



# UGC-NET

## SOCIAL WORK

**National Testing Agency (NTA)**

**PAPER 2 || VOLUME 2**



# UGC NET Paper – 2 (SOCIAL WORK)

S.No.	Chapter	Pg. No.
<b>UNIT - III : Social Work With Individuals and Groups</b>		
1.	Basic Social Case Work Concepts	1
2.	Approaches to Social Case Work Practice	10
3.	Process and Techniques of Social Case Work	23
4.	Social Group Work	30
5.	Social Group Work Process and Group Dynamics	43
6.	Group Development	55
7.	Practice Sites of Social Case Work and Social Group Work	67
<b>UNIT - IV : Social Work Communities and Social Action</b>		
1.	Community Organization	86
2.	Process of Community Organization	105
3.	Approaches in Community Organization Practice	116
4.	Social Action and Social Movements	128
5.	Models of social action:	134
6.	Social Movements	143
7.	Social Movements, Social Action and Social Change:	154
<b>UNIT - V : Research in Social Work</b>		
1.	Section A: Quantitative Research Basics of Social Science research	166
2.	Steps in Social Science Research	169
3.	Basic Statistical Concepts	189
4.	Section B: Qualitative Research	197
5.	Designing Qualitative Research	205
6.	Managing Qualitative Data	212
7.	Section C: Mixed Method Research	219

# III UNIT

## Social Work With Individuals and Groups

### Basic Social Case Work Concepts

#### Social Roles – Meaning, Types, and Importance in Social Work

In **social casework**, understanding **social roles** is essential because they shape human behavior, expectations, and interactions within society. A **social role** refers to the set of expectations, norms, and behaviors associated with a particular social position in a group or society.

#### **This Part explores:**

1. Definition and Importance of Social Roles in Social Work
2. Types of Social Roles
3. Role Conflict and Its Impact on Individuals
4. Application of Social Role Theory in Social Work

#### **1. Definition and Importance of Social Roles in Social Work**

##### **A. What is a Social Role?**

- A social role is the expected behavior, duties, and responsibilities associated with a specific position in society.
- It defines how individuals interact with others based on their social position (e.g., teacher, parent, employee).
- Social roles are influenced by culture, norms, and institutional structures.

##### **B. Importance of Social Roles in Social Work**

- Helps understand client behavior and expectations.
- Identifies role conflicts and social dysfunctions.
- Guides interventions to restore social functioning.
- Supports clients in adapting to new roles (e.g., after job loss, divorce, or disability).

### 2. Types of Social Roles

Type of Role	Description	Example
<b>Ascribed Roles</b>	Roles assigned at birth or involuntarily.	Gender, caste, ethnicity.
<b>Achieved Roles</b>	Roles acquired through effort or merit.	Doctor, lawyer, social worker.
<b>Prescribed Roles</b>	Expected behaviors associated with a status.	A teacher must educate students.
<b>Role Set</b>	Multiple roles linked to one status.	A mother is also a caregiver, cook, and teacher for her children.
<b>Role Strain</b>	Stress due to high expectations from a single role.	A doctor managing too many patients at once.

### 3. Role Conflict and Its Impact on Individuals

#### **A. What is Role Conflict?**

- Role conflict occurs when an individual faces conflicting demands from multiple roles.
- It creates stress, confusion, and difficulty in social functioning.

#### **B. Types of Role Conflict**

Type	Description	Example
<b>Inter-Role Conflict</b>	Conflict between two different roles.	A working mother balancing job and family.

<b>Intra-Role Conflict</b>	Conflict within the same role.	A police officer expected to enforce the law but also be compassionate.
<b>Role Ambiguity</b>	Unclear expectations for a role.	A newly promoted manager unsure of responsibilities.

#### 4. Application of Social Role Theory in Social Work

##### A. Understanding Clients' Role-Related Stress

- Social workers assess how **role expectations affect client well-being**.
- Example: A caregiver experiencing **burnout due to excessive responsibilities**.

##### B. Role Restoration and Adaptation

- Social workers **help clients regain stability** after role transitions (e.g., widowhood, retirement).
- Example: Counseling a retired individual struggling with **loss of professional identity**.

##### C. Advocacy for Role Equity and Social Justice

- Social work promotes **equal opportunities in role allocation** (e.g., gender equality in workplaces).
- **Example:** Campaigning for **equal pay for women and marginalized groups**.

#### 5. Conclusion

- Social roles define expected behaviors based on social positions.

- Different types of roles (ascribed, achieved, prescribed) influence human interactions.
- Role conflicts can cause stress and require social work intervention.
- Social work helps individuals adapt to changing roles and promotes role equity.
- Future discussions will focus on social functioning and its role in casework interventions.

### Social Functioning – Meaning, Components, and Importance in Social Work

**Social functioning** refers to an individual's ability to **perform roles, fulfill responsibilities, and interact effectively** within society. It is a core concept in **social casework** because social workers aim to **enhance, restore, or maintain an individual's functioning in personal, family, and community life**.

#### This Part explores:

1. Definition and Levels of Social Functioning
2. Factors Affecting Social Functioning
3. Social Work Interventions for Restoring Social Functioning

#### 1. Definition and Levels of Social Functioning

##### A. What is Social Functioning?

- Social functioning is an individual's ability to **meet personal and societal expectations in different social roles**.
- It includes **self-care, employment, education, relationships, and community participation**.
- It is influenced by **psychological, social, and environmental factors**.

#### B. Levels of Social Functioning (Johnson, 1983)

Level	Description	Example
<b>Effective Social Functioning</b>	The individual meets role expectations and adapts well.	A teacher successfully balancing professional and family responsibilities.
<b>At-Risk Social Functioning</b>	The individual faces potential problems in meeting social expectations.	A teenager struggling in school due to family problems.
<b>Dysfunctional Social Functioning</b>	The individual is unable to meet societal expectations, leading to distress or crisis.	A homeless person unable to secure employment.

## 2. Factors Affecting Social Functioning

### A. Personal Factors

Factor	Impact
<b>Mental Health</b>	Depression, anxiety, or psychiatric disorders affect social engagement.
<b>Physical Health</b>	Disabilities or chronic illness may limit participation in work or community life.
<b>Addiction</b>	Substance abuse can disrupt family, work, and social relationships.

### B. Social and Environmental Factors

Factor	Impact
<b>Family Relationships</b>	Supportive families improve functioning, while conflict leads to dysfunction.
<b>Economic Conditions</b>	Poverty limits access to healthcare, education, and employment.
<b>Social Support Systems</b>	Strong networks (friends, community groups) enhance coping and adaptation.

## 3. Social Work Interventions for Restoring Social Functioning

### A. Casework Strategies

Strategy	Application
<b>Psychosocial Support</b>	Counseling for individuals with depression, grief, or trauma.
<b>Skills Training</b>	Life skills and vocational training for unemployed individuals.
<b>Crisis Intervention</b>	Emergency support for domestic violence survivors.

### B. Community-Based Interventions

Intervention	Impact
<b>Self-Help Groups (SHGs)</b>	Helps women and marginalized individuals gain financial independence.
<b>Social Welfare Programs</b>	Government aid for housing, healthcare, and food security.
<b>Advocacy for Social Justice</b>	Campaigns against discrimination and inequality.

## 4. Conclusion

- Social functioning determines how well individuals interact and fulfill social roles.
- It is influenced by personal, social, and environmental factors.
- Social work interventions aim to enhance individual capabilities, provide support, and address systemic barriers.
- Future discussions will explore need assessment—how social workers identify client issues and develop intervention plans.

## Need Assessment – Importance, Methods, and Applications in Social Work

**Need assessment** is a crucial process in social casework where social workers **identify, analyze, and prioritize the needs of individuals, families, or communities** to develop appropriate intervention strategies. It helps in **designing effective programs, allocating resources, and addressing social issues systematically**.

**This Part explores:**

1. Definition and Purpose of Need Assessment
2. Types of Needs in Social Work
3. Steps in Conducting a Need Assessment

### 1. Definition and Purpose of Need Assessment

#### A. What is Need Assessment?

- A systematic process of **identifying and understanding the problems, gaps, and needs** of a client or community.
- Helps in **prioritizing issues** based on urgency, available resources, and social impact.
- Used in **casework, group work, community development, and policy planning**.

### B. Importance of Need Assessment in Social Work

Purpose	Description
<b>Problem Identification</b>	Helps social workers understand the root causes of issues.
<b>Resource Allocation</b>	Ensures that funds, personnel, and services are directed to the most pressing needs.

<b>Program Development</b>	Helps design and implement targeted interventions.
<b>Client Empowerment</b>	Involves clients in decision-making, making interventions more effective.

## 2. Types of Needs in Social Work

Type of Need	Description	Example
<b>Felt Needs</b>	Needs that people personally express.	A homeless person seeking shelter.
<b>Expressed Needs</b>	Needs that are acted upon and visible.	A community protesting for better healthcare services.
<b>Normative Needs</b>	Needs determined by experts based on established standards.	A child needing vaccination based on public health guidelines.
<b>Comparative Needs</b>	Needs identified by comparing different populations.	Rural vs. urban education disparities.

## 3. Steps in Conducting a Need Assessment

### A. Data Collection Methods

Method	Purpose	Example
<b>Interviews</b>	Direct conversation with clients.	Understanding an individual's financial or emotional struggles.
<b>Surveys &amp; Questionnaires</b>	Collect broad data from a large population.	Assessing housing needs in a slum area.
<b>Focus Groups</b>	Group discussions to explore shared concerns.	Women discussing domestic violence experiences.

<b>Observation</b>	Identifying hidden or unexpressed needs.	Noticing malnourished children in a community.
<b>Review of Records</b>	Analyzing existing data and reports.	Studying crime statistics for juvenile delinquency cases.

### B. Key Steps in Conducting a Need Assessment

Step	Description
<b>Step 1: Define Objectives</b>	Identify what needs to be assessed and why.
<b>Step 2: Identify Target Population</b>	Determine whose needs are being evaluated.
<b>Step 3: Data Collection</b>	Gather information using interviews, surveys, and observations.
<b>Step 4: Data Analysis</b>	Interpret findings to identify critical needs.
<b>Step 5: Prioritization of Needs</b>	Rank issues based on severity and feasibility of intervention.
<b>Step 6: Develop Action Plan</b>	Design intervention strategies and resource allocation.
<b>Step 7: Implementation and Evaluation</b>	Apply the solutions and assess their effectiveness.

## 4. Conclusion

- Need assessment helps social workers systematically identify and address social problems.
- Different types of needs (felt, expressed, normative, and comparative) guide intervention planning.
- Effective need assessment involves data collection, analysis, prioritization, and action planning.
- Future discussions will focus on adaptation—how individuals and communities adjust to challenges and social change.

## Adaptation – Psychological and Social Adjustment in Social Work

**Adaptation** refers to the ability of individuals, families, and communities to **adjust to changing life circumstances and social environments**. In social work, adaptation is crucial in **helping clients cope with challenges such as poverty, disability, trauma, migration, and social discrimination**.

**This Part explores:**

- 1. Definition and Theories of Adaptation**
- 2. Factors Influencing Adaptation**
- 3. Social Work Strategies to Support Adaptation and Resilience**

### **1. Definition and Theories of Adaptation**

#### **A. What is Adaptation?**

- A process by which individuals adjust their behaviors, attitudes, and expectations in response to environmental, social, or personal changes.
- Adaptation can be positive (resilience, coping) or negative (withdrawal, maladjustment).

#### **B. Theories of Adaptation in Social Work**

Theory	Key Idea	Application in Social Work
<b>Ecological Systems Theory (Bronfenbrenner, 1979)</b>	Adaptation depends on interactions between an individual and their environment.	Helps assess how family, community, and policies influence a client's well-being.
<b>Stress and Coping Theory (Lazarus &amp; Folkman, 1984)</b>	Adaptation involves problem-solving and emotional regulation.	Guides intervention strategies to reduce stress and improve coping mechanisms.
<b>Crisis Theory</b>	Individuals	Used in

<b>(Caplan, 1964)</b>	adapt after experiencing a crisis through different coping stages.	trauma counseling, disaster relief, and mental health interventions.
<b>Resilience Theory</b>	Psychological resilience helps individuals recover from hardships.	Encourages empowerment programs for vulnerable populations.

### **2. Factors Influencing Adaptation**

#### **A. Personal Factors**

Factor	Effect on Adaptation
<b>Mental Health</b>	Depression or anxiety can hinder positive adaptation.
<b>Self-Efficacy</b>	A person's belief in their ability to cope affects resilience.
<b>Previous Experiences</b>	Past traumas may affect how a person adapts to new stressors.

#### **B. Social and Environmental Factors**

Factor	Effect on Adaptation
<b>Family Support</b>	Strong support systems promote quicker adjustment.
<b>Economic Stability</b>	Financial security reduces stress and promotes better adaptation.
<b>Cultural and Social Norms</b>	Societal attitudes impact how people adjust to life changes (e.g., widows, LGBTQ+ individuals).

### **3. Social Work Strategies to Support Adaptation and Resilience**

#### **A. Psychological Support and Counseling**

Intervention	Purpose
<b>Cognitive-Behavioral Therapy (CBT)</b>	Helps clients change negative thought patterns.
<b>Trauma-Informed Care</b>	Provides specialized support for abuse and

	disaster survivors.
<b>Motivational Interviewing</b>	Encourages clients to take active steps toward change.

## B. Community and Policy-Based Interventions

Strategy	Impact
<b>Social Support Groups</b>	Help individuals share experiences and solutions.
<b>Economic Assistance Programs</b>	Reduce financial stress for vulnerable populations.
<b>Advocacy for Social Inclusion</b>	Promotes policy changes to protect marginalized communities.

## 4. Conclusion

- Adaptation is a dynamic process of psychological and social adjustment to life challenges.
- Personal, social, and environmental factors influence an individual's ability to adapt.
- Social workers use counseling, support systems, and policy interventions to strengthen resilience.
- Future discussions will focus on the concept of the social environment and its role in social casework.

## Social Environment – Its Influence on Individual and Group Behavior

The **social environment** plays a crucial role in shaping human behavior, relationships, and overall well-being. In **social work**, understanding how the environment affects individuals and groups helps in designing effective interventions for social adaptation and empowerment.

### This Part explores:

1. Definition and Components of the Social Environment
  2. How Social Environment Shapes Behavior and Social Functioning
  3. Role of Social Workers in Modifying Negative Social Environments
- ### 1. Definition and Components of the Social Environment

## A. What is the Social Environment?

- The social environment refers to the **external conditions, cultural norms, institutions, and relationships** that influence an individual's life.
- It includes **family, peer groups, schools, workplaces, communities, and societal structures**.

## B. Components of the Social Environment

Component	Description	Example
<b>Family Structure</b>	Immediate and extended family relationships.	Parental support, single-parent households.
<b>Education System</b>	Access to knowledge, skills, and values.	Quality of schools, literacy rates.
<b>Economic Conditions</b>	Financial security and employment opportunities.	Income levels, job market stability.
<b>Cultural Norms and Traditions</b>	Shared beliefs and behaviors within a society.	Gender roles, religious practices.
<b>Social Institutions</b>	Structures that regulate social interactions.	Government, legal system, NGOs.
<b>Peer and Community Networks</b>	Social support from friends and local groups.	Neighborhood organizations, online communities.

## 2. How Social Environment Shapes Behavior and Social Functioning

Factor	Influence on Behavior	Example
<b>Family Environment</b>	Shapes personality, emotional health, and values.	Supportive parents encourage self-confidence; abusive households cause trauma.
<b>Economic Stability</b>	Determines access to	Poor children may struggle

	education, healthcare, and opportunities.	with school due to financial stress.
<b>Cultural and Religious Beliefs</b>	Influence attitudes toward gender roles, marriage, and career choices.	Some cultures prioritize collective decision-making over individualism.
<b>Community and Peer Influence</b>	Impacts habits, lifestyle, and social aspirations.	Peer pressure can lead to drug use or academic motivation.
<b>Media and Technology</b>	Shapes opinions, knowledge, and worldview.	Social media can promote awareness or misinformation.

#### A. Positive vs. Negative Social Environments

Type	Effect on Individual/Group
<b>Positive Social Environment</b>	Encourages growth, social support, and empowerment.
<b>Negative Social Environment</b>	Leads to marginalization, discrimination, and lack of resources.

### 3. Role of Social Workers in Modifying Negative Social Environments

#### A. Identifying and Assessing Social Environmental Risks

- Social workers conduct community assessments to identify areas with high poverty, crime, or discrimination.
- **Example:** A social worker examines how unemployment in a region affects youth involvement in crime.

#### B. Intervention Strategies

Strategy	Purpose	Example
<b>Community Development Programs</b>	Strengthen local resources and create employment.	Skill training for unemployed youth.
<b>Advocacy for Social</b>	Push for reforms to	Housing rights for the

<b>Policies</b>	improve living conditions.	homeless.
<b>Family and Child Welfare Services</b>	Provide counseling and support systems.	Rehabilitation programs for victims of domestic violence.
<b>Public Awareness Campaigns</b>	Educate people on social issues and rights.	Anti-drug abuse programs in schools.

#### 4. Conclusion

- The social environment significantly impacts human behavior and social functioning.
- Factors like family, economy, culture, and peer networks shape individual and group behavior.
- Social workers play a key role in identifying risks and modifying negative social environments through intervention programs.
- Future discussions will focus on the "Person-in-Environment Fit" concept, which explains how individuals interact with their surroundings and how social work facilitates a better fit.

### Person-in-Environment Fit – Understanding Individual and Social Work Interactions

The **Person-in-Environment (PIE) Fit** concept is central to **social work practice**, as it helps assess how well an individual interacts with their social, economic, and cultural surroundings. A poor fit between a person and their environment can lead to **stress, dysfunction, and social exclusion**, requiring intervention to restore balance.

#### This Part explores:

1. Concept of Person-in-Environment (PIE) Fit
2. Factors Affecting a Person's Fit Within Their Social Environment
3. Social Work Approaches to Improving Person-Environment Fit

#### 1. Concept of Person-in-Environment (PIE) Fit

### A. What is Person-in-Environment (PIE) Fit?

- The **PIE perspective** views human behavior as a result of continuous interaction between individuals and their environment.
- It helps social workers analyze **social, psychological, and environmental factors** affecting an individual's well-being.
- A **good fit** results in well-being and success, while a **poor fit** leads to stress and dysfunction.

### B. Importance of PIE in Social Work

Application	Impact
Understanding Client Problems	Identifies external factors affecting mental health and behavior.
Holistic Approach to Social Work	Focuses on both personal and environmental interventions.
Policy and Program Development	Helps create inclusive social policies.

### 2. Factors Affecting a Person's Fit Within Their Social Environment

Factor	Influence on PIE Fit	Example
Family Support	A supportive family improves adaptation and stability.	An orphaned child struggles without family care.
Economic Conditions	Financial security improves social integration, while poverty leads to stress.	A homeless person struggles to access healthcare.
Education and Skills	Higher education enables better job opportunities and social mobility.	A school dropout faces employment difficulties.
Cultural	Discrimination	LGBTQ+

and Social Norms	or stigma can create social exclusion.	individuals facing workplace bias.
Community and Peer Networks	Strong social connections improve well-being.	A refugee finding support in local communities.

### 3. Social Work Approaches to Improving Person-Environment Fit

#### A. Micro-Level Interventions (Individual and Family Level)

Approach	Purpose	Example
Counseling and Therapy	Helps individuals cope with environmental stressors.	A trauma survivor receiving psychological support.
Family Interventions	Strengthens family relationships and support systems.	Parenting workshops for single mothers.
Employment Assistance	Supports economic stability and social inclusion.	Job training for displaced workers.

#### B. Mezzo-Level Interventions (Community and Group Level)

Approach	Purpose	Example
Community Development Programs	Improves local environments for social mobility.	Affordable housing initiatives for low-income groups.
Support Groups	Encourages social support and shared problem-solving.	Alcoholics Anonymous for addiction recovery.
Educational Programs	Enhances skills and awareness for better adaptation.	Women's empowerment programs in rural areas.

### C. Macro-Level Interventions (Policy and Systemic Change)

Approach	Purpose	Example
<b>Advocacy for Social Justice</b>	Challenges discriminatory laws and practices.	Legal reforms for caste-based discrimination.
<b>Welfare and Protection Policies</b>	Ensures government support for marginalized groups.	Disability benefits for persons with impairments.
<b>Urban and Rural Development</b>	Improves access to basic services and infrastructure.	Expanding public transport to remote villages.

#### 4. Conclusion

- PIE Fit examines how individuals adapt to their social environment and how external factors influence well-being.
- Economic status, family, education, and cultural norms play a major role in determining PIE Fit.

- Social workers use micro, mezzo, and macro-level interventions to improve a person's fit within society.
- Future discussions will focus on the principles and components of social casework, which guide social workers in addressing individual and group challenges.

### Principles and Components of Social Casework

**Social Casework** is a **method of social work** that helps individuals solve personal, social, or emotional problems through a **structured and professional relationship**. It is based on core **principles and components** that guide social workers in effective client intervention.

#### This Part explores:

1. Key Principles of Social Casework
2. Components of Social Casework (Person, Problem, Place, Process)
3. Application of Casework Principles in Social Work Practice

#### 1. Key Principles of Social Casework

The **principles of social casework** were developed to guide practitioners in providing **individualized, ethical, and effective support** to clients.

Principle	Description	Example
<b>Individualization</b>	Every client is unique and must be treated with respect.	A social worker tailors counseling for a domestic violence survivor based on personal needs.
<b>Acceptance</b>	Clients must be accepted without judgment.	Supporting a homeless person without stigma.
<b>Self-Determination</b>	Clients should make their own decisions with guidance.	A recovering addict chooses a rehabilitation program with support from a social worker.
<b>Confidentiality</b>	Client information must be kept private.	Social workers do not disclose mental health details without consent.
<b>Controlled Emotional Involvement</b>	Social workers show empathy but remain professional.	Supporting a grieving client without becoming emotionally overwhelmed.
<b>Purposeful Expression of Feelings</b>	Clients should freely express their emotions.	Encouraging a trauma survivor to share experiences in therapy.
<b>Non-Judgmental Attitude</b>	Avoid personal bias or prejudice toward the client.	Helping a single mother without imposing personal views.

## 2. Components of Social Casework

Social casework is built on **four main components** that structure intervention.

### A. Person (Client)

- The individual or family facing a problem.
- Clients may struggle with social, emotional, financial, or psychological issues.
- **Example:** A widow seeking emotional and financial support.

### B. Problem (Issue to be Addressed)

- The difficulty that affects the client's well-being.
- Problems can be personal (mental health, addiction) or social (poverty, discrimination).
- **Example:** A disabled person facing job discrimination.

### C. Place (Agency or Organization Providing Help)

- The institution where the social worker operates.
- Includes government agencies, NGOs, hospitals, community centers.
- **Example:** A social worker at a women's shelter assisting domestic abuse victims.

### D. Process (Method of Intervention)

- **The structured steps followed to address the client's issue.**
- **Stages include assessment, planning, intervention, and evaluation.**
- **Example:** A child welfare officer placing an abused child in foster care after assessment.

## 3. Application of Casework Principles in Social Work Practice

### A. Social Casework in Mental Health

- Counseling individuals dealing with **depression, PTSD, or anxiety.**
- **Example:** A social worker guiding a suicide survivor through rehabilitation.

### B. Social Casework in Family and Child Welfare

- Resolving issues like **child neglect, domestic violence, and parent-child conflicts.**
- **Example:** Assisting a child experiencing school bullying.

### C. Social Casework in Medical and Psychiatric Settings

- Helping patients cope with **chronic illness, terminal disease, or rehabilitation.**
- **Example:** Supporting cancer patients undergoing chemotherapy.

### D. Social Casework in Correctional Institutions

- Rehabilitation of **juvenile offenders and prisoners** for reintegration into society.
- **Example:** Counseling a former convict to prevent repeat offenses.

## 4. Conclusion

- Social casework is a structured intervention method aimed at resolving individual social problems.
- It is guided by core principles like individualization, acceptance, and confidentiality.
- The casework process revolves around four components: Person, Problem, Place, and Process.
- Social casework is applied in diverse fields such as mental health, child welfare, medical care, and criminal justice.

## Approaches to Social Case Work Practice

### Diagnostic Approach in Social Case Work

The **Diagnostic Approach** in social casework focuses on **analyzing a client's personal history, psychological state, and social conditions** to understand the root cause of their problems. It is based on **psychoanalytic and psychiatric theories** and aims to provide **long-term solutions** through treatment and behavioral modification.

**This Part explores:**

1. Definition and Key Concepts of the Diagnostic Approach
2. Historical Background and Theorists
3. Steps in the Diagnostic Approach
4. Application and Case Examples

## 1. Definition and Key Concepts of the Diagnostic Approach

### A. What is the Diagnostic Approach?

- A method that identifies the underlying causes of a client's problems by examining psychological, emotional, and social factors.
- Uses detailed assessments, personality studies, and case histories to develop intervention strategies.
- Emphasizes understanding past experiences, traumas, and unconscious conflicts influencing present behavior.

### B. Key Concepts of the Diagnostic Approach

Concept	Description	Example
<b>Psychodynamic Understanding</b>	Client problems stem from early childhood experiences or unconscious conflicts.	A person with attachment issues due to childhood neglect.
<b>Detailed Assessment</b>	Case history, psychological evaluation, and family analysis.	A social worker assessing a client's history of domestic abuse.
<b>Personality Structure</b>	Examines ego strength, coping mechanisms, and emotional regulation.	A teenager with low self-esteem due to bullying.
<b>Individualized Treatment Plan</b>	Therapy and interventions based on diagnosis.	A recovering addict receiving psycho-social counseling.

## 2. Historical Background and Theorists

The **Diagnostic Approach** was developed through contributions from **psychoanalysis, psychiatry, and early social work theories.**

Theorist	Contribution
<b>Sigmund Freud (Psychoanalysis, 1890s)</b>	Introduced unconscious conflicts as a cause of behavioral issues.
<b>Mary Richmond (Social Casework, 1917)</b>	Emphasized diagnosis-based casework in her book <i>Social Diagnosis</i> .
<b>Gordon Hamilton (1951)</b>	Combined psychoanalysis with social work, emphasizing client diagnosis.

## 3. Steps in the Diagnostic Approach

Step	Description	Example
<b>1. Case History Collection</b>	Gathering personal, family, and social background information.	A domestic violence survivor's life history is documented.
<b>2. Psychological and Social Assessment</b>	Evaluating emotional stability, relationships, and coping mechanisms.	A refugee's trauma symptoms are analyzed.
<b>3. Problem Identification (Diagnosis)</b>	Identifying root causes of behavioral or social dysfunction.	A client's anxiety is traced back to childhood abuse.
<b>4. Treatment Planning</b>	Creating a customized intervention strategy.	Cognitive-behavioral therapy (CBT) for stress management.
<b>5. Intervention and Therapy</b>	Applying psycho-social support, counseling, and casework techniques.	Family therapy to resolve conflicts.
<b>6. Follow-Up and Evaluation</b>	Assessing progress and adjusting interventions if needed.	Monitoring a recovering addict's behavioral improvements.

#### 4. Application and Case Examples

##### A. Social Casework in Mental Health

- **Application:** Diagnosing and treating individuals with depression, trauma, or personality disorders.
- **Example:** A social worker helps a war veteran recover from PTSD through therapy and medication support.

##### B. Social Casework in Child Welfare

- **Application:** Identifying behavioral issues in children due to parental neglect or abuse.
- **Example:** A school social worker assesses a child's academic failure due to family problems.

##### C. Social Casework in Medical and Psychiatric Settings

- **Application:** Helping patients with **chronic illness, terminal disease, or rehabilitation**.
- **Example:** A cancer patient receives emotional and social support through psychotherapy.

#### 5. Conclusion

- The Diagnostic Approach identifies the root causes of client problems through detailed assessment and case analysis.
- It is based on psychoanalysis and psychiatric social work principles.
- Steps include history-taking, assessment, diagnosis, treatment planning, and intervention.
- Widely used in mental health, child welfare, and medical social work settings.
- Future discussions will explore the Functional Approach, which focuses on client strengths and empowerment rather than diagnosis.

#### Functional Approach in Social Case Work

The **Functional Approach** in social casework focuses on **the strengths, abilities, and potential of the client** rather than diagnosing their problems. This approach emphasizes **client empowerment, self-determination, and the use of time-limited interventions** to help individuals function better in their environment.

#### This Part explores:

1. Concept and Principles of the Functional Approach
2. Differences Between the Diagnostic and Functional Approaches
3. Application and Case Examples of the Functional Approach

#### 1. Concept and Principles of the Functional Approach

##### A. What is the Functional Approach?

- Developed by **Jessie Taft and Virginia Robinson** in the 1930s at the Pennsylvania School of Social Work.
- Rooted in the **Person-in-Environment (PIE) perspective**, viewing the client as an active participant in their own growth.
- Unlike the **Diagnostic Approach**, which focuses on past experiences and deep analysis, the **Functional Approach** is **action-oriented**, emphasizing present strengths and solutions.

##### B. Key Principles of the Functional Approach

Principle	Description	Example
<b>Client Self-Determination</b>	Clients are encouraged to take control of their own decision-making.	A recovering addict sets personal recovery goals.
<b>Time-Limited Interventions</b>	Focuses on short-term, structured social work interventions.	A job-seeker receives 6 weeks of employment coaching.
<b>Strength-Based Approach</b>	Emphasizes a client's skills and abilities rather than weaknesses.	A domestic violence survivor is empowered through skill training.

<b>Problem-Solving Over Diagnosis</b>	Avoids deep analysis of past trauma; instead, focuses on actionable solutions.	A teenager struggling in school gets study strategies rather than psychological testing.
<b>Relationship-Based Practice</b>	Social worker-client interaction is based on trust and mutual participation.	A single mother receives supportive counseling from a caseworker.

## 2. Differences Between the Diagnostic and Functional Approaches

Feature	Diagnostic Approach	Functional Approach
<b>Focus</b>	Identifying underlying psychological and emotional problems.	Strengthening the client's ability to function in daily life.
<b>Theoretical Base</b>	Psychoanalytic and psychiatric theories.	Person-in-Environment (PIE) and strengths-based approach.
<b>Client Role</b>	Seen as someone with deep-seated problems requiring expert intervention.	Seen as capable of change and growth through self-determination.
<b>Intervention Style</b>	Long-term therapy and treatment planning.	Short-term, action-focused interventions.
<b>Application</b>	Used in psychiatric settings, clinical therapy.	Used in community work, rehabilitation programs, and crisis intervention.

## 3. Application and Case Examples of the Functional Approach

### A. Social Casework in Employment and Economic Empowerment

- **Application:** Helping unemployed individuals improve job readiness and confidence.
- **Example:** A social worker assists a laid-off worker in developing new skills and networking opportunities.

### B. Social Casework in Crisis Intervention

- **Application:** Supporting individuals through short-term crises such as domestic violence, grief, or displacement.
- **Example:** A woman fleeing domestic violence receives **temporary shelter, legal support, and job training** within a structured timeline.

### C. Social Casework in Education and Child Welfare

- **Application:** Helping struggling students and at-risk youth build self-confidence and academic success.
- **Example:** A school social worker assists a child facing bullying by **building coping strategies** and strengthening peer relationships.

## 4. Conclusion

- The Functional Approach is a client-centered, strength-based method of social casework.
- It differs from the Diagnostic Approach by focusing on immediate solutions rather than deep psychological analysis.
- Social workers play a guiding role, empowering clients to take action toward self-improvement.
- Widely applied in crisis intervention, employment support, child welfare, and rehabilitation programs.
- Future discussions will explore the Problem-Solving Approach, which integrates structured steps to help clients overcome difficulties systematically.

## Problem-Solving Approach in Social Case Work

The **Problem-Solving Approach** in social casework is a **structured method** that helps individuals **identify, analyze, and resolve their difficulties** using practical solutions. Developed by **Helen Harris Perlman (1957)**, this approach is **time-limited, goal-oriented, and action-focused**. It empowers clients by **breaking down problems into manageable steps**.

**This Part explores:**

1. Definition and Theoretical Background of the Problem-Solving Approach
2. Steps in Problem-Solving Case Work
3. Application and Case Examples in Social Work Practice

### 1. Definition and Theoretical Background of the Problem-Solving Approach

#### A. What is the Problem-Solving Approach?

- A method that **guides clients through structured steps to resolve difficulties**.
- Focuses on **current challenges** rather than deep psychological analysis.
- Based on **rational thinking, decision-making, and action planning**.

#### B. Theoretical Background

Theorist	Contribution
<b>Helen Harris Perlman (1957)</b>	Developed the Problem-Solving Approach in her book <i>Social Casework: A Problem-Solving Process</i> .
<b>John Dewey (1933)</b>	Contributed the idea of <b>reflective thinking</b> in decision-making.
<b>Robert Havighurst (1953)</b>	Emphasized <b>developmental tasks</b> in problem-solving.

#### C. Key Features of the Problem-Solving Approach

Feature	Description
<b>Client Participation</b>	The client is actively involved in identifying and resolving the problem.

<b>Step-by-Step Methodology</b>	Problems are broken down into manageable parts.
<b>Focus on Present Issues</b>	Emphasizes current difficulties rather than past traumas.
<b>Time-Limited</b>	Solutions are designed for short-term effectiveness.

### 2. Steps in Problem-Solving Case Work

Step	Description	Example
1. <b>Identify the Problem</b>	Define the issue clearly and explore its causes.	A single mother struggles with balancing work and childcare.
2. <b>Analyze the Problem</b>	Understand contributing factors and client strengths.	Lack of affordable daycare, financial struggles.
3. <b>Set Goals</b>	Develop specific, realistic, and achievable objectives.	Find low-cost childcare and explore work-from-home options.
4. <b>Explore Solutions</b>	Generate multiple options for resolving the issue.	Seeking government childcare subsidies, support from family.
5. <b>Choose the Best Solution</b>	Select the most practical and effective solution.	Applying for subsidized daycare and adjusting work hours.
6. <b>Implement the Plan</b>	Apply the chosen solution with professional guidance.	The mother enrolls in a daycare assistance program.
7. <b>Evaluate and Modify</b>	Assess the outcome and adjust if necessary.	Reviewing whether the solution meets the client's needs.

### 3. Application and Case Examples in Social Work Practice

#### A. Social Casework in Mental Health Support

- **Application:** Helping clients manage anxiety, depression, or stress through structured coping strategies.
- **Example:** A social worker helps a client with anxiety by teaching **relaxation techniques, lifestyle changes, and cognitive reframing.**

#### B. Social Casework in Family and Child Welfare

- **Application:** Resolving conflicts, improving parenting skills, and ensuring child protection.
- **Example:** A social worker assists a divorced father in developing **better co-parenting strategies** to maintain a healthy relationship with his children.

#### C. Social Casework in Economic and Employment Support

- **Application:** Helping individuals secure jobs, manage finances, and transition careers.
- **Example:** A jobless youth receives **career counseling, resume-building assistance, and interview training.**

#### 4. Conclusion

- The Problem-Solving Approach is a structured, goal-oriented method in social casework.
- It focuses on present issues, breaking them down into manageable steps for resolution.

- Client participation, time-limited interventions, and rational decision-making are its core elements.
- Widely used in mental health, family welfare, and employment support programs.
- Future discussions will explore the Task-Centered Approach, which is another short-term, action-focused intervention strategy in social casework.

### Task-Centered Approach in Social Case Work

The **Task-Centered Approach** is a **short-term, problem-solving method** in social casework that focuses on **identifying specific client problems and developing action-oriented solutions** within a limited time frame. It was developed by **William J. Reid and Laura Epstein in the 1970s** and is widely used in **mental health, family welfare, employment support, and crisis intervention.**

#### This Part explores:

1. Concept and Principles of the Task-Centered Approach
2. Steps in Task-Centered Social Work
3. Application and Case Examples in Social Work Practice

#### 1. Concept and Principles of the Task-Centered Approach

##### A. What is the Task-Centered Approach?

- A **goal-directed, short-term** approach that focuses on **defining specific problems and resolving them through tasks.**
- **Clients and social workers collaborate** to set practical goals.
- Based on the idea that **small, manageable tasks lead to long-term improvements.**

#### B. Key Principles of the Task-Centered Approach

Principle	Description	Example
<b>Short-Term and Time-Limited</b>	Interventions usually last <b>6–12 sessions</b> with clearly defined goals.	A job seeker gets career coaching for 8 weeks.
<b>Problem-Specific Approach</b>	Focuses on immediate, solvable issues rather than deep-rooted causes.	Helping a client manage workplace stress.
<b>Client Participation</b>	Clients actively engage in setting goals and completing tasks.	A parent struggling with child discipline develops a behavior chart with a social worker.

<b>Task-Oriented Planning</b>	Clients complete <b>realistic tasks</b> between sessions to build self-efficacy.	A client struggling with finances creates a monthly budget plan.
<b>Measurable Outcomes</b>	Success is assessed based on task completion and problem resolution.	A homeless client secures stable housing within three months.

## 2. Steps in Task-Centered Social Work

Step	Description	Example
1. <b>Problem Identification</b>	The client and social worker define the problem clearly.	A single mother struggles with time management.
2. <b>Setting Goals</b>	Establish short-term, achievable objectives.	Finding a work-life balance with structured scheduling.
3. <b>Breaking Goals into Tasks</b>	Tasks are assigned to help clients achieve their objectives.	Creating a weekly planner and setting childcare arrangements.
4. <b>Implementing Tasks</b>	Clients take specific actions before the next session.	The mother tracks her time and adjusts routines accordingly.
5. <b>Reviewing Progress</b>	Evaluate completed tasks and modify the approach if needed.	Assessing how well the mother is managing her work-life balance.
6. <b>Ending the Case</b>	Once goals are achieved, casework concludes with self-sufficiency strategies.	The mother confidently manages her time without external support.

## 3. Application and Case Examples in Social Work Practice

### A. Social Casework in Mental Health Support

- **Application:** Helps clients cope with **anxiety, depression, and emotional distress**.
- **Example:** A person struggling with social anxiety is assigned tasks like **attending small gatherings** and practicing self-affirmation.

### B. Social Casework in Family and Child Welfare

- **Application:** Used in **parenting support, child protection, and domestic violence intervention**.
- **Example:** A couple undergoing **marital conflicts** sets structured communication tasks to improve their relationship.

### C. Social Casework in Unemployment and Housing Support

- **Application:** Assists clients in **job searching, financial planning, and securing housing**.
- **Example:** A homeless client is given **step-by-step tasks** such as **applying for housing assistance, attending job interviews, and opening a savings account**.

## 4. Conclusion

- The Task-Centered Approach is a structured, short-term intervention strategy that focuses on goal setting and problem resolution.
- It is client-driven, practical, and based on measurable progress through specific tasks.
- Widely applied in mental health, child welfare, family support, employment services, and homelessness intervention.
- Future discussions will explore the Radical Approach, which focuses on systemic inequalities and structural change in social work.

### Radical Approach in Social Case Work

The **Radical Approach** in social casework focuses on **challenging social injustices, power imbalances, and systemic oppression** that affect marginalized individuals and communities. Unlike traditional social work models that emphasize **individual adaptation and coping**, the radical approach advocates for **structural change, collective action, and empowerment**.

---

**This Part explores:**

1. Definition and Core Ideas of the Radical Approach
2. How the Radical Approach Challenges Traditional Social Work Models
3. Application of the Radical Approach in Social Movements and Policy Advocacy

**1. Definition and Core Ideas of the Radical Approach****A. What is the Radical Approach?**

- The Radical Approach in social work views personal problems as a result of broader social inequalities (e.g., poverty, discrimination, capitalism, caste, patriarchy).
- It **rejects the idea of individual blame** and focuses on **challenging oppressive systems** that cause suffering.
- Radical social workers **engage in activism, policy change, and community mobilization** to address systemic inequalities.

**B. Core Ideas of the Radical Approach**

Concept	Description	Example
<b>Social Justice</b>	Advocates for the rights of marginalized groups.	Campaigning for Dalit rights and anti-caste discrimination laws.
<b>Class Struggle and Economic Inequality</b>	Views capitalism as a source of exploitation and poverty.	Advocating for fair wages and workers' rights.
<b>Collective Action Over Individual Solutions</b>	Encourages activism and social movements.	Women's protests against domestic violence.
<b>Anti-Oppressive Practice</b>	Challenges discrimination based on caste, gender, race, and disability.	Fighting for LGBTQ+ inclusion in workplaces.
<b>Power and Structural Change</b>	Seeks to reform oppressive policies and governance.	Advocating for land rights for indigenous communities.

**2. How the Radical Approach Challenges Traditional Social Work Models**

Feature	Traditional Social Work (Diagnostic/Functional/Task-Centered)	Radical Social Work
<b>Focus</b>	Individual behavior, coping, and adaptation.	Structural inequalities, oppression, and systemic change.
<b>Problem View</b>	Problems are personal, psychological, or social.	Problems are political and systemic.
<b>Intervention</b>	Casework, counseling, therapy.	Activism, policy advocacy, and mass movements.
<b>Social Worker's Role</b>	Helper and supporter of individuals.	Advocate, activist, and change agent.
<b>Outcome</b>	Individual empowerment and adjustment.	Social transformation and collective empowerment.

**3. Application of the Radical Approach in Social Movements and Policy Advocacy****A. Dalit and Anti-Caste Movements**

- **Application:** Fighting against caste-based discrimination and advocating for Dalit empowerment.

- **Example: B.R. Ambedkar's Dalit Movement** and the demand for **caste-based reservations**.

**B. Labor Rights and Economic Justice**

- **Application:** Campaigning for worker rights, fair wages, and an end to labor exploitation.

- **Example:** Trade union strikes for minimum wage laws and workplace safety regulations.

#### C. Feminist and LGBTQ+ Movements

- **Application:** Challenging patriarchy, gender-based violence, and discrimination.
- **Example: #MeToo movement** against sexual harassment and legal reforms for gender equality.

#### D. Anti-Globalization and Environmental Justice

- **Application:** Opposing corporate exploitation of natural resources and advocating for climate justice.
- **Example:** Tribal protests against mining projects displacing indigenous communities.

#### 4. Conclusion

- The Radical Approach sees social problems as systemic and seeks to change oppressive structures.
- It challenges traditional social work by emphasizing activism, collective resistance, and social transformation.

- Radical social workers engage in policy advocacy, community mobilization, and political activism.
- Future discussions will explore the strengths and weaknesses of different casework approaches and their impact on social work practice.

### Comparative Analysis of Social Case Work Approaches

Different approaches in social casework—**Diagnostic, Functional, Problem-Solving, Task-Centered, and Radical**—offer distinct ways of addressing client problems. A **comparative analysis** helps in understanding their **strengths, limitations, and applicability** based on different client needs and social contexts.

#### **This Part explores:**

1. Comparing Diagnostic, Functional, Problem-Solving, Task-Centered, and Radical Approaches
2. Strengths and Limitations of Each Approach
3. Choosing the Right Approach Based on Client Needs and Social Contexts

#### 1. Comparing Social Case Work Approaches

Feature	Diagnostic Approach	Functional Approach	Problem-Solving Approach	Task-Centered Approach	Radical Approach
<b>Focus</b>	Identifies deep-rooted causes of individual problems.	Enhances client strengths and self-determination.	Uses structured steps to solve immediate problems.	Breaks problems into small, manageable tasks.	Challenges social injustice and structural oppression.
<b>Theoretical Base</b>	Psychoanalysis, personality theories.	Person-in-Environment (PIE), empowerment theories.	Rational problem-solving model.	Action-based intervention model.	Marxist, anti-oppressive theories.
<b>Client's Role</b>	Passive—subject to expert diagnosis.	Active participant in growth.	Collaborator in identifying and solving problems.	Task performer with social worker guidance.	Activist, mobilizing for social change.
<b>Intervention Type</b>	Long-term, therapeutic.	Short-term, empowerment-based.	Step-by-step problem resolution.	Task-driven, short-term.	Activism, collective action, policy change.
<b>Examples of Application</b>	Psychiatric social work, trauma counseling.	Family and employment support.	Crisis intervention, mental health support.	Parenting guidance, job placement.	Dalit rights, feminist movements.