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NOTION AND WELLSPRINGS OF INDIVIDUAL SOCIAL WORK: A COMMONSENSICAL REVIEW

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Abstract: Social work is a professional helping service. The tasks of social work are to help those who need help to solve their problems and become self-capable. Social work deals with human society and tries to reduce society's problems. Social work draws knowledge, theories, and skills from various social and behavioral sciences to solve the problems of human society and uses them to diagnose and solve various problems of its clients. The content of social work is drawn from sociology, psychology, anthropology, biology, psychiatry, and medical science. All these learning approaches helps in understand human behavior and psychology.

Individual social work is the art of collaborating with different individuals and doing different types of work with them so that they can achieve the good of themselves and society together. It is a social therapy for a maladjusted person trying to understand the personality, behavior, and social relations of a person and helping them to bring about better social and personal adjustment. In addition, the responses are related to providing services, financial assistance or personal counseling, and advice to individuals following the policies laid down by the representatives of social organizations and keeping in view the individual needs. The thorough review of literature has been made to understand the notion of Social Case work.

Keywords: Case Work, Individual, Problem-Process, Social Work.

Introduction

There is no such problem in human society that the client does not bring the institution before. The problem of hunger and being hungry, the problem of loving and not loving, the problem of staying together or going away, the problem of marriage and not getting married, the problem of not having children and having more children, the problem of earning and spending money, Problems of meeting and deteriorating working conditions, physical, mental etc. problems are brought to the institution by the clients. Understanding and solving all these problems is a very difficult task. This has led to the formation of different institutions for different problems solving a particular problem (United Nations, 2009).

Case social work is an important method of social work by which a person is helped to solve his problems and not suffer from these problems in the future. Efforts are made to make him self-dependent. Therefore, it is necessary to know the complete personality of the person receiving help; only then can the inherent power and potential be brought out and used actively. The personal study depicts the complete condition of the person; his complete conditions are known, and the effects of the circumstances are known. Based on this information, the individual social worker becomes successful in treatment and help work (Florida State University, 2020).

The notion of individual social work

Case social work is a method of social work by which a problem person is helped in some way. Its basic objective is to solve individuals' problems and enable them to become self-reliant in the future and establish proper adjustments. In the early stages of development, individual social work focused primarily on economic problems and their environment. Nevertheless, with time, its purpose changed and expanded and became focused on treating the individual's internal problems and personal difficulties (Andes & Work, 2017).

Man is a psychosocial animal. The history of social life is the history of man. However, where social life has developed social qualities by giving a man a special existence, family and personal problems have developed. For this reason, society has to take many protective measures. Social work is also a protective step by which people are helped to solve social and emotional adjustment problems. Since case social work is a 'social work' method, it seems appropriate to clarify the meaning of social work before understanding it (Hossain & Ali, 2014).

Case social work is the primary unit of social work. Although the case social worker works with one person (client), his work is not limited to him. External factors influence the client at every moment, so it also works in relation to external factors. The history of providing services to physically challenged people is as old as human civilization. All ancient religions encouraged the act of



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helping people in trouble. In the early stages of case social work, the help at the individual society level was mainly provided to the victims of economic problems, but with the change in the time cycle, the case social work help was related to the difficulties related to the internal and external society (Engelbrecht, 1999).

The term case social work was first mentioned in an article by Edward T. Devine, which he published in 1897 after being secretary of the Charity Organization Society. In 1909, Mary K. Richmond, based in Greenwich House, New York, suggested that individual social work assignments may be more helpful to families in need of rehabilitation. Several articles by Mary Richmond were published between 1895 and 1920. For the first time in 1917, Mary Richmond presented a systematic approach to individual social work in her book Social Diagnosis, which gave a scientific basis to individual social workers (Chambers, 1986).

Outlining of Social Case Work by Social Scientist

Perlman	Individual social work is a process used by some human welfare agencies to assist individuals in social action to address their problems more effectively.
Hollis	Individual social work is based on certain fundamental assumptions about human personality, social values, and goals. Case social work assumes that the purpose of social structure is to enable the individual to live a desired standard of living. The individual is not created for the state, but the state is created for the welfare of the individual
Mary Richmond	It is the art of cooperating with different people and doing different types of work with them to achieve their own and society's well-being together
Taft	The social treatment of the maladjusted person attempts to understand the person's personality, behavior, and social relations and to help him to bring about a better social and personal adjustment.
Dakhini	Procedures are related to providing service, financial assistance, or personal counseling to individuals by representatives of social organizations according to certain policies and keeping personal needs in front.
Sweethan Weavers	Individual social work is an art that involves the application of knowledge of the science of human relations and mastery of relations to the appropriate abilities of the individual and the resources of the community, to the client and all parts of his total environment, or any other This is done to make dynamic for better adjustment between the two.

Selves of social casework

- Individual social work is the art of working together.
- It is the art of bringing about better adjustments in social relations.
- There is an art of balancing an unbalanced person.
- Case social work is the social treatment of a maladjusted person.
- Case social work is the art of mobilizing the resources available in the community for the clients and keeping them better adjusted to the environment.
- Case social work is the art of bringing about change in human attitudes.
- Case social work is helping a client by accepting him as he is and providing appropriate treatment for him.
- Case social work is the process of solving a confused person.
- Case social work is a process by which counseling is given to the problem person.
- Case social work is the art of making use of the resources available in the community for the clients and making better adjustments to the environment.

Credence's of social casework

Individual social work's core is humanitarian philosophy and the spirit of public welfare. It helps that find out the internal and external problems of the person and gives him adjustment and strength so that the person can solve his problems on his own.

According to Hamilton, the beliefs of individual social work

- There is mutual dependence between individuals and society.
- Social forces provide an opportunity for self-development by bringing desired changes in the behavior and attitude of the individual while being active.



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- Most of the problems related to case social work are interpersonal.
- The role of the client is to be responsible for solving his/her problems.
- During case social work, there is a conscious and controlled relationship between the worker and the client to solve problems and meet needs.

Social interaction results in two types of forces – organizational and disruptive. They affect the person. Normally it continues to function as long as organizational forces dominate it. However, there is also a situation when the organizational forces become weak, and they hinder the individual's normal life. In such a situation, a person needs external help. The individual social worker helps the individual to solve personal and interpersonal problems (Lumen, 2009).

A person is a weak soul by birth; hope and faith can only be instilled in a person with physical help. He can channelize his hidden abilities and powers into creative work only when their normal development is possible. This can be possible only when the person continues to get help as needed. Thus, a person needs personal help from birth to adulthood as he has to face problems at every stage (Lumen, 2009).

Psychologically, when we look at the need for personal service work, it seems clear that sometimes psychological support is required to maintain a balance between the ego, the ego, and the superego. When there is no coordination between these forces and the ego becomes weak, in such a situation, the person cannot do normal work, and it becomes necessary to give him psychological support. Case social work is the primary method of social work through which efforts are made to solve the psychosocial problems of an individual. Case social work is a process that stimulates insight into the client, giving insight into the various aspects of the client. Through this, efforts are made to bring changes in the client's environment so that the client's thinking and abilities can be developed and he can solve his problems and make proper adjustments to the circumstances (Krishnan, 2014).

Apparatuses of personal social work

- **Individual:** The main objective of social casework is to help the problem person so that he can establish internal and external adjustment. Human beings have two types of needs, mental and physical. He meets these needs based on his capacity and resource availability. But sometimes, he fails to complete his tasks, so with the help of physical help, he can do his work smoothly. There can be many reasons for the failure of a person, such as he himself is not capable, does not know how to meet the need, the need is not clear, different from the institutions providing help, there are complete means of help in the institution. It is not available, and its requirements are not realistic. In such a situation, a person comes to an organization for external help, where his personality and problems are studied and helped.
- **Problem:** There are many types of problems, but those related to the individual's personality and which reduce the individual's social activity, come into the field of individual social workers. Due to this problem, the person is neither able to perform his tasks smoothly nor is he able to see reality. Sometimes the problem stems from external factors. Therefore, the caseworker draws his attention to both internal and external factors.
- **Place:** There is a place and an organization to provide support. Some organizations provide specific services, and some serve general goals. Child Guidance Center, Counseling Center, Family Welfare Center, Vocational Counseling Center etc. are specialized institutions. These include helping a person with a problem with a trained worker. Secondary types are those organizations that use social work methods to achieve objectives, and these methods occupy a secondary position. Examples are hospitals, schools, labor welfare, reform homes, etc. Most of the institutions in India are of the general type.
- **Procedure:** Process in case social work refers to the method through which the client is helped. In this support process, the social worker first establishes a rapport with the client, then informs his family and personal history, tries to know his problems, and then prescribes a suitable treatment after making a social diagnosis. Plans and evaluates, all through a process. In the case social work process, the worker is mainly concerned with three tasks: Collection and study of data related to the internal and external environment about the client's problem.



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Wellsprings of Social Casework

Wellsprings	Description
Individualization	<p>The real meaning of a person becomes clear only through personalization. According to Boethius, man is the individual essence of a rational nature. Human beings are similar, but each person has an individual identity. Each person is different in their heritage, environment, inherent cognitive abilities, aptitudes etc.</p> <p>Everyone has different experiences and different internal and external stimuli. Feelings and memories influence thoughts, feelings, and behavior. Each person's nature directs their forces by organizing them in a specific way that distinguishes them from the other person's nature. This theory emphasizes understanding the unique characteristics of each individual. Although all people are physically equal, there are differences in their physical, mental, emotional, etc. abilities. Unless these characteristics are treated separately, the client cannot find appropriate solutions to the problem or establish appropriate adjustments. Every person has the right to be understood as an individual and not as a human being and to value differences. On this basis, the principle of individualization is based.</p> <p>Modern case social work is client-centered. It depends on the person's problem. The task of diagnosis and treatment is different for different clients. The scheme is made differently. Different people have different relationships. Every client is an individual, every problem is unique, and social service should be tailored to each client's situation.</p>
Controlled emotional involvement	<p>Every communication is a two-way process. When someone says something to another person, he also wants a response from him. If the person does not respond, the communication is indifferent. As a result, the communication process does not work. In general, the categories of communication can be classified into three categories: thoughts only, feelings only, and both thoughts and feelings.</p> <p>The caseworker needs mastery at both levels of communication of thought and feeling. When the content is based on facts, the worker must know the organization's methods, policies, and other community resources to make the aid effective. When there is an emotional problem, and the case worker wishes to provide help, he or she must be active in response to the client's feelings. This skill of case social work is the most important.</p>
Purposeful expression of feelings	<p>Man is a rational being. It has a store of knowledge and a will and reluctance to act. It also has animal characteristics such as basic instincts like a driver. Feelings, emotions, and senses do their work. All these qualities of a person work together. Emotion is an integral part of a person's nature, and this quality is also necessary for the overall development of personality.</p> <p>Purposeful expression of feelings means giving complete freedom to the client in explaining his/her feelings. Often negative emotions are not explained, which makes it difficult to understand the problem. The caseworker listens carefully to the client. He neither discourages nor refutes feelings in clarifying. It helps change the tone of the conversation where necessary so that the remedial process proves beneficial. Explanation of feelings is necessary for acceptance and sources of healing, relationship, cooperation, and organization.</p>
Acceptance	<p>The term acceptance is overused in social work. Every social worker is aware of the importance of this word, and in individual social work, where the success of the worker depends on the nature of the relationship, the principle of acceptance is of special importance. However, a clear definition of this term has not yet made. The word acceptance has many meanings.</p> <p>When used concerning something, it refers to receiving or accepting a gift. When used as an intellectual suffix, it refers to knowing or responding favorably to reality. When used in the context of a person, it means to respect and establish a relationship with the person.</p> <p>Individual social worker knows the client as he is not trying to be as he is, to be realized,</p>



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	<p>to see the same form, and to understand the same qualities. On this basis, he also establishes a relationship with the client. This means that no matter how much the reality is distorted in the client, how different its perception is from the client's perception, and no matter how much the difference in values, we accept it as it manifests itself.</p> <p>This does not mean that the client does not expect change, but it does mean that the art of helping is based on the element of acceptance and, if started from there, will be particularly beneficial. Social work strongly believes that work should start from the client's level to achieve success at every level. Acceptance, in this sense, is a quality or principle of business outlook or life.</p>
Indecisive Attitude	<p>Social work firmly believes that the individual has an inherent capacity for self-determination. Based on this concept, the individual social worker encourages the client to chart his path. The client has complete freedom to participate in the individual social work process according to his/her interest. His rights and needs are given importance.</p> <p>The worker strengthens the self-directive capacity of the client and gives knowledge of the resources available in the institution. The client's right to self-determination is determined by the extent of his positive and constructive decision-making power. The functions of the institution also affect this right. This is a unique quality of individual social work relationships. The worker adopts his attitude in his process. The basis of this approach is the philosophy of individual social work, which holds that the individual is not to blame or to blame for creating the problem, but circumstances are responsible for it. It gives importance to the person's behavior, level, and actions of action-reaction.</p>
Confidentiality	<p>Social work is used in different ways in different aspects of human life. There are many aspects of life that a person has great secrecy about and tells only those with whom he is in the closest relationship. Therefore, the confidentiality principle can be viewed in two ways: as a professional code of conduct and as an element of the individual social work relationship.</p> <p>Confidentiality refers to keeping confidential the client's confidential information that he tells the worker. It is related to the basic rights of the client. This is the responsibility of the individual social worker and the basis of individual social workers.</p> <p>When the client comes to the institution, he understands that he has to tell the individual social worker many confidential things, but he also wants others not to know those things because it would lead to defamation and hurt personal feelings. Therefore, first of all, when the client knows that the worker will keep his words confidential, he will only clarify. Only when he knows that disclosing this information is necessary to receive the organization's assistance does he disclose and trust that this information will not be known to people beyond those engaged in the support process. He does not want to lower his reputation in any way.</p>

Conclusion: The purpose of case social work is to assist the individual in diagnosing and treating psychosocial problems. The characteristic of human nature is that it takes measures to hide the source of its original problem as much as possible and projects the cause of the problem onto some other factor, which makes it difficult to get a real knowledge of the client's mental state and external situation. At the time of the interview, the client creates such complex problems that even the experienced worker sometimes gets confused, and there is an obstacle in the therapy work. Therefore, the first objective of the case social worker is to gain complete knowledge of the client. They study the client's internal and external situation and show all the aspects related to the problem, and this work paves the way for an individual social worker.



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