

CHAPTER

1

SOCIAL WORK: THE ART AND SCIENCE OF PROBLEM SOLVING



KEY CONCEPTS

- 1.1 Psycho-social Problems
- 1.2 Social Work as a Problem Solving Profession
- 1.3 Misconceptions about Social Work
- 1.4 Scope and Objectives of Social Work
- 1.5 Social Work as a Profession
- 1.6 Skills and Qualities of a Social Worker

Social work is a problem solving profession that is committed to improve the quality of human life by imparting various intervention techniques and strategies which are scientifically proved and artistically applied. This chapter provides you an opportunity to discuss the importance of a professional approach towards problem solving process.

1.1 Psycho-Social Problems

Let us read the Diary of Meenu

June 2014

Monday 2

Today, I woke up late. As my mom was sick, I slept very late after finishing all household work. Oh My God! I don't know how I managed to finish cooking, cleaning and all mess! Again late for school I was asked to give explanation for being late and not wearing polished shoes. On top of that, I had class test in the second period for which I could hardly prepare due to the conditions at home. I feel so tensed up.....

Have you faced any similar problems in your life? Write and then share your feelings.

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We face numerous problems such as tension, anger, frustration, stress, illness, alcoholism etc. in our day to day life!

Why these are called a problems? Try to define a problem.

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Anything that casuses difficulty to an individual or even a group of persons may be termed as a problem. In the same manner, unsatisfied needs or wants may also result in problems. Problems can be broadly categorised into physical, mental and social.

Can you list out some problems coming under each of these categories?

- Physical problems
- Mental problems
- Social problems

Physical problems are those problems that affect our body. e.g. cancer, fever, pain, disability etc. Problems that affect the mental realm, such as stress, depression, excessive anger are examples of psychological or mental problems. Some social problems affect individual as well as the people around them; e.g. alcoholism, crime, unemployment, riots etc.

Think about solving these problems! Is it easy? Is it possible to solve these problems in a single step? No, it is impossible! Common people use their own strategies to solve these problems, but those strategies may not be scientific and may have many limitations. That resulted in the emergence of a scientific profession to solve psycho social problems.

From the social work perspective, problems are generally interrelated. It ranges from simple to complex. Every problem has numerous solutions. But individuals and communities are confused with the problem and its solutions. Social work profession also helps the client to choose the right solutions which are most appropriate to the client. This profession helps the client to understand the problem and to cope with it. It also prevents the onset of similar problems in future.

If you are rejected by your classmates. How would you feel?

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You would feel a sense of inferiority, alienation, depression etc. These feelings would influence your social relations; so we can term these problems as psycho-social. Psycho-social problems may affect an individual's mental health. The term psycho-social refers to psychological and social factors that influence personality. Individuals with psycho social disorder frequently experience difficulty in social functioning. Social factors such as socialization, peer pressure, parental support, cultural and religious back ground, socio-economic status and inter personal relationships help to shape the personality of an individual.

However, social work is a very dynamic profession that does not limit itself to problems alone; it goes on to empower the client systems to handle preventive and promotional initiatives. In the context of social work, client systems include individuals, groups and communities.

Some problems occur at group level. Group level problems may happen in families, neighbourhood or among friends. Gang behaviour is a typical example of group level problem.

Have a close look at this picture. Have you ever seen any situation like this? Is it advisable? Not at all! Have you experienced any similar situation due to the influence of the friends? Can you list out some common issues due to peer pressure?



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We can find various issues around us such as poverty, unemployment, environmental pollution, illiteracy, unhealthy socio-political situations etc.

Observe the table given below and try to fill it up as categorized below

Individual Problems	Group Level Problems	Community Problems
• Fear of examination	• Group violence	• Poverty
•	•	•
•	•	•
•	•	•

1.2 Social Work as a Problem Solving Profession

The social life of the modern world is characterized by numerous problems. The consumeristic and profit-oriented approaches of the present society bring about drastic consequences in social life. Problems like isolation, poverty, unemployment, migration, family disintegration, sexual violence, atrocities against women, suicide, substance abuse, communalism, terrorism, child abuse etc. are on the increase. Solution to these problems on a scientific basis is essential to ensure peaceful social life.

How did people treat these problems in the past? Discuss with elders.

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Many people give alms to solve problems like poverty and unemployment. Do you think such charitable activities can solve these problems and make the people independent?

We have been practising these types of charity for centuries to help the poor and vulnerable, still the problems exist. These activities provide only temporary solutions to their problems. The complexity and magnitude of such problems in modern times demand systematic approaches. Professional social work makes people independent rather than dependent. When it was observed that the problems require scientific approaches for the proper and effective management, a new system of scientific intervention came into existence, i.e. social work.

Basically social work is a helping activity which adopts scientific and systematic approaches to address the issues of individuals, groups and communities and it empowers the society. It is the only profession which studies social problems, its origin, interrelation etc. and provides systematic solution to such problems. Hence, the present day social life demands a scientific and professional approach to solve social problems.

Check your progress

1. List out various problems you notice around us.
2. Write some examples for community problems.

1.3 Misconceptions about Social Work

Examine the following pictures and identify the activities.



a.



b.



c.

Do you think the above activities are social work? Why?

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Let us discuss what social work is.

Some people have a misconception that social work is *Sramadan*, alms-giving, religious activity, charity work etc. But, social work does not come under this category; because no knowledge or formal training is required to practise such activities. Social work is often wrongly regarded as selfless, non remunerative, character-building or religious activity. Many politicians, religious leaders and philanthropists like Mahatma Gandhi, Swami Vivekananda, Mother Theresa etc. are regarded as social workers by the common man. Though they are great people who have influenced millions, in a strict sense they are not professional social workers.

Social work, as a profession and scientific discipline, is of recent origin. Common men are not aware of the significance of social work. A Social Worker is a trained person who receives remuneration for his services like any other professions. Social work is a helping activity which aims at enabling individuals, families, groups and communities to become self reliant. Social work is based on certain principles and philosophy that help to practise it with scientific knowledge and skills. It requires education and training for any person to practise it.

1.4 Scope and Objectives of Social Work

Social work is a professional and academic discipline that seeks to improve the quality of life and well being of an individual, group or community. Intervention at individual, group and community level is undertaken in social work. Relationship is the key tool of social work. It promotes study, diagnosis, research and resource mobilization. Social work simply means 'help people to help themselves'. We can introduce social work through the Chinese proverb "Give a man a fish, and you feed him for a day; show him how to catch fish, and you feed him for a lifetime". This proverb means that equipping/preparing someone for a job is of greater benefit than a one-off hand out.

Social work in its various forms addresses the multiple, complex transactions between people and their environments. Its mission is to enable all people to develop their full potential, enrich their lives, and prevent dysfunction. Professional social work is focused on problem solving and development. Social workers are agents of change in society and in the lives of individuals, families and communities they serve. Social work is an interrelated system of theory and practice.

According to Walter.A.Friedlander (1955), "Social work is a professional service based on scientific knowledge and skill in human relation, which assists the

individuals alone or in groups, to obtain social and personal satisfaction and independence.”

According to Indian Conference of Social work (1957), “social work is a welfare activity based on humanitarian philosophy, scientific knowledge and technical skills for helping the individual, group or community to live a rich and full life.”

A. Scope of Social Work

The scope and relevance of social work is growing tremendously in the present scenario due to the complexity of the modern world. The result of modernization requires reshuffling to meet the needs of the changing world. This social responsibility is vested in the profession of social work, which is equipped to meet the demands of the ever changing situations. It has its own techniques, tools and a strong theoretical back ground to support it. In the present context, social work profession become more relevant.

Professional social workers practise in a variety of settings; including case management, medical and psychiatric social work, counselling, family and child welfare, youth welfare, welfare of the weaker section, grass root advocacy organizations, community health agencies, management agencies, police departments, correctional agency settings, community development setting, teaching, school setting, social welfare agency setting, industrial agency setting, gerontological settings and environmental issues, crisis intervention etc.

Career opportunities for social workers are increasing day by day at national and international level. Some of the national and international level opportunities of the social workers are listed below.

NACO (National Aids Control Organization), CAPART (Council for Advancement of People’s Action and Rural Technology), CSWB (Central Social Welfare Board), CRY (Child Relief and You), Child line, MINDS Foundation – Treating mental illness in India, and Oxfam India. These offer wide job opportunities within India.

UNICEF (United Nations International Children Emergency Fund), WHO (World Health Organization), ILO (International Labour Organization), Oxfam, Ford Foundation, Action Aid, CARE (Co operative America Relief Everywhere), DESH (Deepam Educational Society for Health), DFID (Department for International Development), World Vision, The Oak Tree Foundation, SOS (Save Our Souls), Help Age International, etc. are offering tremendous opportunities for social workers abroad.

B. Characteristics of Social Work

The main characteristics of social work are:

- i. social work is a welfare activity based on humanitarian philosophy.
- ii. it respects the worth and dignity of individuals.
- iii. it is a professional activity.
- iv. it assists individuals, groups and communities to become self reliant and inter dependent.
- v. it promotes adaptability of individuals to social functioning.
- vi. social work has a strong scientific base.
- vii. it is closely related to psychology and sociology.
- viii. it is an activity that helps to cope with problems.
- ix. it requires specific knowledg, skills acquired through formal training.
- x. it is remunerative.

C. Objectives of Social Work

Objectives are statements of what we are trying to do. Generally, social work has the following objectives

- i. solve psycho-social problems.
- ii. fulfil humanitarian needs.
- iii. help to resolve with adjustmental problems.
- iv. create self sufficiency.
- v. strengthen harmonious social relations.
- vi. make provision for corrective, preventive and rehabilitative services.
- vii. conscientise the community.
- viii. change the environment in favour of individual's growth and development.
- ix. ensure social justice and democratic functioning.
- x. enhances self esteem.

D. Principles of Social Work

There are certain rules and guidelines that should be followed in any profession for practising it successfully. These rules and guidelines are called principles.

Principles are the guidelines for action. They are guiding statements which include general laws or fundamental truths derived from experience and research. They are universally accepted in the practice of professional social work. So a social worker has to keep the following principles.

a. Principle of Individualization

Identify the differences in yourself with the students sitting at your right and left side in the following areas.

- Responses
- Thoughts
- Attitude
- Way of talking
- Interests

Students behave differently to different situations. Likewise individuals are different in their capacities, hobbies, emotional maturity, wealth, intelligence, etc. Here the principle of individualization says that a social worker should recognize the uniqueness of each individual while trying to help them. A social worker should treat each individual and his/her problem differently.

Do you know!

Client is a person who seeks the guidance, assistance or service from a professional.

Eg. A person seeking the assistance of a lawyer, doctor etc.

b. Principle of Acceptance

What are your immediate thoughts as you hear these names?

Film star, sex worker, beggar, a person with HIV/AIDS.

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The principle of acceptance says that we must accept the client irrespective of his/her class, creed, position, colour or status. Social Worker should accept the client as he/she is, with all his/her limitations. Social work believes that every individual has worth and dignity. Mutual acceptance between the worker and the client is essential to carry out professional social work. In short, Social Worker displays an unconditional acceptance of the client.

c. Principle Meaningful Relationship

What is relationship?

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Relationship, in social work, is a channel through which growth-oriented changes are initiated. The relationship between the social worker and the client is known as rapport. It is considered as the flesh and blood of the social work process. In social work, rapport between the client and the worker is necessary to provide

services to the client. Relationship is an important tool where the helping process begins. It is the channel through which the clients are enabled. This professional relationship includes a mutual process of shared responsibilities, recognition of one's rights, acceptance of differences, objectives etc. Social work relationship is time-bound, goal-oriented, objective and empathetic.

d. Principle of Self –determination

Read the following case:

Vivek had already decided to do legal studies after his plus two course in humanities. But he joined TTC under the compulsion of his parents.

He was not at all interested in TTC. He failed when the result was out.....

Why did Vivek fail in the examination?

Lack of interest, poor intelligence, unable to concentrate in his study etc. may be the reasons. The decision to join TTC was not taken by Vivek.

Principle of self determination gives right to self to take decision to solve the problems faced by the client. Here the worker facilitates the client to take appropriate decisions for him. He puts different alternatives in front of the client to solve his problems. Final choice and decisions are left to the client. Responsibility to take decisions is really vested in the hands of the client. The client himself / herself bears the pros and cons of his/her decisions. A social worker believes that the client can find out solutions to his/her problems.

e. Principle of Communication

Communication is the medium through which ideas, emotions, information, etc. are transferred from one person to other person or groups. Communication is a major tool as well as a principle to practise social work. A social worker should create an environment in which the client will feel comfortable to express his/her feelings. The clients should be allowed to communicate their problems in their own ways, so that they may think that they are given due importance.

There are mainly two types of communication such as verbal and nonverbal. Verbal communication uses words in oral method or in written forms. Non-verbal communication uses gestures, postures, facial expressions, eye contact and even silence. Non- verbal communication is equally important to establish and maintain

relationship in social work practice. Thus, the Social Worker should be proficient in communication, to understand the verbal and non verbal responses of the client. Communication helps the worker to maintain psychological contact with the client.

f. Principle of Social Functioning

Do you think an HIV-infected client can hold social roles like father, son, husband, employee etc. in an effective manner?

Every individual has various roles to play in the society. The principle of social functioning helps the clients to perform well in their social roles. The Social Worker uses this principle for helping the client to become a responsible and law-abiding citizen of a nation. The worker facilitates the client to discharge the social functions properly even in adversities.

g. Principle of Confidentiality

Have you ever disclosed your secrets to anybody? If Yes, to whom?

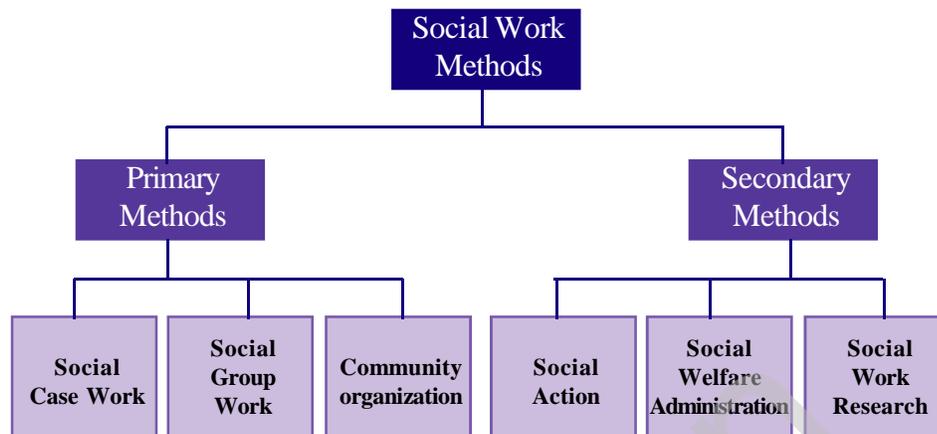
We express our secrets only to somebody whom we trust.

Every secret is shared with someone only on the basis of trust. The clients also share their secrets to the worker because of the trust he/she has. This principle entails the Social Worker to keep the secrecy of information disclosed by the client. The worker has to assure the client that the information disclosed will remain confidential.

The worker has to break the confidentiality in unavoidable situations only. The information disclosed by the client can be shared with other experts for the client's further treatment. If the information disclosed by the clients is harmful to them, or their family or the entire society, the worker has the responsibility to convey the matter to the concerned person without revealing the client's identity. In this particular situation the social worker acts positively without violating the code of ethics and social responsibility. In normal situations, the prior consent of the client is required to share the information.

E. Methods of Social Work

Being a scientific profession social work has its own methodology. Traditionally the methods of social work are divided as primary and secondary. Primary methods are social case work, social group work and community organization. Secondary methods are social action, social welfare administration and social work research. Observe the given illustration.



From the above illustrations we can understand that there are primary and secondary methods in social work. The primary methods make interventions directly with the clients. At the same time the secondary methods indirectly assist the primary methods and also help the clients. Let us examine each method.

1. Primary Methods

The primary methods are those methods which directly help the client to solve his/her problems. The following are the primary methods of social work.

a. Social Case Work (Working with individuals)

Social case work is a unique method of problem-solving. It helps an individual to solve his psycho-social problems. Here the social worker is concerned with individual problems only. Here interventions come at the individual level. Professionally trained Social Worker helps a client with particular problems.

Social case work is a primary method of social work. It is concerned with the adjustment and development of the individual towards more satisfying human relationship. According to Bowers, “Social casework is an art in which knowledge of the science of human relations and skills in human relationships are used to mobilize capacities in the individual and resources in the community, appropriate to better adjustment between the client and all or any part of his total environment.”

In social case work a person with a problem comes to a place/agency where a professionally trained worker helps him through a given process. Social case work has four components – person, problem, place and process.

b. Social Group Work

In social group work, intervention takes place at group level. The social worker assists the members of a group to develop capacities and potentialities. The

leadership qualities and personality traits of the group members are developed by organizing programmes. The growth and development of the group members are promoted in social group work.

Social group work is a method of social work which develops the ability to establish constructive relationship in the individuals through group activities. Group experiences are essential to human beings. Group work helps individual in groups in social agency settings. The members of the group are helped by a Group Worker who guides the group members' interaction in programmes. The group interaction helps an individual to develop oneself in accordance with abilities and capacities. The individuals are empowered to mobilize their available resources for their own betterment.

c. Community Organization

List out some issues in your community.

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What do we need to solve the problems identified above?

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Social work intervention at community level is termed as community organization. The community organization organizes its resources to solve the basic needs of the community with the participation of the people. The community identifies the problems and resources with the help of a community organizer (professionally trained social worker). The problems like water scarcity, sanitation, poverty, unemployment, pollution, educational needs etc. are usually dealt within community organization.

As a result of the continuous interaction under the guidance of a common organizer among the community members develop confidence to achieve their needs or objectives and through cooperative and collaborative attitudes and practices in the community.

2. Secondary Methods

Secondary methods are those methods which are intended to support the primary methods of social work. In secondary method the worker indirectly deals with the client's problem. The secondary methods of social work are social action, social welfare administration and social work research.

a. Social Action

Social Action is a secondary method of social work. It finds solution for mass social issues through propaganda, public opinion and collective support. The solutions



രക്തസാക്ഷിമണ്ഡപത്തിന് മുന്നിൽ പ്രതിഷേധം തീർക്കുന്നു.
പ്രതിഷേധത്തിരമാലകളിൽ
നമുക്കും ഒരു തുള്ളിയാകാം
 പെണ്ണായ് പിറന്ന ഓരോ വ്യക്തിക്കും ഈ മഹാരാജ്യത്തിന്റെ
 ഏതുകോണിലും അടിമാനത്തോടെയും
 സമരക്ഷിതബോധത്തോടെയും ജീവിക്കാൻ.....
വരു നമുക്ക് പങ്കെടുക്കാം...

to mass issues are found by legal means and non violent activities. The mass issues like dowry, environment issues, gender issues etc. are addressed through this method.

Mary. E. Richmond was the first social worker and writer who coined the word social action in 1922. She states that social action is the mass betterment through propaganda and social legislation. Social action is an individual, group or community effort within the frame work of philosophy and practice of social work. The aim of social action is to achieve social progress, modification of social policies, initiating social legislation and welfare services.

b. Social Welfare Administration

What do you understand from the picture given below?



•
 People are gathered in a board room to discuss administrative matters of an organisation

Social welfare administration is used to transform social policy into action. This method makes use of scientific and administrative techniques in planning, implementation, monitoring and evaluation of the welfare programmes.

Social welfare administration is a process of organization and administration of an institution/organization/project. Social welfare administration refers to those activities which are undertaken with regard to the systematic execution of social policies. It includes Planning, Organising, Staffing, Directing, Co-ordinating, Reporting and Budgeting (POSDCoRB). It is a dynamic art taking human and physical resources available and blending them to the achievement of some required goals. The aims of social welfare administration are the progressive achievement of the well being of human beings.

Social welfare administration requires specialized knowledge. The administrator should possess sufficient knowledge regarding the agency's aims, programmes, methods of social treatment and social resources. Such knowledge enables the administrator to perform his task.

c. Social Work Research

Let us examine the issues like domestic violence, child abuse, migrant labour etc. In order to understand these problems we must have scientific and systematic method to find out their various causes and solutions. Social work research tries to analyse the causes behind social issues and helps the professional to solve the problems. Social work research is a systematic approach to assess the effectiveness of social work interventions. This may be done by an evaluation of the situation prior to and after the intervention.

The social work research is the systematic and scientific enquiry of a social phenomenon or a social problem. This will help to find out the real problem and to formulate specific intervention strategies to solve that problem.

Social work research is different from social science research because it is basically an action-oriented research which supports the problem solving process. Social work research tries to say how things happen. It helps to collect necessary facts which will direct towards solutions.

Social work methods have another classification namely micro, mezzo and macro. Micro means dealing the problems of individuals and families, mezzo means dealing the problem of group. Macro means dealing the problem of a communities.

Check your progress

1. Define social work.
2. Prepare a chart showing the characteristics of social work.
3. Make a short note on the scope of social work in India.

Let us do



Prepare an article on the topic ‘Principles and Objectives of Social work’ to be published in your school magazine . You must refer to the materials available on the internet.



Prepare and exhibit a flow chart showing different methods of Social Work.

1.5 Social Work as a Profession

Enlist various professions practised in our society.

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Why are these jobs considered as professions?

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A profession is a service based on specialized educational training, purpose, values, authority, knowledge and skill for a direct and definite compensation.

Social work is a profession with specialized knowledge and techniques to solve problems of individuals, groups and communities. The following are the characteristics of this profession.

i. Systematic body of knowledge

Like any other discipline, social work also has its own body of knowledge. The basis of this knowledge is dynamics of human behavior and personality, the psychological aspects of individual and society, economics, politics, culture, law, environment etc.

ii. Scientific methods, techniques and skills

Social work has scientific methods to identify and solve the psycho social problems. The scientific methods include steps such as systematic data collection, analysis, interpretation, interaction, evaluation etc.

Techniques mean tools or instruments used in problem solving process. It uses counselling, behaviour modification, case study etc as techniques. It also requires skills like relationship building, communication, observation, listening etc.

iii. Formal authority and acceptance

Social work has wide social acceptance and approval to work with individuals, families, and communities. The effective social work intervention in the field of poverty, destitution, suicide, child abuse, violence etc. provide wide range acceptance for the profession internationally.

iv. Professional education

Professional education is an essential part of the social work. It helps in getting practical experience by dealing with individuals, groups and communities. Social

work education takes place at higher secondary, graduation, post graduation and doctoral levels.

v. Remuneration and stability

Adequate remunerations and job security are essential elements of social work.

vi. Professional associations

People from the same profession organize themselves to update their knowledge, share their concerns and safeguard the profession. There are national and international organizations of social workers. National Association of Social Workers (NASW) of USA, International Federation of Social Workers (IFSW), National Association of Professional Social Workers in India (NAPSWI), Association of Schools of Social Work in Kerala (ASSK) and Kerala Association of Professional Social Workers (KAPS) are some of them.

1.6 Skills and Qualities of a Social worker

What do you mean by skill?

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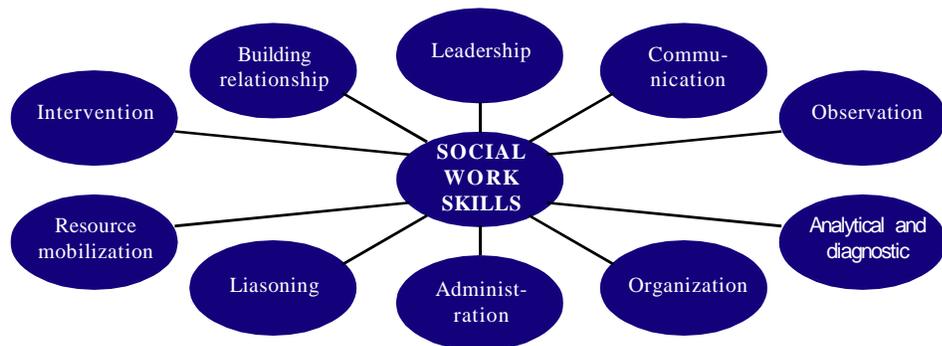
List out some skills you possess

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Cycling, swimming, driving etc. are some skills that a person possesses. Skill is the ability to do an action effectively. It is developed and sharpened through training and practice. Social worker also has to acquire certain skills. Some of them are:

- Communication
- Analytical and diagnostic
- Liasoning
- Intervention
- Leadership
- Organization
- Resource mobilization
- Building relationship
- Observation
- Administration

Observe the illustration given below and understand the skills that a social worker needs to practise his profession.



Qualities of social worker

Social worker should have some qualities to intervene with individuals, groups and communities. They are:

- Self awareness
- Decisiveness
- Positive attitude
- Self confidence
- Trustworthiness
- Social awareness
- Empathy
- Emotional maturity
- Flexibility
- Honesty, respect to others, tenacity etc.

Check your progress

1. Why is social work considered as a profession?
2. List out various skills required for a social worker.

Let us do



Your panchayat president says that he is a social worker. As a social work student can you agree with his opinion? Conduct a debate on it.

- *Visit a social work setting and observe the skills and qualities of a professional social worker.*

Let us sum up

This chapter introduces the concept of psycho-social problems and discusses Social work as a problem solving approach. After discussing the misconceptions related to Social work, the chapter presents the concept of Social work, its definition, scope, characteristics, objectives, principles, skills and qualities essential for Social Worker.

Social work is a professional service which helps people to solve psycho social problems in a scientific manner. There are many misconceptions about social work like it is charity, social service, philanthropic activity, 'sramadaan', alms giving etc. , but we understand that social work is none of these, but a professional service that make use of scientific systematic techniques.

Hence social work is a welfare activity based on humanitarian philosophy, scientific knowledge and technical skills in dealing with individual, group and community to live a rich and full life. The seven pillars of social work –its principles –individualization,

acceptance, self determination, meaningful relationship, communication, confidentiality and social functioning is discussed here.

Social work make use of different methods of practice at micro, ,mezzo and macro levels and uses social case work, social group work, community organization, social action, social welfare administration and social work research in dealing with various problems.

Social case work is a method in which problem solving take place at individual level on a one to one basis. Social group work is a method of social work which develops the ability of establishing constructive relationships in the individuals through group activities. Community organization is another method of social work where community organizes its resources to solve its basic needs with people's participation in a co-operative and collaborative manner.

Social action addresses mass social issues through propoganda, public opinion and collective support. Social welfare administration transforms social policy into action by using scientific and administrative techniques. Social work research is a systematic and scientific enquiry of a social phenomenon or a social problem.

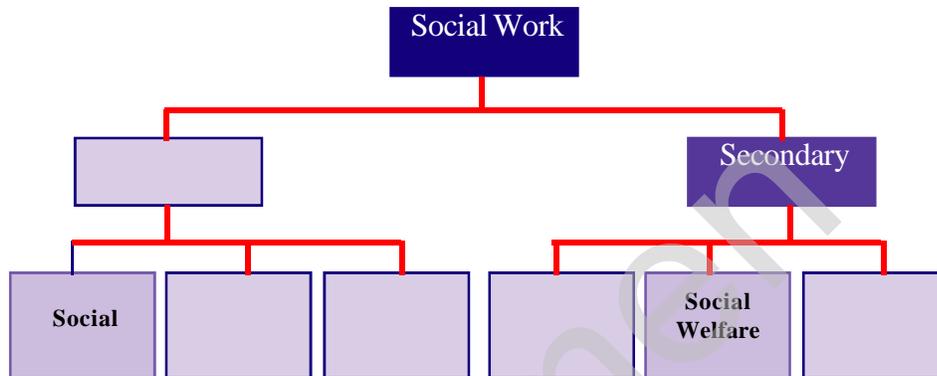
An attempt is made here to identify the characteristics of a profession and how far it is applicable to social work. We also discuss skills needed for Social work practice like, communication, leadership, observation, analysis, diagnosis, organization etc. and also qualities like self-awareness, empathy, and decisiveness, positive attitude etc. that a Social Worker should necessarily possess.

Learning Outcomes

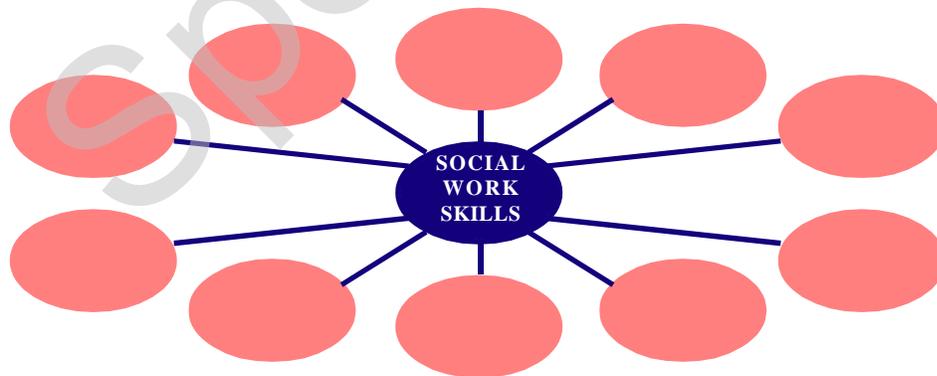
- ◆ Identify and differentiate various psycho-social problems, their magnitude and complexity.
- ◆ Perceives social work as a scientific problem-solving profession.
- ◆ Disseminates various facts related to social work and dispel misconceptions.
- ◆ Internalises the definition, scope, characteristics, objectives, principles and methods of social work.
- ◆ Familiarises with professional social work and its skills, techniques and qualities.

Evaluation Questions

1. In a public meeting a politician states that Mother Theresa and Mahatma Gandhi were great social workers in India. Do you agree with this statement? Justify your answer.
2. Complete the illustration given



3. Prepare a chart showing the characteristics of social work as a profession.
4. 'Principles are guidelines for action'. Suggest some important principles which are essential for practising social work profession.
5. List out the essential skills of a social worker.
6. Fill in the circle showing the qualities of a social worker.



7. Point out the major characteristics of social work.
8. Objectives are statements about what we are trying to do. List out some major objectives of social work?
9. Make a short note on characteristics of a profession.