

BSW-121
Professional Social Work
and its Values

Block

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October, 2020

© Indira Gandhi National Open University, 2020

ISBN :

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Printed and published on behalf of the Indira Gandhi National Open University, New Delhi by Director, School of Social Work.

Laser Typeset by : Graphic Printers, Mayur Vihar, New Delhi

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INTRODUCTION TO BLOCK 4

This block titled 'Values of Social Work-II' is the fourth block of the course BSW-121. This block will introduce you to the values of social work. It is the value base which shapes the practice and the future discourse of the profession. Social work is also characterized by strong value base, without which the professional practice would have been a chaos.

Therefore, the first unit will introduce you to the value of loyalty to profession. This unit will brief you about the importance of loyalty to profession, its concept, principles, structural framework, and its place in social work. Unit 2 on 'Patriotism as a value of Social Work' and Unit 3 on 'Cultural Sensitivity as a value of Social Work' will discuss the values of patriotism and cultural sensitivity and their relevance in social work practice. Patriotism is love for the country, nation building, solidarity, peace and feeling of brotherhood. This unit will acquaint you with patriotism as the value of social work. India being a diverse country with different races, caste, creed, colour, culture and religion, asks for tolerance from its citizens, therefore, Unit 3 will explain the value of cultural sensitivity and its importance.

Unit 4 is titled as 'Hard Work as a value of Social Work'. It talks about the nature, concept, principles and implications of hard work as a value of social work. Unit 5 is on 'Responsibility and commitment as a value of Social Work' and includes thorough explanation on the concepts and principles of responsibility and commitment. The concluding unit is on 'Teachership as a value of Social Work'. This chapter explains the concept and standard of teachership and its relationship with academicians.

These six units will acquaint you with importance of these values individually and their importance as a value of social work.



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UNIT 1 LOYALTY TO PROFESSION AS A VALUE OF SOCIAL WORK

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* Pushparani Maibam

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- 1.7 Ways to nurture Loyalty to Profession in Social Work
- 1.8 Let Us Sum Up
- 1.9 Suggested Readings
- 1.10 Answers to Check Your Progress

1.0 OBJECTIVES

This unit aims at enabling the students to internalize the value of loyalty to profession in social work. At the end of the unit the students should be able to:

- Understand the importance of the value of loyalty to profession in social work;
- Understand the structural framework of loyalty to social work profession;
- Be familiar with the principles of loyalty to profession in social work;
- Learn the various ways through which loyalty to profession can be nurtured in social work.

1.1 INTRODUCTION

Loyalty to profession is one of the important and core values of the social work profession. The social worker's loyalty to profession is not the mere acceptance of the ideology of the professional practice, or an engagement to the profession for the fear of being disapproved or punished by the other members of the profession; rather it is an essential value which demands for the commitment of the professionals to the practice of social work profession and also their efforts for the constructive enhancement of the profession. In this era of increasing social problems, it is necessary for the social workers to imbibe themselves with the value of loyalty to profession, so that, they can enrich the profession of social work to enable to face the challenges and demands put forward by these problems, and strive towards a better social existence for everyone.

Social workers seek social betterment; they assist individuals, families, groups and communities to restore and enhance their potentials for social functioning, while creating societal conditions favourable to their goals. It is an important professional competency for the social workers to be loyal to their profession, in order to strengthen their

professional identity. Social worker's loyalty to profession is not an isolated value, but it goes hand in hand with the other ethical values of social work, such as, service, social justice, dignity and worth of the person, importance of human relationships, integrity, competence, cultural sensitivity, human rights, advocacy and networking. Loyalty to profession is not a mere association with the practice of social work but it demands for a wholehearted commitment to the profession. The social work value of loyalty to profession has the potential to bring together the entire social work fraternity under one single roof, whereby they will act together to accomplish the mission and goals of the profession for ensuring a better society.

1.2 CONCEPT OF LOYALTY

Plato was the first to mention about loyalty in his work on the commitment of Socrates to the laws of Athens. He once said "Only a man who is just can be loyal, and that loyalty is a condition of genuine philosophy". Loyalty is the quality or state of being loyal. It is the faithfulness, constant dedication and devotion to a cause, ideal, custom, institution or engagements. Loyalty is a deep-rooted virtue within the subconscious of every individual around the globe. The evolution of loyalty is said to have emerged within the web that binds human existence. Human beings from the inception of the society onwards have lived together as interdependent beings in order to survive. They have the ability to band together into a community. The survival of a community depends on the collective contribution of every individual. So, in order for a person to survive, one must align with a community to fulfil his or her basic necessities in life. Thus, for the survival of an individual, it became necessary for him or her to continue to constantly dedicate and devote oneself towards the community. And this necessity which was created among the human beings is debated to be the evolution of imprinting of loyalty into human psyche and their social world.

According to the American philosopher Josiah Royce in his book *The Philosophy of Loyalty* (1908); loyalty is a virtue, indeed a primary virtue, "the heart of all the virtues, the central duty amongst all the duties". Royce presents loyalty, which he defines at length, as the basic moral principle from which all other principles can be derived. The short definition that he gives of the idea is that loyalty is "the willing and practical and thoroughgoing devotion of a person to a cause". Loyalty is thoroughgoing in that it is not merely a casual interest but a wholehearted commitment to a cause.

Loyalty can be in various forms: personal loyalty, family loyalty, community loyalty, nation-state loyalty, religious loyalty, professional loyalty, and so on. Loyalty is considered to be an essential value for the harmonious existence of human kind; its significance lies in the fact that "an individual who is clear minded and knows what truth is will do the ultimate sacrifice in order to preserve an ideal". Loyalty has been understood to be an essential ingredient in any civilized and humane society.

1.3 LOYALTY TO PROFESSION: THE CONCEPT

For the effectiveness and efficiency of any profession, the loyalties of its members are very essential. The professional loyalty of an individual signifies a person's devotion or sentiment of attachment towards the profession. Professional loyalty has become more difficult to obtain. It seems to be like a quality that is becoming harder to find.

Loyalty to profession can be described as a process, where certain attitudes give rise to certain behaviours. Loyalty to one's profession has two dimensions: internal and external. Loyalty is, fundamentally, an emotional attachment. The internal dimension of

loyalty to profession is the emotional component. It includes feelings of caring, of affiliation and of commitment to one's profession. This is the dimension that must be nurtured and appealed to. The external dimension of loyalty to profession has to do with the way loyalty manifests itself. This dimension is comprised of the behaviours that display the emotional component through one's actions. Professionals show their loyalties towards their profession, through the efforts and actions they make to bring their profession to higher levels and attain its goals.

Many service professions like medicine, law and social work have a code of ethics to guide its professionals in the effective and ethical practice of their profession. There are different types of loyalties which are prevalent in any professional practice. However, these different forms of loyalties can be broadly categorized into three: productive loyalty, monetary loyalty and simple loyalty.

Productive Loyalty

Productive loyalty refers to one's active involvement in the profession, by imbibing the values and ethics of the profession and working towards the enhancement of the profession. Professionals with high level of productive loyalty strive to enhance the productiveness and efficiency of their profession. They seek to enhance their knowledge and skills with regard to their profession, so that, they can enhance the adaptability of their profession with regard to the societal demands and changes, through their efforts and contributions. They believe that their values align with the values of their profession. Professional loyalty is not about enhancing the potentials of the professional; rather it is the feeling of accomplishment and connectedness while fulfilling the mission and goals of the profession.

Monetary Loyalty

Monetary loyalty means that professionals are loyal to the profession only as means of getting a job and as a source of livelihood. There is an absence of total commitment towards the profession. The professional may switch over their professions if they get better opportunities outside their professional circle. More the monetary benefits better could be the performance of the professionals.

Simple Loyalty

Simple loyalty, also known as normative loyalty is based on the sense of duty and a moral commitment. It is the result of cultural and organizational socialization and the traditionally imbibed values as a result of upbringing and learned family values, religious values and values inculcated through external influence such as education, experience and exposure. The professionals feel committed to stay in the profession and adhere to the professional values and ethics. It is doing one's job because one has to do it as a professional of that particular profession.

1.4 LOYALTY TO PROFESSION: THE SOCIAL WORK VALUE

The profession of social work is located within a network of caring services or personal social services staffed by members of the helping professions. Social workers practice alongside other professional workers in a range of service provision activities designated as caring services. However, the professional practice of social work makes a claim which is unique from the other helping professions. The claim is that social improvements can be achieved by interpersonal influence and action, that social change can be harnessed

to individual personal development and that carrying out these two activities together is the profession of social work. Social workers work towards improving the society by helping individuals, families, groups and communities to meet their needs. For professionals, such as, doctors, teachers and counsellors; social order and social change is the context and they help people (patients, students and clients) within that context. While for other professionals in the helping profession, such as, politicians, journalists and campaigners; although they seek social change; they do not focus on individuals, families, groups and communities to connect change and the person. They expect people to respond rationally and personally to meet their needs and achieve their desires, responding to social forces. Social work is unique, in the sense that it promotes social change through problem solving in interpersonal relations and the empowerment and liberation of people to enhance well-being. It utilizes theories of human behaviour and social systems, and intervenes at the point where people interact with their social environments. Social work helps the people in bringing about a change in their environment in favour of their own growth and development.

The practice of social work profession is guided by its values, ethical concerns, knowledge base and skills. For the social workers to be able to achieve the goal of reducing the human sufferings and bring desirable changes in the society, it is essential for them to imbibe by the value of loyalty to profession. It is through the internalization and observance of this value that the social workers will be able to achieve the goal of their profession and lead their profession further ahead to face the new challenges that the human society is being faced with. It is the value of loyalty to social work profession which will enable the social workers to provide social service to the needy people, by ensuring the promotion of human rights and social justice. Loyalty to profession will ensure that services provided by the social workers are personalized and human rights are safeguarded through, promoting democratic ideas and encouraging the development of good interpersonal relations among the people, and empowering people as individuals in groups, families and in communities. Also social workers have to struggle with new social issues and dilemmas that affect the lives of people seeking help. To function at that level of practice, they have to be well informed and confident in their professional ability to exercise appropriate judgements. Loyalty to profession enables the social workers to bring together their values, ethics, knowledge and skills; and put this into practice according to the need and social circumstances of the people they work with; which will enable them to enhance their experience and competencies, and enable them to widen the scope of the profession of social work to address the challenges brought by the new emerging issues of the human society.

Check Your Progress I

Note : a) Use the space provided for your answer.

b) Check your answers with those provided at the end of this unit.

1) Define the concept of loyalty.

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- 2) Describe the concept of loyalty to profession.

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1.5 STRUCTUTAL FRAMEWORK OF LOYALTY TO SOCIAL WORK PROFESSION

The extent of the value of loyalty to profession in social work can be understood as a structure which consists of five different levels namely: loyalty to self; loyalty to social work institutions and practice; loyalty to client and agency systems; loyalty to other professionals and professions; and loyalty to associations, society and nation. All these are interlinked with one another, and one has to accomplish the first one to move to the next level and finally to become a productive member of the social work fraternity.

1. Loyalty to Self

Loyalty to self is the basic or the first form of loyalty to one's profession. It is essential that one feels oneself connected with the profession in his or her inner self. Social work professionals need to be professionally competent, continue to improve their knowledge and skill base, separate their personal affairs from their professional duties and responsibilities, to be honest in their work and responsibilities, refrain from discrimination, guard against dishonesty or fraud, and exit from any compromising situations. Social workers should not abuse the relationship of trust with the people using their services, recognize the boundaries between personal and professional life, and not abuse their position for personal benefit or gain. Loyalty to self also implies that social work professionals should choose to be in the profession consciously by themselves and not by force, and they must remain in the profession because of their own conviction.

2. Loyalty to Social Work Institutions and Practice

Social work is a profession which is based on its own unique methods, values, code of ethics, principles and approaches. It is essential for the social workers to imbibe themselves with the values, ethics and principles of social work while practicing, and mastering themselves on the application of the methods and approaches while dealing with the different circumstances and problems of the people. Imbibing the values and ethics, learning to apply the methods and approaches, being guided by the principles and delivering services accordingly is the way to be loyal to the professional practice of social work. Social workers should strive to exhibit integrity, accurately represent social work, participate in research and commit to the overall development of the profession. Loyalty to the profession of social work also implies that social workers should be loyal to the institution from where they studied social work and to its teachers, agency and alumni.

3. Loyalty to Client and Agency Systems

Social workers assist individuals, families, groups and communities to face the challenges in constructive ways, by empowering themselves and getting themselves accessed to the resources; they assist them to access and deal with the services provided by the agencies. In fulfilling this ethical responsibility, social workers need to be responsible and committed to their clients for their well being and growth, ensure that the services are being provided only in the context of a professional relationship and on valid informed consent, ensure that client's right to confidentiality and privacy are taken into consideration, respect client's right to self-determination, proper and accurate information about the clients are being recorded and maintained, cultural sensitivity is being maintained while dealing with the clients, the dignity and worth of the clients are being acknowledged, they are not being exploited, continuity of services is ensured except in unavoidable circumstances (such as, illness and other emergency situation), and to inform and discuss with the clients regarding the discontinuation of the service or referral to other professionals and agencies. Loyalty of social workers towards their clients is their commitment and dedication towards the overall growth and development of the clients and improvement in their environment, and balancing their loyalty towards their clients with legal obligations.

Social workers also need to be loyal to the agency systems through which services are being provided to the clients. They need to be governed by the mission, vision and goals of the agency while delivering the services to the clients. Social workers are expected to consult and supervise, access outside resources, adhere to employment agreements and work to ensure the proper well being of the clients. They work not as an isolated practitioner but as a representative of the agency. Through their practice, social workers are expected to ensure credibility and set high practice standards for the institutions, agencies and organizations they are working with. Social workers must acknowledge that they are accountable for their actions to their clients and agencies. Agencies can be of two types: (i) agencies where one was placed for practicum field experience and (ii) agencies referring clients to the professionals.

4. Loyalty to Other Professionals and Professions

Social work aims at enhancing the holistic development of individuals, families, groups and communities. They work very closely with other related disciplines and professionals, and also with the professionals within the social work fraternity. Social workers need to relate with other professionals with respect and courtesy; cooperate with them in expanding the knowledge and skill base of the profession; keep in mind the values of integrity and importance of human relationship; not to criticize the other professionals, to extend assistance and help to the other professionals; to discuss ethical concerns with the other professionals; ensure to maintain privacy; confidentiality and identity of the clients are protected to whatever extent possible when consulting other professionals; and not to exploit the interests and well being of the other professionals. Social workers need to be loyal to the supervisors in the agency, the institutions and organizations they are working with, different donor agencies, support groups, and professionals in the legal, media, administrative, managerial and medical field. Social workers should also be willing to collaborate with the schools of social work in order to extend support and supervision to the social work students to get exposed to the practical training and enhance their knowledge and skills.

5. Loyalty to Associations, Society and Nation

Social workers must form associations and become members of such associations. Forming of membership based associations, and participating in their meetings and proceedings are essential for social workers as it will create a common platform for the professionals in the social work fraternity to come together and share their accumulated knowledge and expertise gained through their practice. It will also enable them to address together the issues and challenges which act as hurdles in the effective practice of the profession. It will also enable the social work professionals to extend support in the form of expertise and resources to one another, promote professional development, establish practice standards and code of ethics, overcome the ethical dilemmas in the practice of social work, act as a force to gain the professional acceptance in the academic community or other professional community, and promote the humanitarian ideals and values of social work. Such associations may be formed at the state, regional, national and international levels. It is required that social workers are loyal to such associations in which they are the members.

Social workers are responsible for building a harmonious society which favours the growth and development of its every member. The loyalty of social workers towards their profession also extends to the society and the nation. Social workers should ensure that they are accountable for promoting and securing the well being of all persons in the communities and across the globe, by advocating for their rights and social, economic and political justice and equality. Social workers should also ensure the peaceful functioning of the society; they should be loyal to the law of the society, its prevailing value systems and towards the progress of the society and nation.

Social workers loyalty to the profession of social work is a culmination of their loyalty to themselves, loyalty to social work institutions and practice, loyalty to client and agency systems, loyalty to other professionals and professions, loyalty to associations and above all to the society and nation. Social workers in their practice might come across issues of conflict of loyalties. In such situations, a social worker must consider the best interest of the client and the society.

1.6 PRINCIPLES OF LOYALTY TO PROFESSION IN SOCIAL WORK

1. Need for social workers to contribute to the development and improvement of social work profession

Social workers must contribute to the development and improvement of social work profession. Social workers should strive for enhancing the professional status of social work profession by contributing to the theoretical base, research and evidence based practices.

Social workers need to engage themselves in publications of books, research papers, articles in journals and periodicals. They should be engaged in developing learning materials; designing curriculum for social work education; conducting researches; and organizing and participating in seminars, workshops, conferences and trainings.

2. Need to refrain from unhealthy behaviours that affect the values of the profession

Social workers must refrain from unhealthy behaviours that affect the values of the profession. The value of loyalty to profession expects the worker to carry out his or her professional duties with maximum responsibility and commitment refraining from unhealthy behaviours that will affect the values and standards of the profession of social work.

Social workers should ensure that their actions are not threatening the rights and interests of their clients and they are not exploiting their clients. They should not abuse their position for their own personal benefits and gains. They need to recognize the dignity and worth of people and respect them. They should refrain from discrimination and injustice, guard against dishonesty and fraud, and refrain from substance abuse.

3. Need to be honest with finances and accounts

Social workers must be honest with finances and accounts. The value of loyalty to profession expects the social workers to use finances and grants exclusively for the purpose for which they are sanctioned.

Social workers should maintain transparency in their work. They need to maintain administrative and financial transparency of their work and activities keeping in mind the values of social work. They should be accountable for the funds and grants they receive and should maintain proper records of the accounts.

4. Need to publish the experiences and recordings

Social workers must publish their experiences and recordings. They should contribute to the profession's literature by publishing books and articles in journals, based on their rich experiences with clients - individuals, families, groups and communities.

In order to set high practice standards, social workers must maintain proper records of their work. Maintaining of proper and systematic records will enable the social workers to improve their practice, strengthen the knowledge and skill base of the profession for research reports and educational purpose. However, social workers should ensure that such documentations protect the identity of their clients. They must ensure that the information recorded are accurate and free from impartiality and safeguard the privacy and confidentiality of the clients and others who are involved. Social workers must ensure the separation of facts and opinions. The recordings must be maintained safely.

They also should publish their experience. This will add to the theoretical knowledge of the profession. It will enable the expansion of knowledge through the sharing of expertise and experiences among the professionals in the social work fraternity. However, the identity of the clients should be protected while doing so.

5. Need to seek membership in professional associations

Social workers must seek membership in professional associations. The value of loyalty to profession expects the worker to seek membership in various associations, participate in their programmes and contribute to their policy formulation by way of providing expertise, sparing time and monetary assistance.

Becoming members in professional associations will enable the social workers to come together and share their knowledge and experience. It will also enable the social workers to be a source of support for one another; be it monetary, emotional or intellectual. Forming of associations of social workers will enable them to establish practice standards and address issues concerning ethical dilemmas and challenges. It will lead to professional development, build more credibility of the profession and a wider recognition of the profession.

1.7 WAYS TO NURTURE THE VALUE OF LOYALTY TO PROFESSION IN SOCIAL WORK

Loyalty is a conscious act of choice. People cannot be forced to be loyal to anything; the innate feeling of loyalty has to be from within. The value of loyalty can be inherited or learned and developed. Social workers loyalty to profession is an essential value which should be inculcated and enriched by them, in order to set higher practice standards of the profession. If this value is not internalized, it will bring destruction, devastation and many illicit practices. Social workers need to inculcate and nurture this value within them, which will be reflected in their practice. Loyalty to profession can be nurtured among the social workers through four broad ways:

- Internalization of the goals and objectives of the profession.
- Adhering to the values, ethics, methods, principles and approaches of the social work profession.
- A strong determination to ensure credibility of the profession.
- A strong desire and continuous motivation to stay with and work for the profession with the other professionals of the social work fraternity.

In order to enable the social work profession to set higher standards, it is necessary for the professionals in the social work fraternity to imbibe themselves with this value. It should be inculcated by the social work practitioners, the academic social workers (teachers) and also by the social work trainees (students). Social work being a practice oriented profession; these three groups are closely related to one another. The social work practitioners are not only involved in the mere provision of services to the deserving people, but they also have important roles in educating people, imparting trainings and supervising trainee students of social work. A social work academician is not focused only in the classroom teaching but involves and conducts different research studies in the field, designs and develops resource materials, etc., and improves his or her credentials of being a teacher from practice. A social work trainee either becomes an academician or a practitioner of social work according to his or her choice. Imparting proper training to the social work trainees is a joint responsibility shared by the social work academicians and social work practitioners. All these three groups of the social work fraternity have the innate responsibility of taking the profession to the higher standard and it becomes essential on their part to be loyal to the profession of social work.

Loyalty to Social Work by Social Work Practitioners

Social work practitioners play a major role in ensuring the well being of people, helping them to reduce their sufferings, empowering them, enhancing their potentials, building better relationships among people, and promoting a better society. It is essential for the social work practitioners to adhere to the values, code of ethics, methods and principles of social work profession in order to ensure that the rights of the people are being

safeguarded, justice and equality is being ensured to them; through the provision of high quality service to them.

Loyalty to Social Work by Social Work Academicians

Social work educators have the responsibility of moulding the social work students to ingrain them with the social work values, ethics, methods and principles. The social work academicians have the responsibility of imparting knowledge to the students and enable them to enhance their skills by encouraging them to apply this theoretical knowledge in practice. Through the classroom teachings, the field work practice, research project and other curricular activities (such as assignments, projects, etc.), social work educators provide opportunities to the students to groom themselves to increase their knowledge and enhance their social work skills, in consideration with the values and ethics of the profession. The educators are responsible for shaping the students and bringing professional development in the students. The social work educators should be responsible and committed to the future of the social work profession by their continuous contribution to the grooming and enhancement of the potentials of the social work students.

Loyalty to Social Work by Social Work Trainees

The social work trainees also comprise the social work fraternity because the future of the profession lies with them, the standard of their practice. Social work values and ethics are imparted to them through different activities. The student social workers must enhance their knowledge and skills base of the profession, through engaging themselves in various activities. The students are expected to be loyal to their teachers, supervisors, mentors, clients, agencies and to the responsibilities given to them. Through the period of their education or training, they should develop a conscious loyalty towards the profession, which can enable them to take the profession ahead to a higher level.

Check Your Progress I

Note : a) Use the space provided for your answer.

b) Check your answers with those provided at the end of this unit.

1) What is the structural framework of loyalty to Social Work profession?

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2) List out the principles of loyalty to profession in Social Work.

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1.8 LET US SUM UP

Loyalty to the profession is an important value of social work profession. Social workers need to imbibe themselves with this value. Unless social workers identify and associate themselves with the value of loyalty to profession, they cannot be held accountable and credible for improving the lives of the people, with whom they work and bringing necessary changes in the larger society. Social workers need to continuously and consciously engage themselves in being loyal to their profession, inculcating this value in their practice. Loyalty to profession will enable the social workers to enhance the professional status of social work, enhance its credibility and services provided by the profession.

1.9 SUGGESTED READINGS

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1.10 ANSWERS TO CHECK YOUR PROGRESS

Check your progress I

- 1) According to the American philosopher Josiah Royce in his book *The Philosophy of Loyalty* (1908); loyalty is a virtue, indeed a primary virtue, “the heart of all virtues, and the central duty among all the duties.”
- 2) Loyalty to profession can be described as a process, where certain attitudes give rise to certain behaviours. Loyalty to one’s profession has two dimensions: internal and external.

Check your progress II

- 1)
 - Loyalty to self.
 - Loyalty to social work institutions and practice.
 - Loyalty to client and agency systems.
 - Loyalty to other professionals and professions.
 - Loyalty to associations, society and nation.
- 2)
 - Need for social workers to contribute to the development and improvement of social work profession.
 - Need to refrain from unhealthy behaviours that affect the values of the profession.
 - Need to be honest with finances and accounts.
 - Need to publish the experiences and recordings.
 - Need to seek membership in professional associations.

UNIT 2 PATRIOTISM AS A VALUE OF SOCIAL WORK

Structure

* Rambabu Botcha

- 2.0 Objectives
- 2.1 Introduction
- 2.2 Concept and Meaning of Patriotism
- 2.3 Demonstration of Value of Patriotism
- 2.4 Blind Patriotism versus Constructive Patriotism
- 2.5 How to nurture value of Patriotism
- 2.6 Patriotism as core value of Social Work
- 2.7 Principles of value of Patriotism
- 2.8 Expression of value of Patriotism
- 2.9 Let Us Sum Up
- 2.10 Suggested Readings
- 2.11 Answers to Check Your Progress

2.0 OBJECTIVES

By end of this unit, you should be able to:

- Understand the concept and meaning of patriotism;
- Demonstrate the value of patriotism;
- Explain patriotism as a core value of social work;
- Describe the principles of values of patriotism and
- Discuss different ways of expression of value of patriotism.

2.1 INTRODUCTION

Patriotism is the combination of “love of the country” and “attachment to national values based on critical understanding” (Adorno et al. 1950). If one loves one’s country he/she has to work for the development and welfare of the country. Patriotism spontaneously comes from the hearts of people and flourishes with acts oriented towards development of the nation. Patriotism is one of the best virtues expected from the citizens of a country. It is a noble feeling of the mind towards one’s country and its people.

Nation building, national solidarity, citizenship, national security, brotherhood, peace and harmony within a country are ensured through promoting and practising the value of patriotism. Since social work is a human service profession, it has great responsibility to promote the value of patriotism and make it evident in one’s life. Value of patriotism urges social workers to respect and sustain the existing culture specific practices within the country and initiate new practices while respecting the peculiarities and specific

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cultures in one's own country. Social work profession has got its presence across the globe, which would strengthen any nation's initiatives and efforts for social justice and social welfare. Patriotism is being promoted as one of the core values in social work profession by professionals and professional institutions. Contributing, dedicating, sacrificing and living for mother land in varying forms is essential for the development and prosperity of the country.

2.2 CONCEPT AND MEANING OF PATRIOTISM

In simple terms patriotism is the cultural attachment to one's homeland or devotion to one's country, although interpretations of the term vary with context, geography and political ideology (Adorno et al. 1950). It is a set of concepts closely related to those of nationalism. Patriotism is usually defined as "love of country," or more literally, of motherland, the land of the mother/of fatherland, the land of the father. The origin of the word patriotism comes from the ancient Greek and Latin word *pater*, meaning father, and it expresses an emotion similar to loyalty to a parent; from this root we have the Latin word *patria*, meaning fatherland (Bar Tal and Ben Amos, 2004). The term patriotism has acquired different meanings at different times and in different contexts. In eighteenth-century England, "the title 'patriot' was one that all parties were eager to claim for themselves". It has been remarked by Quentin Skinner that "both the Whigs and Tories used the concept of patriotism to mean 'the ideal of acting in such a way as to defend and preserve the political liberties which their fellow countrymen enjoyed under, and owed to, the constitution'" (Viroli 1995:60) Leoussi (2001).

Stephen Nathanson (1993) defines patriotism as involving:

- Special affection for one's own country,
- A sense of personal identification with the country,
- Special concern for the well-being of the country, and
- Willingness to sacrifice to promote the country's good.

Accordingly, patriotism can be defined as love of one's country, identification with it, and special concern for its well-being and that of compatriots. There is broad agreement on the meaning of patriotism as "a deeply felt affective attachment to the nation" (Conover and Feldman 1987) or the "degree of love for and pride in one's nation" (Kosterman and Feshbach 1989).

Every social group has its own notions of loyalty. The institution of family embeds loyalty to the family as a social group. When a son and his wife and children separate from the rest of the family or when brothers divide their property, the neighbourhood reacts with sorrow and not glee in the Indian villages. Caste associations emphasize the benefits which come from an active participation and cooperation between different members of the same caste. Tribal groups too emphasize similar benefits from collaboration. The notion of patriotism is different from such forms of group loyalty. The difference lies in its close affinity with the state. Patriotism is not based upon kinship or of shared descent like in families, castes and tribes. Patriotism is based upon the idea of a nation and its central institution, the state (Madan, 2003).

2.3 DEMONSTRATION OF VALUE OF PATRIOTISM

There are several ways to demonstrate and promote patriotism in a country. It's always good to love motherland where one was born, shaped and nurtured with love and

brotherhood. Patriotism helps individuals, families, groups and communities to have healthy relationship which will lead to ameliorate communal violence, religious conflicts, regional tensions and racial discrimination. Patriotism has distinct power to control and shape the nation. Some of the ways to show patriotism include:

Be an active citizen

Actively demonstrate the love for one's country by being part of its political process and social concerns. Every patriot has to continually strive for a better country for all. Performing one's duty with the value of responsibility and commitment is the best way for expressing the value of patriotism towards the country. For example, if the officials perform their duty in prompt way, politicians perform their duty in constructive way and the teachers perform their responsibility in dedicated manner, the country will march towards development. An active citizen is expected to participate in the political process by casting vote. Similarly, in every field of one's interaction a citizen can express one's loyalty to the nation. For example, being honest with making tax payment or participation in local self government. A loyal citizen will also inculcate the value of loyalty and patriotism among one's children.

Promote and respect the history of the country

Every country has a past and a process of evolution to its present nature. What are some of the great things people have done and how they showed their love for their country? What are some of the things people have done with good intentions but poor results? Learn from one's country's history, both the good times and the bad times. This learning enhances the value of patriotism. In this process, one has to respect and regard the national leaders who sacrificed for the country as well as those who brought glories to the nation. There is also a need to record the contributions of social workers to national harmony and nation building.

Focus on current events

Focus on what is going on in the world as a whole with regard to the fast changing social, economic and technological scenario and how one's country is involved in it as well. How the country is reacting to the changes in the global scenario and how the changes are affecting the socio- demographic and political sphere of the country. The current developmental policies and programmes of the country and its effectiveness can be monitored and feedback can be provided by the professionals through social work research. Similarly, participation in policy formulation and cooperating with the government's welfare and development initiatives will justify the contribution of social workers as well as one's loyalty to the profession.

Celebrate important national days

Celebrating the important days in the history of a country is essential for developing and inculcating the value of patriotism. What happened in your country on this day in history? Did they win a war? Did they gain independence? Acknowledge the solemnity inherent to certain holidays, especially those that commemorate a victory that involved bloodshed. The Independence Day, Republic Day, Martyrs Day, Army Day and similar occasions declared by government, are just few examples. In India the birthday of Mahatma Gandhi on October 2nd every year is being observed as Gandhi Jayanti day. One of the activities being practiced by children in schools across the country is to take part in cleanliness drive and other similar programmes to show their solidarity.

Reciting National anthem

Singing of national anthem on important occasions and after major academic and cultural events in schools and colleges/universities would remind the participants about the need to be patriotic. It will enhance the value of patriotism among the participants. In the morning school assembly, signing of national anthem and reciting of the pledge inculcate the value of patriotism and love for the country among children from very early in life. Incorporating lessons on various historical, demographic and political aspects in the curriculum is another form of inculcating patriotism through educational institutions.

Some other practices that can demonstrate patriotism in one's country includes: promoting stories of patriotic legends of one's country; writing poetry on the topic; composing and staging cultural activities; telecasting and broadcasting films, dramas, documentaries and programmes which have patriotic feelings; promoting of theatre arts as part of patriotism; promoting and encouraging patriotic songs; reading about the freedom struggle; remember and recognize the contribution and sacrifice of prominent citizens (freedom fighters); instituting awards; and making efforts for national integration are few suggestions.

A country like India has been carrying forward various practices towards patriotism. The practice that exist in the schools and Governmental offices by way of respecting and remembering the Father of the Nation and observing silence for couple of minutes at 11 am on October 2nd, the Martyrdom day of Mahatma Gandhi is just another example. Every country does observe the days of eminent personalities on their birth anniversary and death anniversary and remember their contribution and efforts for the nation. Their contribution and effort towards bringing freedom, promoting peace, brotherhood and tranquillity, and developing various sections of the society is recognized and remembered on the occasion. All these practices are part of helping citizens to inculcate the value of patriotism.

As citizens of the country, everyone is responsible to serve their country and bring peace and tranquillity within the nation. In several countries, one is expected to serve for couple of years in the armed forces. There is need to promote patriotism as core value of social work to generate awareness among the people to work for their motherland.

2.4 BLIND PATRIOTISM VERSUS CONSTRUCTIVE PATRIOTISM

Patriotism is generally considered to be love of country, love of fellow countrymen, love of birthplace, and deep feelings for the local sights that one encounters all his life, forming a natural personal family-like connection to a specific country (Schaar, 1981; Viroli, 1995). There are two types of patriotism, blind patriotism and constructive patriotism. Blind patriots believe that all other countries are inferior to theirs in every respect. They believe that other countries are always in the wrong; they are less free, less civilized, irreligious and abnormal. The second type namely, the constructive patriot has a sense of a critical loyalty. In constructive patriotism, the nation is estimated on the basis of a critical conscience; critical conscience refers to the formation of an opinion of the nation which is independent of elites within the group (Schatz/Staub 1997). Critical patriots support the nation's welfare, based on a universal humanistic value system.

The following observations have been made (Schatz, Staub, & Lavine, 1999; Blank & Schmidt, 2003; Rothi, Lyons, & Chryssochoou, 2005, cited by Eyal Lewin, 2013) to highlight the difference between blind patriotism and constructive patriotism:

- 1) Blind patriotism resents any form of criticism towards the country; constructive patriotism is manifested through questioning whether the patriotic action fits the social group's goals.
- 2) Blind patriotism is characterized by political disengagement and deliberate political ignorance; constructive patriotism correlates with gathering of information, striving for social conclusions and high levels of political involvement.
- 3) Blind patriotism is strongly connected with nationalism and with a sense that the national security—indeed, the national culture itself—is at risk; constructive patriotism may put national identity aside and even deny feelings of national superiority.
- 4) Blind patriotism defines social attachment using a terminology of genealogy and primordial origins generated within the nation's history; constructive patriotism forms social boundaries through civic procedures and commonly shared political structures.

Every country expects constructive patriotism from its citizens. Being a helping profession which is aimed at social welfare and social justice, social work profession has a great responsibility to nurture the value of constructive patriotism among the people through its intervention with individuals, families, groups and communities.

Check Your Progress I

Note: Use the space given below for your answers.

- 1) Describe the term patriotism.

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- 2) Differentiate between blind patriotism and constructive patriotism.

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2.5 HOW TO NURTURE VALUE OF PATRIOTISM

Patriotism involves citizens displaying devotion to their country, including devotion to the fundamental values and principles upon which it depends and respecting the cultural diversities and the peculiarities. School education provides the foundation for the value of patriotism. From early childhood, we are nurtured with patriotic content: throughout all phases of the education system, the student encounters patriotic messages interwoven into the curriculum, in text books, and a variety of co-curricular and extra – curricular activities.

Similarly different religions, communities and groups also have to take active part in inculcating the value of patriotism and respecting the diverse and unique heritage of the nation. Strong base of patriotism will ensure the practice of common brotherhood, peace and harmony among the diverse religious, linguistic and ethnic groups.

Now a days, social media plays a vital role in effecting the sentiments of millions across the board. One can choose social media including facebook, twitter, orkut, google plus, whatsapp, youtube, etc., to promote patriotism and its importance. Professional social workers should take active role in utilizing social media in promoting patriotism and its importance to the large number of people and expanding the mission for social welfare and social justice.

Patriotism among sports persons is also to be sustained and can take the value of patriotism beyond borders. Exposure visits for school and college students to historic places such as museums, war memorials, architecture, monument, forts, etc., are important practices towards nurturing patriotism. Responding to emergency situations, contribution to prime minister's relief fund, contribution to chief minister's relief fund, and extending relief and rehabilitation work during natural calamities would also show loyalty towards the nation. Honouring the great leaders, naming various institutions, roads, lanes, etc., in their names would further extend the feeling of patriotism among young generation of a country.

Organizing various programmes on national days would further lead to enhance patriotism among the citizens to a great extent. Some of the important days chosen by India include: National Youth Day - birthday of Swami Vivekananda, 12th January; Republic Day (India), 26th January; Anti Leprosy Day (Martyrdom day of Mahatma Gandhi), 30th January; International Women's Day, 8th March; Martyr's Day, 23rd march; Ambedkar Jayanti/Bhim Jayanti, 14th April; World Environment Day, 5th June; World Peace Day, 21st September; Quit India Day, 8th August; Independence Day (India), 15th August; Teacher's Day (Birthday of S. Radhakrishnan), 5th September; International Non-Violence Day (Birthday of Mahatma Gandhi & Birthday of Lal Bahadur Shastri), 2nd october; Children's Day (Birthday of Jawaharlal Nehru), 14th November. Same way every country observes certain days that are important to them which help promoting patriotism.

Social work profession is a human service profession as it works for the welfare of the country and its people. Several problems can be eradicated with patriotic approaches. In several countries, various actions are initiated and awareness being created on important national issues through social action, community mobilization programmes and awareness campaigns which require networking, and advocacy. Cultural sensitivity, competence and integrity are some of the values that can be promoted along with the value of patriotism.

2.6 PATRIOTISM AS A CORE VALUE OF SOCIAL WORK

Greek philosopher Socrates once said, "Patriotism does not require one to agree with everything that his country does, and would actually promote analytical questioning in a quest to make the country the best, it possibly can be." Patriotism as a value of social work urges every professional to make their country the best possible place joining hands with the government, welfare organizations, social institutions including NGOs and the larger society.

Social work profession has to uphold the value of constructive patriotism throughout its interventions. As any other core value of social work, patriotism plays vital role in bringing harmony, peace and brotherhood in the society. Bringing peace in any country is very much essential for its progress and development. Every country strives to ensure social justice and social welfare for its citizens. This will definitely result in improved quality of life, better standard of living, social functioning and understanding among each other in the country. Social work profession also aims at the overall development of the people. Hence, the practice of social work in a country is the reflection of the value of patriotism.

Social work profession is one of the important professions that can promote patriotism as a core value at various levels. Teachers should educate the students to learn and imbibe the value of patriotism and promote the welfare of the nation. Practitioners are responsible to promote patriotism through various practices mentioned earlier such as observance of important national days. By organizing various activities in educational institutions, governmental organizations and non-governmental organizations, the value of patriotism can be inculcated among people at various levels without any cast, creed and cultural differences. Above all, the social work fraternity work with the people of various communities in rural, urban and tribal sectors where the value of patriotism can be made evident through their actions. In the helping process, people can be sensitised to promote the value of patriotism through various kinds of activities.

Social work fraternity including educators, practitioners and students are to carry forward patriotism as one of the core value in social work profession through various approaches. As we all know, social work profession enter into the pains of the people and understand and analyze their problems in a scientific manner. All these problems are addressed with the help of various methods, different ethical principles and certain set of core values. Promotion of patriotism is essential to social work profession which helps the country in several ways, directly and indirectly. If there is patriotism among the people they will be loyal to their country and its people. Loyalty to one's nation help in bringing about brotherhood, mutual understanding, mutual help, peace and harmony. This results in overall development of the country.

Social work professionals should link other values with the value of patriotism. Professional social workers should imbibe other values such as service, loyalty to the profession and hard work to effectively practice the value of patriotism. Ensuring the practice of patriotism and service together brings positive outcome and better result in social work interventions. Various sections of people in this world are struggling for their survival by confronting different types of problems. Apart from poverty and unemployment, many are being exploited, discriminated, stigmatized and excluded. Most of the people need different kinds of social work interventions. In such cases, value of patriotism motivates social work professionals to work for their country and its citizens. Social work profession should compassionately work towards eradicating inequalities in the society. Methods of resource mobilization, networking, advocacy, community organization and social action are very handy for the social workers while working for them. These methods enable social workers to challenge the various forms of exploitation and effectively practice the value of patriotism.

There are various institutions, boards and bodies working for the welfare of the country such as state social welfare boards, central social welfare board, non-governmental organizations, corporate bodies, donor organizations, etc. Professional social work can play a vital role by doing advocacy for enacting better policies and programmes towards eradicating poverty, hunger and unemployment in the nation. Similarly, education,

health, environment, social security and livelihood are few other aspects that social workers must focus on.

The value of patriotism expects the worker not to discriminate people of other nationalities and that one serves people who are in need whether in an open community, institutions, refugee camps or prisons, etc. In fact, extending the best services possible to such clients would bring about appreciation not only by those being served, but also by the people of those countries. One of the areas where the concept can be made evident is the UN Peace Keeping Forces where Indian soldiers have been rendering services for several decades. In fact, professionals with expertise in military social work would be in a better position to make evidence based practice to inculcate the value of patriotism among the armed forces.

2.7 PRINCIPLES OF VALUE OF PATRIOTISM

The ethical principles of patriotism highlighted in code of ethics for social workers (Thomas, 2015) are:

Need to imbibe and inculcate the value of patriotism

Social work teachers must ensure that the students, trainees and supervisors imbibe the value of patriotism during their period of training, education and research. Social work students must protect, enhance and improve the values, ethics, knowledge and mission of the profession keeping in view the welfare of the people and development of the nations.

Need to respect democracy and the rights enshrined in the Constitution of the land

Social work practice and interventions should be in accordance with the democratic values and rights and duties of the people enshrined in the constitution of each country. Social workers must practice the profession keeping in view the code of ethics, constitutional obligations, fundamental rights, directive principles and provisions of social welfare and human rights enshrined in various UN conventions.

Need to be loyal to one's country and the principles for which it stands

Social workers have to be loyal and dedicated to the enrichment and enhancement of the aspirations of one's country and work towards its growth and development.

Need to have accurate knowledge about the profile of the client's country and the culture

Value of patriotism must enable the social worker to be well informed about the profile of the client, cultural and environmental identities of the client's country, policies and programmes of government, as well as the legal system prevalent in that country.

Need to be non- discriminatory in approach

Social workers are expected to regard the culture, health practices, positive values and spirituality of individuals, families, groups and communities within the country without any discrimination (Thomas, 2015).

Check your Progress II

Note: Use the space provided for your answer.

- 1) Describe patriotism as a value of Social Work.

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- 2) List out various principles of value of patriotism.

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2.8 EXPRESSION OF VALUE OF PATRIOTISM

Teaching, research and expression of values about patriotism is highly required among social work professionals. Fraternity of social workers can educate the students to inculcate the value of patriotism. There is a big responsibility vested upon the social workers to carry forward the spirit of patriotism among the citizens of one's country.

The usual ways of expressing the value of patriotism is to be polite and considerate to neighbours, colleagues, the elderly, handicapped and other disadvantaged in the society through one's life style, writings, actions and words. Whatever the nature of one's job, one can commit oneself to be patriotic because it is a contribution to the nation's economy and social development. In the day to day life, a driver can express patriotism by following the traffic rules, and general public can express the same by keeping the surroundings clean and hygienic. Some important ways to express the value of patriotism include:

Be loyal to the country

Every social work professional has to be loyal to one's country. Value of patriotism urges social workers to respect the democratic values, principles and ideologies of their country. It involves love and affection for one's countrymen and expressing the same by evidence based practice where the values of patriotism can be felt in one's actions.

Respect the Culture

Value of patriotism insist the social work professionals to respect the diverse languages, customs, art, stories, faith and traditions of their country and to work towards protecting the same. A social worker cannot discriminate a client because of his/her culture and socio-economic status. One of the best examples one may experience when he/she

visits a foreign country is the feeling of the expression of value of patriotism from fellow countrymen who may come forward to lend a helping hand in various forms and make the visitor feel at home.

Protect the natural resources and places

Social workers have to work towards protecting the national resources, natural resources, public properties, public places and places of national importance by inculcating the value of patriotism among the students and the clients- individuals, families, groups and communities.

Promoting welfare policies and programmes

Value of patriotism urges social workers to advocate and network with people who matter by initiating need based welfare policies and programmes and by implementing the same in the best possible manner benefiting larger society. The knowledge base of the social worker and his/her expertise of working with people in distress can be a big source of facilitating policy makers to formulate policies and programmes which would meaningfully address the needs of people.

Performing duties

Performing fundamental duties as citizens is essential for the progress and development of one's country. Citizens of any country should be loyal to their country by delivering duties prescribed in their Constitution and 'go the extra mile' to reach the marginalised and the poorest of the poor in any society.

Loyalty to profession

Loyalty to one's profession is an indirect way of expressing the value of patriotism. Performing one's job with total dedication and becoming a role model among students and clients will go a long way in expressing one's loyalty to the profession. Similarly, recording and publishing one's experience and improving the knowledge base and skills of social work profession is another way of showing the value of patriotism.

Constructive criticism

Value of patriotism does not mean blind acceptance of policies, programmes, mistakes, etc., of the government and its machineries. Social work professionals have to be watch dogs towards the implementation of welfare programmes without the involvement of corruption. Providing constructive feedback for the enhancement of the programmes and policies, and thus facilitating welfare of the nation should be a priority for every social work professional. Evidence based research reports for policy formulation is essential in a democratic society.

Take part in common cause

Every citizen especially social workers have to actively participate in common cause for national interest. Participating in relief programmes, disaster management programmes etc., are important occasions to express the value of patriotism. Participating in national elections, local self governance, contributing to national development policies and programmes through debate and writings and use of various media for the benefit of the country are other examples of expressing the value of patriotism.

Check Your Progress III

Note: Use the space provided for your answer.

- 1) How will you express the value of patriotism?

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- 2) Explain constructive criticism.

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2.9 LET US SUM UP

‘Love your mother land, work for your nation and dedicate yourself for your country’. This is possible only through promoting the value of patriotism among the citizens. People are to be loyal to their nation. Professional social workers should be patriotic and have to work towards nation’s welfare and integrity. As part of its education, training, practice and research, social work profession should give utmost priority in inculcating the value of patriotism among its professionals. Imbibing the value of patriotism will help the professionals to genuinely work towards nation’s development and improvement of social welfare programmes in one’s country.

In this unit, we have discussed about value of patriotism including concept and meaning. An insight has been given on demonstration of the value with five important points. This unit also gives an understanding about blind patriotism versus constructive patriotism. Principles of values of patriotism have been highlighted. It has also pointed out the expression of value of patriotism.

2.10 SUGGESTED READINGS

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2.11 ANSWERS TO CHECK YOUR PROGRESS

Check Your Progress I

- 1) Patriotism is the combination of “love of the country” and “attachment to national value based on critical understanding”
- 2) Blind patriotism believes that all other countries are inferior to theirs in every respect. They believe that other countries are always in the wrong; they are less free, less civilized, irreligious and abnormal. The second type namely, the constructive patriot has a sense of a critical loyalty. In constructive patriotism, the nation is estimated on the basis of critical conscience; critical conscience refers to formation of an opinion of the nation which is independent of elites within the group.

Check Your Progress II

- 1) Greek philosopher Socrates once said, “Patriotism does not require one to agree with everything that a country does, and would actually promote analytical questioning in a quest to make the country the best, it possibly can be.” Patriotism as a value of social work urges every professional to make their country the best possible place joining hands with government, welfare organization, social institutions including NGOs and the larger society.
- 2) Need to imbibe and inculcate the value of patriotism
 - Need to respect democracy and the rights enshrined in the Constitution of the land.
 - Need to be loyal to one's country and the principles for which it stands

- Need to have accurate knowledge about the profile of client's country and the culture
- Need to be non-discriminatory approach.

Check Your Progress III

- 1) The usual ways of expressing the value of patriotism is to be polite and considerate to neighbours, colleagues, the elderly, handicapped and other disadvantaged in the society through one's lifestyle, writings, actions and words.

Value of patriotism does not mean blind acceptance of policies, programmes etc. Providing constructive feedback for the enhancement of the programmes and policies, and thus facilitating welfare of the nation should be the priority for every social work professional.



UNIT 3 CULTURAL SENSITIVITY AS A VALUE OF SOCIAL WORK

Structure

* Minimol K. Jose

- 3.0 Objectives
- 3.1 Introduction
- 3.2 What is culture?
- 3.3 Cultural diversity and social work profession
- 3.4 Cultural Sensitivity
- 3.5 Cultural sensitivity and related concepts
- 3.6 How to achieve cultural sensitivity
- 3.7 How to develop cultural sensitivity
- 3.8 Personal attributes of a culturally sensitive social worker
- 3.9 Skills required for a culturally sensitive social worker
- 3.10 How to practice cultural sensitivity
- 3.11 How to demonstrate cultural sensitivity- Example
- 3.12 Let Us Sum Up
- 3.13 Suggested Readings
- 3.14 Answers to Check Your Progress

3.0 OBJECTIVES

After studying this unit you will be able to:

- Understand the concepts: culture, cultural awareness, cultural sensitivity and cultural competence
- Understand the relationship between social work values and culturally sensitive practice
- Understand the qualities and skills of a culturally sensitive social worker
- Discuss about the context in which cultural sensitivity is significant and relevant and ways through which social workers can become more culturally sensitive and culturally competent

3.1 INTRODUCTION

Almost all countries across the globe are constantly undergoing major demographic changes. The changes challenge social workers to adjust to a more culturally diverse clientele. Social workers deal with individuals who belong to diverse cultural backgrounds. As social workers, practicing in culturally sensitive ways is of the highest importance. Awareness about worker's own culture and understanding and being sensitive towards clients' cultures are crucial for effective professional social work practice in the current social scenario. Cultural considerations are receiving increasing attention in the field of social work, as our pluralistic society demands that providers of support services be culturally sensitive as well as competent.

3.2 WHAT IS CULTURE?

Culture can be defined as the symbolic and learned non-biological aspect of human society, including language, custom and convention, by which human behavior can be distinguished. It guides how people live, what they generally believe and value, how they communicate, their habits, customs and tastes. It also organizes our cognitions, emotions and behaviors in both subtle and obvious ways that may be beyond awareness. Culture influences all spheres of human life. It defines health, illness and the search for relief from disease or distress.

Culture shapes how people experience the world, yet it is not an easy term to define. Culture is a set of values, social practices and forms of expression held in common by a group of people. People within the group usually identify themselves and are identified by outsiders according to ancestry, language and traditions. Although culture is often determined in this way — by ethnicity— it can also involve geography, religion and socio-economic status. In fact, some people identify themselves as a group because they have similar gender status, sexual orientation, physical or mental ability, academic or professional experience. Social Workers need to consider how they are influenced by their own social group membership; how the people they work with identify themselves. They also need to know what it means to each person to be part of a group and how it feels to be excluded. Provision of relevant and meaningful support to so many diverse people make social work practice a challenging endeavor. What separates social workers from other helpers is the social workers value to consider and respect all the difference among the people they work with.

3.3 CULTURAL DIVERSITY AND SOCIAL WORK PROFESSION

The social work profession traditionally has emphasized the importance of the person-in-environment framework for assessment and there is a need to include varying degrees of important cultural factors that have meaning for clients. The term diversity has a broader meaning in social work. It has been not only associated with race and ethnicity but includes socio cultural experiences of people of different genders, social classes, religious and spiritual beliefs, sexual orientations, ages and physical and mental abilities. What is behaviorally appropriate in one culture may seem abnormal in another. Accepted practice in one culture may be prohibited in another. To fully understand and appreciate these differences, social workers must be familiar with different cultural traditions and norms. Cultural sensitivity builds on the professional values such as self-determination, individual dignity and worth, inclusion, tolerance and respect for diversity in all forms.

3.4 CULTURAL SENSITIVITY

Cultural Sensitivity is a set of skills that enables you to learn about and get to know people who are different from you, thereby coming to understand how to serve them better within their own communities. The term cultural sensitivity embodies the knowledge, understanding, skills and protocols that allow an individual or system to provide services across cultural lines in the best possible way. Cultural Sensitivity permits us to respond with respect and empathy to people of all nationalities, classes, races, religions, ethnic backgrounds and other groups in a manner that recognizes, affirms and values their worth. Cultural sensitivity is the awareness and sensitivity of other practices and cultures. Cultural sensitivity skills include assessing different cultures, how they should be properly

approached and the appropriate way of communication. Skills may also include evaluating how certain cultural differences affect the way people work, and how to value differences so that discrimination and harassment, either intended or not, do not occur.

3.5 CULTURAL SENSITIVITY AND RELATED CONCEPTS

- “*Cultural knowledge*” means that you know about some cultural characteristics, history, values, beliefs and behaviors of another ethnic or cultural group.
- “*Cultural awareness*” is the next stage of understanding other groups — being open to the idea of changing cultural attitudes.
- “*Cultural sensitivity*” knows that differences exist between cultures, but not assigning values to the differences (better or worse, right or wrong). In short it is the ability to understand different cultures.
- “*Cultural competence*” brings together the previous stages — and adds operational effectiveness. A culturally competent person has the capacity to bring into many different behaviors, attitudes and policies and work effectively in cross-cultural settings to produce better outcomes. It is the ability to use cultural sensitivity as a basis for social work practice.

3.6 HOW TO ACHIEVE CULTURAL SENSITIVITY

Since everyone is the product of their own culture, we need to increase both self-awareness and cross-cultural awareness. In order to be culturally sensitive, social workers should be able to understand their own culture and understand the differences among cultures.

1. Awareness of self: Cultural competence requires social workers to examine their own cultural backgrounds and identities to increase awareness of personal assumptions, values and biases. The workers’ self-awareness of their own cultural identities is fundamental to social work practice. This awareness of personal values, beliefs and biases inform their practice and influence relationship with the clients. Social workers should be able to know and acknowledge how fears, ignorance and the “isms” (racism, sexism, ethnocentrism, heterosexism, ageism, classism) have influenced their attitudes, beliefs and feelings. Self-awareness also helps in understanding the process of cultural identity formation and helps guard against stereotyping. As one develops diversity within one’s own group, one can be more open to the diversity within other groups. Social worker must constantly reflect on ways in which his /her culture affects practice. Selected aspects of self that are influenced by culture are:
 - a. The way problems are defined (whether the sources of problems attributed to individual factors or environmental factors)
 - b. Preferred problem solving styles (with or without outside assistance)
 - c. Body language
 - d. Speaking style
 - e. Which characteristics are viewed as strengths or weaknesses

- f. Attitudes and beliefs about other's values and behavior (eg. Are values that differ from own culture considered wrong?)
 - g. Spirituality and role of religion
 - h. Orientation to time
 - i. Who is entitled to be respected and how the respect is to be demonstrated
 - j. One's own internalized discrimination
2. Understanding cultural difference (cultural awareness)

In addition to awareness of self, cultural awareness becomes central when social workers interact with people from other cultures. People see, interpret and evaluate things in a different way. What is considered an appropriate behavior in one culture is frequently considered inappropriate in another culture. Misunderstandings arise when "I use my meanings to make sense of your reality". Cultural Awareness is the foundation of communication and it involves becoming aware of our cultural values, beliefs and perceptions. The key skills needed to develop cultural sensitivity are communication, openness to differences, and genuine interest in learning about those differences. Nothing can be more real than the life experiences of clients and social workers. For clients who differ from worker's culture and ethnicity, good social work practice requires learning about the reality of client's lives.

A culturally sensitive Social Worker examines the way people view accomplishments, relationships, and human behavior takes into consideration how a person's cultural background may influence their values. Social workers are to be self-reflective i.e., to think about their own actions, beliefs, biases and values in relation to others and to make use of this self-reflective insight in their practice.

When conducting an interview with someone from a different ethnic background than that of the Social Worker, the following questions may be considered:

- What contributes to a stressful situation or problem in your family?
- How do individuals in your family respond to or cope with such situations?
- Describe support systems.
- How would your family respond to external helpers?
- Accepted roles of men and women in your family?
- Signs of social identity (eg. art, book, clothing, language, food).
- Describe any prejudice or discrimination you have experienced.

3.7 HOW TO DEVELOP CULTURAL SENSITIVITY

All organizations require a defined set of values and principles and demonstrate behaviours, attitudes, policies and structures that enable them to work effectively cross culturally. It is the ability to understand, communicate with and effectively interact with people across cultures and it is our capacity to :

- Be aware of our own world view
- Develop positive attitudes towards cultural differences

- Gain knowledge about cultural practices and world view
- Develop skills for communication and interaction across cultures

It invites social workers to be more aware of their own cultural background and how it affects relationships with clients.

Workers who are culturally sensitive respect multiple ways of knowing, seeing and living, celebrate the benefits of diversity and have an ability to understand and honour differences.

For a culturally sensitive practice, social workers should be mindful of the following:

- Admit ignorance about culture: Becoming aware of worker's ignorance about culture is the first step to learn about other cultures and being sensitive towards them.
- Suspend judgments. Collect as much information as possible so you can describe the situation accurately before evaluating it.
- Empathy. In order to understand another person, we need to try to be in his/her shoes. Through empathy, we learn how the other people would like to be treated by us.
- Systematically check assumptions: Ask colleagues for feedback and constantly check assumptions to make sure that a clear understanding of the situation is developed.
- Become comfortable with ambiguity: The more complicated and uncertain life is, the more we tend to seek control. Assume that other people are as resourceful as we are and that their way will add to what we know.
- Celebrate diversity: Treat each person as an individual and celebrate diversity among individuals.

3.8 PERSONAL ATTRIBUTES OF A CULTURALLY SENSITIVE SOCIAL WORKER

- Genuineness
- Empathy
- Warmth
- Capacity to respond flexibly to a range of possible solutions
- An acceptance and openness to differences among people
- A willingness to learn to work with clients of different backgrounds
- An articulation and clarification of stereotypes and biases and how these might accommodate or conflict with the needs of diverse client groups
- Personal commitment to alleviate racism, sexism, ageism, etc.

3.9 SKILLS REQUIRED FOR A CULTURALLY SENSITIVE SOCIAL WORKER

- Work with a wide range of people who are culturally different or similar to themselves and learn about their cultures.
- Assess the meaning of culture for individual clients and client groups.
- Encourage open discussion about cultural differences and respond to culturally biased cues.
- Master culturally appropriate interviewing techniques and conducting comprehensive assessment.
- Preparation of culturally appropriate intervention plan involving the clients and respecting their choices in developing goals for service.
- Generate a wide variety of verbal and non-verbal communication skills in response to direct and indirect communication styles of diverse clients.
- Understand the interaction of the cultural systems of the social worker, the client, the particular agency setting and the community.
- Effectively use the client's natural support system in resolving problems.
- Demonstrate advocacy and empowerment skills in working with clients, recognize and combat 'ism's, stereotypes and myths held by individuals and institutions.
- Identify service delivery systems that are appropriate to the clients.
- Elicit feedback from clients and colleagues in order to enhance culturally competent practices.

3.10 HOW TO PRACTICE CULTURAL SENSITIVITY

- Reflect on their own cultural background and values (what they learned growing up) so they can more easily find parallels between their own lives and the clients';
- Build trust;
- Learn about various cultures, especially those in the community that is being served;
- Explore factors that influence decision making in those cultures;
- Confront their own misconceptions about various cultures. Challenge themselves to identify when they are acting as if their cultural norms should be everyone's norms;
- Develop face-to-face communication styles and written communication formats that are respectful;
- Keep in mind the particular psychosocial stressors relevant to certain groups. These include war trauma, living in refugee camps, migration, acculturation stress, and socioeconomic status.

3.11 HOW TO DEMONSTRATE CULTURAL SENSITIVITY- EXAMPLE

This is an example taken from a child welfare setting. It was found that celebrations are important and easy means of learning more about other cultural practices and respecting and appreciating practices other than ourselves.

In a child welfare setting, children come from various cultures and arranging an opportunity to celebrate religious or cultural occasions, e.g., Eid at the end of Ramadan or Diwali or Christmas, etc. Celebrating birthdays can be an important cultural event and an important way to recognize children's identity and family connections. In preschools service, deliberate efforts can be made to identify the celebrations that are important to their children and families, explore what their particular celebrations mean. Parents can be invited to share artifacts, rituals or traditions with children and other families. Efforts to recognize and celebrate the cultural identity of the children and families are important means to develop cultural tolerance among individuals at younger age. A simple act of appreciating other's culture can be as small as learning a greeting in a child's home language.

Check Your Progress

- 1) What are the characteristics of a culturally sensitive social worker?

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- 2) 'Self-awareness is important to be culturally sensitive '. Explain.

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3.12 LET US SUM UP

Cultural sensitivity is a term that is used widely to describe the ways in which individuals and services work more effectively to support, promote and embrace cultural differences. This will enhance better understanding and appropriate response to cultural diversity and thereby provide better and more inclusive services to the community. Becoming culturally competent is to build respectful relationships. It occurs overtime through the connections with others and our daily experiences with clients and communities.

Social Work client populations are more diverse than the Social Work profession itself. The Social Work profession is committed to diversity, inclusion and affirmative action.

Social Workers should ensure establishment of social service delivery systems (agencies) that are inclusive and welcoming to diverse clients/consumers.

3.13 SUGGESTED READINGS

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ASW Standards for cultural competence.

3.14 ANSWERS TO CHECK YOUR PROGRESS

Check Your Progress

- 1) Characteristics of culturally sensitive social worker are:
 - Genuineness
 - Empathy
 - Warmth
 - Capacity to respond flexibly to a range of possible solutions.
 - An acceptance and openness to differences among people.
 - A willingness to learn to work with clients of different backgrounds.
 - An articulation and clarification of stereotypes and biases and how these might accommodate or conflict with the needs of diverse client groups.
 - Personal criticism to alleviate racism, sexism, ageism, etc.
- 2) Self-awareness to one's own identity is fundamental to social work practice. This awareness of personal values, beliefs and biases inform their practice and influence relationship with clients. Self-awareness also helps in understanding the process of cultural identity formation and helps guard against stereotyping.

UNIT 4 HARD WORK AS A VALUE OF SOCIAL WORK

Contents

* Aneesh Kurian

- 4.0 Objectives
- 4.1 Introduction
- 4.2 Concept and Nature of Value of Hard Work
- 4.3 Hard Work as a Value of Social Work
- 4.4 Principles of Value of Hard Work
- 4.5 Implications of Value of Hard Work
- 4.6 Expression of Value of Hard Work
- 4.7 Let Us Sum Up
- 4.8 Suggested Readings
- 4.9 Answers to Check Your Progress

4.0 OBJECTIVES

After reading this lesson, you will be able to:

- Explain the value of hard work
- Enlist the importance of value of hard work in social work practice
- Analyze the principles of value of hard work
- Explain the implications of value of hard work

4.1 INTRODUCTION

Values are statements of belief about morally good or bad conduct (Clark, 2000). Every professional has a set of beliefs, which influences him/her actions. Values relate to what one thinks others should do, or what one ought to do in one's life. The significance of values becomes clearer when one has to engage with others in a professional capacity. In the context of professional social work, values provide a common set of principles, which guides social workers while working with service users. The importance in having a value base for social work is that it is intended to guide the action of social workers and protect the interests of service users. Values in social work profession have three broad objectives namely:

- Guide the professional behaviour of the social workers
- Maintain a professional identity
- Protect service users from malpractice

Social work values are typically expressed as descriptions or codes of professional conduct required for being a professional social worker. Values and ethics have both philosophical and practical significance for the profession of social work. Core values reflect the ideology of the profession. Their articulation, through ethical standards, guides social workers' choices and actions across an array of roles, settings and client

populations. Values and ethics help to distinguish social work from other professions and provide a basis for accountability. Values are critically important for social workers as they are social doctors working with individuals, families, groups and communities in problem solving process (Thomas, 2016).

4.2 CONCEPT AND NATURE OF VALUE OF HARD WORK

Hard work is the most valuable possession of man/woman. Hard work is the predecessor for success and happiness. All successful men/women in the world do hard work. In order to succeed, one should be devoted, hard working and should be ready to confront whatever comes in his/her way, to risk whatever it takes to get what he/she wants. The good thing about working hard is that for people who are driven towards their goal can enjoy their hard work and consequently, the work does not seem unduly gruelling to them. An intelligent working technique, along with relentless effort will go a long way in helping the persons to achieve the success that they always desired.

There is great importance attached to the value of hard work in social work profession. Hard work is the key to success in any profession. Hard work teaches perseverance, persistence, discipline, dignified conduct and determination. Hard work basically is an effort put by an individual to gain something or towards balanced and holistic development in mental, physical, social and spiritual dimensions. It is trying again and again overcoming hurdles with determination, discipline, firmness, endurance, patience and persuasion with commitment. In order to become more determined, motivated, ambitious and to work effectively, social workers need to be hard workers. Social workers are social doctors whose knowledge, skills and attitudes are developed through determined and dedicated practice and training. The most important thing as a professional social worker is not to succeed with a case or a project but to do the best with hard work and loyalty to the profession.

The difference between a 'social worker' and 'effective and efficient professional social worker' is the volume of hard work one does. The value of hard work makes a social worker an effective social worker. Social work fraternity broadly includes social work academicians, social work practitioners and social work trainees. The value of hard work is important for each of them in their respective fields. The value of hard work urges social work professional to learn a range of activities to ensure that they continue professional social work practise safely, effectively and legally, within their changing scope of practice (Kurian, 2016).

4.3 HARD WORK AS A VALUE OF SOCIAL WORK

Social work is arguably the best helping profession. The mission of the social work profession is rooted in a set of core values. These core values, embraced by social workers throughout the profession's history, are the foundation of social work's unique purpose and perspective (NASW). Value of hard work is very vital to achieve the primary mission of the social work profession which is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed and living in poverty.

Social work is perhaps one of the easiest professions to do badly and one of the most difficult to do well. Hence, doing professional social work in an effective and sincere way demands the value of hard work from every professional (Kurian, 2016). Value of hard work ensures that social worker's knowledge stay relevant and up to date. One

must be more aware of the changing trends and directions in the social work profession. The pace of change is probably faster than it's ever been – and if someone is not updated, he/she will get left behind, as the currency of their knowledge and skills becomes outdated.

Value of hard work is essential for both social work academicians and practitioners. Social workers positioned as academics have privileged access to theoretical and empirical knowledge that can be used as a resource for informing social work practitioners and for providing tools that may be useful in achieving critical practice outcomes. It is the professional responsibility of the social work academics to inculcate the value of hard work (Kurian, 2016). The value of hard work urges every educator to work beyond the stipulated period of teaching. As an academic, one has to put in hard work to train and educate social work students to be efficient. This would require the teacher to be visiting library often, web-searching and undertaking research to acquire fresh knowledge and information which can be imparted to the students during classroom teaching, individual conferences and group conferences during the training period. Hard work expects the educators to accompany the students to the field and become an efficient field work supervisor (Thomas, 2016). Practice is an essential component of social work. Therefore every educator – who remained only as an academic so far – has to find time for the practice of social work and to develop new practice framework of social work practice. Each social work educator is a role model for their students. Hard work enables the educator to conduct researches to enhance the effectiveness of social work profession (Kurian, 2016).

Value of hard work is a fundamental quality expected from the social work practitioners. Professional social workers provide support to individuals, groups, families and communities who are in need to effectively cope with the problems and challenges of their life. Effective practice of the profession demands hard work from the helping professionals. Social Workers may have the same training but some perform very effectively for clients by updating their knowledge and skill. It is the value of hard work which helps them to be effective in the field. Besides practicing social work with diverse population, social work practitioners need to be field work supervisors for the students of social work. The interactive relationship between the field instructor and the student is the centrepiece of the learning experience. Helping the profession and trainees besides the usual practice of profession demands the value of hard work (Kurian, 2016).

Hard work is very important for social work trainees as well. During their period of training in the university/college education preparing for careers in social work, students are exposed to opportunities to develop and fine-tune the skills and knowledge needed for practice. Their education should also enable them to gain an intimate understanding of what life can be like for people who are treading on paths unknown to them. The hard work of trainees will be reflected in their practice of the profession. Practical opportunities provided in the form of field work placements enable social work trainees to train themselves in the practice of the social work methods. The ability and motivation to enhance the knowledge and skill heavily depends on the extent of their value of hard work.

Value of hard work helps the social worker to continue to make a meaningful contribution to the profession. It opens up new possibilities, new knowledge and new skill areas. In short, value of hard work contributes to sustainability, improved quality of life and economy, protection of environment and property. The importance of value of hard work should not be underestimated – it is a career-long obligation for practicing professionals.

4.4 PRINCIPLES OF VALUE OF HARD WORK

The ethical principles of hard work highlighted in code of ethics for social workers (Thomas, 2015) are:

1. Need to imbibe values of social work.

Social work profession must ensure that the students, trainees and supervisees imbibe the value of hard work during the period of education and training. Principle of hard work ensures punctuality, discipline, cultural sensitivity, teachership and behaviour modification in the professional life of the worker.

2. Need adequate preparation and home work prior to social work interventions, trainings and academic sessions.

Social work professionals are expected to prepare intellectually and emotionally prior to initiating various kinds of interventions for the maximum benefit of the service seekers. Social workers should contribute time, professional expertise and portion of earnings for the promotion of values, methods, principles and associations of social work profession.

3. Need to focus on growth and development of self, profession and client system.

Social workers are expected to have strong internal drive for excellence in service delivery and towards enhancing the professional self, profession and the client system.

4. Need to have determination and dedication for the helping process.

Social workers are expected to have strong determination and total dedication to the process of social work intervention and service delivery.

5. Need to strengthen knowledge base of social work.

The value of hard work expects the social worker to strengthen one's knowledge base and skill needed for effective intervention through participation in continuing education programmes, seminars, conferences, training workshops, exposure visits, faculty and student exchange programmes, research, web searching and publications. Principle of hard work enables the social worker to remain proficient in professional practice keeping in view the emerging area of knowledge relevant to social work in the cultural and environmental context.

Check Your Progress I

Note: Use the space given below for your answers.

1) Write a note on hard work as a value of social work.

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- 2) What are the principles of value of hard work?

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4.5 IMPLICATION OF VALUE OF HARD WORK

It is the responsibility of professionals to keep their knowledge and skills current so that they can deliver the high quality of service that safeguards the public and meets the expectations of customers and the requirements of their profession. Hard work expects certain responsibilities, tasks, strategies and commitments from professional social workers (Kurian, 2016). Some of these include:

i. Integrate professional values and knowledge in the practice of profession:

Value of hard work urges professional social workers to maintain and enhance the knowledge and skills to effectively deliver their professional service to individuals, groups, families and to the larger community. Professional social workers must integrate the values of the profession in one's life style, discipline, punctuality, etc. and in professional practice of diverse nature.

ii. Be able to use their skills and knowledge effectively:

Continuous professional development is important for professional social workers because it delivers benefits to the social worker himself/herself and to the clients. Professional social worker must ensure that one's capabilities keep pace with the current standards of other professionals in the field. Hard work enables the professional to constantly seek to improve the skills and knowledge base of the profession through continuing education. This means that the professional must engage himself/herself meaningfully in acquiring new knowledge. It is for each professional to avail such opportunities which cannot be done without hard work.

iii. Work to their full potential and be able to make sound decisions, supported by quality professional consultation:

In a large country like India where the professional social work faces diverse issues, challenges and problems related to effective practice of professional social work, a professional must dedicate lot of hard work to gain mastery of the profession both in terms of theory and practical inputs. This is becoming all the more important when quality of text books prepared and published by experts from within the country are scarce. In order to fill this gap, a professional must subscribe for professional social work journals, periodicals and books and benefit from internet facilities.

iv. Engage in Research and Publication:

Each social worker is expected to add to the existing knowledge of the social work profession through conducting researches in the field of social work and sharing the outcomes and research finding with the social work fraternity. Value of

hard work would expect the professional to record and publish one's experiences, lessons, strategies used and responses from client system. This would certainly help the professional to consolidate oneself in the local context and provide motivation to other graduating professionals and enhance the practice of professional social work.

v. Promote Critically Reflective social work practice :

Reflective practice means recounting a past practice example in order to inform future practice. Social workers must have sufficient self-awareness to identify personal assumptions and bias and identify ways in which these were, or could have been, mediated in practice taking into account the contextualized and nuanced nature of the environment in which the practice has been undertaken.

vi. Effective use of technology :

Technical literacy is now a cultural competency for social work practice. In this technologically advanced world along with globalisation, a professional social worker must have access to information technology as well as the capability of making maximum utilization of the same. Social workers must know to maintain and improve the quality of technology-related services provided by social workers. Today's social work services include a much wider range of digital and electronic options, including a large number of tools for communication with and delivery of services to clients— some of whom social workers may never meet in person— including social media, online chat, text, e-mail, smart phones and video technology.

vii. Take appropriate supervision and guidance from the senior professionals.

To be an effective worker, one should have the patience and simplicity to seek guidance and supervision from the senior professionals. As a trainee student, one is expected to do the practicum under the supervision of a qualified agency supervisor and faculty field work coordinator. When a student of social work has to do hard work by undergoing rigorous training, such professionals are bound to practice the profession with dedication and hard work by setting new trends. During the professional service also, social workers should take the mentoring and supervision of the senior social workers in the field to tune the knowledge and skills of social work.

4.6 EXPRESSION OF VALUE OF HARD WORK

The value of hard work will earn the social workers lots of fruits and will result in effective and competent social work practice. It will help social workers to compete for attractive positions, get promoted, stay current in the field and, perhaps most importantly, feel the craving for knowledge (Kurian, 2016) . Some of the effects of hard work are as follows:

Increased Job Opportunities

Value of hard work will earn lot of opportunities for social workers. Professionals with value of hard work are more likely to make a large impact in the lives of clients. Value of hard work will make social workers with more experience and better credentials. Social workers possessing the value of hard work would be preferred for employment in aid agencies and NGOs.

Salary Boost

Salary boost is an outcome of hard work. Most social workers do not enter the field with the intention of getting rich, but a hard-working and successful social worker can make a comfortable living. Higher salary, early promotion in the job and receiving of additional perks as incentives for hard work are some of the benefits that hard work can bring to professional social workers. If social workers are deeply motivated to influence the lives of their clients and their communities, they will get promotions in their jobs. Employers are looking for hard working professionals.

Updating oneself with Appropriate Information

Value of hard work will enable the social workers to update themselves with recent developments in the social work theory, research and practice. A hard working social worker is bound to be living in the present day context by acquiring knowledge and information on various developmental policies for the betterment of his/her client groups from time to time. Such professionals would also get involved in using most of the methods of social work including social work research, networking, resource mobilization, public interest litigation, awareness campaigns and strengths based practice. In fact, hard work and strengths based practice would go hand in hand. A professional who is able to demonstrate his/her qualities of getting involved with the practice of social work by using various methods of social work always finds acceptance and appreciation, and would be in higher demand in job markets.

Effective practice framework

Value of hard work will enable the social workers to effectively practice the profession with clients in various environmental contexts. The diversity of problems social workers confront during the practice periods demands the value of hard work. Knowledge, skills and expertise to provide support to these diverse problems demands value of hard work from the professionals. Professionals working in a country like India require to be rooted in hard work because of various factors such as the nature of economy where millions go to bed without one square meal a day; where education and health care facilities are limited; where professional social work is yet to be recognized as a profession by the national government; where most social work teachers are not practitioners and where several universities and colleges offer social work education without practicum.

Professional development

Professional development of the social worker greatly depends on the value of hard work. Formation of professional associations; organizing seminars, workshops, conferences; planning, designing and developing new programmes of study in social work; networking with different professionals; development of new researches, etc., demands value of hard work from the professionals. Professional development is possible only through hard work. One has to read more; keep in touch with fellow professionals through variety of networking; visit academic institutions, agencies and professional institutions; record the cases, projects and experiences; participate in professional meets such as seminars, conferences, training workshops, etc., and get oneself involved in exposure visits and exchange programmes. It is often stated that a 'teacher' never retires. Similar is the case of a professional social worker: he/she never retires if one has imbibed the value of 'hard work'.

Check Your Progress II

Note: Use the space given below for your answers.

- 1) List out the importance of value of hard work in social work practice.

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- 2) What are the implications of value of hard work?

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4.7 LET US SUM UP

Social work is a practice profession which is based on accountability and transparency. Values and ethics help to distinguish social work from other professions and provide a basis for accountability. Value of hard work is essential for social work trainees, social work academicians and social work practitioners. The value of hard work helps the social work profession to maintain high standards in its interventions. Hard work does not mean working for long hours: it means working effectively with total dedication with focus and commitment, in accordance with the values of social work profession.

Social work profession has great potential in making a meaningful difference in the lives of many people across the globe. Thus, social work students, practitioners and academics need to be hard working professionals to respond to the needs of the individuals, groups, families and communities in this world.

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4.9 ANSWERS TO CHECK YOUR PROGRESS

Check Your Progress I

- 1) Value of hard work is very vital to achieve the primary mission of social work profession which is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed and living in poverty.
- 2) Principles of value of hard work are:
 - Need to imbibe values of social work.
 - Need adequate preparation and home work prior to social work interventions, trainings and academic sessions.
 - Need to focus on growth and development of self, profession and client system.
 - Need to have determination and dedication for helping process
 - Need to strengthen knowledge base of social work.

Check your progress II

- 1) Importance of the value of hard work in social work practice:
 - Value of hard work ensures that social worker's knowledge stay relevant and up to date. Value of hard work is a fundamental quality expected from social work practitioners. Value of hard work helps social worker to continue to make a meaningful contribution to profession.
- 2) Implications of the value of hard work are:
 - Integrate professional values and knowledge in the practice of profession.
 - Be able to use their skills and knowledge effectively.
 - Work to their full potential and be able to make sound decisions, supported by quality professional consultation.
 - Engage in research and publication.
 - Promote critically reflective social work practice.
 - Effective use of technology.
 - Take appropriate supervision and guidance from the senior professionals.

UNIT 5 RESPONSIBILITY AND COMMITMENT AS A VALUE OF SOCIAL WORK

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* Rambabu Botcha

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- 5.5 Principles of value of Responsibility and Commitment
- 5.6 Expression of value of Responsibility and Commitment
- 5.7 Let Us Sum Up
- 5.8 Suggested Readings
- 5.9 Answers to Check Your Progress

5.0 OBJECTIVES

By the end of the unit, you should be able to:

- Discuss various types of responsibilities in social work;
- Explain various levels and circles of commitment in social work;
- Define responsibility and commitment as core value of social work;
- Explain the importance of responsibility and commitment in social work practice;
- Describe the principles of values of responsibility and commitment and
- Discuss ways of expression of value of responsibility and commitment.

5.1 INTRODUCTION

Professional social work requires core values for effective practice at various levels ranging from individuals, groups, families and communities. The core value of responsibility and commitment play a pivotal role in fulfilling the objectives of social work profession. 'Responsibility' and 'Commitment' are interlinked. If one wants to practice the value of responsibility, he/she should have commitment to the profession, its mission and vision. The value of responsibility and commitment make social workers to be responsible for their action and committed to the profession. Practising the amalgamation of responsibility, commitment and professional loyalty would bring good results to social work interventions. The value of responsibility and commitment brings veracity to the different role of social workers such as educating, training, research, learning, practising, etc.

Since, social work profession is involved in enabling the clients to find solutions to the problems and caters to various categories of people in society including marginalized, underprivileged, weaker sections, stigmatized population, neglected victims, etc., value of responsibility and commitment are very important and has to be made evident with dedication.

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5.2 CONCEPT AND NATURE OF RESPONSIBILITY

Responsibility

The word “responsibility” means “ability to respond.” Responsibility means taking ownership of one’s own thoughts, feelings and actions and refraining from blame or judgment on self or others. Responsibility can be defined as the ‘state or fact of being accountable or to blame for something’ (Hans Lenk, 2006). One has to be accountable for his/her duties whether they are personal or professional. Responsibility refers to the human conduct and the consequences thereof that trigger such responses (Peter, 2002).

To be responsible, or to take responsibility for something (or someone), means that somebody is obliged to (against) an addressee for actions, results of actions, tasks and states of affairs, and that he or she has to justify these actions and results before (or in the face of) a judgement, according to standards, criteria, or norms (Hans Lenk, 2006).

Types of Responsibilities

Responsibility can be described as the ‘state or fact of having a duty to deal with something or of having control over someone’. There are many different types of responsibilities expected from a professional social worker.

Responsibility for actions and their results

Taking responsibility for one’s deeds is essential for effective social work practice. Nobody can be perfect at all times, and in every dealings. In fact, everyone commits mistakes. When one accepts responsibility, he/she is accepting the blame/praise for one’s actions and also accepting the responsibility for making improvements in one’s life. Accepting responsibility is a measure of one’s self-worth and the true sign of strength and courage.

Task and role responsibility

People from various walks of life play different roles and perform different tasks in the society. One has to be responsible for the entrusted tasks and the roles. For example, if a social worker is given charge of an upcoming seminar in the school or an agency, she/he has to take the responsibility and perform the task in the best manner possible.

Universal moral responsibility

Sometimes we feel responsible for people or things because we believe it is the right thing to do. We feel that we are morally responsible because to ignore it would be wrong. All are expected to perform certain actions in certain situations, being a member of the society and guided by some moral values; to be morally responsible for something, say an action for having performed it. For example, one who encounters a car accident may be regarded as worthy of praise for having saved a child from inside a burning car.

Legal responsibility

Some responsibilities are upheld by law. It is against the law not to take responsibility in some cases. There are different types of legal responsibilities. Some laws may only apply in a country and others are international. Legal responsibility is very essential for effective social work practice. Social workers have to perform various roles such as educators, managers, evaluators, negotiators, facilitators, advocates, health workers, etc. All these roles must abide by legal responsibilities concerning clients’ personal information, treatment and behavioural issues. Social workers have the legal responsibility

to protect every client, whether children or adults. At the same time, the social work interventions provided to the clients should be in accordance with the law of the land. For example, although the thought of reporting child abuse can become an ethical issue, social workers have a legal responsibility to report abuse and neglect to the concerned authority so that children are not victimized.

Religious responsibility

Social workers have to respect the religious rights of others. There is a religious responsibility that urges every believer to treat others well, as well as care for orphans, widows and the poor. Accommodating religious beliefs at work is protection against direct and indirect discrimination of the marginalized and weaker sections of the society on the grounds of religion or belief.

Social Responsibility

These are responsibilities that society has towards everyone. They are not the responsibilities of individuals but ones we share as a society. Social responsibility is an ethical framework that suggests that an entity, be it an organization or individual, has an obligation to act to benefit society at large. Social responsibility is a duty every individual has to perform. This responsibility can be passive, by avoiding to engage in socially harmful acts, or active, by performing activities that directly advance social goals.

Personal Responsibility

We often believe that we are personally responsible for things, not because it is the law but because it is very personal to us or our friends and family.

Check your Progress I

Note: Use the space given below for your answers.

- 1) Describe the term responsibility.

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- 2) List out various types of responsibilities.

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Commitment

Commitment means to be focused and determined to follow through with purposes, goals and objectives. Commitment to a cause or way of life may mean spending long hours and hard work, but it will be a work that you love, not an obligation. Commitment is the state or quality of being dedicated to a cause, activity, etc. One should work for accomplishing a cause or an activity in which one should dedicate oneself faithfully. According to Hall et al (1970) “The process by which the goals of the organization and those of the individual become increasingly integrated or congruent” is commitment. According to Salancik (1977), commitment is “a state of being in which an individual becomes bound by his action and through these actions to beliefs that sustain the activities of his own involvement”.

Jaros (1993) speaks of three levels of commitments, namely, affective, continuance and moral commitment.

Affective commitment

Affective commitment is the degree to which an individual is psychologically attached to an employing organization through feeling such as loyalty, affection, worth, belongingness, pleasure and so on. People with affective commitment are always happy to work for the development and prosperity of the organization or institution. He/she express a sense of belonging to the cause/organization they work with. An example for affective commitment is of a social work practitioner who is actively engaged in the protection of rights of street children and dedicate his/her time for the cause or to the particular organization which is working for the rights of street children.

Continuance Commitment

Continuance is the degree to which an individual experiences a sense of being locked in place because of the high cost of leaving the particular place. People with continuance commitments count on the benefits of associating with their current institution and employment.

Moral Commitment

Moral commitment is the degree to which an individual is psychologically attached to an employing organization through internalization of its goals, values and mission. People with moral commitment stay with their organization because of their imbibed moral values and assimilation of the mission and vision of the organization. The values which were internalized through education, family status, environments, culture and the commitment to organization's goals motivate some people to stay in their current employment for a longer period of time.

Three Circles of Commitment

Kevin (2014) states that ‘commitment is critically important to team successes’. Of course, there are other factors for success (like relationships, clear goals and more), but commitment is one that is often overlooked. More specifically, teams need three forms of commitment to be most successful:

1. Commitment to each Other

It is the commitment to each other and each others' success. Teams that are comprised of individuals that actively support and believe in and care about the success of each other will be more successful. This type of commitment promotes the comfortable shifting

of duties and responsibilities among team members as necessary and allows teams to have less stress and higher productivity. Social work academics helping each other towards their academic excellence through prompt feedback, adequate support and proper direction, is an example of commitment to each other.

2. Commitment to the Team

It is the commitment to one's team and the team's success. Team pride and commitment is important to ultimate success. The commitment that arises from a team that understands their role and relishes achieving it is hard to be undervalued. Teams with this type of commitment will overcome long odds due to their strength and unity and willingness to band together to get through a tough situation. Social work department is one of the best examples for commitment to the team. Usually in social work department, every faculty member contributes towards the smooth running and work towards the excellence of the department by undertaking various responsibilities entrusted upon them. If a seminar is being organized by the department, each faculty takes their respective role and contributes and coordinates towards perfection. This quality of team work is called the commitment to the team.

3. Commitment to the organization/Profession

When teams see their work, as supporting valuable and important organizational pursuits, such type of commitment is strengthened. This can't be built without a clear understanding of an organization's direction and goals, but with those in place this commitment can grow. Like the internal team commitment, this manifests in organizational pride and a clear sense of obligation to the greater good. Commitment to organization and profession is an essential quality for social workers. Loyalty to the profession is a core value of social work profession. Value of commitment urges social workers to inculcate profession's values, principles, mission and vision and make the same evident in their practice and life.

Check Your Progress II

Note: Use the space given below for your answers.

- 1) Explain the term commitment.

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- 2) Write your understanding about three circles of commitment.

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5.3 RESPONSIBILITY AND COMMITMENT IN SOCIAL WORK PROFESSION

Commitment and responsibility go together as core values of professional social work. Commitment brings about happiness to both the client and the worker. Commitment, concern and responsibility can be observed among individuals, groups and communities during difficult times such as natural and manmade calamities. Some of the appropriate examples are the rebuilding of Germany after the Second World War; the whole hearted support given by scores of people in Japan in 2011 when it was hit by massive earthquake and tsunami; and the spontaneous relief work extended to Jammu and Kashmir flood victims in 2014.

Commitment has been defined in dictionaries as: a pledge to do; the state of being emotionally or intellectually bound to a cause or a person. A professional social worker is expected to go beyond routine tasks related to one's employment and work hard with discipline and commitment. Jim Collins says "The kind of commitment I find among the best performers across virtually every field is a single-minded passion for what they do, an unwavering desire for excellence in the way they think and the way they work. Genuine confidence is what launches you out of bed in the morning and through your day with a spring in your step."

There is a famous story of a nurse and her elderly client in his 80s. This gentleman came to the nurse at around eight in the morning to get his wound redressed. He requested the nurse to get the work done as early as possible as he had an appointment at nine. The nurse enquired from him whether he had the appointment with any doctor. The old man said that he had to be with his wife for breakfast in a home for the aged and that she was a victim of Alzheimer disease. During their conversation, while re-dressing his wound, the nurse enquired further from the old man whether his wife would recognize him because of her illness, to which he said: My wife no longer recognizes me since last five years. Although she does not know me, I still know who she is. The nurse was amazed at the response of the elderly man. She understood that true love was neither physical nor romantic. It is a choice, a commitment and a responsibility.

In professional social work, responsibility and commitment are core values which would direct professionals in several contexts. For instance, while working with people of various categories including people infected with HIV and leprosy, commercial sex workers, street children, child labourer, homeless, victims of natural calamities, etc., the professional should have the values of responsibility and commitment to help the needy.

The prime responsibility of the social work fraternity is to enhance the visibility and recognition of the profession. For this, apart from other assignments, one has to work hard, do service activities, work for national cause, respond to the emergency situations, etc., for attaining and performing commendable tasks. The teaching community, practitioners' fraternity and student world should take these challenging responsibilities with commitment. Social work profession is rendering its services for the betterment of the people in society. There are various types of societal problems faced by different categories of people in the society. At the same time, there are plenty of resources, expertise, facilities and remedial measures available towards ameliorating those problems. For working towards society's betterment, the social work fraternity and particularly the educators have to apply the process of social work intervention that is study, diagnosis and treatment by identifying needs and mapping resources. For doing all these, one should demonstrate the value of responsibility and commitment towards society so that the goals and objectives formulated for the society's betterment can be easily achieved.

At every stage of social work intervention, responsibility and commitment from the professional is required. According to Chrissy Scivicque (2008), “Professional values are the principles that guide your decisions and actions in your career.” Value of responsibility and commitment is very important for the effective practice of social work. There is a close relationship between the popular values of social work and the values of responsibility and commitment.

Responsibility and commitment has a role in motivating all the responsible persons to work towards attaining the tasks. Social work profession has various stakeholders in its profession who include educators, practitioners, students, clients, agencies, institutions, etc. Each one of them needs to shoulder the responsibilities according to their limit. Students have to deliver their responsibilities with commitment; educators have a vital role to fulfil the aspirations of the students and clients; practitioners have to be responsible and committed to the clients, and agencies of social work also have to exhibit the value of responsibility and commitment in their functioning. All of them have to have devotion, loyalty, dedication, accountability and commitment to deliver their roles.

5.4 RESPONSIBILITY AND COMMITMENT AS VALUES OF SOCIAL WORK PROFESSION

The term social workers broadly cover three categories namely, social work educators, social work practitioners and social work trainees. Social work profession aims at and work for social justice and welfare of the society at large through various methods of the profession guided by certain ethical principles and core values. For this reason, everyone involved in this profession should demonstrate responsibility and commitment as one of the significant core values.

Social work academician/educator

An educator in social work profession has significant extent of responsibilities. A social work faculty is educating scores of learners in social work who will be working for the welfare of the society. Therefore, one should deliver one’s responsibility in a way that is widely recognized and encouraged. A teacher has to educate, train, counsel, mould and shape the students of social work. The major responsibility and commitment of the teaching community in the social work profession is to provide high quality education, upholding in consonance with the changing society. Students are to be equipped with adequate knowledge, needful skills and enough capabilities to deal with the various issues and concerns which demands social work intervention along with change in one’s attitudes. Apart from shaping the student community, they have other responsibilities and commitments like, working for the professional advancement, contribution towards research, practice and development of literature, continuing education, etc. Hence, the teaching community should demonstrate the value of responsibility and commitment to a great extent in their lives and work.

Social Work Practitioner

Practitioners in social work have certain responsibilities and commitment towards people who are service seekers. Practitioners are the back bone of the profession. Besides the practice roles, they are responsible for providing quality field work training to the social work trainees during their practicum. Several of the practitioners are supervisors during the practicum of social work students. Building capacity of the students is one of the core objectives of social work training and practicum is the soul of social work education.

Therefore, demonstrating responsibility and commitment, and nurturing responsibility and commitment among the social work trainees, are essential and crucial part in social work.

Practitioners' active participation and commitment are highly needed in several terms including working for advancement of the profession and devoting time for the betterment of the people. Apart from these, practitioners have the role in contributing to the development of literature and increase knowledge base for the profession. Maintaining high standards in research is the foundation for developing indigenous literature in social work. In this context, active contribution of practitioners in developing indigenous literature is highly required. Unless they are responsible with commitment, it would not be possible for them to be loyal to the profession.

Social Work Trainees

Since the profession is committed to provide efficient and productive work force in the field of social work, the students are to be equipped with adequate knowledge and skills. Students are expected to be punctual, ready to learn, practice values of social work and find out opportunities for enhancing their knowledge and skills. Above all, they should bear witness to the core values of service, dignity and worth of the person, cultural sensitivity, patriotism, hard work, responsibility and commitment throughout their training period.

Students are responsible for utilizing the opportunities and facilities at the time of their training and learn as much as possible from the teachers and supervisors. As already stated earlier, practicum is soul of social work profession and therefore all the students of social work are expected to dedicate their prescribed time solely for practicum. During the practicum, the value of responsibility and commitment plays a significant role to direct and guide the learners.

5.5 PRINCIPLES OF VALUE OF RESPONSIBILITY AND COMMITMENT

The ethical principles of responsibility and commitment highlighted in code of ethics for social workers (Thomas, 2015) are:

1. Need for social workers to exhibit professional responsibility and commitment towards social work practice.

Social workers are expected to have a higher degree of responsibility and commitment towards social work interventions and practice. Social workers are responsible and committed to promote social justice and bring about changes in social system and structures that are barriers to preserving equality, human rights and natural environment.

2. Need to provide services in the context of professional relationship.

It is the value of responsibility and commitment of the worker that motivates him/her to provide services in the context of professional relationship, keeping in view the experiences, principles and values of the social work profession. Responsibility and commitment expects the social worker to refrain from engaging in any form of sexual activities with the clients, colleagues and students such as sexual advances, seeking sexual favours, and physical and verbal conduct of sexual nature.

3. Need to maintain confidentiality.

Responsibility and commitment urges the social worker to respect the client's right to privacy and protect the confidentiality of all information shared by the client during the helping process.

4. Need to be responsible and committed to professional enhancement.

Social workers should have responsibility and commitment towards enhancing professional knowledge and skills, professional self and evidence based practice.

5. Need to exercise responsibility and commitment to the profession while selecting agencies for field placements.

It is the responsibility and commitment of the professional to arrange field placement including block placement and internship in agencies that exercise fair personnel practices such as integrity and promoting procedures and policies that uphold dignity and worth of clients (Thomas, 2015).

Check your Progress III

Note: Use the space given below for your answers.

- 1) Describe responsibility and commitment as core value of social work.

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- 2) List out the principles of responsibility and commitment.

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5.6 EXPRESSION OF VALUE OF RESPONSIBILITY AND COMMITMENT

Social worker's commitment and responsibility are expressed in three ways namely, commitment and responsibility to the clients, commitment and responsibility towards colleagues and practice settings, and commitment and responsibility towards the profession.

Responsibility and commitment to clients

Social workers' primary responsibility and commitment is to promote the well-being of clients. Social workers respect and promote the right of client's to self-determination and assist clients in their efforts to identify and clarify their goals. They treat each client

as a unique person with specific qualities and identity. Social workers provide services to clients in the context of a professional relationship based on valid and informed consent. The services provided by the social workers are guided by the values and ethics of the profession. Social workers respect clients' rights to privacy. Social workers provide help as per the guiding principles of the profession and respect the diversity and cultural differences. Social workers take reasonable steps to ensure that the documentation of the work done, which reflect the services provided, is accurate and timely.

Responsibility and commitment towards the social work trainees

Social workers have the function as educators or field instructors and support the growth of students in fair and respectful manner. Social workers who function as educators or field instructors for students shall take reasonable steps to ensure that students are moulded in accordance with the mission, vision & values of social work profession. They will support the students to actualise their potentialities in appropriate ways and help them to explore opportunities. They will not engage in any dual or multiple relationships with students in which there is a risk of exploitation or potential harm to the students.

Responsibility and commitment towards colleagues and practice settings

Social workers treat colleagues and other professionals in the team with respect and value their qualifications, views and obligations. Social workers have to respect confidential information shared by colleagues in the course of their professional relationships and transactions. They must respect the institutional policies and management functions of the agencies within which services are being performed. Social workers make the maximum use of the multidisciplinary approach to provide the best possible service to the clients. Social workers will consider and seek the advice and opinions of the agency and colleagues while providing intervention to the various population. Besides this, social workers have to refer clients to other professionals when the other professionals' specialized knowledge or expertise is needed to serve the clients or when social workers believe that they are not effective or cannot make satisfactory intervention in the helping process.

Responsibilities and commitment to the social work profession

Every social worker is expected to have a great extent of commitment and responsibility to the social work profession. Social workers have to abide by the values and ethics of the profession. They have to promote research, seminars and workshops to enhance the knowledge level of the profession. Social workers have to educate themselves, their students and their colleagues about responsible research practices. Social workers who provide effective supervision to the co- workers and support supervisees are helping the enhancement of professional practices.

5.7 LET US SUM UP

Social work profession is often a challenging one, helping people with difficulty to find solutions to the problems based on the worker's experiences and the value of responsibility and commitment. Values guide the professionals in the practice of profession and achieving the mission and vision of the profession. Value of responsibility and

commitment of professionals make it clear that social work is a divine profession and social workers have to feel that the “calling” to the profession is unique. Value of responsibility and commitment will ensure that the interventions initiated by social workers are in the best interest of the clients. It will also serve the purpose of enhancing the professional development of the workers and that of the profession.

In the present unit, we have discussed the concept and nature of responsibility and commitment. We have further discussed about commitment and three circles of commitment. Responsibility and commitment as core value of social work was also highlighted in the unit. Various principles of value of responsibility and commitment and the roles of social workers as educators, practitioners and trainees have been explained in detail.

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5.9 ANSWERS TO CHECK YOUR PROGRESS

Check your progress I

- 1) The word “responsibility” means “ability to respond.” Responsibility means taking ownership of one’s thoughts, feelings and actions and refraining from blame or judgment on self or others.

- 2) Various types of responsibilities are;
- Responsibility for actions and their results.
 - Task and role responsibility.
 - Universal moral responsibility.
 - Legal responsibility.
 - Religious responsibility.
 - Social responsibility.
 - Personal responsibility.

Check your progress II

- 1) • Commitment means to be focused and determined to follow through with purposes, goals, objectives. Commitment to a cause or way of life mean spending long hours and hard work, but it will be a work that you love, not an obligation.
- Commitment to each other- Individuals should be supportive towards each other and should believe and care for each other.
 - Commitment to team- Team commitment is important for the success. Team should be aware of their roles and work towards achieving it.
 - Commitment to organization/profession- Individuals and teams should be committed towards their profession and organizational direction and its goals.

Check Your Progress III

- 1) Social work profession aims at and works for social justice and welfare of society at large through various methods of profession guided by certain ethical principles and core values. For this reason, everyone involved in this profession should demonstrate responsibility and commitment as one of the significant values.
- 2) Principles of responsibility and commitment:
- Need for social workers to exhibit professional responsibility and commitment towards social work practice.
 - Need to provide services in the context of professional relationship.
 - Need to maintain confidentiality.
 - Need to be responsible and committed to professional enhancement.
 - Need to exercise responsibility and commitment to the profession while selecting agencies for field placement.

UNIT 6 TEACHERSHIP AS A VALUE OF SOCIAL WORK

Contents

* Pushparani Maibam

- 6.0 Objectives
- 6.1 Introduction
- 6.2 Teachership: Concept
- 6.3 Teachership: A Value of Social Work
- 6.4 Academicians and the value of Teachership
- 6.5 Practitioners and the value of Teachership
- 6.6 Standards for developing the quality of Teachership among Social Workers
- 6.7 Let Us Sum Up
- 6.8 Suggested Readings
- 6.9 Answers to Check Your Progress

6.0 OBJECTIVES

By the end of the unit, you should be able to:

- Analyze the concept of teachership;
- Explain teachership as a value of social work;
- Discuss the relationship of academicians and practitioners and the value of teachership;
- Highlight the standards for developing the quality of teachership among social workers.

6.1 INTRODUCTION

Every profession has its own value system which gives the professionals the direction to attain the goals of the profession by accomplishing its purpose and tasks in an effective and fruitful manner. The profession of social work is significant to the well-being of individuals, families, groups and communities. Social workers are grounded by certain prescribed values which enable them to perform their professional responsibility while addressing the issues and needs of the people.

Teachership is a value of social work profession which has great significance in determining the effectiveness and shaping the skills of the social workers in their practice. It is this value of teachership which enables the social workers to vigorously make efforts towards attaining excellence in social work education and practice.

6.2 TEACHERSHIP: CONCEPT

A teacher is a highly valued personality in the society and teachership is considered to be the most sacred and distinctive profession. Teachers are considered as our nation builders- the strength of every profession grows out of the knowledge and skills that teachers help to instil in the individuals of the society. The profession of teachership

carries an incredible amount of responsibility. It is the most difficult job that anyone can have and the most rewarding because they mould the achievements of individuals and the prosperity of our nation. It is in the profession of teachership that specialized application of knowledge, skills and attributes are designed to provide unique service to meet the educational needs of the individuals and of the society. The knowledge which is transmitted by the teachers to their students enables them to develop themselves as responsible individuals who are sensitive to the needs and well-being of the society.

Teachership is not just about teaching or delivering the lessons to the students, rather it is a process that facilitates learning. In addition to providing students with learning opportunities to meet the curriculum outcomes, teachership emphasizes on the development of values and guides students in their social relationships. Teachers and educators employ practices that develop positive self-concept in students. Although the work of teachers typically takes place in a classroom setting, the direct interaction between teachers and students is the single most important element in the teaching-learning process, which grooms the students with the right knowledge, skills, values and attitudes. Thus, teachership is not merely about the syllabus or the curriculum, but it covers a wider area which includes the moulding of the students to become responsible and competent members of the society.

Teachership as a value occupies a significant place in the profession of social work. In social work profession, teachership has two aspects: one in facilitating the learning process as educators to social work trainees and the other in empowering and enabling the clients to face the realities of their situations. It is a significant value of the profession and every social worker performs the roles and responsibilities of a teacher, whether they are academicians or practitioners. That is, teachership in social work profession has an important role to play in enhancing the quality of social work education being delivered by the social work educators and also in enhancing the effectiveness of our interventions which we use as practitioners, while dealing with the problems of our clients. Teachership can be understood as an important mechanism through which the effectiveness and improvement in the quality of social work profession can be achieved.

6.3 TEACHERSHIP: A VALUE OF SOCIAL WORK

With the challenges that social workers have to face in their professional front, they need to imbibe themselves with the value of teachership. In our rapidly changing society which is characterized by contingency and ambiguity, the need for social workers and their effective problems solving strategies are increasingly being felt, and thus, the construction and development of knowledge and expertise among the social workers to bring positive changes in our society is being reflected. It is essential for social workers to be guided by the value of teachership, whether they are academicians or practitioners. Both these groups have to imbibe the value of teachership in enhancing the effectiveness of the social work profession, as well as, in catering to the need for the creation of reflective knowledge and learning among the social work trainees, and in addressing to the needs and issues of the clients. Through different ways, social work academicians and social work practitioners instil the value of teachership, which constitutes the foundational structure of social work practice.

6.4 ACADEMICIANS AND THE VALUE OF TEACHERSHIP

Social work educators have the prime responsibility of familiarising students with the theories of social work. It is the responsibility of the teachers to deliver appropriate

knowledge of the theoretical base of social work and the related subjects, thus, developing the knowledge of the social work trainees. Students should be made able to develop linkage between the theories of social work and its practice. It is important that students understand the need of social work and critically analyze the place of social work in our society. The social work educators should facilitate students in understanding the social, economic and political context of social work in the world today.

Social work is a practice based profession and thus, merely transmitting knowledge is not sufficient in social work education. Education and training in social work is not complete unless the trainees are enabled to acquire sufficient skills which are necessary for the effective execution and performance of various activities in the field. Social work teachers engage students in several activities and tasks, both inside the classroom, as well as, outside the classroom in the field, which allows the students to apply the theoretical knowledge and gain understanding of the situation. Engagement of students in different tasks such as, reflective discussions, role plays and workshop sessions, etc., enable them to acquire social work skills and enhance their competence.

Social work is understood as the professional activity of helping individuals, families, groups and communities to enhance or restore their capacity for social functioning. The process of improving the social functioning of individuals, families, groups and communities involves study, assessment, intervention and evaluation. Thus, social work educators hold the responsibility for guiding and supervising the students in conducting research in various fields of social work practice. It is necessary that the teachers teach the students the appropriate methods and ways of conducting research and also the ethical concerns regarding research in social work, in the classroom. The students should be consistently given guidance, with timely feedbacks, so that, they are able to conduct good quality research which will add to their competence and learning. Also, it is very important that the social work academicians themselves are continuously engaged in conducting research in the various fields of social work, which will add to their knowledge and the guidance they provide to the students.

One very essential core of social work education is fieldwork. And social work educators play many roles in providing proper/suitable and effective fieldwork experience to the trainees. The social work academicians hold the responsibility of networking and collaborating with social work agencies and organizations to give the exposure of the field reality to the trainees for the practice based learning. It is the teachers who facilitate in developing coherent practice among students that assists the clients and promote social change. Through the guidance and supervision provided by the educators, the students learn the practical application of the theoretical knowledge and skills of social work, learn to practice the different methods of social work, and learn to apply the different techniques of social work to improve the social functioning of the clients and promote their well-being. The teachers enable the students to reflect on their field experience and learning from the practical experiences.

All these are incomplete without mentioning that the overall implication of the value of teachership among the academicians is providing professional support to the students, to facilitate them develop a professional identity. The teachers have the responsibility for the overall growth and development of the students as professionals. It is necessary that the students develop sensitivity towards the needs and problems of people, harness positive attitude while dealing with people and the present situation, and govern themselves by the ethics and values of the social work profession. It is necessary to develop among the students the ability of analytical and reflective thinking, and maintain the professional standard.

The responsibility of the social work academician towards a client is to prepare and mould the future social workers to engage themselves in helping activities that will benefit those who are needy, by promoting the well-being of the client and ensuring the protection of their rights. The social work educators have a unique responsibility of mentoring the future social workers, and their effective mentoring of the students is their biggest contribution towards promoting development and bringing social change through the students who are their reflection in the entire process of teaching and learning social work.

6.5 PRACTITIONERS AND THE VALUE OF TEACHERSHIP

Social work practitioners also play the role of a teacher in various ways and this value of teachership is of high significance in their professional practice. The social work practitioners have the professional responsibility to educate the clients on various issues and take active part in the mentoring process of social work trainees.

Social work practitioners have the primary responsibility of working with the clients, by engaging them in the helping process. Social workers study the clients and their needs, arrive at assessment or psycho-social diagnosis of their problems and give appropriate intervention to the clients to deal with their problems. Social workers identify the knowledge base of the clients and provide them with necessary information and knowledge to cope with their situations. Social workers educate the individuals, families, groups and communities about various resources available, schemes, laws and policies. They practice the various methods of social work to deal with different client systems and intervene with them with the use of various techniques such as, enhancing resources, enhancing information, advocacy, public interest litigation, resource mobilization, organizing awareness campaigns, networking and referral services, etc. For providing these necessary services to the clients, they also network and collaborate with government agencies and various other organizations, so that the clients can be provided with their needed information and resources.

The educational role of social work practitioners can be applied at a variety of levels. It can be done on a one-to-one level where a social worker deals directly with an individual in terms of helping him/her to promote his or her learning and understanding about the situation he or she is facing. For example, while working with a client who is infected with tuberculosis, the social worker can educate him or her with information regarding the causes, symptoms, treatment and cure of T.B. The educational role can also be applied in terms of working with a few people at the same time whether a family or any other small group of people who have come for developing their understanding towards a particular issue or problem. For example, a social worker can give adequate information and knowledge to the family members on how to take care of the child having cerebral palsy. Another example could be where a social worker can give education to the members of a Self Help Group on the benefits of saving money. The educational role can even be applied while working with the meso level practice, such as, while working with a community, where for example, the social worker can impart knowledge to the people on advantages of using organic farming in place of using chemical fertilizers.

By performing the educational role, social workers empower people with knowledge and information. People gain strength with the information they obtain. They get empowered through the learning, which allows them to reflect on their situation and enhances their problem-solving abilities.

Social work practitioners are responsible not only to their clients but also to social work trainees. They also have the responsibility to provide education and training to the budding social work trainees. They perform the role of field supervisors or agency supervisors in assisting the learning process of the future social workers. They design the plan for giving the learning exposure of the field reality to the students. They supervise their application of theoretical knowledge and learning into practice, allowing students to enhance their skills and develop the attitude of working with people. The students are given opportunities to practice the various methods of social work while dealing with the different problems of the different client groups, thereby enhancing their skills and practical application of the helping techniques.

Social work practitioners supervise the students through field education, which acts as a bridge between their learning from the classroom and the reality of social work practice. It is the responsibility of the social workers to enable the students to develop professional skills and attitude and enable them to apply the abstract learning from the classroom while dealing with the reality of the situation of the clients. Supervision provided by social work practitioners to trainee social workers has been recognized as an integral part of social work education and training. The role of the supervisors is both educative and supportive. Through their supervision, they enable the budding social workers to develop a professional identity and competence to work with the problems of the people. They are the ones who enable the future social workers to groom themselves as independent practitioners of the future, by inculcating in them the values and ethics of social work, and empowering them to provide effective services to the people.

6.6 STANDARDS FOR DEVELOPING THE QUALITY OF TEACHERSHIP AMONG SOCIAL WORKERS

Having a professional qualification in social work does not necessarily qualify social workers to become effective teachers either as academicians or as practitioners. In order to inculcate the value of teachership among the budding social workers, the practitioners/social workers need to develop themselves towards attaining certain skills and abilities, which include:

1. Adequate Intellectual Knowledge

It is necessary that professional social workers have adequate intellectual knowledge to impart education to the social work trainees and clients. They need to have clarity of the content which is to be delivered. Also the content needs to be well organized and presented in a clear language. The specific concepts in the content need to be interconnected with one another and applicable to the demand of the situation. The content also needs to be presented in an engaging way, with high energy.

The social workers also need to have knowledge about the available community resources and their operation and how to access them, so that such information can be delivered properly to the trainees and clients.

2. Rapport and Relationship Building

Social work professionals need to develop good rapport with the students, colleagues and clients. Rapport and relationship is the medium through which social work professionals can influence the students and clients for behavioural and attitudinal change. Social work professionals need to get themselves involved with the students and clients.

Relationship is the channel through which the professional social worker mobilizes the capacity of the trainees and clients for appropriate change. It is essential to develop healthy relationship with the trainees and clients to encourage them towards the process of learning and development. Cordial and healthy relationship will help in better acceptance of the professional by the trainee as well as by the client, which will add more value to the process of helping and learning.

3. Critical Thinking

Professional social workers should have the ability for critical thinking. They need to have the ability to recognize the need of the trainees and the clients, and analyze their potentials and environment. Critical thinking is essential for finding solutions to the issues and problems of the trainees and clients. The professional through his or her practical experience, also guides the trainees and clients to develop the skill of critical thinking about the reality of the situation and strategies which can be applied to solve their problems, as well as that of clients.

4. Communication

It is necessary that professional social workers should have strong communication skills. Good communication skills on the part of the professionals will enable them to initiate a positive relationship with the trainees and the clients. Though relationship is an involvement depending on two persons, it is incumbent on the part of the professional to use his or her expertise in communication in order to develop a positive relationship with the trainees and the clients. Communication involves both verbal and non-verbal communication. It involves talking (a skill which implies using voice, speech, tone, language and body language effectively) and listening (involving hearing, observing, encouraging and remembering).

Through their tone of voice, speech and language, professionals can convey their genuine concern and interest. Through active listening, professionals can attain better understanding of the need of the trainees and clients, which can be followed up by needed clarification and explanations.

5. Problem Solving Skills

Social work professionals either as academicians or practitioners face many problems and challenges. It is necessary on their part to have the skills in finding solutions to the problems and demand of the situations. Sometimes the problem may be huge and thus, prioritization may be required so that the aspect which demands immediate attention is focussed first. Also, for effective problem solving, professionals need to be resourceful. Social work professionals also need to inculcate in the trainees and clients the skill of problem solving so that they can face the challenges of their own situations and engage themselves meaningfully.

6. Positive regard

Social work professionals should treat the trainees and clients as individuals with inherent worth and dignity. They must be respected for who they are, regardless of their behaviour, problem, life circumstances and affiliations. They need to be understood and respected by the professional for their strengths, abilities and potentials. However, their weaknesses and limitations should not be ignored, but rather it is the duty of the professional to encourage and motivate the trainees and clients to enhance their capacity to change and improve.

7. Warmth

Social work professionals should respond to the need of the trainees and clients in such ways that make them feel wanted, safe and accepted. It is necessary for the trainees and clients to feel welcomed. The professionals need to show their concern, goodwill, courtesy and cordiality towards the trainees and clients. The feeling of warmth felt by them is essential to develop healthy relationship among them and the professional. Professionals need to show warmth through facial expressions, smiles, body language, softness in the tone of the voice and speech, maintaining eye contact and gestures which will convey acceptance and openness.

8. Motivation

Motivation is persuading a person to undergo the advice which is good for him or her. Professional social workers also need to have the skill of motivating the trainees and clients to take up the appropriate course of action which is considered to be good for them and which is necessary for bringing the desired change in their present state.

9. Support

Professional social workers need to provide psychological support to the trainees and clients. The trainees need psychological support from the educators especially in the initial days of the social work education and training, so that, they can cope with the challenges and expectations of the course and enhance their performance. Support is also necessary for clients to enable them to cope with the stress and anxiety brought to them by their problem or situational reality. The support provided by the social workers will provide comfort to the trainees and clients, and also make them feel that someone is there for them.

10. Justice

Social work academicians and practitioners need to recognize every trainee and client as equal, irrespective of their differences. Equal treatment and opportunities need to be provided to the trainees and clients. Also, it is on the part of the social workers to safeguard and protect their rights. Social workers should also have the skill to enable the trainees and clients to fight for social justice.

11. Facilitating Behaviour Change

Social work professionals need to have the skill to use different strategies and approaches to facilitate the appropriate behaviour and attitude among the trainees and clients. Social workers should be able to effectively guide the trainees and clients to bring necessary modifications in their behaviour and attitude.

Check your Progress II

Note: Use the space given below for your answers.

- 1) Define the concept of teachership.

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- 2) List out standards for developing the quality of teachership among social workers.

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6.7 LET US SUM UP

The value of teachership is an integral part of the profession of social work. Social workers play the role of a teacher, either as an academician to the trainees or as a practitioner to the clients. Social work professionals have the responsibility to provide information and knowledge to the trainees and clients, to provide them strength for bringing change and empowering/enabling them to improve their situation. Teachership helps the profession of social work to maintain continuity by providing opportunity to future social workers to learn, practice and enhance their skills to become efficient and effective social work professionals. The value of teachership ensures the clients with their dignity and self-respect, through the information and knowledge which they receive from the social workers, which enlighten them and empower them to fight against the challenges brought to them by their situation. The value of teachership needs to be inculcated by social workers and reflect in their approach towards dealing with the trainees and clients.

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6.9 ANSWERS TO CHECK YOUR PROGRESS

Check your progress I

- 1)
 - Teachership is not just about teaching or delivering the lessons to the students, rather it is process that facilitates learning. In addition to providing students with learning opportunities to meet the curriculum outcomes, teachership emphasizes on development of values and guides students in their social relationships.
- 2)
 - Adequate intellectual knowledge.
 - Rapport and relationship building.
 - Critical thinking.
 - Communication.
 - Problem solving skills.
 - Positive regard.
 - Warmth.
 - Motivation.
 - Support.
 - Justice.
 - Facilitating behavior change.