONENT STRUCTURE

### Unit Structure :

- 7.0 Objectives
- 7.1 Introduction
- 7.2 Public participation in development work
- 7.3 Financial Participation
- 7.4 Participation through labours
- 7.5 Mental participation
- 7.6 Summary
- 7.7 References

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### 7.0 OBJECTIVES

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The Objectives of the study of NGOs and Public participation are as follows -

- Understanding the importance of public participation in an NGO.
- Understanding people's participation in development work.
- Knowing the participation of people in economic factors.
- Knowing the participation of people gained through labors.
- Understanding the importance of mental public participation.

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### 7.1 INTRODUCTION

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There has been an important tradition of public participation in volunteer work since pre-independence times. Public participation in the work of social development started by the social reformers was a constant struggle. Due to public participation, the British had to change some of their decisions. The best example of this is Mahatma Gandhi's Salt Satyagraha.

The importance of public participation in voluntary work has not diminished even now as the tradition of public participation has existed in our country since ancient times.

Public participation means the participation of the people in the development work for the society for which the development work is planned by the NGOs and the completion of the development work with cooperation of the people is called public participation.

Society is the real beneficiary of development work is considered important to make the society aware of this work and to understand the importance of development work. Initially, public participation in government programs was not given much importance. So many plans failed. As corruption was rampant, special efforts were made in later times to increase public participation in development work, but the tradition of public participation in NGOs is very old.

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## **7.2 PUBLIC PARTICIPATION IN DEVELOPMENT WORK**

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In our country, most of the NGOs are working in a scattered form. This organization carries out social development work in urban, rural and remote areas. While working in the local area, development programs are designed by identifying the needs of the local community and implemented by the workers in the organization. Since NGOs are working to solve the burning issues of the society, the development work is getting good response from the people. Quality work can be done through the participation of the community. Being aware of this, many NGOs have carried out successful development works through public participation.

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## **7.3 FINANCIAL PARTICIPATION**

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Financial participation and collaboration through labor are very important factors in public participation. No development work can be completed properly without financial support. So NGOs are making special efforts to get financial participation. In order to get financial participation, participation, participation is obtained in the form of donations from the rich and wealthy sections of the society.

Attempts are made to involve the beneficiaries in the development work according to their financial situation. NGOs are trying different ways to raise their own funds. Although this is part of the government's grant-in-aid, it is used to fund other development projects. NGOs are also getting better financial participation as socially useful work is being done by these organizations.

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## **7.4 PARTICIPATION THROUGH LABOURS**

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Another means of gaining public participation in development work is the participation of the community through labor. The work currently being carried out by the Pani Foundation in Maharashtra is an iconic example of public participation. Work is done for the benefit of the beneficiaries through public participation through labor so that the development program does not become isolated. The community is expected to participate in the implementation of various development programs. It is expected to complete the work with the cooperation of the

people while working on water management, to participate through labor while planting trees, to involve the labor of the villagers while completing the work of sanitation. Many activities such as involving the entire beneficiary community in collective development schemes have been successful in gaining public participation through NGO labor.

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## **7.5 MENTAL PARTICIPATION**

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While working in rural areas, there are efforts to have mental participation in the development work of the society. Creating positive mindset of the society in the development work and getting the enthusiastic response of the society is very important in mental participation.

NGO workers are strangers when they go into the community. At such times, the mental participation of the local people is not immediately available. The first step in mental participation is to get people to agree with the idea's you put forward, without accepting the challenges you have made. Development work is not hampered if there is mental participation of the people.

The growing sense of belonging and trust in the NGO due to the mental participation of the community is a good example of mental participation. If an initiative is presented to the community and the initiative is opposed, then the mental participation of the community is not adequate, but the NGO succeeded in gaining the mental participation of the rural community.

Therefore, NGOs are doing an important job of ressing voice against atrocities. NGOs and public participation is a very important factor, but the government has not been able to get a large number of people involved in the development work, so many of the government's schemes have failed.

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## **7.6 SUMMARY**

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Public participation is very important in the organization. As long as there is no public participation in any community. Until then the problem of that community cannot be solved. How's to get lake participation? This is the problem facing all community organization workers. It is not possible for any activist to get the participations of all the people in the community but it is necessary to get the participations of maximum number of people. The people in each community are divided into small and large groups and each community also has one or more leaders. Who personally represent to develop your community? For this, community organization requires that the community organization worker fist find a group that is of special importance to the community and also identify the group leader. If all such leaders can be brought together on a

single platform and create awareness of community and duty, then all people in all communities can be represented and motivated to act. In a community organization, it is not so much a matter of what work is done. But more important is the level at which people in the community have developed the skills to work together, the community spirit, the ability to understand the problem and the foresight, and the level to which their differences with the people have been used constructively.

People's participation in community organization is hampered by differences, tensions and conflicts. But working together with the people does not mean that conflicts and tensions in the community will end completely. In fact, it is an integral part of community life, and it is these principles that give strength to community life.

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# Unit-8

## DEFINITIONS AND CHARACTERISTICS OF PROFESSIONAL SOCIAL WORK

### Unit Structure :

- 8.0 Objectives
- 8.1 Preface
- 8.2 Concept of professional social work
- 8.3 Definition of professional social work
- 8.4 Meaning of professional social work
- 8.5 Purpose of professional social work
- 8.6 Features of professional social work
- 8.7 Summary
- 8.8 Exercise
- 8.9 References

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### 8.0 OBJECTIVES

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After reading this chapter, you will be able to:

1. Understand the concept of professional social work.
2. Understand the meaning of professional social work.
3. Know the purpose of professional social work.
4. Understand the features of professional social work.

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### 8.1 PREFACE

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Social service has been practiced in our country since ancient time. When human social service came into existence, they needed the company of each other. Since human beings are social animals, living in groups is their innate feeling. Social service originated from the feeling of meeting the needs of others while living in a group. India has a bright tradition of social service. The importance of doing social work through social service, helping each other, helping the needy, implementing development work for the weaker sections, is indicated in different religions.

Social work gained momentum in the post-independence period. The scope of social work has been increasing with the pre-independence social service. This created social reformers. In the past, social work was done selflessly with a service-oriented attitude. But in the recent past, a new approach to social service emerged. This is called professional social

work. The professional nature of social work is a change that has taken place in recent times. It is seen that social work education institutes and colleges have been set up along with the dissemination of education for social work in a scientific manner. Many students from this field are studying professional social work. Different types of social research are also being given by these institutes. With the help of trained social workers, many organizations have been set up today for professional work.

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## **8.2 CONCEPT OF PROFESSIONAL SOCIAL WORK**

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Professional social work is a professional service. It is used for personal or community support. Satisfactory social work is done according to your specific desire and aptitude and their expected reward is taken. This is called professional social work.

Professional social work appears to have been commercialized. However, social work is done on the basis of training and scientific knowledge. People who do social work enjoy the progress of others. Those we help become self-sufficient by using the help or get financial benefits. Therefore, people who do social work get mental satisfaction. Professional social work is expected to use intelligence and use appropriate motivations to overcome human suffering and their problems. Social work is about building the ability to lead a successful life in an individual or a society. However, since the worker is investing capital for training, he is expected to be paid while doing social work after the training.

### **Check your progress:**

1. Explain the concept of professional social work.

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## **8.3 DEFINITION OF PROFESSIONAL SOCIAL WORK**

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Professional social work is not selfless social work but social work is expected to be paid. This is called professional social work.

Professional social work is the fulfillment of various needs of human love, safety and new experiences through service.

This is how you define professional social work.

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## **8.4 MEANING OF PROFESSIONAL SOCIAL WORK**

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The meaning of social work can be learned from many aspects in many ways as follows:

### **8.4.1 Process of providing actual services and assistance:**

Professional social work has a definite purpose of helping with specific ideas or thoughts, attitudes, principles, and specific emotions. And with the help obtained by these special methods, special results are expected.

Social work tells you how to do the actual service and guides in the process of giving help i.e. what is the way to give help, how to help, etc. Which help is provided, is considered very important. It is a service rendered to humanity on the basis of humanity. The service is provided in a specific way. The basis of the service is democratic thinking and this service is professional. It has a lasting effect and a specific way of working. There is a specific purpose behind this service. It solves psychosocial problems (mental problems and problems in social life). Social work works to bring about change, to create the right relationships (in thought, in life), to make adjustments, to develop and to make progress.

The welfare objectives behind giving help are definite in social work. When the purpose is clear, the help given is certain, desired and expected.

### **8.4.2 Social work based on democratic values:**

Social work is based on democratic values. Humans have an important place in this. All human beings are equal. All are treated equally in social work. Everyone has equal rights. Everyone has the same right to think, to choose, to act. Everyone is free to exercise their rights. Everyone is free to live their own way. Everyone has their own duties and responsibilities. When there are some obstacles in this, then the roles are not carried out systematically and done in an improper manner. Social workers work to remove barriers and create a positive environment for all to exercise their rights. The task of shaping the individual to live the life of a member group that is suitable for the society happens through the development of the individual.

### **8.4.3 Social work promotes the progress of society:**

Justice, coexistence, tolerance, adjustment, unity, solidarity, truth, ethics, non-violence are the practices of social work. In short, democratic principles, human rights and humanity are the basis of social work. Social work is done in order to take the society forward and make progress in it without disturbing the social life, the life of the individual, the life of the family. That is why social work promotes the progress of society.

#### **8.4.4 Social work depends on the needs of the community:**

Social work functions within the framework of the rules that exist in the society. Values and rules that are conducive to the existence of society and complementary to human welfare are considered to be fundamental in social work. The ethics of socialism, humanity, human rights, democracy are the rules of social work.

Social work means doing all that can be done at present for the welfare of human beings. Social work is based on scientific knowledge.

In professional social work, the worker's approach is scientific. The worker works on the basis of knowledge. Social work is supported on the basis of accurate, definite and complete information. The three-dimensional use and effect of theory and philosophy has been proven. So theories give a definite direction to the work.

Since social work is a scientific work, information is collected. The essence is extracted by systematic arrangement of information. Conclusions are drawn, measures are taken and work is re-examined. Such a scientifically helpful activity is the function of social work.

#### **8.4.5 Collective thinking of individual society culture:**

In professional social work, individuals, society and culture are considered together. From human development to group development and from group development to social development is widely considered. It has a sense of inclusiveness and unity. Thoughts in social work are that an individual does not get what he / she have because they are alone, but they get it because of society.

#### **8.4.6 Professional Social Work is a Community Oriented Business:**

Fried Lander said that social work helps to bring democratic principles and human rights into practice and bring them to real life. It helps in creating a decent standard of living for all societies, provides social security and meets the basic human needs such as the need for love, the need for recognition or personality, the need for quality. To fulfill all this, a social worker should be clear on the knowledge of professional social work. Also, the more the worker looks at the facts based on his thoughts, reflections and studies, the more the meaning of social work will become clearer and its vast scope will be noticed. Every worker should think and act in this direction.

#### **Check your progress:**

- 1) Explain the meaning of professional social work.

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## **8.5 PURPOSE OF PROFESSIONAL SOCIAL WORK**

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In social work, motives or objectives are closely related to the results of the work done. The motive behind the action becomes important in the outcome of the action, as it determines the course of action. The motive behind the worker's behavior is clear to the worker and others and it is only for welfare. There is no such thing as one mind and one purpose. So it is not in the worker, but its member's conscience, ethics, knowledge, etc. that show him the right way. There is no discrepancy between his motives and his behavior.

There is no selfishness in the purpose of social work. There is no desire to take credit, so work done for social work purposes is effective. The purpose of social work, the way of working and the method of work are all characteristic and have the expected effect. Different issues are considered while doing social work. Problems related to economic development, social problems, caste and religion, social services related to health and education are considered in social work. The main objective of social work is to achieve the weaker elements in terms of establishing social justice and equality. Creating a positive attitude in the society, giving the right direction to the society are all challenges in social work. The important factor is to give the right direction to the challenges or problems.

### **8.5.1 Re-establishment:**

When the expected tasks or roles are not carried out or done properly, there is a need to rebuild, restructure, re-establish and make changes. Obstacles to the performance of the role are removed.

Here rehabilitation and treatment are followed by reinstatement. Correlation and interaction are regenerated. Individuals are given money and are helped to regain their status and position. It leads to the development of individuals, groups and communities. E.g. rehabilitating a married woman who has been separated from the family for some reason, and preparing both the family and the woman to accept each other mentally i.e. (Rehabilitation and Treatment). Rehabilitation works in the context of the disabled by way of holding them in the displacement and preparing them mentally to accept reciprocal establishment. Proper correlation, thoughts, feelings, behaviors, etc. is re-established so that welfare can be achieved.

### **8.5.2 Overcoming the problem of human correlation:**

Many problems have arisen in human correlation in different societies. There are factors that can cause problems in this correlation due to caste or ethnicity. Therefore, the purpose of social work is to create a happy and contented society by creating a safe and proper relationship in the entire human society.

**8.5.3 Inculcate democracy in the society:**

Social work is done to create ideal citizens of the country by creating democracy in the entire human society. The purpose of social work is to make the citizens of the society aware of democracy, to make them aware of human rights and entitlements and through that to inculcate democracy in the society.

**8.5.4 Solving social problems:**

The important task of solving the problems related to the social life of the individual and the problems related to the economic development of the individual is done through social work. Therefore, the important objective of social work is to create development capacity in the society by solving social problems in the society.

**8.5.5 Extending existing services to the community:**

The important function of the government is to provide services to the society. Many social development schemes and programs are being implemented by government employees. However, the government does not have the capacity to deliver such programs to the needy. Therefore, the purpose of social work is to provide the right amount of existing services to the society and give them their benefits.

**8.5.6 Bringing about social change:**

One of the important objectives of social work is to bring about social change by trying to solve the various problems in different sectors in order to bring about the expected change in the backward society and especially in the rural society.

**8.5.7 Creating a sense of balance and cooperation in the society:**

The aim of social work is to create equality in property ownership with the aim of creating balance in the society, to give property rights to the poor, to meet the various needs of the society and to create equality in all societies. At the same time, the purpose of social work is to create social organization and give importance to collective attitude to increase the spirit of cooperation in the society.

**8.5.8 Protecting interests:**

Social work is considered important to inculcate in the society all kinds of things for the benefit of the society and to increase public participation in social work. The purpose of social work is to promote the interests of all the society members in terms of achieving the essential elements and social rights.

**8.5.9 Equalization of development opportunities:**

Social work is given importance so that all the members of the society have access to development opportunities and the weaker sections get priority in development works. The aim of social work is to accommodate the society which is far from the opportunity of development in the development process.

**8.5.10 Helping Tasks:**

Individuals who need help while carrying out social work are being providing essential services. Helping such people as needed, providing services for the needy and liaising between those in need of available services are put in place in relief work. These are considered important objectives in the relief work to preserve human values.

Thus social work has started in our country for various purposes. The above objectives are important in social work to provide development opportunities to the society which is far from the development process as a whole, to uphold human values in order to uphold social justice.

**Check your progress:**

1) State the various objectives of professional social work.

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**8.6 FEATURES OF PROFESSIONAL SOCIAL WORK**

The tradition of social work in our country is many years old and since social work is based on needs, the features of social work appear to be different. Many social reformers and sociologists have proposed concepts of social work. Also explanations are given. At the same time, the meaning of social work is explained. This includes the features of social work. The features of professional social work can be explained as follows.

**8.6.1 Accepting help and service as needed:**

One of the important features of a social worker is that he is accepted by the society when he is serving the needy community. Social worker is characterized by the immediate acceptance of the help or services that are provided through social work as it is based on needs while doing social work. Social work is done to identify the burning issues of the society and solve these problems.

**8.6.2 Own opinions are not imposed on the needy:**

An individual or organization doing social work works to bring about a certain kind of change in the society. While doing this, they are convincing the society about their views. This is one of the characteristics of social work as it gives more importance to explaining one's needs to the needy than imposing one's opinion on the needy as social work starts in that place only when the society responds properly.

**8.6.3 Involvement of clients in the relief process:**

Participation of individuals or groups we are assisting to in the social work process is considered important. The work of giving direction of change is done through social work but it is very important to involve those who are doing social work in the decision making process. Nothing is imposed on individuals or groups. Voluntary decision-making is said to be a feature of social work.

**8.6.4 Balanced development of individual and community:**

Social work begins by identifying the needs of specific individuals or groups as they develop. Emphasis is placed on developing the abilities of the needy while doing social work. A social worker always thinks that social work is done with the help of those specific individuals or groups for the purpose of rapid development of the society.

**8.6.5 A person is considered holistically:**

Implement development programs through government agencies. Implementation is important for the purpose. But in social work, all aspects of life are included when considering the problems or questions of the society, because one problem is related to other factors.

**8.6.6 Emphasis on understanding people in social work:**

The emphasis in social work is on creating a sense of belonging in the community. For this, it is taken on the basis of psychiatric, psychological and sociological concepts. What does social worker think about himself, how does he feel about the relationship with others, what do others think about social worker, how do they look at each other? It is interested in social work. Emotions are learned using classical knowledge. The social worker is aware of the art of working with human correlation. The worker has the ability to learn human behavior. The task is to understand people and solve their problems through the use of theoretical knowledge.

**8.6.7 Different methods and procedures of social work:**

While doing social work, the social worker uses his own methods and work process to solve the problems in the society. From your experience, your own work method is built on your own skills. Through this, the social worker is working to solve the problems in the society. Procedures or the skill to get the participation of the community in the self-created workers is formed from the experience of these workers. Hence it is said to be a social work feature.

**8.6.8 More emphasis on economic development:**

The emphasis in social work is on the economic upliftment of a particular individual or group. The social worker strives for sustainable economic development by developing businesses based on local conditions. So the social worker is looking for different ways for economic upliftment, focusing more on business development according to his own method.



**8.6.9 Feelings of experience and service delivery:**

A social worker works to bring the society on the path of development or to solve their problems. They have the feeling that we are selflessly serving the society and that is why the social worker is sincerely working for the expected social change. Social workers have a sense of service and empathy for the community.

**8.6.10 Link between needy and community tools:**

There appear to be many problems in our country or especially in rural areas. A wide variety of tools are also available to solve these problems. However, these tools or services are not delivered to the needy. The social worker is the link between the two. The work of social work is done by making proper use of local resources to convey the economic development tools of a particular community or government schemes to the community. So the link between the needy and the tools in society is said to be a feature of social work.

**Check your progress:**

- 1) Describe the characteristics of professional social work.

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**8.7 SUMMARY**

While professional social work practice is far-reaching in its scope, a changing world continues to present new challenges and avenues to make a difference. Social work does not clash with other occupations. Social work does not compete with other businesses that provide services to human beings. So there is cooperation with these businesses. At the same time the scope of social work is not and cannot be taken by other businesses. Of the businesses that provide services, social work is also a business. Businesses have equal importance in service, there is space. All businesses have coexistence. All businesses serve the community in an integrated manner with the help of each other. In this way, all the needs and problems of the society are considered together by different professionals from different aspects. So they get an all-around perfect answer. This leads to social welfare and social development.

Social work role is to decide which community service is applicable to a given social condition. Although social development is considered important to the professional, it is important for the individual to bend his / her face with proper turns, but considering the importance of the community, it is far more important than the collective thinking of the individual. E.g. Sune likes to be independent. However, in exercising this freedom, it is up to the whole family, in-laws, family responsibilities,

family situation, whether to think differently, whether the bride has the right to exercise her rights. None of the many features that exist in Indian society are mentioned above. They are used to bind society, to guide human behavior. This is why social work is used to achieve its purpose. That is why its appearance in India is unique.

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## **8.8 EXERCISE**

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- Explain the meaning of professional social work by explaining the concept of professional social work.
- Explain the purpose by defining professional social work.
- Explain the features by explaining the concept of professional social work.

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# Unit-9

## STAGES OF SOCIAL WORK

### Unit Structure :

- 9.0 Objectives
- 9.1 Introduction
- 9.2 Integrated Start-Up Stage, (Induction Phase) Early Stage Study
- 9.3 Integrated Middle Stage (Core Phase)
- 9.4 Integrated Aid-Treatment
- 9.5 Final Stage (Ending Phase) - Conclusion
- 9.6 Summary
- 9.7 References
- 9.8 Exercises

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### 9.0 OBJECTIVES

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The objectives of the study of this chapter are as follows.

- Know the stages of social work.
- Understand the basics of social work.
- Knowing the middle ground of social work.
- To study the last stage of social work.

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### 9.1 INTRODUCTION

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Social work began in ancient times. But it is not possible to say exactly when and where it happened. Because when human society came into existence, many people initially came together and felt the need to associate with each other. The individual is a social animal. It was from this feeling that social service originated and the feeling that service brings merit. Social work is the origin of religion in ancient times.

Social work is a process. This process is formed by the integration of different work links. There is continuity in this. Process links are interconnected. They are not separated from each other. This process takes place in a cycle; sometimes it goes back and forth. Social work goes through this process and develops. This process means a positive purposeful interaction between the client and the worker. Social work objectives are achieved through this process. There are many tasks that can be accomplished.

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## **9.2 INTEGRATED START-UP STAGE, (INDUCTION PHASE) EARLY STAGE STUDY**

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When starting work in any way, when serving any individual, group or community, there is study, diagnosis, help, evaluation in the beginning period by thinking in an integrated manner.

In this stage there is preparation, planning is done, intervention is started, and study is done. Various tasks are performed at this stage for diagnostic purposes as well as for all purposes of relief work.

The social work process begins even before the actual beginning. Pre-preparation takes place before the start. Need service, need help! Such are the mentality created in service. Expecting help, clients begin to receive services by anticipating what will happen during the visit. Aware of the problem, the social worker prepares for the service by self-examining the help available to the client. Social work begins by creating dissatisfaction in the service, creating an awareness of responsibility, rights and duties.

At this stage the role of social work begins. The actual intervention begins with the preparation of the intervention. The need, use and specific area of intervention are determined. The boundary of the intervention is determined. Is there a situation where intervention is needed? Which one is it, it is the worker who decides. It depends on the level of intervention. After this, the worker decides to intervene and makes a special intervention. Activist interventions have different characteristics. As this intervention is done with a special approach, this leads to the development of intervention capabilities. Self-sufficiency - creates self-awareness, empowers the seeker, and constantly changes. This intervention is done with the holistic consideration of the client. It is done by taking the initiative. It uses relationships.

### **9.2.1 Early Environment:**

In this early period, when the study takes place, the worker and the client experience a special atmosphere.

Due to the characteristic atmosphere of this early period,

- i. The needs are understood, the problems become clear, the causes of the problems become clear.
- ii. Services were selected.
- iii. The use of services is estimated.
- iv. Can be studied. (Initial tasks can be done easily.)
- v. The direction becomes clear.
- vi. The role can be explained. The role of the activists becomes clear.

- vii. Intimacy is established.
- viii. The relationship get established.
- ix. The workers know the service clearly.
- x. The demand for help comes to the fore.

### **9.2.2 Early events:**

These are phenomena that occur everywhere while serving on a micro to broad scale. The following events take place at the beginning of social work. (These events continue to happen in other stages).

- i. The atmosphere is created during the interview by the worker.
- ii. Obtaining information from the client.
- iii. Obtaining a problem statement from the client.
- iv. Understanding the problems of the workers.
- v. Understanding the problem from a customer's point of view.
- vi. Helping the client to understand their own problem.
- vii. Understanding the worker by the client.
- viii. Getting support from the client during the interview.
- ix. To understand client, to know his needs.
- x. To study, to plan.
- xi. Mutual re-election from worker and client.
- xii. Influence of workers and client on each other.

### **9.2.3 Initial tasks:**

The following is a list of tasks performed by a primary worker. (These tasks are not limited to the initial stage; they are also performed in later stages. Initial stages are also performed in other stages).

- 1. To understand client, to know the effect on client.
- 2. Knowing the tasks that come in your field.
- 3. Building relationships according to the right principles.
- 4. Conduct in-depth interviews.
- 5. Assist the needy in presenting difficulties.
- 6. Collecting information, scrutinizing, coherence, directing thoughts, analyzing, interpreting the information obtained.
- 7. To make a diagnosis.
- 8. To know the needs and demands of the client, to know the attitude towards the problem and help.
- 9. Getting involved.

10. Presenting the ideal in front of the client.
11. Eliminate depression, eliminate oppression.
12. To give an explanation.
13. To understand.
14. Create a picture based on information, starting with a value that is important to the client.
15. Explain the reasons.
16. Discussion to focus on issues.
17. To make the client aware of his potential, to develop him.
18. Positive Thinking, Encouraging
19. Respect by acknowledging the individual's uniqueness.
20. Acquiring trust.
21. To lead, to control.
22. To make the client aware.

#### **9.2.4 Early Studies:**

The following information shows how the study is conducted in an integrated manner at the beginning. The study of these thoughts everywhere leads to integrated study. Study is an ongoing process, because the servants of social work are human beings. They change constantly. The study takes place mainly in the early period. While this is true, the study does not stop at the next stage. This is equally true. Interviews, relationships, interactions are used for the study. It is based on theoretical knowledge that the attitude of the practicing worker is like that of a behavioral theory. The worker performs this step of study at this stage using various skills.

When a worker decides to study in one or more ways, what matters is the chosen path? What information is needed to serve that way? He notices this and insists on getting such information. E.g. the method of arrangement, if it is to be useful in providing help, is much studied in terms of the role of the client; Study takes place if it is appropriate to serve in a way that solves the problem. Family study is important when it comes to providing family-centered services. The study of behavioral motivations is important when studying behaviorally. If there is a need to help in more than one way, then the emphasis is on the things that matter. The study is done in the context of all of them.

Thus the study is primarily at the outset with broad thinking, understanding, and context.

#### **9.2.5 Discussion of the early stages of study in various avenues of social work:**

Different approaches to social work describe the beginnings and the intervening work in them. It can be briefly reviewed as follows. Based on this, the study has been reviewed in an integrated manner as above.

The psychosocial pathway undertakes studies at this stage as follows.

The environment of the ego and the whole conscience is studied. The method of adapting personality is studied. Study in this way is psychosocial study, which includes further studies.

- i. The study of the environment - of the problem - of the individual.
- ii. The study of individual's relationships with environmental factors.
- iii. Knowing the facts.
- iv. Knowing the latent mind.
- v. If needed, knowing as much history as needed.
- vi. Knowing the expectations of the client.
- vii. Knowing the values and feelings of the client.

This suggests that the study should be done using the above points or when the above method is studied. When the above works are done, it is a study done in a psychosocial way. This, of course, is the beginning of the ministry. (It is found that other paths are also studied based on some of these points.) The following actions are taken according to this path during the study.

- i. Knowing the reasons for coming for the service.
- ii. Explain the purpose with the help of the worker.
- iii. Estimating the behavior of the client.
- iv. Understanding the relationship between the client's mood and the use of the service by him.
- v. Knowing the mood, preparing for change and accepting help.
- vi. Getting started with real help.

Psychosocial approach involves establishing a correlation with the client in the initial stage of the interview, involving the client in the treatment, initiating the treatment, collecting the information required for the psychosocial diagnosis and treatment. The functional path states that in this state, the pre-preparation has done the following tasks.

- i. Helping the client to objectively introspect.
- ii. Helping client to understand himself.
- iii. Explain the specific service to be rendered with the participation of the client.
- iv. Understanding the problem with the service provider while giving the service.
- v. Creating the ability to use what is available in life.

- vi. Client has certain feelings in his mind as he does not know exactly what will happen next. Using which change - to drive development.
- vii. Making the most of the initial miraculous time for welfare.
- viii. During this characteristic period, the social worker performs characteristic tasks such as providing information, understanding, overcoming oppression, encouraging, activating the client, etc.
- ix. Client's active participation leads to the use of his strengths and abilities. Power is not wasted.
- x. Working on a small part of the problem.
- xi. Consciously building a loving relationship.

Some of these seem to use many of the points when other methods are also studied.

**Check your progress:**

- 1) Discuss the induction phase in social work from a unitary point of view.

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**9.3 INTEGRATED MIDDLE STAGE (CORE PHASE)**

The middle ground is the main stage in the whole ministry. In this state the whole social work achieves the objectives. The purpose of this stage is the purpose of social work.

In the main stage of social work, i.e. in the middle stage, work is done on the steps of diagnosis and direct help. Of course, these steps are important in serving all types of clients at all levels.

The steps of study i.e. diagnosis and help are interdependent and complementary. These steps run side by side (i.e. the beginning and the middle run with each other) Each of these steps makes sense because of the other steps. Diagnosis is based on study, so it is meaningful and instructive. Study is important as help depends on the study and the diagnosis made. So the accuracy on these two gives the accuracy of the help and the consequences of the help. These steps are important in the whole social work process. These steps determine the beginning and end of the work.

**9.3.1 Assessment (Diagnosis):**

Diagnosis in an integrated manner can be done at all levels (individual, group, community level) by integrating as follows. The study



is done with emphasis on different points in different cases, as the study is done with different contexts. Similarly the diagnosis is also made at different levels in different cases. Diagnosis is a mental process. Here is a mental portrayal of the work. The framework of the work was clear. The motives become clear. The difference between reality and expectation is clear. The nature and needs of the work become clear. The boundaries of the work are fixed. Diagnosis helps to work according to the needs of the patient.

The needy themselves are the best determinants. The best diagnosis of needs, causes, shortcomings in one's own role, problems can be done by oneself and the best solution to the problem, the best way is also known to the needy. It is a belief in social work. Diagnosis made with the participation of the cause is considered to be the best diagnosis.

Study is important for diagnosis. It is necessary for the worker to study in the right way and to understand while studying. The combination of the two is used in the diagnosis. Diagnosis is made by aggregating all the information, selecting the right information and arranging the information in a coherent manner.

Diagnosis is described in every way of social work. The worker can diagnose any or all of these ways. The worker needs to be clear about the direction in which the diagnosis is made.

### **9.3.2 A) Meaning of diagnosis:**

Diagnosis in an integrated manner can be done at all levels (individual, group, community level) by integrating as follows on different points in different cases as studied.

- i. Different needs - diagnosis of problems.
- ii. Diagnosis of major needs and major problems, the causes of problems, diagnoses of those causes as well as consequences of the problem.
- iii. Diagnosis of problems in role and social functioning.
- iv. Diagnosis of the client, his behavior, his feelings, social conditions, social relationships.
- v. Diagnosis of various causes, major causes and origins of causes, diagnosis of facts.
- vi. Diagnosis of possible help, source of help and possible outcome of help.
- vii. Diagnosis of necessary help, diagnosis of useful help type.

All of these diagnoses are interpreted intermediately.

### **9.3.3 Diagnosis in various cases and intermediate functions:**

Diagnosis is the determination of the following various factors. The diagnostic areas have the following functions. It is noticed here that these diagnostic functions are also studied and treated. Diagnosis based on

these points makes use of all knowledge pathways holistically. That is integration.

### **1) Diagnosis regarding the problem:**

What is the problem and how the problem arose. Where is the problem and what can be done to solve it? What is the need, why were they created? Why are they incomplete? How to complete them? Why should it be completed and how can it be completed? To determine this is to diagnose. Such an interpretation of the problem is a diagnosis.

That is, the diagnosis is made by searching in this way. It also diagnoses factors that are important in aid planning and aid strategy. At the same time, by making a systematic list of all the problems and needs, selecting the right problems from it for the actual work is the diagnosis.

### **2. Diagnosis in terms of needs:**

Prioritizing unmet needs: Who will meet the needs? How many needs can be met? How to meet needs? What is the way? What is the approach to help in this regard? What kind of help to use to meet the need? To determine this is to diagnose. These tasks are performed to diagnose.

### **3. Diagnosis regarding changes:**

In what case, at what level, how, what changes should be made? What changes could happen. How will the changes take place? Why? How many changes will there be? Who needs help at different levels to bring about change? What kind of help? Who to help? What is the type of help chosen? What knowledge path / approach help? Determining this means making a diagnosis and performing diagnostic tasks.

### **4. Diagnosis in terms of development:**

What is the need for development and why? How much development will take place in the required area? How to make it happen? What help to choose for this development? Why choose it? What capabilities to build / enhance? Why? How? So similarly, what qualities, arts, what powers should be developed? So, to find the answers to the problems / to meet the needs / to take the action for the development, to choose the kind of work to be done, to make the same choice, to decide how it is desirable, that is the diagnosis.

### **5. Assurance of help:**

Diagnosis is made by determining the approach / approaches in which the worker will provide the service, the help needed, the type of help (choosing from the help classification) while providing active help in all the above places.

### **6. Diagnosis regarding limitations:**

What are the limitations of client, how and with what help can they be overcome? How much can be removed? What can be done to help?

Determining what to do means making a diagnosis, yes, these tasks are done during the diagnosis.

### **7. Role diagnosis:**

Determining what are the important roles in the social functioning of a client (the sum of all the roles is social functioning), the role with which emotions, duties and personality are related. Determining which areas in such a role have problems, which problem to start working on? To determine this, is to diagnose. It can be decided to solve more than one problem in more than one role at a time.

### **8. Disability Reconciliation:**

Knowing the causes of inefficiency of the client means diagnosis. These reasons are in the personal environment, in the web of social correlation, in the values of correlation, in the interrelationships, in the interactions, in the exchanges, in the groups, in the communities. Knowing the exact causes, the exact treatment also becomes clear. The task of finding out the cause of disability and causes is done at this stage.

### **9) Diagnosis in the context of anxiety:**

Diagnosis is when the causes of anxiety are clear, whether the causes are in the past, present or future. This diagnosis facilitates further action.

### **10) Diagnosis of communication:**

Determining the problem of exchange, determining its causes is the diagnosis. This type of work determines the causes of the problem behind the way they treat each other, the way they approach each other.

### **11) Relationship Diagnosis:**

Further analysis is the diagnosis. These diagnostic tasks take place in the middle stage. What is the place of service in the web of social correlation? What is the state of the relationship? What is the arrangement of correlation and other persons in correlation? What is its significance in terms of service? What is an interactive diagnosis?

### **12) Diagnosis of the environment:**

What kind of people are involved in the environment? When working here, do you want to take into account the relationship between the individual and the family? Do individuals and families need to consider the relationship they have with other groups as well as with the community and society? Etc. knowing the matter means diagnosis. The diagnosis is to know the causes of the problem arising from these environments as well as the help that can be found in solving the problem. It is diagnosed by these functions.

**13) Preparation of the plan, while making the diagnosis, the work of preparing the plan is done:**

From the study, the purpose of finding the answer to the problem, for the purpose of development, to portray and understand the client is to make a diagnosis. A list is made of what needs to be done to overcome this problem. What is done, who is done - how is done, the problem will be solved. The need will be met - there will be progress - there will be changes - there will be improvements. It was decided that the diagnosis was made. Diagnosing is about predicting what might actually happen - what might happen.

Pearlman outlines the following types of diagnoses.

- i. Dynamic Diagnosis
- ii. Clinical Diagnosis
- iii. Environmental Diagnosis, Etiological or Genetic Diagnosis

Briar and Miller explain the three uses of the diagnosis.

- i. Diagnosis leads to classification of the problem.
- ii. Diagnosis reveals different aspects of the case. This is called dynamic diagnosis. This is a long-term diagnosis.
- iii. The diagnosis clarifies the process of helping.

All of these diagnoses are interpreted intermediately.

**9.3.4 Stages to reach the diagnosis:**

In his book *Common Base of Social Work Practice*, Bartlett Hiy outlines the next steps in evaluating and reaching a decision.

- 1) To analyze the major factors that caused the incident or situation, to know them.
- 2) Selecting the most important factors, determining the interrelationships between the various causal factors and selecting the factors or factors in which the work is to be done.
- 3) To estimate where and how to intervene in social work in case of need and to decide what will be the effect of this intervention while making this estimate.
- 4) What are the approaches to directly intervene in the fourth step of choosing certain methods of work / intervention? Which method of treatment will be chosen? Is it necessary to consolidate the route? Which way to go first? It turns out - The first thing to decide is what help to give, what help is needed.

**Check your progress:**

- 1) Discuss the Core Phase in social work.

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## 9.4 INTEGRATED RELIEF-TREATMENT

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Social work is primarily assisted with intermediate-diagnosis. In the meanwhile, the work and evaluation at this stage of the study is continuously going on, help and thought are also used for intervention in social work. Serving is the most important step. Therefore, social work reaches out to the service seekers i.e. clients (individual, group, community, society to the service seekers). Step achieves the real purpose of social work. That is why help is also called a social work approach. Beneficiaries are always involved in helping to make a difference. Client's participation is a prerequisite for the helper.

### 9.4.1 Definition of help, Meaning and various forms:

An integrated approach when it comes to helping at different levels. This is done as follows.

Explaining treatment in The Theory of Social Case Work, Small said that any kind of social service used by any individual or group (large or small) for their own well-being and for the welfare of society in general is a cure. It is the duty of the worker to provide the services here and the responsibility to use those services rests with the individual-groups. (Reaching the service) Individuals / groups are expected to take the lead in providing services by selecting services.

### 9.4.2 Purpose of help:

Help or treatment is not merely a remedy, a cure, prevention, but an educational, developmental and transformative process, as well as a radical, fundamental change in thinking, feelings and attitudes, a smoother, multifaceted process. It has definite purpose. It is a consulting service. That is guidance. The study of social work, the steps of diagnosis, the process of service problems, etc., in the context of each other, makes sense of the help. Development is expected to help; problems are expected to be prevented. The theoretical knowledge of social work (interpretation, meaning, principle, doctrine, way, etc.) is a service that is done by adding the thoughts of humanity.

### Check your progress:

- 1) Discuss integrated help and treatment in social work.

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## 9.5 ENDING PHASE (LAST STEP)

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After starting social work for a specific purpose, the social worker stops his work if the required situation changes or the specific problem ends, because the expected changes appear. In such a case, it is expected to stop the specific form of work as the last stage of social work.

### 9.5.1 Ways of assessment:

What should be the thought and what should be the attitude, should be thought. Was it the money of the workers? Evaluation is to check how far they are from the ideal or how close they are to the ideal. What should be the ideal, how? What actually happened, how did it happen? And how can that be? What can be done? Evaluation is the process of verifying the (expected) actual (possibly) and knowing the remaining errors in the ideal way. At the same time, there is an evaluation of the accepted procedures, behaviors, work-related relationships, the roles of the workers, the program adopted to achieve the objective. Evaluating the impact on the actual distance from the ideal helps to clarify the difference between the two and helps the next work to be done in the expected manner. From the ideal to the real, once the distance is known, the effort towards reducing the distance is noticed. You can plan for that. Strategies can be devised. After this the error is removed and the effectiveness of the services is felt and this is the ultimate purpose of the evaluation. The assessment was done step by step during the work. The same happens at the very end of the work i.e. assessment occurs during the study. There is constant evaluation while diagnosing and helping. Thus this step of the last stage starts from the beginning stage.

The service rendered at these stages of evaluation is once again known. The results of that work are known. The purpose of the service and its effect is balanced which helped to achieve the purpose or to bring about change. Did that change happen with help? Did education become what it was intended to be? Has it created the ability to improve one's own life in the service (individual, group, community)? Did the same thing happen to those who worked for it? Did it look unexpected? Will the incremental effect be seen? This is verified. Because like any other business, the social work business also works in a systematic way towards those objectives with the objective in mind. This business is dedicated to change development education. The business was successful in doing this. This is proved by the evaluation itself.

### Check your progress:

- 1) Explain the concluding stage of social work.

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## 9.6 SUMMARY

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In social work, study, diagnosis, treatment, follow-up are considered as four steps. They cannot be completely separated. All the steps begin with the study of the same subject with each other as well as the beginning of the treatment. Studies and diagnoses continue.

Social work is also divided into three parts, namely, the initial stage, the evaluation stage and the conclusion stage. Similar to this functional path, Goldstein (1973) considered three stages of social work. The Induction Phase, the Core Phase and the Ending Phase are the first phase of contact. The main stage was problem solving. The information comes together. Action happens. After reconsideration, evaluation, further action is decided and final evaluation is done in the last stage. At each stage or step a specific purpose and tasks are expected accordingly. The stages of the whole work can be described as contact phase, contract phase and action phase.

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## 9.8 EXERCISES

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- Analyze the beginning of professional social work.
- Write a note on the middle ground of social work.
- Describe the stages of social work.



# Unit-10

## SOCIAL WORKER'S APPROACH, SKILLS AND TECHNIQUES

### Unit Structure :

- 10.0 Objectives
- 10.1 Preface
- 10.2 Concept of Social Work
- 10.3 Concept of Social Workers
- 10.4 Functions and Nature of Social Workers
- 10.5 Characteristics and Properties of Social Workers
- 10.6 Areas of work of Social Workers
- 10.7 Classification of Social Workers
- 10.8 Techniques required by Social Workers
- 10.9 Skills required from Social Workers
- 10.10 Role of Social Workers
- 10.11 Summary
- 10.12 More information
- 10.13 Exercise
- 10.14 References

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### 10.0 OBJECTIVES

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Students will understand the following after the completion of this chapter.

1. Understand the concept of social work and social workers.
2. To study the workings of social workers.
3. To get information about the qualities required by a social worker by studying the various fields of work of a social worker.
4. To provide information to the social worker about the techniques and skills required in doing social work.
5. Understanding the role of social workers in social work.

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### 10.1 PREFACE

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In the welfare system, the entire responsibility for the welfare of the citizens lies with the state and its various institutions. Although state institutions have moved out of the welfare role and out of the scope of work during the new economic policy, there has been no vacuum created. The welfare role of the state seems to have been taken over by non-



governmental or non-governmental organizations. Although there are many differences of opinion regarding their commitment, credibility, comprehensiveness and quality, but their important role in the implementation of welfare programs cannot be underestimated.

In the present case, we will understand the concept of social work and social workers. A social worker is broadly defined as a 'social worker' who is involved in social development. Social workers have to carry out a variety of tasks to eliminate problems in the community. They have to use a number of procedures to carry out these tasks. Also, in order to carry out the task, the social worker must have such basic qualities. Also, while carrying out social development work, the workers have to use various techniques and skills. Such activist plays an important role in the development of the society.

This chapter discusses the concept of social workers, classification of social workers, working methods of social workers, essential qualities of social workers, techniques required by social workers and skills and role of social workers in social development.

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## **10.2 CONCEPT OF SOCIAL WORK**

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When studying professional social work, it is necessary to first look at its definition in order to understand it better. Defining social work clearly is a difficult task. The development of social work is not the same in all countries.

Social work is a process of helping. It is no exaggeration to say that the feeling of helping others has been with man since the creation of mankind. From ancient times the people have been helping others according to their ability and the needs of the society. But then there was no scientific yardstick to track the same. Social work has been systematically studied in Western countries. Methods, techniques, skills of social work were developed and social work as a business was brought to the forefront of the world. Its interpretations have also been formulated to understand the concept of social work more clearly.

Scholars and thinkers have come up with various interpretations of social work. They can be stated as follows.

1. **Fink (1942):** "The function of social work is to create that state of society and to develop that capacity in the individual, which will increase the ability to live a better life for the members of the community."

2. **Indian conference of Social Work (1957):** Social work is a welfare activity, which is based on human service, philosophy, scientific knowledge and technical skills, whose purpose is to help individuals, groups and communities so that they can live a happy and fulfilling life.

3. **National Association of Social Workers (1970):** "Social work is the professional activity of helping individuals, groups of communities to enhance or restore their capacity for social functioning & to create social conditions favorable to their goals."

4. **Murthy and Rao (1970):** Social work is about helping those suffering from mental, physical and emotional or moral disability, which will enable the individual or group to become self-sufficient.

It is clear from the above definition that social work is a professional aid that aims to develop the capabilities of individuals, groups and communities and to unite them and create favorable social conditions for the fulfillment of objectives.

**Check your progress:**

1) Explain the concept of professional social work.

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### **10.3 CONCEPT OF SOCIAL WORKERS**

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A social worker is broadly defined as "a worker who performs social development work related to the community." The concept of "professional social worker" is different from that. A person with special training in professional social work is considered a 'professional social worker'.

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### **10.4 FUNCTIONS AND NATURE OF SOCIAL WORKERS**

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When solving a problem in the society, the social worker has to work by seeing the nature of the problem. Social workers often have to use different methods to solve a problem at the same time. The nature of the work of a social worker can be described as follows. This is also called the work ethic of a social worker.

**1. Diagnostic:** A social worker is trying to solve problems in the society while working in the society. When solving problems in the community, the worker first finds the root of the problem. That is, the worker finds the cause of the problem and diagnoses the cause. The task of finding the causal factor behind a social worker's problem and diagnosing the causes of those problems is called diagnostic work.

**2. Therapeutic:** Once the cause of the problem is known, the social worker tries to eliminate the problem. The worker suggests several measures for the temporary or eradication of the problems of society and solves the problem through these measures. That is, the work of a social worker is of a 'therapeutic' nature.

**3. Preventive:** Even if the problem is solved and destroyed, there is no guarantee that the problem will not recur in the society. As a result, the social worker works to create awareness so that the problem does not recur in the community and suggests solutions so that the problem does not recur in the community. This work of a social worker is of a 'restrictive' nature.

**4. Rehabilitation:** Social workers do therapeutic work on the problem. An issue completely disrupts the life of the person or group of people involved in that issue. A social worker works from the point of view of rehabilitation of such individuals or groups of individuals. The work done by the worker in terms of rehabilitation of particular persons and individual communities is of a rehabilitative nature.

**5. Research:** After a problem arises, the social worker needs to do research to get information about the problem and the person and group affected by the problem. The task of collecting data on the problem, checking the extent of the problem, allows the worker to make appropriate efforts to eliminate the problem. The social worker can suggest a number of suggestions or recommendations from the findings obtained from the research. His work is of an exploratory nature.

Thus the social worker works in a diagnostic, therapeutic, preventive, rehabilitative, research form. Social workers do not use only one of the methods mentioned above. Often the worker has to use several methods at the same time. When solving problems, it is mandatory for the social worker to use all the methods at the same time. Because a person's problem affects the family and the community itself, therefore the social worker has to adopt all the methods to solve the person's problem.

**Check your progress:**

- 1) Explain the working methods of a social worker or explain the nature of work of a social worker.

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## 10.5 CHARACTERISTICS AND PROPERTIES OF SOCIAL WORKERS

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There are 'as many tendencies as individuals' in society. A social worker wants to work with people with these different tendencies. Social workers have a direct relationship with the people. The social worker has to work with the individual, with the group, with the community. In order to create awareness in the society, to convey the government's plans to the community, to solve the problems of the individual, to develop the group through the group, the social worker has to establish a constant relationship with the society. In order to work in the right way and bring about positive change, a social worker needs some qualities.

In 1946, a workshop at the University of Wisconsin in the United States listed the qualities of an extension worker. Accordingly it requires, foresight, planning ability, ability to start work, resources, integrity, faith, courage, fairness, perseverance, ingenuity, statement etc. Qualities are essential to a social worker.

The qualities of a social worker can be stated as follows.

1. A social worker should be one who understands people's problems in order to work with them properly and effectively. He should have a thorough knowledge of the area or field in which he is working.
2. Working with people, groups, communities, the social worker needs to know the problems, the culture, their language.
3. A social worker should be an adjuster in any situation.
4. Social workers should be honest, open-minded and hardworking and have high IQ.
5. The social worker should have strong confidence in his work and the ability to make the right decisions.
6. The worker should be a participant in the happiness and sorrows of the people.
7. The nature of a social worker's work should not be showy; he should be honest with his work.
8. He must be determined to achieve the set goal. He should strive in every direction to achieve the objective.
9. The social worker should be a researcher.
10. Being punctual in your work should bring positive change in people.
11. He should be enthusiastic to speed up his work.
12. It should have the potential for community development. He should have the ability to plan and implement.
13. While working, he should be able to coordinate properly between various organizations, associations, communities and people.

14. He should face difficult situations with courage, find a way out of crisis, and be cooperative.
15. He should be humble, polite, cultured and calm in nature and a friend of the people, he should not be selfish.
16. He should be the first to listen to people without disrespecting them and help them solve their problems by thinking about their problems.
17. He should have a spirit of service and help toward others.
18. Must work through local leaders and guide people.
19. Your opinion should be listened to by the person in front of you without imposing it on you.
20. He should have knowledge of different techniques and skills and use those techniques in the right place.
21. Leadership should drive development and bring about social development through new knowledge.
22. One should have in-depth knowledge of one's subject, keep one's knowledge wide, up-to-date, read literature, meet researchers, take training, acquire new ideas and knowledge and constantly add to one's knowledge.

**Check your progress:**

- 1) Describe the characteristics of a social worker.

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## **10.6 AREAS OF WORK OF SOCIAL WORKERS**

The social worker wants to work with people of different ages, genders, religions, different attitudes, different problems, living in different areas, speaking different languages, and different levels of society. From all these divisions, the area of work of the social worker is determined. The scope of work of a social worker can be described as follows.

1. Child Welfare
2. Women Welfare
3. Youth Welfare
4. Welfare of Disabled
5. Welfare of Aged
6. Community Development
7. Welfare of Labor
8. Criminology & Correctional Administration

- 9. School Social Work
- 10. Medical & Psychiatric
- 11. Backward and Vulnerable Group

**Check your progress:**

- 1) Discuss the scope of work of a social worker.

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### **10.7 CLASSIFICATION OF SOCIAL WORKERS**

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Social workers are categorized on the basis of training, field of work, gender, special skills, etc. Youngly, in his book 'Social action and Social work', classifies social workers as follows.

- 1. Conservative worker (Stereo type)
- 2. An aloof worker (Fencerider)
- 3. Propagandist
- 4. Liberal

Social work can also be categorized on the basis of:

- 1. Case Worker
- 2. Group Worker
- 3. Community Organizer
- 4. Researcher
- 5. Administrator
- 6. Activist

Classification of social workers by gender:

- 1. Female social worker
- 2. Male social worker

**Check your progress:**

- 1) Write a note on the classification of social workers.

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### **10.8 TECHNIQUES REQUIRED BY SOCIAL WORKERS**

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Individuals have as many tendencies in society. These are different tendencies. A social worker wants to work with people with these different

tendencies. Appropriate responses are required from the individual, from the group and from the community when working on a question. To get this response, the social worker needs some techniques and to get the response, the social worker has to use various techniques and skills.

**Technique:** A total of seven groups of techniques used by the American Association of Social Workers to assist individuals have disappeared.

- 1) Techniques used to relieve stress on employees.
- 2) Techniques used to focus the client on the basics.
- 3) Techniques used to make the client accept difficult, unsolicited but unshakable matters.
- 4) Techniques to be used to prevent and prevent the use of defense techniques by the client.
- 5) Techniques used to influence the decisions of the client.
- 6) Techniques used to help the client to think, analyze, recover, come to a decision, take action, and understand the time it takes to express thoughts.
- 7) Techniques used to help the client in difficult times.

From the above grouping, it can be seen that techniques are used to establish a relationship with the client during the interview. Earl Salisbury lists the techniques in the above seven types of groups as follows.

- 1) To minimize the severity of the situation.
- 2) Reduce the severity of the problem.
- 3) Minimize the nature of the problem.
- 4) Reduce the pressure on the client.
- 5) Creating a happy atmosphere.
- 6) Give an explanation.
- 7) Clarify the facts.
- 8) Predicting the possible consequences.
- 9) To prevent the use of defense system.
- 10) To establish authority through speech.
- 11) To prevent hasty decision making.
- 12) Use the information obtained.
- 13) To check the information received from the client.
- 14) Withdrawal of true information from the client

These techniques help to reduce the stress on the client. It helps the client to focus on the main point. While helping the client to accept difficult things, create such an atmosphere where the client will not have to use protection mechanism. Some techniques are used to influence decisions. Some techniques are used to facilitate the interview. And some techniques are used to understand the client.

In order to get the right information from the client, to get the response and to handle the problem properly, the professional social worker provides the client with information he does not know, helps him

to get to the right point. Throughout the process, the worker uses verbal and non-verbal techniques to get the response of the client.

**Check your progress:**

- 1) Write a comment on the techniques required by a social worker.

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## **10.9 SKILLS REQUIRED FROM SOCIAL WORKERS**

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While working in the community, the social worker has to use many skills in the use of individual support work, group, work, community organization, social research, social administration and social action. Many skills are used equally everywhere and each method requires some special skills. Social workers use different skills depending on the situation. A social worker has to use more than one or more skills together. The social worker uses the following skills from time to time.

- 1) Listening skills
- 2) Communication skills
- 3) Organizational skills
- 4) Ability to vote or convince
- 5) The right decision making skills
- 6) Leadership skills
- 7) Inspector skills
- 8) Skills to get work from people
- 9) Skills to make good use of time
- 10) Skills in using available tools
- 11) Report writing skills
- 12) Presentation skills

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## **10.10 ROLE OF SOCIAL WORKERS**

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While working in the society, a social worker has to fulfill many roles. The social worker uses skills, techniques, knowledge while performing the role. The worker's attitude, value, quality, ability, thought, personality, practice, knowledge, his pragmatism influences the roles. Its role is determined by the quality, quality, characteristics and purpose of the worker.

Various social worker experts have expressed their views regarding the roles of social workers. The role of social worker has been described by scholars and thinkers as follows.



- Finder
- Lawyer
- Evaluator
- Broadcaster, expander
- Tool Assembler
- Consultant
- Researcher
- Caring

‘Charles Grosser’ outlines the following roles of social workers while working in the community.

- Empower
- Proactive
- Lawyer
- Broker

Bisno describes nine roles of social workers.

- Antagonist
- The role of reconciliation
- Developmental
- The restructuring role
- Facilitator
- The role of knowledge enhancement and knowledge testing
- Disciplinary role
- The role of law enforcement
- The role of rule makers

Social workers have to use roles simultaneously at different levels. Considering the roles described by the cold experts, the general roles of social workers can be stated as follows.

- 1) **Helper:** A social worker should always be ready to help. A person in need may need help at any time. At such times, the social worker acts as a helper without any hesitation.
- 2) **Enabler:** Social worker should have the ability to help. He needs to know all the things he needs. So that he can provide the information he needs to the people in need or he needs to know the source of the information. So that he can get the information from the relevant sources and help the concerned person. The social worker has to play the role of 'empowerment' in the community.
- 3) **Encourager:** A 'social worker' should always be an encourager. He wants to play a role as a promoter. The worker wants to get out of depression without disappointing the person in front by thinking in a positive way. In order to do this, the social worker has to constantly encourage and not depressed. In this way the social worker plays the role of a promoter.

- 4) **Guide:** Social worker is always a guide. Exactly which direction the person wants to work; the social worker guides which path to choose. When there are so many options for something, the person gets confused. It then enables the client to choose the right option by stating the pros and cons of all the options. In this case, the social worker is playing the role of guide.
- 5) **Facilitator:** A social worker facilitates a difficult matter and conveys it to his client. The social worker does the work of making a difficult process easier and conveying to the society simple language that they can understand. The social worker facilitates the delivery of the required information to the community and handles the problem.
- 6) **Teacher:** A social worker is also a teacher. He is working to spread the knowledge of many things to the society. A social worker must have all the qualities that a teacher has. The social worker plays the role of 'teacher' while imparting knowledge of various things to the society.
- 7) **Researcher:** Social worker has to play the role of 'researcher' in the community. In order to provide accurate information about an event, situation, problem, a social worker has to get information from a statistical point of view. At such times, the social worker plays a role as a researcher.
- 8) **Administrator:** Often a social worker has to work with many people. When working with many people at such a time, it is very important for him to have the qualities of an administrator in the hands of a social worker in order to get the job done properly by all of them. The social worker plays the role of administrator while getting work from many people.
- 9) **Supervisor:** The 'social worker' is constantly supervising the society. So that he can make good use of the things he observes when making decisions in his work. Circumstances, events are seen as an important basis in decision making. Therefore, a social worker needs to know many details. Through supervision, the worker learns many things. Thus the social worker plays the role of supervisor while working in the society.
- 10) **Therapist:** A 'social worker' is also a 'therapist'. He always tries to find the cause of the problem and solve it so that the problem does not recur. It enables the person concerned to handle the problem. The social worker has to play the role of 'healer'.
- 11) **Organizer:** A social worker has to work among the people in the community. Therefore, he needs to be aware of how to build a society. For this, a social worker should be a good 'organizer'. 'Society' is divided into different religions, sects, languages and economic levels. There are people in the community who follow different customs, suffer from different problems, and have different ideologies. When working in a community, you have to take care of different types of people. In the same way, to create different types of organizations, to

work in an organization, a social worker needs to be a great organizer. From the role of organizer, he can develop the community in the right way through the community.

- 12) **Activist:** In order to create awareness in the community about an issue, the social worker has to work continuously as an active worker till the issue gets proper justice. It is not often the case that an active worker is a professional worker. But it can be more effective if the professional social worker plays the role of an activist.

In addition to the above roles, the social worker also plays the role of person support worker and group worker protector, lawyer. Many times a social worker has to play several roles at a time. The roles of social workers can vary depending on the situation.

**Check your progress:**

- 1) Explain the role of social workers.

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**10.11 SUMMARY**

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A social worker wants to do many kinds of work. His role is determined by the work he does. These include the role of facilitators, the role of teachers, the role of advocates, the role of experts, the role of planners, as well as the role of social activists, the role of group assistants, the role of researchers. While carrying out this role, the worker has to work in different fields. As a social worker, the way of thinking and behaving of the workers is the same. A social worker fulfills many of his roles with the help of thoughts, feelings, skills and techniques created through social work education.

**10.12 FOR MORE INFORMATION**

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- 1) Social work methods, field, ideology and social reform

Author: Dr. Sanjay Salivakar

Publications: Mr. Mangesh Publications

- 2) Vocational social work education and business

Author: Dr. Devanand Shinde

Publications: Diamond Publishing

- 3) Social worker (a professional)

Author: Dr. Devanand Shinde

Publications: Mangesh Publications

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**10.13 EXERCISE**

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- 1) Explain the concept of social work and explain the nature of social work.
- 2) Explain the concept of social worker and discuss the qualities required by a social worker.
- 3) Discuss the various areas of work of a social worker and explain to the social worker the techniques required for social work.
- 4) Explain the role of social development workers by stating various skills required for the work of social workers.

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**10.14 REFERENCE**

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1. Dr. Sanjay Salivakar, Field and Methods of Social Work, Shree Mangesh Prakashan.
2. Dr. Devanand Shinde, Professional Social Work Education and Profession, Daimond Prakashan.
3. Dr. Devanand Shinde, Social Worker as a Professional, Mangesh Prakashan.



# Unit-11

## **AREAS OF SOCIAL WORK - PRIMARY AND SECONDARY FAMILY WELFARE, CHILD WELFARE, YOUTH WELFARE, WOMEN'S WELFARE, ELDERLY AND DISABLED AND COMMUNITY DEVELOPMENT**

### **Unit Structure :**

- 11.0 Lesson Objectives
- 11.1 Introduction
- 11.2 Family Welfare and Child Welfare Services
- 11.3 Women's Welfare
- 11.4 Youth Welfare
- 11.5 Elderly Welfare
- 11.6 Welfare of persons with Disabilities
  - 11.6.1 Different types of persons with disabilities
  - 11.6.2 Problems of persons with disabilities
  - 11.6.3 Non-governmental organizations working for persons with disabilities
- 11.7 Summary
- 11.8 Terminology and Meaning
- 11.9 Exercises
- 11.10 References

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### **11.0 LESSON OBJECTIVES**

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For the purpose of understanding the various areas of social work, the objectives of this chapter are as follows:

1. Understanding the concept of social work.
2. Getting information about various areas of social work.
3. To study the barriers to child development by understanding the concept of child development.
4. To review various initiatives and programs implemented for the welfare of women.
5. Understand the concept of youth welfare and get information about NGO's working for youth development.
6. To review the programs implemented for the elderly and the disabled.

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## **11.1 INTRODUCTION**

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The study of these cases will help to understand the scope of social work, the elements of which social work can work, and how deep it can go. Social work has no real limit of scope. Wherever society is, social work has reached. The scope of this study will also be understood.

Understanding its scope is important when understanding professional social work. It is said that where there is a problem, there is a need for social work. Social work should not really have limits. For all groups, the welfare of different types of human beings, women, men, the disabled, the elderly, criminals, the sick; there is a scope of social work. According to this scope of social work, the major areas of social work are as follows.

- 1) Family and Child Welfare Services Area.
- 2) Women's Welfare.
- 3) Youth Welfare.
- 4) Old age welfare.
- 5) Welfare of the disabled

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## **11.2 FAMILY WELFARE AND CHILD WELFARE SERVICES**

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It includes the services rendered to mankind in all stages from birth to death. The needs of every stage of life are taken into consideration and the task of fulfilling them is done within this area. This includes services that are expected of all men and women, children, youth, adults, parents, the disabled and the elderly. Every element of the family is an important part of these services. With the family as the center, efforts are made to assist the family to meet the needs of their members, to protect them and to support them. Work is done in that area to empower the family and its members. If the services required by the family are not available, the work of creating and delivering them to the family is done by this service sector. The family has an important place in human life. The family is the foundation of a person's life and the family works to provide stability to the society, and the task of providing citizens is done by the family. Services are provided to the family and its members to strengthen the relationship between the members of the family. The family planning program also falls into this category. Family Welfare Services strengthens the three relationships in the family. Family stress, family breakdown, marital problems, exploitation in the family, violence, immorality, expectations of the individual and the development of family members are all covered.

Given the importance of the family, the field works with the focus on empowering the family, with the aim of keeping the smallest but most important institutions of the society stable, eliminating the existing family

shortages. The services available in this direction are in the field of reaching out to the family, creating services, planning.

In the absence of family, work is done in the field of family welfare to make up for the absence of the family and to make arrangements for the care that the family provides to the members in a manner that meets the needs of the members i.e.g. (supportive, supplementary services, substitute services).

Services that are meant to be carried out by the actual family but when for some reason it is not possible for the family to carry out the work, or for some reason the family does not want to carry out these tasks properly, services are provided to support the family. Services are provided to the family and its members to strengthen and maintain the mutual relations of the family members. Protective services are part of family welfare, rehabilitation and preventive.

Family Roles, Stress - Dissatisfaction, Dissatisfaction, Disagreements, Disputes, Family Disintegration, Family Disputes, Marital Problems, Family Incompleteness and Lack, Family Exploitation, Family Immorality, Family Violence, Family Neglect, Deprivation, The development of family members is included in the subject area.

Under the health-education policy formulated for the purpose of family welfare, initiatives and programs implemented by governmental and voluntary organizations are used in this field. Knowledge of Children's Policy, Women's Policy, and National Policy on Elderly, Youth-Disability, Policy Schemes as well as other schemes are used to serve the society through this sector.

The following is a list of family welfare organizations and services. Family Planning Services, Supplementary Nutrition Services, Healthcare, Babysitting, Home Care Services, Counseling Centers, Women's Support Centers, Youth Centers, Recreation Centers, Libraries, Training Camps, Dispensaries, Adoption Services, Disability Services, Financial Assistance Services, Family Welfare Laws, Old Age Homes, Orphanage, short stay service, overnight family life, etc.

### **Child Welfare:**

A child under the age of 18 is called a child. In some places this age limit is lower or higher for some programs, for some laws. The number of children under 14 years and under 18 years in India is generally 30 to 40 per cent of the total population in India. Infants, normal children and children with disabilities are considered. Children with disabilities include mentally, physically and socially disabled children. Such as mentally retarded, mentally ill, mute-deaf, musculoskeletal disabilities, physically blind as well as orphans, exploited, neglected, abandoned, runaways, child offenders, child prostitutes, begging children are considered socially disabled.

It is important to consider the nature of children in the country when providing child welfare services. This pattern is evident from time to time surveys. Number of children, children in rural and urban areas, information on children's education, birth rate, mortality, health care available for child health, dietary analysis, child abuse, vaccinations, school dropouts, number of disabled children, details of child welfare institutions, child abuse and child labor, child marriage, situation of girls based on different mothers, knowing the number of children and the nature of children, child welfare policy is planned.

**Meaning of Child Welfare:**

"Child welfare means (if any economic program is envisaged) nothing short of the total well - being of the child. It comprises the totality of measures, technical, educational or social, intended to give each individual on equality of opportunity for growth and development."

The Department of Planning defines child welfare in these terms. Child welfare means providing all kinds of educational, technical, social services, tools to provide equal opportunities for the growth and development of the child.

Child welfare also includes a class of children in need of special care, just as a disabled and orphaned child is protected by the constitution, e.g. Factories Act, 1948, Juvenile Justice Act, etc.

In child welfare, along with normal children, disabled children, child laborers and deprived children are also considered. It also includes child offenders and socially disadvantaged children.

Neglected children, street children, runaway children, exploited, children, deprived children, abused children, children who have been abused, etc. these areas are thought provoking.

Work is done in this area in the context of the next situation.

- 1) Not meeting or not meeting the needs of the children,
- 2) Assault (physical as well as mental assault)
- 3) Forcing to beg.
- 4) To use them in drug business as brokers.
- 5) Ignore, leave alone, and lock up
- 6) Child prostitutes
- 7) Being sexually abused
- 8) Stop education
- 9) Getting to work
- 10) Being oppressed
- 11) Human trade
- 12) Infanticide
- 13) Child marriage, etc.



Child welfare services are considered to be of two types, institutional and non-institutional.

**Institutional services:** These include orphanages, institutional for example, children with leprosy, children with tuberculosis, children of women in prison (Foster Home), accommodation and care for children of unmarried women, observation planets for juvenile delinquents, shelters for emotionally unstable children, treatment centers.

**Extracurricular Services:**

**A) For general children:** Creches, pre-primary schools, day care centers, kindergarten, anganwadi, recreation and hobby classes, libraries, child guidance centers.

**B) For special children:** Schools for mentally handicapped children, blind, handicapped, infant shelters for children, allowances for special children, adoption scheme etc.

**Check your progress:**

- 1) Discuss the work in the field of family welfare and child welfare.

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**11.3 WOMEN'S WELFARE**

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Women are an important part of society. Half of the society is made up of women. Therefore, the development of women is the development of society as an alternative. The house where the woman is backward is also the society which is backward and underdeveloped. According to the 2011 census, India has 48.5 females and 943 females per 1000 males. In the age group of 0-6 years, the proportion of females per 1000 males is 919 worrying.

**Status of Women:** Considering not only Indian women but also women globally, it is found that women, who constitute half of the society, have always been given a secondary status in the society. The tasks that are expected of women or the roles that are assigned to them are considered unimportant. Housework, childcare, and kitchen care are traditionally considered secondary task for women. In this way she is weakened. The weak are determined and continued to be exploited. There is injustice against women in almost all areas related to women's lives. Many factors contribute to the secondary status of women.

The attitude of the society hinders the progress of women. He does not allow women to participate in the progress of society and the home.

Women are either denied or are deprived of their progress. Women's progress does not get a conducive environment and opportunities.

In this regard, the welfare services provided to women should be included in the field of women's welfare with the objective of empowering women to live as human beings, equal opportunities for development, non-discrimination as a woman, and increase their participation at all levels. Equal development of women is the need of modern society.

Exploited, victimized, neglected, deceived women are considered in this field. This area covers aspects related to women's lives, such as - Violence against women, assault (indoors and outdoors), harassment of women (physical and mental), problems faced by female employees and female workers, exploitation of women, violence against women, rape, abduction, etc. Women's welfare organizations working on a number of issues such as dowry, adultery by a man to a guardian, adultery by a husband, incidents related to family planning, forced motherhood (in married life and others), discrimination against a woman (indoors or out of home).

**Organizations working for women's welfare:** There are many organizations working for women's welfare. Women are getting various facilities and concessions like the Central Board of Social Welfare, Women's Commission, Women's Policies, Women's Reservation, Maternal and Child Health Services, Family Counseling Services, Legal Counseling Services, Women's Boards, Hostels for Women, Planets, State Homes, Institutions for Psychiatric Women, Women-Industry Promotion Services, etc.

**Check your progress:**

- 1) Review the work related to women's welfare.

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## **11.4 YOUTH WELFARE**

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Youth welfare is a part of family welfare. A person in the age group of 14-30 years can be called a youth. The needs of the youth are characteristic. There are also some subdivisions of this period. Adolescence is a time of rapid physical and mental change. They find it difficult to cope with these changes. During this time, one has to understand them. They need empathy from others, others have to be tolerant, calm, allow, and give freedom. Rights are wanted but do not like the authority others use over them. They are beginning to realize their own potential. They like making decisions themselves though often make the

wrong decisions. It is a question of whether we are big or small. This is a time of stress. Mental stress is often superficial. There are questions about feelings and relationships about one's own body. There is immaturity.

Many of the needs of the youth are as follows.

- 1) Personality develops towards transformation into a strong and responsible person.
- 2) Getting out of the protected environment and gaining emotional freedom without being carried away by any wave.
- 3) Adapt to the opposite sex. Establishing relationships with people of the opposite sex and peers.
- 4) Finding a business, getting training and moving towards self-reliance.
- 5) There is a habit of consciously considering personality development and making decisions responsibly.

Young people in today's world face many challenges. Their problems are also very big like unemployment, addiction, lack of values, lack of opportunities and resources, lack of education etc. The biggest victims of declining social values are the youth and this leads to prostitution, AIDS, genital warts, insanity, TB. The lack of a sense of security that is needed to keep the human mind healthy is a major concern for the young people. Today the youth are accused of irresponsibility, directionless and incompetent.

**The reality of youth:** It is full of many abilities and characteristics. When those powers are used properly, the society gets proper leadership and citizens. Steps are taken from time to time by the government and voluntary organizations to transform the society considering the importance, characteristics, needs and abilities of this class of youth. Through this, efforts are made for the welfare of the youth. Such as gaining the right to vote after the age of 18, fixing the age of marriage by law, recognition of inter-caste marriages, various education and training programs, personality development schemes, self-employment programs, youth orientation programs and organizations such as N.S.S., N.C.C., Scout Gaud, Student Association, Student Army, Youth Center, Leadership Camps, Youth Festival, Youth Guidance, Business Guidance, etc.

Problematic - Various organizations work for young people with disabilities. India has a youth welfare policy.

**Check your progress:**

- 1) Review the work in youth welfare.

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## 11.5 ELDERLY WELFARE

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In India, the number of elderly people above the age of 60 is 6.8 per cent of the total population (1991). Old age is a wealth of community experience. He has given the golden age of his life to his family and society: therefore society is indebted to him. As of 2013, the average number of elderly people over the age of 65 in India is 8.3.

The number of elderly people is increasing in India as well as in the world. Increased life expectancy is the main reason. This class is now dependent on others. It is unable to produce at this stage of life.

Old age is a special stage in the life cycle. At this time, his role in home and society has changed. There is a difference between activity, physical and mental ability. There is a slowdown in activity. Responsibilities, expectations, duties are changed. There is free time. At such times, by adapting to the changing circumstances, the elderly who succeed in keeping their own existence to the liking and benefit of themselves and others lead a happy life. The younger generations, who have the awareness and mindset to provide for life, can experience a well-planned aging.

Problems in the aging system are also important. Health problems, financial problems and adjustment problems will be the main issues to be mentioned here, disability in old age is a big part of it. Its ratio is 100,000: 844.

Lots of free time is a problem for the elderly. Due to the changing times and the changing nature of the family, the place of the elderly in the family is shaky. Neglected, totally neglected, disliked, oppressed, exploited old people are the reality of today's society. Older people today face many types of mental and emotional problems. Loneliness is a problem. In recent times the joint family system has disintegrated and the separated family system has come into existence. Due to the separated family system, no one in the family is available to take care of the elderly. Recently a large number of elderly people have no one to take care of because of small family. For such destitute old people, they need to be given daily care and home delivery services, outsourcing services, sick care services, etc.

In order to overcome these problems and ensure a comfortable old age, various schemes and programs are implemented, including social security, life insurance, pension, old age homes, hospitals, destitute schemes, etc. Welfare of Aged services are provided to the society through policies and schemes.

**Check your progress:**

- 1) Write a note on old age welfare.

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## **11.6 WELFARE OF PERSONS WITH DISABILITIES**

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Disability is the result of impairment of physical, mental, perceptual, intellectual, emotional, developmental or some of these things together. Disabilities can be from birth or at some point in life.

The term disability is in the form of umbrella. These include various disadvantages, limitations on action, and essays on participation. Problems with bodily functions or anatomy are impairments. Obstacles facing a person while performing any task or activity are activity limitations, while participation restriction is the experience of problems involving a person in life situations. Thus disability is a complex phenomenon that is a feature of a person's body and a feature of the society in which that person lives and therefore is a reflection of the interrelationship between the two.

A person may have suffered some disability in the past or a person may be eligible for disability as per the indication or standard of an individual or a group. Mental imbalance (also known as psychoanalysis or mental disability) is also caused by a variety of chronic illnesses.

According to some practitioners, the term disability should not be used to describe a specific condition (e.g. deafness). These factors should be considered as differences in development.

The World Health Organization (WHO) defines loss, disability and distortion of the body in the context of health experience.

**Impairment:** Any damage or deformity in mental, physical or anatomy or function.

**Disability:** Disability is the lack of any restriction or ability to perform an action that is performed by a person within his or her scope in a normal condition.

**Handicapped:** Limits or restrictions imposed on a person who fulfills common roles based on age, gender, social and cultural factors due to a disability or disability.

### **Status of Persons with Disabilities in India:**

According to the 2001 census, there are 2.19 crore people with disabilities in the country. They constitute 2.13% of the total population. This includes people with visual, hearing, reading, mobility and mental disabilities. 75% persons with disabilities live in rural areas, 49% persons with disabilities are literate and only 34% persons with disabilities are employed. In the beginning our focus was on medical rehabilitation but now our focus is on social rehabilitation.

According to the 2001 census, there were 12.6 million men and 9.3 million women with disabilities. For every 1 lakh population, the number of persons with disabilities was 2,130, of which 2,369 were males and 1,874 were females. However, according to 2011 census, there were 18.6 million men and 8.2 million women with disabilities.

Uttar Pradesh had the highest number of persons with disabilities in the country (3.6 million). Then Bihar, W. Bengal, Tamil Nadu and Maharashtra came next to it.

#### **11.6.1 Different types of persons with disabilities**

**1) Visual Disability:** In the 2001 census, a person with only one eye was considered disabled. In the 2011 census, such a person was not considered visually impaired. During the 2001 census, enumerators were asked to perform a simple test to ensure better vision. No such notice was given at the time of the 2011 census.

**2) Hearing Impairment:** During the 2011 census, people who use hearing aids were counted as disabled. Such persons were not counted as disabled in the 2001 census. In the 2001 census, a person with hearing loss with one ear but normal functioning of the other ear was considered a hearing impaired person.

**3) Read Disability:** The 2011 census gives a clearer definition of read disability. E.g. If a person speaks in a single word and is unable to speak in a complete sentence, then that person is considered to have a reading disability.

**4) Movement Disability:** In the 2011 census, new issues were included in the meaning of movement disability.

- a. Paralysis.
- b. Crawl
- c. A person who can walk with the help of support.
- d. A person with severe or permanent pain in the joints / muscles.
- e. There will be difficulties in balancing and coordinating the body movements.
- f. If the sensation in the body is terminated due to leprosy or other reasons.
- g. Having physical disability, e.g. humps on the back.

**5) Mental retardation:** This category was newly added in 2011. The 2011 census covered mental retardation under mental disability.

**6) Others:** This new category has been included since 2011 for the full scope of disability. This option is used to enable the interviewer to record the disability mentioned in the questionnaire. This option can be used to record the disability when the informant is not sure about the type of disability.

**7) Multiple Disabilities:** This new category was included in the 2011 census. A maximum of 3 types of disabilities can be recorded in this.

<b>Table: Disabled according to type of disability</b>			
<b>Population ratio (%)</b>			
<b>Disability type</b>	<b>Individual</b>	<b>Men</b>	<b>Women</b>
Vision	18.8	17.6	20.2
Listening	18.9	17.9	20.2
Read (speak)	7.5	7.5	7.4
Movement	20.3	22.5	17.5
Mental retardation	5.6	5.8	5.4
Mental illness	2.7	2.8	2.6
Others	18.4	18.2	18.6
Multiple	7.9	7.8	8.1

*Source: Office of Registrar General and Census Commissioner, Govt. of India 2011*

### **11.6.2 Problems of persons with disabilities**

People with disabilities face some of the same problems, regardless of their nature. E.g. People with physical disabilities and people with mental disabilities have specific problems, while disability causes some common problems.

Disability problems can be explained as follows.

**1) Low literacy:** Literacy is low in people with all kinds of disabilities, especially in children. Schools and colleges in rural areas are far away. At the same time, these educational institutions lack basic facilities and proper guidance considering the need for education of persons with disabilities. From the information available about persons with disabilities, it is clear that persons with all types of disabilities are not found in post-primary education.

**2) Lack of skills:** For the majority of persons with disabilities, basic skills like maintaining personal hygiene, neatness, travel, toilet use and personal

hygiene etc. are not taught. Also the skills required for social communication e.g. conversation, listening, skills are not taught to them. Also, people with disabilities are neglected in all areas as they do not know the skills required for employment.

**3) Lack of self-esteem and self-confidence:** Since most people with disabilities have doubts about their abilities, other family members, friends, social contacts and employment try to stay aloof from all these factors. People with disabilities are widely mocked in rural areas. Considering disability as a social stigma, people with disabilities develop a low self-esteem.

**4) Carelessness of parents:** Many parents take more care of their disabled children due to which children face many difficulties in developing independently. The majority of people with disabilities are unable to work independently as they depend on their parents, brothers, sisters, friends for their minor work.

**5) Health issues:** Many people with disabilities suffer from poor health due to unavailability of proper medication at the right time. At the same time, regardless of the special needs of persons with disabilities, their health is adversely affected even if they are not provided with proper support.

In addition to the above general problems, inequality in educational and employment opportunities for persons with disabilities is important in terms of more fundamental nature and social justice.

### **11.6.3 Non-governmental organizations working for persons with disabilities**

**1) Artha-Astha:** This organization was established in 1993. The initial name of this organization was Astha. This organization works for children and people with disabilities. Working with children, persons with disabilities and their families, disseminating information, conducting research on topics affecting the lives of persons with disabilities, etc. are the missions of this organization. The most important work of this organization is that it has started a helpline called 'ABILINE' to help children and persons with disabilities.

**2) Enable India:** This is a trusted organization and its mission is to empower persons with disabilities. People with disabilities need a positive environment, not empathy. This is the emphasis of this organization. What these organizations do is provide employment, pre-employment services, supplementary education, counseling and technical education, services, training to persons with disabilities. These organizations enable people with disabilities to participate in the mainstream workforce by providing training and counseling. These institutes were established in the year 1999. The objectives of the organization are empowerment of physically and visually impaired persons, rehabilitation of persons with disabilities



through supplementary education, rigorous training and provision of assistive devices, providing employment to persons with disabilities and making them smart and independent.

**3) AADI:** AADI (Action for Ability & Development & Inclusion) has been working since 1978. The head office of this organization is in New Delhi and the office for rural affairs is in Haryana. The mission of this organization is to provide quality services equally to children and persons with disabilities with acknowledgment.

**4) Development:** This institute was established in 1986 and functioning in 14 undeveloped districts of Odisha. This organization aim to educate children, provide livelihood opportunities and support people with disabilities, thereby making tribal and rural communities self-reliant. This organization work for the right to quality education for persons with disabilities, the right to basic health care, the right to equal opportunity, the right to sustainable livelihood, the right to live with dignity and the right to good governance.

**Check your progress:**

1) State the problems of persons with disabilities.

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2) Describe the different types of disability.

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**11.7 SUMMARY**

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There are no limits to working as a social work profession. Where there is a problem, social work reaches. Social work tries to prevent problems and strives to solve the problems of individuals, groups and communities. Although social work as a profession is well-equipped with knowledge, principles, skills, values and methods, social work is still not recognized as a profession.

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## 11.8 TERMINOLOGY AND MEANING

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**1) Service Sector:** This sector of social work is used to provide welfare services to the needy; that area is called the service area, e.g. Child Welfare Area, Disability Welfare Area, etc.

**2) Institutional Services:** The services provided by the same organization to the beneficiaries residing in the residential institution. It is called institutional service.

**3) Extra-Institutional Services:** Extra-institutional services are services rendered by an individual or a charitable organization according to the needs of the family and the community. E.g. student support, parenting, etc.

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## 11.9 EXERCISES

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- 1) Explain various areas of social work in India.
- 2) Discuss various initiatives implemented in the field of family and child welfare services in professional social work.
- 3) Explain the various services that can be done in social work under women's welfare.
- 4) Explain the various services that can be done for the elderly and the disabled in social work.
- 5) Explain the scope of social work.
- 6) Describe the various activities under the Youth Welfare Program in Social Work.

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# Unit-12

## MEDICAL SOCIAL WORK-LABOUR WELFARE, CRIME AND CORRECTIONAL SERVICE

### Unit Structure :

- 12.1 Objectives
- 12.2 Introduction
- 12.3 Medical Social Work
- 12.4 Labour Welfare
- 12.5 Crime and correctional Service
- 12.6 Conclusion
- 12.7 References

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### 12.1 OBJECTIVES

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- To Study Medical Social Work
- To analyse Role of Medical Social worker
- To Study Labour Welfare
- To Study Crime and Correctional Service

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### 12.2 INTRODUCTION

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Social Work education branched into different fields of practice to handle different social issues prevailing in the society. This chapter deals with social workers role in health care. The social workers in health care are called medical and psychiatric social workers.

They specialize in understanding the various health care needs of the individuals and communities and mostly employed in hospital setting. The medical and psychiatric social workers were initially trained in mental health care. Later, Social workers were also trained in handling the patient with other diseases. Now medical and psychiatric social work has been locally accepted branch of social work education emphasizing on clinical practice, community-based health interventions and health research.

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## 12.3 MEDICAL SOCIAL WORK

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### 12.3.1 History of medical Social Work

In England, around in the year 1880, a group of volunteers started visiting discharged patients from asylum homes. Later in the year 1895, Sir Charles Loch recommended lady almoners to visit patients' homes in order to monitor and prevent the abuse of drugs given by charitable hospitals, thereby evolving the role of medical social workers.

Similarly, in the United States during 1902, Dr. Charles Emerson understood the importance of social aspects in illness and henceforth recommended the medical students to work as volunteers in charitable hospitals or health care agencies in order to understand socio-economic and emotional conditions of patients. Later in the year 1905, Dr. Richard C. Cabot established the Department of Medical Social Work at Massachusetts General Hospital in Boston. Soon trained Social workers were employed in different hospitals of USA and UK.

In India, the first Social worker in health care was introduced in 1946 in the J.J. Hospital, Mumbai and then in 1950 in the Lady Irwin Hospital, Delhi.

#### MPSW as a 'Field of Practice'

The medical and psychiatric social work [MPSW] as a field of practice/specialization equips the students in the discipline of psychiatry, science of diseases, health programmes and policies, and at understanding preventive and promote care at primary, secondary and tertiary level.

So the social workers trained in medical and psychiatric social work need to understand health and mental health in a holistic manner. The social workers should also have scientific understanding of patients, ill a health and its social implication in their daily life, thereby making them a part of the professional team in the hospitals.

#### Understanding Patients

It is important for a social worker to understand 'patient as a person' so as to reduce the burden of disease on the patient and also on his/her family and environment. This perception facilitates the social worker to give less emphasis on patients "sick role".

### 12.3.2 Factors influencing Health of the patient

- (a) Emotional imbalance: Every individual affected with diseases or illness undergoes emotional imbalance making them vulnerable to depression or distress. Thus, the medical social worker needs to understand patients suffer from a unacceptable condition of their health leading to relapse or discontinuity of the treatment.

- (b) Fatalistic attitude: Patients and his/her family members can develop the thought of fatalism because of the incidence of the diseases and can lose confidence in the treatment making the condition worse.
- (c) Poverty: Poverty is identified with unhygienic environment, lack of water, sanitation, poor housing, low income and less nutritional intake. Poverty leads to chronic hunger and malnutrition that reduces the resistance towards communicable diseases. Even treatment for people under poverty can be ineffective unless their nutritional status improves.
- (d) Low awareness on health: People are not aware of their health status until they are affected with a particular illness of diseases. Even though health is an important component of wellbeing information on preventive health is generally ignored and less valued.
- (e) Working condition: Occupational health hazards can be deteriorate the health status of an individual. Work place safety is usually considered less important by the people as livelihood is given priority than health both by the employee and employer.
- (f) Social Stigma: Many diseases [mainly communicable diseases like tuberculosis, leprosy, filarial and HIV-AIDS] can increase the gap between patient and the community due to social stigma. Social stigma is a powerful force that prevents the patient from engaging in productive activity in his/her social context. This process also increases the illness of the person on the whole.
- (g) Cultural factor: The patient and his/her family or community always explores ways to treat the diseases or illness through multiple system of treatment. This can lead to many complications.
- (h) Other factors: Apart from these factors, social process also affects the health status of the individual through urbanization, industrialization, limited availability and accessibility of health care services.

### Patient Rights

Patients have all the right to know about his/her health status and can take a decision on his/her treatment. Unfortunately this culture of patient-doctor communication is not seen in our country. But now, with the support of right-based organizations, law and usage of internet, the scenario is changing as the patients get to know about their diseases and their role of decision-making in the treatment.

Some of the patient rights are discussed below:

- Patients have the tight to know about their health conditions.
- Every individual has inherent tight to health or medical care in this country.
- The patient need to know about his/her treatment plan and consent of the patient is important to continue his/her treatment. In case of mental

illness, the family has to be communicated about his /her illness and consent must be taken from the family.

- Patient has the right to have x-rays, scans and major tests in a subsidized rate and need not bribe the staff in government hospitals.
- Individuals can claim for concession for their treatment in government hospitals if they belong to lower socio-economic groups.
- The patient is entitled for neat and clean atmosphere and tight medicine.
- The patient has the right to avail for compensation through law if he /she find any malpractice in his/her medical expenses from the hospitals.

Though patients have these rights, they are rarely practiced in reality. The patient's health condition is usually communicated in a professional language that makes them non-participative in the treatment planning and making them powerless with the hierarchical structure prevailing in the medical team.

### **12.3.3 Understanding Health and Mental Health**

It is important to understand health from multiple dimensions as mentioned by World Health Organization. Health is a state of complete physical, mental, social and spiritual well-being and not merely an absence of disease or infirmity. Mental health is a state of well-being in which an individual realizes his/her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community.

Health can be understood from various conceptual frameworks. The bio-medical conceptual frame says that health is absence of diseases. The ecological conceptual frame views health as a state of balanced equilibrium between human being and its environment. According to this concept, disease is a mal-adaptation between human being and its environment. The psycho-social conceptual framework explains health as social phenomena influenced by social, cultural, psychological and political factors.

#### **Dimensions of Health and Mental Health**

There are three important dimensions of health, namely physical, mental and social and they are interrelated and interdependent in nature vitally contributing for well-being.

The physical dimension of health indicates the functioning of the organs and its harmony with the body. The mental dimension of health looks at individuals' ability to respond to life experiences and their harmony with the reality. The social dimension of health is understood from individual social function and his/her ability to maintain a stable

interpersonal relationship between individuals, groups and community in which he/her lives.

Apart from these dimensions there are other way of understanding health from spiritual. Cultural, socio-economic and nutritional standpoint. Thus, health has to be understood beyond the bio-medical explanation. From these dimensions health indicators and health determinants emerges.

### Health Care System

Health care is a essential part of national socio-economic planning. The health care in India is in constant change. The concept of health care in India was formulated during British India by Bhore committee in the year 1947.

After this, a series of committees were formed and health care services were recommended. The focus of health as a separate entity was understood from the Health for All (1978) scheme and Rural Health Mission (2005-12) majorly focusing on health indicators like infant mortality rate.

The health care system in India has different levels of decision making process. At the national level, the decisions relating to health care and health policy is taken at the ministry of health and family welfare. At the state level, the state ministry of health is the second level of authority in delivering the health care.

The state ministry of health directs the district level and block level authorities to ensure health care service delivery for the public. Apart from this, government officials are appointed at primary and sub-primary levels for understanding the needs of the health care services. Nowadays voluntary organizations are also becoming strategic partners in health care services.

### Levels of Health Care

There are mainly three levels of health care systems in India. They are primary, secondary and tertiary systems.

The primary level of health care is the first level of health system an individual comes in contact. If the individual lives in rural context, he/she contacts the sub-centres of primary health centres in their village or at block level. If the individual health issue is complex in nature, they are referred to district level hospitals also known as secondary health care system.

The third level of health care is usually the State General Hospitals having specialized level of health care services and it is attached with state and central medical institutions. Thus, the health care system is structured

so that all the people in our country have access to government health care services.

#### Health Policy and Programmes

In India, the health care was fragmented in the beginning. But only with the help of global goal of “Health for All” and the formulation of National health policy [1993 ] and National Population Policy [1979] the focus shifted on key indicators such as immunization. Infant mortality, maternal mortality, mother and child health, etc.

#### **12.3.4 Role of Medical Social worker**

Social Workers have to play different roles and functions at varied levels of health care. Some of the major roles of the social workers in the health care setting is mentioned below.

##### **1. Direct Contact with the client**

Social workers engage in social evaluation of the client [in terms of his/her ability to participate in treatment], communicate the illness, make home visits and facilitates psychosocial needs.

##### **2. Teamwork**

The social worker is a important team player in the hospital/medical team. He/she communicates the psycho-social and economical status of the patient to other team members. He/her also facilitates quality care to the patient through participating in treatment planning.

##### **3. Community Health**

The social worker plays a vital role in community health care also. He/she prepares the people through awareness programmes, mobilize the community. and bring together the whole community.

##### **4. Administrative Task/Case Manager**

The social worker is also involved in documentation of health services prevailing in the community. He/she maintains records of individual health history from diagnosis to follow-up history of diseases present in the particular village or block and analyze the gaps in health care systems.

##### **5. Role in Teaching, Supervision, Staff Development and Research**

The social worker apart from working in the community and medical settings can be part of the academic teaching in a college or university. Supervise field work students in their agencies, conduct research and be consultant for developing better health care systems in hospitals.



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## 12.4 LABOUR WELFARE

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### 12.4.1 Introduction

Labour welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any kind/forms.

Labour welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against deadly diseases, accident and unemployment stipend for the workers and their families.

Labour welfare has the following objectives:

- To provide better life and health to the workers.
- To make the workers happy and satisfied.
- To relieve workers from industrial fatigue and to improve intellectual, cultural and material conditions of living of the workers.

The very logic behind providing welfare schemes is to create efficient, healthy, loyal and satisfied labour force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living. The important benefits of welfare measures can be summarized as follows :

- They provide better physical and mental health to workers and thus promote a healthy work environment.
- Facilities like housing schemes, medical benefits, and education and recreation facilities for workers' families help in raising their standards of living. This makes workers to pay more attention towards work and thus increases their productivity.
- Employers get stable labour force by providing welfare facilities. Workers take active interest in their jobs and work with a feeling of involvement and participation.
- Employee welfare measures increase the productivity of organization and promote healthy industrial relations thereby maintaining industrial peace.

### 12.4.2 Key Legislations for Labour Welfare

The government is committed to the well-being of the workers and has enacted many laws, acts and rules in India. They provide a framework for arrangement of welfare services. The prominent legislations are summarized as follows:

- The Workmen's Compensation Act, 1923, provides for compensation to injured workmen of certain categories and in the case of fatal accidents to their dependants if the accidents arose out of and in the

course of their employment. It also provides for payment of compensation in the case of certain occupational diseases.

- The Indian Trade Unions Act, 1926, recognizes the right of workers to organise into trade unions, and when registered, they have certain rights and obligations and function as autonomous bodies.
- The Payment of Wages Act, 1936, regulates the timely payment of wages without any unauthorized deductions by the employers.
- The Employment of Children Act, 1938, prohibits the employment of young children below the age of 15 years in certain risky and unhealthy occupations.
- The Industrial Employment (Standing Orders) Act, 1946, requires employers in Industrial establishments to define precisely the conditions of employments under them and make them known to their workmen. These rules, once certified, are binding on the parties for a minimum period of six months.
- The Industrial Disputes Act, 1947, provides for the investigation, and settlement of industrial disputes by mediation, conciliation, adjudication and arbitration, there is scope for payment of compensation in cases of lay-off and retrenchment.
- The Indian Factories Act, 1948 provides for the health, safety and welfare of the workers
- The Minimum Wages Act, 1948, ensures the fixation and revision of minimum rates of wages in respect of certain scheduled industries involving hard labour.
- The Employees' State Insurance Act, 1948, provides for sickness benefit, maternity benefit, disablement benefit and medical benefit.
- The Employees' Provident Fund Act, 1952, seeks to make a provision for the future of industrial worker after he retires or in case he is retrenched, or for his dependents in case of his early death.

### **Collective Bargaining**

Collective bargaining is process of joint decision-making and basically represents a democratic way of life in industry. It is the process of negotiation between firm's and workers' representatives for the purpose of establishing mutually agreeable conditions of employment. It is a technique adopted by two patties to reach an understating acceptable to both through the process of discussion and negotiation. In short collective bargaining.

- Is a collective process in which representatives of both the management and employees participate;
- Is a continuous process which aims at establishing stable relationships between the parties involved;

- Not only involves the bargaining agreement, but also involves the implementation of such an agreement;
- Attempts in achieving discipline in the industry and
- Is a flexible approach, as the parties involved have to adopt a flexible attitude towards negotiations?

### **Type of Collective Bargaining**

A collective bargaining process generally consists of four types of activities- distributive bargaining, integrative bargaining, attitudinal restructuring and –organizational bargaining.

- (a) **Distributive bargaining:** It involves haggling over the distribution of surplus. Under it, the economic issues like wages, salaries and bonus are discussed. In distributive bargaining, one party's gain is another party's loss. This type of bargaining is also known as conjunctive bargaining.
- (b) **Integrative bargaining:** This involves negotiation of an issue on which both the parties may gain, or at least neither party loses. For example, representatives of employer and employee sides may bargain over the better training programme or a better job evaluation method. Here, both the parties are trying to make more of something. In general, it tends to be more cooperative than distributive bargaining. This type of bargaining is also known as cooperative bargaining.
- (c) **Attitudinal restructuring:** This involves shaping and reshaping some attitudes like trust or distrust, friendliness or hostility between labor and management. When there is a backlog of bitterness between both the parties, attitudinal restructuring is required to maintain smooth and harmonious industrial relations. It develops a bargaining environment and creates trust and cooperation among the parties.
- (d) **Intra-organizational bargaining:** It generally aims at resolving internal conflicts. This is a type of manoeuvring to achieve consensus with the workers and management. Even within the union, there may be differences between groups. For example, skilled workers may feel that they are neglected or women workers may feel that their interests are not looked after properly. Within the management also, there may be differences. Trade unions manoeuvre to achieve consensus among the conflicting groups.

### **Stages in Collective Bargaining**

The collective bargaining process comprises off five core stages. They are as follows.

- **Prepare:** This phase involves composition of a negotiation team. The negotiation team should consist of representatives of both the parties with adequate knowledge and skills.

- Discuss: Here, the parties decide the ground rules that will guide the negotiations. An environment of mutual trust and understanding is also created so that the collective bargaining agreement would be reached.
- Propose: This phase involves the initial opening statements and the possible options that exist to resolve them. This phase could also be described as 'brainstorming'. The exchange of messages takes place and opinion of both the parties is sought.
- Bargain: This stage comprises the time when 'what ifs' and 'supposes' are set forth and the drafting of agreements take place.
- Settlement: Once the parties are through with the bargaining process, a consensual agreement is reached upon wherein both the parties agree to a common decision regarding the problem or the issue.

### **Workers' Participation in Management [WPM]**

WPM is understood as a process of participation resulting from the practices which increase the scope for employees' share of influence in decision-making at different tiers of hierarchy.

The objectives of Workers Participation in Management are as follows:

- To improve the quality of working life by allowing the workers greater influence and involvement in work and satisfaction obtained from work; and
- To secure the mutual co-operation of employees and employers in achieving industrial peace; greater efficiency and productivity in the interest of the enterprise, the workers, the consumers and the nation.

In practice, the participation of workers can take place by one or all the methods listed below:

#### **1. Participation at the Board Level**

This would be the highest form of industrial democracy. The workers' representative on the Board can play a useful role in safeguarding the interests of workers.

#### **2. Participation through Ownership**

This involves making the workers' as shareholders of the company by inducing them to buy equity shares. In many cases, advances and financial assistance in the form of easy repayment options are extended to enable employees to buy equity shares. Examples of this method are available in the manufacturing as well as the service sector.

#### **3. Participation through Complete Control**

Workers acquire complete control of the management through elected boards. The system of self-management in Yugoslavia is based on this concept. Self-management gives complete control to workers to manage directly all aspects of industries through their representatives.

#### **4. Participation through Staff and Works Councils**

Staff councils or works councils are bodies on which the representation is entirely of the employees. There may be one council for the entire organization or a hierarchy of councils. The employees of the respective sections elect the members of the councils. Such councils play varied roles. Their role ranges from seeking information on the management's intentions to a full share in decision-making.

#### **5. Participation through Joint Councils and Committees**

Joint councils are bodies comprising representatives of employers and employees. This method sees a very loose form of participation, as these councils are mostly consultative bodies.

Works committees on the other hand are a legal requirement in industrial establishments employing 100 or more workers. Such committees discuss a wide range of topics connected to labour welfare. Examples of such committees are welfare committees, safety committee, etc.

#### **6. Participation through Collective Bargaining (CB)**

Through the process of collective bargaining, management and workers may reach collective agreement regarding rules for the formulation and termination of the contract of employment, as well as conditions of service in an establishment. Even though these agreements are not legally binding, they do have some force.

#### **7. Participation through Job Enlargement and Job Enrichment**

Excessive job specialization leads to boredom and associated problems in employees. Two methods of job designing—job enlargement and job enrichment are used to solve these problems.

- Job enlargement is adding 'task' elements horizontally.
- Job enrichment is adding 'motivators' to the job to make it more rewarding.

#### **8. Participation through Suggestion Schemes**

Progressive managements increasingly use the suggestion schemes. Suggestions can come from various levels. The ideas could range from changes in inspection procedures to design changes, process simplification, paper-work reduction and the like. Out of various suggestions, those accepted could provide marginal to substantial benefits to the company.

#### **9. Participation through Quality Circles**

A Quality Circle consists of seven to ten people from the same work area who meet regularly to define, analyze, and solve quality and related problems in their area. These circles require a lot of time and commitment on the part of members for regular meetings, analysis,

brainstorming, etc. Quality Circles can be an excellent bridge between participative and non-participative approaches.

### **10. Empowered Teams**

Empowerment occurs when authority and responsibility are passed on to the employees who then experience a sense of ownership and control over their jobs. Employees may feel more responsible, may take initiative in their work, may get more work done, and may enjoy the work more.

### **11. Total Quality Management (TQM)**

TQM refers to the deep commitment, almost obsession, of an organization to quality. Every step in company's processes is subjected to intense and regular scrutiny for ways to improve it.

### **12. Financial Participation**

This method involves less consultations or even joint decisions. Performance of the organization is linked to the performance of the employee. The logic behind this is that if an employee has a financial stake in the organization, he/she is likely to be more positively motivated and involved on.

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## **12.5 CRIME AND CORRECTIONAL SERVICE**

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### **Introduction**

Human beings play numerous roles depending upon their status in the society. The status of the person imposes certain control over the behavior of individuals. This control at the personal level is one's value while the same at the societal level is norm. These norms, if recognized as highly significant become laws.

In simpler terms, any violation of the existing norms of the society is termed as deviance. In many instances, the word 'deviance' is used in relation to moral, religious and political norms. Non-conformity to the laws as recognized by the state is considered as crime. Legally, crime is wrong doing classified by the state or in other words, it is an offence against public law. It can also be defined as an act which invited punishment.

### **Criminology**

The word 'criminology' is derived from the Latin word 'crimen' meaning accusation and the Greek work 'logia' meaning study. Hence, criminology is the scientific study of the nature, extent, causes and control of criminal behavior in both the individual and the society. The term criminology was coined by an Italian Professor named Raffaele Garofalo in 1885.

### **Crime Causation and Theories**

Crime is a very complex phenomenon as it differs from society to society. An act may be a crime punishable under law in one society

(nation), but not so in another. There are a number of theories which explain crime causation. Earlier theories of crime were centered on the demonological perspective; i.e. demons or evil spirits were held responsible for all deviant behavior that men engage in.

Modern theories on crime started with the classical theory of Cesare Beccaria. Over time, more number of theories has evolved. In this chapter, we would be focusing on few important theories in criminology.

(a) Classical Theory

This theory was proposed by Cesare Beccaria in 1764. It emphasizes on the free will of human beings and believes that human beings are rational. It assumes the hedonic (pleasure) principle that the behavior of human beings is aimed at maximizing pleasure and minimizing pain.

Hence Beccaria argued that punishment is the only solution to combat crime and it should be sure, swift and certain. A major critique of this theory is that it does not allow consideration of offender-specific circumstances. The principles of pain and pleasure, on which the theory is rooted, are difficult to measure.

(b) Neo-classical Theory

This was proposed by Jeremy Bentham. It considers external circumstances into account while assessing crime and punishment. Bentham argued that children and people of unsound mind cannot be treated as adults. Though the theory rests on the doctrine of free will and hedonism, some modifications were made to it. It imposes only partial responsibility on ground of insanity, infancy and other environmental, psychological and other mitigating circumstances. This school of thought introduced the idea of minimum and maximum circumstances.

(c) Cartographic School

Adolphe Quetelet and A.M. Guerry are the major proponents of this school of thought, which originated in France and flourished during 1830-80. Basic notion of this school was that crime is caused by the conflicts of values in the lower socio-economic classes, groups, religious and interest groups living in certain geographical areas.

(d) Positive School

Caesare Lombroso, Enrico Ferri and Rafael Garofalo are the main exponents of this school of thought. This school denied the demonic responsibility of crime and also contradicted with the free will concept of classicists.

Lombroso envisaged relationship between physical characters and crime. He introduced the principle of Atavism which says that criminals are evolutionary throwbacks of primitive men. Lombroso attributed the causes of crime to biological factors.

He assigned physical abnormalities to criminal type, e.g. distorted nose, low receding forehead, etc. According to him, a person with such characteristics will find it difficult to refrain from crime even under favourable circumstances. Lombroso classified criminals into various categories: born criminal, criminaloid or occasional criminal and criminal by passion. The positivistic school was heavily criticized for the representativeness in sampling. There were neither control groups nor follow-up studies.

(e) Differential Association Theory

This theory is based on the learning principle and believes that all criminal behaviors are learned. Sutherland proposed this theory and believed that individuals encounter many inharmonious and inconsistent social influences in their lifetime and many individuals become involved in contacts with carriers of criminalist norms and as a consequence become criminals.

A person becomes a delinquent or criminal because of excessive definitions favourable to violation of law; that is criminal behavior is determined in a process of association with those who commit crime. This differential association may vary in frequency, duration, priority and intensity and hence the chance of a person engaging in criminal behavior is determined roughly by the frequency and consistency of his patterns with criminal behavior.

(f) Anomie Theory

Proposed by Emile Durkheim, this theory suggests that criminal behavior is a normal adaptation by individuals living in a society, structured by high division of labour and based on competitive individualism. According to him, society without deviance is impossible and all individuals are prone to deviating norms. According to him, deviance is necessary for any society to progress.

(g) Strain Theory

Merton used anomie to explain all kinds of deviant behavior. He proposed that anomie resulted from strains in social structure that pressurized individuals and encouraged development of unrealistic aspirations. Anomie was hence dependent on cultural goals and institutionalized means, that is, aims that define success and status in society and acceptable methods of achieving such goals. Merton believed that crime is a result of rejection of the socially accepted means and replacing it with a new means to achieve any goal.

(h) Delinquent subculture Theory

The theory was put forward by Albert Cohen in 1955 and deals with the adjustment problems of working class boys. Young children develop their self concept depending on how they are judged by others, which is in turn dominated by middle class values. The children of lower class find it difficult to deal with this status game. Hence, they are more



likely to face failure and humiliation. They may adopt any of the three mechanisms to overcome this:

1. Take up a college-boy response of hard work, thrift actions and may cut him/herself from peer group activities;
2. Take up a stable corner-boy response in which the person does himself from peers nor incurs hostile towards middle-class persons or delinquents; and
3. take up delinquent responses.

(i) Reintegrative Shaming Theory

Braithwaite (1989) explains two different types of shaming; namely, reintegrative (bring the offender back to society) and disintegrative (shunning the offender for the good of the society). In disintegrative shaming, offenders are prevented from bonding back into the society and can become only more outreached in crime as a result of being branded as criminal. In reintegrative shaming adopts the societal gestures of forgiveness to reform the individual and bring him/her back to the society.

**The Idea of Punishment**

Punishment involves pain produced by design and justified by some value that the sufferer is assumed to be violated. Jerome Hall describes punishment as characterized by pain, coercive, inflicted on somebody who has caused harm. Four theoretical explanations have been advanced as the basis upon which society imposes penalty upon somebody who violates law. These are:

1. To effect retribution or revenge.
2. To restrain offender physically so as make it impossible for him to commit another crime.
3. To deter other from committing similar offences.
4. To reform the offender.

**Types of Punishments**

Scientific techniques for punishing offenders have varied form time to time and place to place. Six methods have generally been mentioned in the history to punish law breakers. Namely death penalty, exilement, corporal punishment, imprisonment, fine, and social degradation. Imprisonment and financial loss are the two method which are in vogue today. Death penalty is given in the rarest of the rare cases.

**Models of Punishment**

(a) Deterrence Model of Punishment

This is a utilitarian rationale for punishment, that is, it is bases on the idea that punishment should help society to prevent crimes. Philosophers like Bentham and Beccaria argued that punishment of criminal acts can deter potential offenders by making negative consequences of crime greater than its rewards. The deterrence model

assumes that people engage in any act after carefully and rationally analyzing the rewards and risks.

Punishment supposedly induces compliance because people fear punishment and do not want to risk their stake in conformity. In this model, the rationale is to affect future behavior rather than to inflict pain that the offender deserves because of their past actions.

Arguments against deterrence model: In spite of the fact that capital punishment is awarded for some cases, such crimes are not reducing. An assumption on which the model rests is that of free will of humans. However, a person's behavior is determined by values he derives from his culture. There are also theories which depict the role of genetics, environment and economic needs on the commission of crimes.

Incapacitation: It is the custodial control of convicted offenders so that they cannot commit crimes that affect the general public. It is based on the idea that offenders will commit a certain number of crimes if that those crimes can be prevented by placing the offender in prison for some time. The assumptions of this theory are: 1. Some offenders are repeaters. 2. Offenders who are taken-off the street are not immediately and completely replaced by other offenders. 3. Prison does not increase crime by changing inmates in ways that offset the reduction of crime from incapacitation.

(b) The retributive model

This model asserts that people who violate the law deserve punishment because they have intentionally hurt others. The retributionist model argues that offenders deserve to be punished because they have gained advantage on others and the punishment would restore the harm they had caused. This model is associated with the principle of Lex Talionis, the principle of "an eye for an eye, a tooth for a tooth", which are expressed in the code of Hammurabi in 18<sup>th</sup> century BC. Hence, offenders were punished in the direst proportion of the harm caused or inflicted.

Arguments against this model: Environmental factors could also contribute to the commissions of crimes. Hence, it would not be logical to punish an individual who is forced by circumstances to commit an offence. The aim of the society should be to prevent crimes rather than make the criminal suffer. A retributive punishment could make the offender an enemy of the society. It is proved that punishment cannot prevent crimes unless criminals truly repent.

(c) Reformatory and rehabilitative Model

This model is widely in use today and holds the aim of the criminal justice system is to reform the offender so that he is adjusted to the social order. This theory believes in re-educating the criminal and making them useful individuals in the society. The motto of Indian prison system is to reform and rehabilitate the inmates.

### **Limitations of Punishment**

There are several limitation of punishment. They are listed below:

- It may produce harmful effects in individuals who are punished.
- It may label an offender as criminal not only in his own eyes but also in the eyes of the society.
- It may cause a person to develop caution and unusual skills so that he can protect himself from apprehensions, convictions and punishment.

The reformative model is suggested as an alternative for punishment, Reformative theory gives importance not to the crime but the individual who commits it.

It considers defective functioning of social systems, social structures, defective environment and lack of opportunities to achieve ones' goals as causes of crimes.

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## **12.6 CONCLUSION**

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Society is changing. Society is constantly changing

Although the society is progressing, many social problems are being created in the society. The nature of social problems is also changing as the society changes. Therefore, the scope of social work is increasing Professional social work has emerged along with volunteer social work. Social work is seen as a business.

According to the changing social conditions, the field of social work has changed in the field of education. Family Welfare Child Welfare Youth Welfare Women Welfare Elderly Welfare Disabled Welfare Workers Welfare Many areas of social work have emerged. The importance of social work is also increasing in the field of medical treatment and reform.

Although there has been a lot of progress in the medical field, it has cost a lot to get medical facilities.

As this cost is unaffordable to the general public, there is a huge opportunity for social work in the medical field. The importance of social work in the medical field is increasing. Social workers working in the medical field. Employment opportunities in rural areas are increasing with the industrial development of our country. In the manufacturing sector, employers and workers are two important factors.

As the employers seem to be ignoring the workers 'welfare figures in the name of getting more wealth, the social workers' welfare sector has been created to solve the problems of the workers and also in the field of social work opportunities.

Due to the changing social conditions, the crime rate is on the rise in the society. The number of crimes is increasing day by day.

This area of social work has been created with the aim of punishing such diverse offenders and giving them a chance to improve by looking at the nature of the crime.

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# Unit-13

## CASE WORK AND GROUP WORK

### Unit Structure :

- 13.1 Objectives
- 13.2 Introduction
- 13.3 Case Work
  - 13.3.1 Definition of Case Work
  - 13.3.2 Principles of Case Work
  - 13.3.3 Stages in Case Work
- 13.4 Group Work
  - 13.4.1 Definition of Group Work
  - 13.4.2 Principles of Group Work
  - 13.4.2 Stages of Group Development
- 13.5 Conclusion
- 13.6 References

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### 13.1 OBJECTIVES

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- To Study Definition of Case Work
- To analyse Principles of Case Work
- To Study Stages in Case Work
- To Study Definition of Group Work
- To analyse Principles of Group Work
- To Study Stages in Group Development

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### 13.2 INTRODUCTION

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Social case work is concerned with the adjustment and development of individuals towards more satisfying human relations. Case work method evolved as a systematic approach in the 1900's. It all started with the Charity organisation society which used volunteers. Volunteers, who were called 'friendly visitors', to visit the homes of the poor for purposes of assessing their need, for rendering material assistance and for giving them guidance and advice.

Freudian psychology which emerged in the 1920s had a strong impact on case work. The new psychoanalytical knowledge pertaining to human behaviour was absorbed by case workers who found it useful in understanding clients and their problems. During this period of development, caseworkers focused their problems. During this period of

development, caseworkers focused their attention on psychic forces within the individual. During the 1940s, case workers were exposed to the formulation on ego psychology based on the observations of human beings as regards their differential coping and adapting abilities in times of stress.

In India, case work was one of the first courses taught when the Sir Dorabji Tata Graduate School of Social Work, Currently Known as the Tata Institute of Social Sciences, was started in Bombay in 1936, and it became a method of practice in helping people with their problems of social functioning.

Group living is an essential need of human beings. It plays a major and vital role in shaping the human behaviour and connects individuals with the social world. As for an analogy, groups can be compared with the human body impossible for them to originate in any other way. Each cell of the organism is dependent on other cells and organism for the proper functioning of the body. In the same way, individuals depend on each other for survival and growth.

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### **13.3. CASE WORK**

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#### **13.3.1 DEFINITION OF CASE WORK**

There are different definitions of case work. A list of key definitions is listed here as follows:

Social case work is a process used by certain human welfare agencies to help individuals to cope more effectively with their problems in social functioning.

-Perlman (1957)

Case work is a method to help individuals find solution to problems of social adjustment which they are unable to handle in satisfactory way by their own efforts.

-Hollis (1954)

Social Case work is the art of adjusting personal relationship .

-Queen (1932)

Social case work is the art of assisting the individual in developing and making use of his personal capacity to deal with problems which he faces in his life.

-Swift (1939)

#### **13.3.2 PRINCIPLES OF CASE WORK**

Case work is value driven and highly humanistic in its outlook. There are seven key principles in case work. They are as follows:

### **1. Principle of Confidentiality**

The case worker has to keep the problems of the client in confidence and must keep the key data as secret.

### **2. Non- judgmental Attitude**

A case worker does not have the right to judge any one as guilty or innocent.

### **3. Acceptance**

A Case worker must accept an individual as a person of worth and dignity. The worker should accept the client's positive feelings and negative feelings alike.

### **4. Self Determination**

Self- determination means that the client has all the rights to take her/ his own decision in his/ her own way. So the case worker should give chance to her/ he to decide what is right.

### **5. Controlled Emotional Involvement**

Without understanding the client's emotion with sensitivity, it is impossible to find out a solution. But on the other hand, it is necessary for the case worker to be emotionally stable and rational so that he/ she can help the client is solving the problem.

### **6. Purposeful Expressing of Feelings**

Case worker must give the chance to the client to express her / his feelings freely, especially her/ His negative feelings. The case worker also should listen purposefully to the clients' inner feelings. He/ she should neither praise nor condemn the individual.

### **7. Individualization**

Every Individual is different from others and is unique, therefore, the problem of every individual is different form the other and it also depends upon her/ his intelligence. So the mode of Helping must be according to the intellectual, Social- economic and ego strength.

## **13.3.3 STAGES IN CASE WORK**

**There are three stages in case work process. They are social Study, Social Diagnosis and Social Treatment.**

### **1. Social Study**

The First Step in the case work is to collect the social history of the client. This could be done in various ways. The prominent ways are as follows:

- a) Interview with the client.
- b) Interview with the relatives, employer, teacher and friends of the client.
- c) Visiting the neighbourhood and environment in which the client lives.

Interviews are every important and unless the interviews are conducted properly, it is not possible to expect results. The case worker has, therefore, not only to understand the theory of interview but also have sufficient training and experience in interviewing. If he/she want to be successful in providing service to the client. All these visits and interviews will help the worker to know the client in his environment. During the course of interview, the worker may be able to diagnose and even suggest treatment to the client but where the problem is very acute; it is necessary to consider the diagnosis in relation to his own history.

## **2. Social Diagnosis**

Social diagnosis is an attempt to arrive at an exact definition of the situation and personality of a given client. It is a Search for the causes of the problem which brings the client to the worker for help. Diagnosis, is therefore, concerned with understanding both the psychological or personality factors which bear a causal relationship to the client's difficulty and the social or environmental factors which tend to sustain it.

## **3. Social Treatment**

Social treatment in case work is the sum total of all activities and services directed towards helping the client with a problem. The focus is to relieve the immediate problem and if feasible modify any basic difficulties which precipitated it. Generally, two types of efforts are required for social adjustment. They are environmental modification and behavioural modification.

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## **13.4 GROUP WORK**

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### **13.4.1 DEFINITION OF GROUP WORK**

Social Group work is a method through which individuals in groups are helped by a worker who guides their interactions in programme activities so that they may relate themselves to others and experience growth opportunities in accordance with their needs and capacities.

- H.B.Trecker (1955)

Social group work is a process and a method through which group life is affected by a worker who consciously directs the interaction process towards the accomplishment of goals.

-Wilson and Ryland (1949)

Social Group work aims at the development of persons through the interplay of personalities and at the creation of such group situations for integrated, cooperative group action for common ends.

-Coyle (1937)

### **13.4.2 PRINCIPLES OF GROUP WORK**

Trecker has explained the following group work principles:



### **1. The Principle of specific Objectives**

In social group work, specific objective of individual and group development must be consciously formulated by the worker in harmony with group wishes and capacities and in keeping with agency function.

### **2. The principle of Planned Group formation**

In Social group work. The group is the basic unit through which service is provided to the individual. Consequently, the agency and worker responsible for the formation of groups must be aware of the factors inherent in the group situation that make the given group a positive potential for individual growth and for meeting recognisable needs.

### **3. The Principle of Purposeful Worker- Group Relationship**

In Social group work, a purposeful relationship must be established between the worker and the group members based on acceptance and willingness to accept help and in the agency.

### **The Principle of Continuous Individualization**

The group worker should recognize that groups are different and that individuals utilize group in a variety of ways to meet their differing needs. Hence continues individualization must be practiced. Groups and the individuals in the groups must be understood as developing and changing.

### **4. The Principle of Guided Group Interaction**

In Social group work, the primary source of energy, which propels the group and influences the individual to change, is the interaction or reciprocal responses of the members. The group worker influences this interaction by the type and quality of his participation.

### **5. The principle of Democratic Group Self-Determination**

In social group work, the group must be helped to make its own decisions and determine its own activities, tacking the maximum amount of responsibility in line with its capacity and ability. The primary Source of control over the group is the group itself.

### **6. The Principle of flexible functional organisation**

In social group work, the process through which the worker guides the group in setting up formal organization is just as important as the actual structural details of that organisation. Formal organization should be flexible and encouraged as it meets a felt need, is understood by the members and can function accordingly. The formal organisation of the group should be adaptive and should change as the group changes.

### **7. The Principle of Progressive programme Experience**

In social group work, the programme experiences in which the group engages should begin at the level of member's interest, need, experience, and competence and should progress in relation to the developing capacity of the group.

#### 8. The principle of Resource Utilization

In social group work, the total environment of agency and community possesses resources which should be utilized to enrich the content of the group experience for individuals and for the group as a whole. The group experience for individuals and for the group as a whole.

#### 9. The principle of Evaluation

In social group work, continuous evaluation of process and programme in term if outcomes is essential. Worker, group and agency share in this procedure as a means of guaranteeing the greatest possible self- fulfilment for all.

### 13.4.2 STAGES OF GROUP DEVELOPMENT

#### I. Forming

In the forming stage all the individual are dependent on each other for personal relations. All the group members perform in a safe behaviour pattern as instructed by the group leader for the guidance and direction. The group member's desire is to collect the data on the similarities and differences among the members which would be preferred for the future sub Groupings.

To avoid controversies, serious discussions and feeling are avoided in the group. The orientation also plays major role at this stage. The group members try to orient with the group goals and also to the group members. The group centres the discussion on group goals, scope of it and ways to implement it effectively. To precede for the next sage the group members should renounce the comfort non- threatening topics and take the risk prospect of conflicts.

#### II. Storming

The net stage for the group development is storming. It is mainly characterized on the basis of the conflict and competition in the personal relations dimensions and task functions dimension. As the group members starts to work on the task, conflict certainly results in their personal relations. Each individual in the group should mould their ideas, attitude, feelings and beliefs to suit the group organization. Dilemmas may occur for the different reason like" fear of exposure" or "fear of failure", Etc.

Although the conflicts may or may not be the ground of the group issues but they do exist. Some query will arise about who is going to be responsible for what are the rules, how reward systems works, and the criteria for evaluation. There will also be clear sign of conflict over the leadership, power and authority. Because of the issues raised during this stage, some members in the group may remain silent while others attempt to dominate the group. In order to progress to the next stage the group members must move from the arguing, disgracing, testing, and proving mentality to the decision-making and problem-solving mentality.

### **III. Norming**

The group member's rules of engagement are established and the scope of the group's tasks or responsibilities is agreed.

The group members gradually start to understand each other better, and appreciate each other. Individual members listen to each other, appreciate and support each other, and are prepared to change the preconceived thoughts: they feel they're part of a cohesive, effective group. So, each individual need to work hard to attain to this stage is the flow of data among the them and give feed back to the members. And also the members will explore new things related to the task. If this flow of data collection and cohesion is done by the group members. Their levels of conversation are characterized by the personal and task level

### **IV. Performing**

Mostly all group members don't reach this stage. Mostly at this stage all the group members would be task centered and people oriented. All moral values, group identity and loyalty would be high. This would direct the group to achieve the goal in a more effective and efficient way. The overall outline of the work would end in a productive way of achievement of the goal.

### **V. Adjourning**

This is the final stage of the group development both to the task and the group members. This is mainly the completion and disengagement stage of the group. All the group members' individually will be proud to achieve their group goal and also feel glad to have been part of the enjoyable group. Main thing is that they need to recognise it and consciously move on without any discomfort. Some authors describe this stage as "deforming and mourning", recognizing the sense of loss by the group members.

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## **13.5 CONCLUSION**

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In this unity we have examined and summarized the Social Case work and group work there are different significant in the practice of social case work have been analyzed here. If the social worker working with the individual focuses these principal he/she will be more useful to the client and will be able to perform his/her job efficiency. There are three schools of approaches in social case work-Social study, social diagnosis and Social treatment- are practiced in Social case work these have been highlighted with their main features.

Social group work is a primary method of social work which believes that the development of individual is mainly dependent on the group experiences. The group worker should follow certain principles in her practice the social worker also have certain skills that will make him effective in dealing with the group problems

Also the various stage of group development is highlighted with special features the social group worker practices ethic remedial model of development model with the group.

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# Unit-14

## COMMUNITY ORGANIZATIONS

### Unit Structure :

- 14.1 Objectives
- 14.2 Introduction
- 14.3 Community Organization
  - 14.3.1 Definition of Community organization
  - 14.3.2 Characteristics of Community organization
  - 14.3.3 Principles of Community organization
  - 14.3.4 Strategic Steps in Community organization
  - 14.3.5 Models of Community Organization
- 14.4 Conclusion
- 14.5 References

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### 14.1 OBJECTIVES

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- To enable people to live a happy and fully developed life.
- To emphasis on self-help and help people to help themselves to solve their one problems.
- To act as agent to achieve goals

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### 14.2 INTRODUCTION

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Community organization is one of the primary methods of social work, it is considered as a macro method because of its ability to involve a large number of people in solving the social problems. As a method of social work, community organization can solve the problems of many people in the community through their collective involvement. Community organization utilizes other methods of social work that is group work and case work.

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### 14.3 COMMUNITY ORGANIZATION

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#### 14.3.1 Definition of Community organization

Ross defines community organization as a process by which a community identifies its needs or objectives, orders or ranks these needs or objectives, develops the confidences and will to work at those needs or objectives, finds the resources (internal of external) to deal with these needs or objectives, takes action in respect of them, and in so doing

extends and develops cooperative and collaborative attitudes and practices in community.

Kramer and Specie (1969) defines community organization as a method of intervention whereby a professional change agent helps a community action system composed of individuals, groups or organizations to engage in planned collective action in order to deal with social problems within a democratic system of values.

### **14.3.2 Characteristics of Community organization**

1. It is a process by which the capacity of the community to function more positively and progressively is grown. The social worker makes this process conscious and deliberative.
2. In community organization, the first job of the worker is to help the community to focus its attention upon the problems/ needs about which it is disturbed.
3. After the identification of the problems/ needs, community is helped by the worker to establish some order of priority among these needs so that efforts may be taken accordingly to fulfill these needs.
4. The community organizer helps the community to locate the resources in the society through which the needs may be fulfilled. There are certain agencies in the community which work for the betterment of the life of people but people generally are ignorant about these agencies. The worker helps the community in such a situation and makes the community able to use those agency resources for its development.
5. Community organization process identifies a problem about which some action is required and helps the community to take some action so that the problems are solved or needs are fulfilled.

As the process evolves, people in the community will come to understand, accept, and work with one another, that in the process of identifying and dealing with a common problem, sub-groups and their leaders will become disposed to cooperate with other sub-groups in common endeavors, and will develop skills in overcoming the inevitable conflicts and difficulties which emerge in such collective tasks.

### **14.3.3 Principles of Community organization**

Mc Neil has mentioned the following principles:

1. The community is the primary client.
2. The community is to be understood and accepted as it is and where it is.
3. Representation of all interests and elements in the population and their full and meaningful participation are essential objectives in community organization.

4. The fact of ever-changing human needs and the reality of relationship between and among people and groups are dynamic in the community organization process.

#### **14.3.4 Strategic Steps in Community organization**

In order to be effective in community organization, the following basic steps should be followed in sequence:

1. Information Collection and Community Meeting

This deals with organizing formal and informal meetings with community people. It involves visiting and observing the community for garnering different information. Besides these it includes:

- (a) Identification and prioritization of problem/ issues and stakeholders.
- (b) Creation of awareness about these felt needs/priorities and raising consciousness among community people.
- (c) Identification of nucleus/resource persons/opinion leaders and formal and informal leaders of various socio-cultural/vocational groups and sub-groups.

2. Consentisation

Consentisation strategy is based on Paulo Freire's approach of generating awareness and sensitization among masses through education. In his opinion, if people were motivated to analyse their own reality, they could be active participants in transforming it. The consciousness gained through the critical process of reasoning and reflection leads to action that in turn can reduce the exploitative tendencies in the present socioeconomic structures.

3. Planning and Formulation Of Plans and Programmers

Planning involves the entire act right from the stirring of consciousness regarding a problem to the steps taken to resolve the problem. This can at least be achieved by having rapport with the people and involving them in designing the development of project. To meet this specific need, application of participatory Rural Appraisal (PRA) technique is required.

4. Capacity-building

As the capacity of poor people is strengthened (by utilizing and improving their skills, changing their perceptions and attitudes and ensuring their active participation as responsible participator ) and their voice begin to be heard, they become "claimants" who are capable of demanding and paying for goods and services from government and private sector agencies. Under these changed circumstances, the mechanisms to satisfy their needs will change as well.

5. Collaboration and Coordination

When two or more person (i.e. helpers) work jointly on the basis of a common plan of action, then it is called collaboration.

In collaboration each one of the helpers are accountable for certain aspects of work/service to a client. They may belong to one agency of many agencies; they may be social workers and/or may be from several other professional disciplines.

Thus, we can say that collaboration is a medium of integration of various services being provided, description of role and services to be delivered by each of the participant, and making sure that conflicting and confusing messages are not given to clients.

Whereas in Co-ordination, two or more service providers work together. This does not involve a common action plan; in fact, there may be two or more action plans. For effective co-ordination, spirit of working together towards a desirable end is a must. Further, the mutual satisfaction of all concerned persons and agencies involved in it is an important aspect.

#### 6. Networking

Networking is also the social work strategy practiced to bring diverse social structures together to accomplish a common purpose or shared goal. Networking involves establishing coordinated and collaborative relationships in order to access the resources of other persons and social systems.

Social workers network with human service organizations, governments, industry and influential community leaders. Networking promotes collaboration in identifying service gaps and barriers and encourages inter-agency planning to address unmet service delivery needs.

### 14.3.5 Models of Community Organization

Jack Rothman has introduced three basic models of community organisation. They are as follows:

- Locality Development
- Social Planning
- Social Action

#### 1. Locality Development

Locality development is one of the foremost methods of working with the community. It was earlier used by the settlement houses movement. Here the important focus is on the process of community building. Leadership development and the education of the participants are the essential elements in the process.

According to Murray Ross the process of self-help and communal action is valuable in its own right. The model of locality development is based on this particular thought process. It originated from the traditional community organization principle.

The main focus of this model is the whole community or a part of it. The basic belief is that communities have some common needs and



interests and once the people realize this need and work together democratically, they can take appropriate steps to improve the quality of life. Here the role of the community organizer is to enhance the involvement of the people in the community and help the community members to plan and find a solution to the problem.

## **2. Social Planning**

Social planning refers to the type of community work where a worker of agency undertakes an exercise of evaluating welfare needs and existing services in the area and suggests a possible blue print for a more efficient delivery of services. Social planning model is effective in solving key social problems like housing, education, and health, childcare and so on. Its aim is to affect a large population.

The community planner works in the capacity with the government and is often identified with power structure of the community. But basically he is interested in the needs and attitudes of the community and helps them plan their future.

## **3. Social Action**

According to Rothman, social action is a strategy used by groups or sub communities or even national organizations that feel that they have inadequate power and resources to meet their needs. So they confront with the power structure using conflict as a method to solve their issues related to inequalities and deprivation. In this type of community organization the community organizer uses all means to apply pressure on the power structure to give in to demands. We would be discussing about this method in detail in the next chapter.

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## **14.4 CONCLUSION**

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Community organization is one of the methods of social work. Individual support work helps to solve the problems of the individual. Problems are identified and solved. The aim is to develop the individual. The social worker is working to solve the problems of the group So the community is a bigger part of the group A part of a city is a rural part of a mohalla where the problems in that community are generally the same and affect the individual life in their community Find out the needs of the community as they affect the lives of individuals, in the community and check the availability of tools to solve the problem. Building community cohesion is expected to build community leadership and provide public amenities. Therefore community organization is considered important in social work methods. Welfare of all individuals in the community, The participation of the whole community is gained Community Organizations Internal actions and processes are carried out in a scientific manner. Community organization is done according to the prescribed steps. The role of social worker is considered to be important in all the tasks carried out by specific methods and techniques.

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# Unit-15

## **SOCIAL WORK RESEARCH, ADMINISTRATION AND MANAGEMENT IN SOCIAL WORK**

### **Unit Structure :**

- 15.1 Objectives
- 15.2 Introduction
- 15.3 Social Work Research,
- 15.4 Administration of Social Work
- 15.5 Management in Social Work
- 15.6 Conclusion
- 15.7 References

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### **15.1 OBJECTIVES**

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- Understanding the meaning of social work research
- To study the purpose of social work research
- To study the types of social work research
- To Study the importance of Social work research
- Understanding the meaning of social work administration
- To study social work administration
- To study social work management

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### **15.2 INTRODUCTION**

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Research administration and management are the three most important factors in social work. The study needs of the society before starting social work. If the study is based on research, then what is the social condition of the society? Research is needed to have a though knowledge of this and to compile it scientifically.

Administration and management is an important skill for senior social workers. These skills will be essential for social workers who would like to grow professionally and attain higher positions in their respective organizations. As one grows in the social work career, their role in the direct provision of services will diminish and their role as a manager will gain significance. This is where the skills of social welfare administration will come handy.

However, as the ultimate goal is the provision of welfare services, social work administrator cannot be a bureaucrat or a manager with concern only for efficiency. Social work values will also form the base for the administrative decisions taken in the context of service delivery

The major framework for social work administration is POSDCoRB, which is borrowed from the management theory. The classical management thinker, Luther Gullick has given this acronym to describe the functions of a manager in an organization.

POSDCoRB, stands for the following functions:

- P- Planning
- O- Organizing
- S- Staffing
- D- Directing
- Co- Coordinating
- R- Reporting
- B- Budgeting

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### **15.3 SOCIAL WORK RESEARCH**

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Social work research is a supportive method of social work .social research is called as a scientific method observation test in social research testing facts collection of its classification and conclusions a method is adopted. Research is a method by which research is done and develops our knowledge by drawing conclusions.

Used as an adjunct to research methods in social work research. Social research activities and methods are changed according to the needs that are not suitable for social work research. New tools are created.

#### **The meaning of social work research**

It is important to have a proper knowledge of the social situation and to analyze it in terms of doing social work. Social work research is an effective method for this. The basic concepts used in social work are studied in social work research. Problems correlation Interaction Response studies are conducted in relation to organizations so the meaning of social work research has been explained in different ways by social work researchers

For this, social work research is an effective method. Research in social work will be a critical scientific examination of the validity of social work organizational work as well as the method to generalize and expand the knowledge of social work

-Friedlander

The task of social work research is to encourage the development of a group of dependable sciences to accomplish a wide range of social work objectives and tools.

- John Devee

Experimenting with social research in the study of problems in social work studies

-Hoshwald

Systematic rational and objective meditation on issues related to the field of social work as well as ordering new to research, knowing the nature of their interrelationships, finding rules that determine their nature, finding their explanation is what social work research is all about.

Social work research is related to the problems faced by the social workers. Researching the problems encountered while planning and implementing social work services as well as other issues related to social work is called social work research.

The solution to the problem of social work is the subject of research. Collective effort to gather information about society and related concepts is social work research. It is used as a supportive method of research in social work. That is social work research.

### **Purpose of social work research**

Social Work Research Experiments are used to guide the individual community to provide social services. Social work research is at the forefront. Social work research is concerned with problem solving.

Increasing the scope of social work

To reconsider the purpose and philosophy of social work

Re-study social work concepts and build systematic knowledge

Explain the relationship between social work knowledge and actual work

Assessing the need and quality of services and making improvements in procedures

Linking the needs of the society to social planning and social movement

Increasing the effectiveness of social work methods through research To provide knowledge for change in social work by studying these programs and techniques which will be an alternative to social work.

To study the causes of global disintegration and social disintegration and suggest solutions

Knowing the capabilities required in workers working in different situations

Social work research has a specific purpose in terms of its actual use and application in society. The primary purpose of social research is different from that of social work research.

### **Types of research in social work**

Topics that come in the field of knowledge and work in the field of social work come in social work research

PilipKellin has given the following types of social work research

The types of research that serve to guide research are as follows:

Research done to identify areas in need of services

Research comparing services offered in the context of need

Research comparing the services provided in the context of need Research evaluating work through social work

Research that tests the efficacy of social work methods techniques

Useful research of concepts considered essential in social work

### **The importance of research in social work**

It is important to establish the need for that service before starting social work. It is important to study the needs of individuals as social work is focused on needs and service three. It is important to know the number of needs through research. It is possible to evaluate the work of activists and organizations through research, so the importance of research in social work can be explained as follows

To increase the effectiveness of services

The effectiveness of existing services for the society can be known through research. The knowledge gained from research can be used to increase their effectiveness.

To clarify the concept of social work

Research helps to clarify current philosophies and theories as well as concepts in social work. Research in social work is important to find the usefulness of sociological concepts in social work.

For scientific development of social work

It is important to study the concepts and values adopted in social work from the point of view of social work. Research can give a direction to social work. Development of social work according to the needs of the society.

To explore the problems in society

There are many problems in Indian society and in particular rural society Research in social work is important to find a solution to these problems and to solve the problems by implementing the actual program.

To study of clientage

There are a large number of service areas in which social work knowledge services. There are a variety of issues in the community. Local problems are of different forms. Services with problems are studied and research is possible as research is possible.

### **Social research**

There are two important words in social research, one is social and the other is research. The meaning of research is explained by e-mail and mori. Research is a systematic effort to acquire the most knowledge. New knowledge is added to it. A society is a group or community of specific people. Its size can be more or less

### **Definition of social research**

Social research is a systematic process of establishing explanations and generalizations about the sequence, interrelationships and causality in social life in order to discover new ones or to examine the old ones.

Social research is the systematic research done to gain new knowledge about social phenomena and problems.

From this definition it will be seen that social research involves the task of bringing new to light, proving the results of the old, but their sequence should not be a causal relationship between the interrelationships.

### **Features of social research**

Research is carried out in all the branches of knowledge but each branch of knowledge has its own distinctive features. Social research has different characteristics which can be explained as follows.

➤ **The study of social phenomena**

Social research relates to social phenomena. Research studies these phenomena. Society is made up of individuals.

➤ **Discovery of new principles and examination of old facts**

The main task of social research is to acquire new knowledge and add to the old knowledge

➤ **Exploration of causal relationships**

Human behavior and its action is the subject of social research Human behavior has causality in its actions. Social research seeks to find the causality and formulate theories based on them.

➤ **Use of scientific method**

The scientific method is used in social research Statistical methods have a very important place in research. If statistics are obtained through this method, they can be summarized in a concise form.

➤ **Statistical analysis**

Statistical methods are used in social research Statistical methods have a very important place in research. The principles obtained by the statistical method can be summarized and properly classified; Information can be explained using diagrams or tables.

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## **15.4 SOCIAL WORK ADMINISTRATION**

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The field of social work is wide in scope. The scope of services in social work is broadly managed at the level of horizontal parallel. When various activities in the field of social work are integrated, their scope increases to carry out the planned activities in a planned manner administration is required.

The area in which social work is to be administered. It is important to have knowledge of that area and to have knowledge of administration to administer that area. Therefore, the work and its effect increase the usefulness. The purpose of social work is to provide services to the

community by providing these services with specific techniques and their effectiveness. Good governance and effective social work are two sides of the same coin

### **The meaning of social work administration**

1. To transform social plans into social action with some special purpose in mind and the administration process used to utilize professional skills in it will be social work administration.
2. The services provided by socially useful activities should be put to good use In order to fulfill the purpose of the initiative; the methods of social work are administered using the capabilities and professionalism Then it is called social work administration.
3. In order to fulfill the purpose of the ministry, those who have the knowledge and interest in the ministry are required to do the ministry. When service work is administered by such individuals or professionals, it is called social work administration
4. The administration that is done to increase the usefulness of social work masters is called social work administration.

After understanding the meaning of social work administration, one realizes the importance of social work administration. In social work, services are provided to the needy. Depending on the individual, the needs vary from person to person.

As this work is done by the administration, administration is considered important in social work.

### **Aspects of social work administration Organization**

There are two factors that are important in social work. It is up to the administration to organize these two elements. If the scope of social work is large then many activists are working and work has to be done for different sections of the society. The administration is tasked with organizing at a time when work has to be done for the elements of the society at different social levels.

### **Plans and programs**

In social work, various schemes and programs for social development have to be planned and implemented. The social work administration has to do the important work of planning the program. Then the social worker can implement them properly in his area of work

### **Management**

Management has an important place in social work administration. It is the job of the administration to determine the workings of the work and to manage it



**Supervision**

The administration has to supervise and control the social workers while they are providing services to the needy.

**Public relations**

Social work continues uninterrupted. To provide services to the needy people in the society and to solve the problems of the society, to find the needy, to reach the needy, to get the response of the society in social work, the administration has to do this work.

**To keep accounts**

It is expected to keep all kinds of records in work administration. It is very important to keep financial transactions transparent. So the administration has to do the important work of keeping financial records.

**Steps of Social Work Administration**

Through social work, social problems and social evils can be prevented and remedied. The social work administration works to promote such social work, so the power of the social welfare program increases. The impact increases. The program accelerates.

The steps of this social work administration can be explained as follows:

1. Collecting information regarding services and programs and planning and planning based on information
2. Selection, recruitment and training of workers Plan and divide the work among the staff and prepare for implementation
3. To make arrangements for the implementation of the program and to meet the objectives and to prepare the method of expenditure
4. Creating reports Saving documents Keeping track of the information that has been gathered or received while working
5. To develop proper correlation of the community in which social work is to be started or actual social work is to be started

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## **15.5 SOCIAL WORK MANAGEMENT**

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The management process is applied to achieve specific results through skills and efficiency in social work. Therefore, management plays an important role in providing effective services to the needy in various social work and professional fields like medical education industry etc. In the field of social work, a proper system of workers has to be created.

There are two sides to management. On the one side, knowledge related to programs and services and on the other side, social work planning. It is very important to mobilize the staff, set the schedule, prepare the budget, keep accounts, etc., to use both aspects of management effectively and to use these tools more effectively in a collaborative manner. Not only technology is important in management but also the goal by which success is to be achieved.

In modern times, complex social problems are increasing and the number of organizations working in the society is also increasing. The field of social work is expanding. Services are being created according to social problems. Management is needed to work effectively through organizations and institutions. The purpose of social work is to provide services to the society while providing services to the management to work for scientific work

Social work management is the process by which more efficiency is achieved for specific objectives and social policy can be transformed into social action. This is called social work management. The process of deciding the next course of action in social work is called social work management.

### **Principles of social work management**

1. Individuals involved in social work management should have adequate understanding of human behavior and knowledge of social problem handling skills and necessary techniques
2. To use a lot of right thinking and to determine the direction of social work and to provide equality to all.
3. Delegating the responsibility of managerial work to a trained and efficient person who is aware of social issues.
4. The objective of social work management is to give responsibility. To increase the participation of workers in the management of social work and to encourage workers. Management process should always be based on democratic process of responsibility.
5. Every member of the staff should be aware of the fact that the work assigned to them is very important
6. The management process is a specific objective tool and a tool used by the organization to solve community problems. Changing objectives and tasks as needed is the principle of management.

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## **15.6 CONCLUSION**

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Service-oriented methods of social work have been prevalent in our country since ancient times. At that time, the social reformer had devoted his entire life to social work and took the initiative to identify the problems in the society and solve them. Research administration and management did not have much importance but in the present modern age professional social work has gained importance. Social work is being done as a business.

At present, research is being done in social work to do social work in a scientific way and to solve social problems. To get all the information required by the society, to collect it, to analyze it and to determine the direction of development based on that requires research. The importance of administration in social work is increasing as administration is required for the planned implementation of social work programs. Along with administration, management is also an important factor. Management is essential to increase skills and efficiency in social work and increase the

effectiveness of development work. Managing social work requires management to evaluate the work and look to the future.

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