

**DEPARTMENT OF SOCIAL WORK**  
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**ODD END SEMESTER EXAMINATION- 2014**  
**SEMESTER Ist 2014**  
**MODEL ANSWER**

**Time: 3 HOUR**

**M.M. = 75 MARKS**

**PAPER: - SW-102 FUNDAMENTALS OF SOCIAL WORK**

**I. ATTEMPT ALL QUESTIONS EACH CARRY EQUAL MARKS 10X2= 20.**

**1. Social Work is one of the..... of Sociology**

**Answer: Applied field**

**2. The organizations rendering social services at the international levels are**

- a) International Conference of Social Work**
- b) International Red Cross Community**
- c) The World Federation for Mutual Health;**
- d) The U. N. Technical Assistance Programme;**
- e) The World Health Organization**
- f) All of the above**

**Answer: f) All of the above**

**3. Raja Ram Mohan Roy fought for**

- a) Abolition of Sati**
- b) Abolition untouchability**
- c) Abolition of bonded labour**
- d) All of the above**

**Answer: a) Abolition of Sati**

**4. Social welfare programmes includes**

- a) The scholarship for the students of Scheduled Castes and Scheduled Tribes**
- b) The scholarship for the students of Other Backward Class, Denotified communities**
- c) Welfare programmes for the poor, widow, disabled person**
- d) All of the above**

**Answer: d) All of the above**

**5. Social Service is**

- a) Not an activity taken up by an individual to help himself.**
- b) If a person inspired by the feeling of providing help to other person, who does the social service.**
- c) It does not require any trained professional social worker**
- d) All of the above**

**Answer: d) All of the above**

**6. Justice is a condition of being just and fair to all human being (True/False).**

**Answer: True**

**7. Social justice includes**

- a) The attempts like equitable distribution of physical objects.**
- b) Proper and equal opportunities for social, mental and spiritual development.**
- c) Availability of proper resources for developments and equal opportunity in utilizing the available resources**
- d) All of the above**

**Answer: d) All of the above**

**8. Social service comprise**

- a) Providing drinking water to the family, group during summer.**
- b) Helping an old person to cross the road etc**

c) Both a and b

d) None of the above

**Answer: c) Both a and b**

**9. Social development has two basic objectives social justice and human welfare (True/False).**

**Answer: True**

**10. It is the duty of ..... to provide the social welfare programme to their citizens.**

**Answer: State**

## **II. ATTEMPT ANY FIVE QUESTIONS (Write your Answers 150- 200Words) 7X5=35.**

### **1. Describe the values of social work?**

Answer: Any professional action is guided through a set of values. The body of knowledge of social work has some core values,

- The value is the conviction in the Inherent worth, integrity and dignity of the individual
- Belief in democratic functioning: Social work relies on the democratic procedure while dealing with the client system. This implies that decisions are taken through consensus and nothing is imposed on the client.
- The firm belief in equal opportunity for all, limited only through the individual's capacities. This value expresses the need for social justice. Social work fights against social injustices meted out to the disadvantaged and vulnerable sections of society. Irrespective of caste, religion and economic status, intelligence, etc.,
- Social worker's social responsibly towards himself, his family, and his society. This value cautions the social worker not to neglect himself, his family and the society in which he is living while discharging his professional duties

- To transmit knowledge and skills to others. This value instructs the social worker to give the information that he has, that would enable the client to take care of himself, in case the client faces similar troubles in future.
- Separating personal feelings from professional relationships.
- Assumes high standards of personal and professional conduct. It emphasizes that the conduct of the social worker should be exemplary at both personal and professional stages.

## **2. Explain the principles of social work**

Answer: The mainly widely discussed generic principles of social work are as follows:

- Principle of Acceptance
- Principle of Individualization
- Principle of Communication
- Principle of Self-determination
- Principle of Confidentiality
- Principle of Non-judgmental Attitude
- Principle of Controlled Emotional Involvement

### **Principle of Acceptance:**

The client and the social work professional should both accept each other for getting the best results. The client should accept the worker because the worker is the one who is helping the client to overcome his problem situation. In social work situations the client may approach the social worker directly or the social worker may be nominated through the agency or someone might have referred the client to the social worker.

**Principle of Individualization:**

This principle reminds the social worker that while dealing with the client it is to be kept in mind that the worker is not dealing with an inanimate substance or inferior being. Because the client could not discover a method out of his problem, he needs not be looked down upon as a person without dignity, worth or value.

**Principle of Communication:**

In social work, the communication flanked by the social worker and the client is of paramount importance. The communication could be verbal, that is oral or written, or non-verbal where gestures, signs or actions are used to send the message. Mainly of the troubles concerning human dealings arise due to faulty communication. In communication a message is sent through the sender and received through the receiver.

**Principle of Confidentiality:**

This principle gives a strong base for effective use of social work intervention. It helps in structure a strong worker client connection. In social work it is mainly significant to give information to the worker.

**Principle of Self-determination:**

This principle emphasizes the client's right to self-determination. Every individual has the right to assess what is good for him and decide the methods and means to realize it.

**Principle of Non-judgmental Attitude:**

The principle of non-judgmental attitude presumes that the social worker should begin the professional connection without any bias.

**Principle of Controlled Emotional Involvement:** The principle of controlled emotional involvement guards social worker from either getting too personally involved in the client's predicament or being too objective.

### **3. Elaborate communication theory in the context of social work perspective?**

**Answer:** Communication is the means by which different practice theories and perspectives are applied and articulated. The communication could be verbal, that is oral or written, or non-verbal where gestures, signs or actions are used to send the message. In communication a message is sent through the sender and received through the receiver.

Often the knowledge and understanding we have acquired is most clearly revealed when we attempt to put words to our thoughts and feelings through the process of communication.

- Communication theory identifies a range of concepts to describe how people, groups and organizations exchange information and highlights the complexity of the meaning and messages conveyed and received.
- The ability to communicate is central to effective social work practice and can take many forms - through language (linguistics) and speech, the written word including email/internet, other devices, such as video/tape recordings, etc.
- Non-verbal forms of communication can be vitally important, such as body language, choice of words, dress, use of space/distance, paralanguage (speed, tone, pitch, intonation).
- An important concept in communication theory is transferability.

This describes the way that knowledge and skills have to be adapted if they are to be made relevant and applicable to the different situations encountered in social work and social care.

- In effect, it describes 'the ability to remake knowledge for relevance across different contexts.
  - The transferability of knowledge and skills calls for a sound understanding of human beings in their particular social contexts and the ability to use that understanding in ways that are reliable and enduring in difficult, unfavorable or complex situations.
- Thus, in social work, the communication flanked by the social worker and the client is of paramount importance.

#### **4. Explain the Radical approach to social work practice?**

Answer: Radical social work is a tradition often identified exclusively with the movement which developed in the UK in the 1970s.

The important aspects of Radical approach as below:

- Radical approach support social work that is informed by a class analysis.
- Radical approach support social work that strives to reduce poverty and inequality of income and wealth.
- Radical approach asserts that social work aims to improve people's lives not only by helping individuals and families but also by striving for structural change.
- Radical approach challenge the culture of managerialism and develop radical social work theories which give social workers confidence in tackling social problems.
- Radical approach promote radical ideas by providing a forum for sharing experiences, discussing current events, clarifying views and developing awareness of social issues.
- Radical approach support radicals in front-line social work who struggle to maintain a radical perspective.

Thus, radical approach worked on the root cause of problem or issue in order to bring transformation and radical change in the society.

#### **5. Describe the ecological perspective to social work practice?**

**Answer:** The ecological perspective is an approach to social work practice that addresses the complex transactions between people and their environments. A broad framework, that synthesizes ideas from a number of human behavior and social work practice theories. The ecological perspective offers a rich, eclectic social work knowledge and practice base. The ecological perspective, as a practice approach. The ecological perspective is a further extension of social work profession's long standing interest in services modalities directed towards enhancing both the intrapsychic life of the client and the clients' environmental condition or situation. This interest in the complementarities between person and environment as embodied in the concepts embraced by the ecological perspective, is, perhaps the distinguishing characteristics of contemporary social work practice. That social work is a

form of social treatment committed to an array of direct and indirect intervention is deeply rooted in the profession.

The ecological perspective has been almost universally accepted in social work because it provides a framework for thinking about and understanding those networks in their complexity. Since the beginning of the profession, practice has been focused on the person and the environment. This "psychosocial" focus is as important as a distinguishing feature of social work that it has become its identified purpose: to address the psychosocial matrix of which individuals, families, groups, and communities are constituents.

### **6. What do you mean by advocacy? Discuss?**

**Answer:** Advocacy is speaking acting, writing with minimal conflict of interest on behalf of the sincerely perceived interests of a disadvantaged person or group to promote, protect and defend their welfare and justice by

- Being on their side and no-one else's
- Being primarily concerned with their fundamental needs
- Remaining loyal and accountable to them in a way which is emphatic and vigorous and which is, or is likely to be, costly to the advocate or advocacy group.

There are other key elements of advocacy:

1. Being on the side of the disadvantaged party: Advocacy is biased; it does not claim to be neutral. It is not about mediating, facilitating or negotiating on behalf of someone. It means placing yourself fundamentally on the side of the person with a disability. If you are advocating for – then you will be advocating against as well. There is no middle road. It does not mean you will have to be aggressive or confrontational although some situations may warrant that. It simply means clearly, consistently, and firmly acting and speaking on behalf of one person or group of people.

2. Fidelity: Advocacy involves being there over the long run. This may involve making commitment to be in someone's life for a long time or making a commitment to see a particular situation through to its end. Some people with a disability, particularly those who are dependent on services, have little continuous contact with people. Residential care officers, mental health



workers, social workers, case managers often come and go. Hence it is important to make a realistic commitment to be there.

3. Emphasis on major needs: As an advocate you need to concentrate on a person's fundamental needs first. A person's need for a home of their own, enduring relationships, to be free from abuse, to be healthy and safe may take priority over encouraging a person to attend personal development courses or even having work.

4. Mindful of parties even more needy than the person you are advocating for: There may be other parties whose needs must be considered. For example, the child of parents who lack competence is more vulnerable than those parents. Advocates for the parents must bear in mind the needs of the vulnerable child and at least arrange independent advocacy for the child.

### **7. Explain the concept of social work with marginalized community?**

**Answer:** Marginalization is a multi-layered concept. Whole societies can be marginalized at the global level while classes and communities can be marginalized from the dominant social order. Similarly, ethnic groups, families or individuals can be marginalized within localities. Marginalization is social disadvantage and relegation to the fringe of society. Marginalized communities are systematically blocked from (or denied full access to) various rights, opportunities and resources that are normally available to the individual members of a different group, and which are fundamental to social integration within that particular group. There is a need for recognizing that social problems are indeed connected with larger structures in society, causing various forms of oppression amongst individuals resulting in marginalization. It is also important for the social worker to recognize the intersecting nature of oppression. A non-judgmental and unbiased attitude is necessary on the part of the social worker. The worker must begin to understand oppression and marginalization as a systemic problem, not the fault of the individual. Working under an Anti-oppression perspective would then allow the social worker to understand the lived, subjective experiences of the individual, as well as their cultural, historical and social background. The social worker should be constantly reflexive, work to raise the consciousness, empower, and understand the lived subjective realities of individuals living in a fast-paced world, where fear and insecurity constantly subjugate the individual from the collective whole, perpetuating the dominant forces, while silencing the oppressed.

### III. ATTEMPT ANY TWO QUESTIONS. 10X2=20

#### 1. What do you mean Critical theoretical perspective? Explain the implications for social work practice?

**Answer:** The critical tradition has a long and rich history in social work however, it was not until the 1960s under the heady sway of radical social movements and the influence of critical social theories that a distinct and internally diverse critical social work canon emerged. During the 1980's and 1990's developments, in critical practice continued, with for example, the articulation of anti-oppressive and anti-racist approaches.

Critical social work is the application of social work from a critical theory perspective. Critical social work seeks to address social injustices, as opposed to focusing on individual people's problems. Critical theories explain social problems as arising from various forms of oppression.

The core mission of critical social work is to promote social justice through social work practice and policy making. To this end, critical social workers have pursued practice theories that prioritise social structural analyses and promote collaborative approaches to action. Critical practice theorists are adept at responding to challenges from outside their tradition; from the proponents of conservatism, economic rationalism and, more recently managerialism. However, less attention has been paid to the challenges from within the canon. the challenges arising from practice, concerns about the capacity of critical social workers to respond to changing public administration contexts and postmodern analyses. These contests represent potential sites for the reinvention of critical practice theories; to enhance the capacity of critical social workers to respond to the contemporary conditions of welfare practice and policy making.

Critical social work a recognition that large scale social processes, particularly those associated with class, race and gender, contribute fundamentally to the personal and social issues social workers encounter in their practice;

The adoption of a self-reflexive and critical stance to the often contradictory effects of social work practice and social policies;

A commitment to co-participatory rather than authoritarian practice relations. This involves workers and service users, as well as academic, practitioners and service users as co-participants engaged with, but still distinct from, one another;

Working with and for oppressed populations to achieve social transformation.

Critical social workers have a mission to enlighten social workers about the broader contexts impacting on the personal and social issues they encounter. Social workers must be constantly alert to the structural conditions that shape practice and policy making. However, critical social work theorists have failed to acknowledge what is lost through a constant focus on social structural analyses of situations encountered in practice. The non-recognition of the institutional and interpersonal levels of critical practice, as separate from macro level analysis, means that critical social workers have foregone opportunities to develop practice theories that speak with concerns at these levels. For example, to this point, critical perspectives have contributed little to the understanding of practice in authoritarian, bureaucratic or privatized practice contexts where the vast majority of social work occurs in western countries. Nor has critical practice theory offered much to social workers in fields where the use of statutory power is an integral part of the social workers role, other than to suggest that social workers minimize or avoid the use of such power altogether.

## **2. Describe the concept of emancipatory social work?**

**Answer:** The emancipatory approach is associated with radical social work and questions the current balance of power in society and distribution of resources. It identifies the oppressive nature of contemporary social relations and argues that social workers have a responsibility to do something about these while helping people as individuals by, addressing oppression through social work practice. The emancipatory approach is concerned with ensuring social justice at the individual, group, and community levels and seeking structural changes to make this happen. Its practitioner's help people organize to change their communities or government policies.

Emancipatory practice goes further, realizing more completely the oppressive nature of an unequal society, by attempting to alter institutionalized power relations. This is more in keeping

with radical egalitarianism. Emancipatory values in social care aim to integrate personal aspects of caring with wider socio-political ones. Whereas many traditional values focus on the individual client and their adjustment to the social climate, emancipatory values in contrast emphasise socio-economic-political or structural aspects of care. Emancipatory values shift attention away from individual pathologies to the social processes involved in discrimination, racism, poverty, sexism and misogyny, homophobia and other social harms. Emancipatory practices aim to enable service users to counter the alienation, marginalization, social exclusion and low quality of life that are features of these injustices.

There are numerous approaches to emancipatory practice

- Respect for and promotion of the individual's rights to self-determination,
- The promotion of welfare and wellbeing,
- The promotion of equality and the removal of disadvantage and,
- The promotion of distributive justice in the allocation of resources.

Others emancipatory approaches for social work:

- Empowerment: Is the moral assumption that a shift in the balance of power is desirable.

Empowerment aims to facilitate and enable people to have a greater level of control over their life circumstances. It seeks to equip people for what they will face politically, psychologically and emotionally.

- Authenticity: Is an existential concept that emphasizes freedom, choice and responsibility.

Even in inaction we choose a path. Similar to empowerment, it places a value on the control that we can exercise over our actions when we realize this responsibility.

- Citizenship: It places emphasis on universal rights and social inclusion rather than luck and charity
- Partnership: Argues for user involvement, participation, increased power and choice, collaboration and multidisciplinary approaches.
- Social Justice: argues for rights based approaches to social care policy and practice.
- De-individualisation: It argues that people are not just unique individuals that require individual respect, but are also relational and live within groups and communities. It seeks to redress the pathological individualism that often locates the source of social problems with the individual.

### **3. Discuss the functions of professional social work with example?**

**Answer:** Social work, help people to help themselves.

There are four broad functions of professional social work as below,

- 1) Curative Functions
- 2) Correctional Functions
- 3) Preventive Functions
- 4) Developmental Functions

1) Curative Functions: Under the curative functions the services are provided as,

- Medical services in the hospital setting
- Mental health services in mental hospital
- Individual and family counseling services
- Psychiatric services for the people who suffered from psychological disorder.
- Child guidance and child welfare services
- Services for the welfare of the differently able people
- Rehabilitation services in the disaster and calamities affected area.

2) Correctional Functions: It includes the individual reform services such as prison reform, probation, and parole and other related services. Services for strengthening and improving relationship, family welfare services, school social work, industrial social work etc.

For instance, a child had committed a crime, then instead of putting the child into the prison, the child has being keep in the observation home. The opportunity has being given to the child for the betterment of the child.

3) Preventive Functions: It involves the services and preventive measures from the physical and mental diseases and immunization of children. Health education, social legislation, public assistance and adult education can be provided by the social workers to the respective target groups or clients.

For example: In the community where epidemic had the prevalence, in such case the social worker played the function of health educator, by organizing talk on health education.

4) Developmental Functions: The developmental functions comprise the different developmental related programmes such as; rural development programme, urban development programme, socio-economic development programme, sustainable development, programme for integration.

Thus, social worker performed several functions towards the society.