

# Social Work: A Problem Solving Profession

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**Abstract:** *Man can fly like bird in the sky, can swim like fish in the water, can live on the moon as well other planet. He can create artificial intelligence and ready the robots. These are all indicates his intelligence and capacity. In the same way, he is not except from problems. Of course, this era is called the age of problems. We, the human beings confront different kind of issues that may be encompassing various areas of our life. Problems are everywhere in the society, nation and worldwide. Universality is one of the features of problem. Problem may be a societal, economical, political and educational but they are there in the under - developed, developmental and developed countries. But the way to find out them, defining them can be different in different countries. There has been appearing number of professions in the world, but Social Work is central among them. It has scientific base and problem solving theory and processes. Social work can be answer for all problems of the modern society has. Thus, the main purpose of this study is to draw attention of civilians, students, academician's practitioners, scholars, scientists, social scientists, and research minds towards social work.*

**Keywords:** Social Work Profession, Theories of Social Work, Problem solving, Process in Social Work

## 1. Introduction

Social Work is a Profession in 21st century's Professions. According to a belief that has just emerged, it is like an *Akshay container* that gives whatever is asked, and it is like a *Knapsack* on the arm / shoulder it gives whatever is heard. Despite many other professions, Social Work is a profession that committed to solve various individuals, groups, and community problems and brings positive changes in their life. It is a profession that deals with both individuals and societies problems. Professional Social Work is focused on problem solving and change. Professional social workers always concerned with the solution or prevention of social problems. Such as poverty, un - employment, alcoholism and drug - addiction, and urban slums etc, they utilize theories of human behavior and social systems, and intervene at the points where people interact with their environment. They work as change agents in society and lives of the individuals and families, and communities they serve. Principles of human rights and social justice are fundamentals to social work. A profession refers to an occupation that requires specialized education, knowledge, training and ethics. Merriam Webster online dictionary denotes that "A type of job that requires special education, training or skills."

There are many other professions in society i.e. Medical profession, Law, Engineering, Teaching, but Social Work is quite often different. Professional Social Work practice is distinctive from other helping professions in its approach of assisting clients to function optimally with their environments. The person in - environment approach is central to social work practice. Through this perspective, professional social workers are uniquely trained to help clients maximize the opportunity for change in themselves and/or their situations. The term client encompasses individuals, groups and communities.

## 2. Literature Survey

A Problem is very important for researchers, social scientists and pathologist. Problem is defined differently from

different academic disciplines i.e. Sociology, Education, Psychology, Social Pathology and Social work. From the Social Work perspective, it is when we are having trouble, and due to that, we are not comfort, its breaking our daily routine work, and we are trying to come out but feel like that is not possible. Than it is considered as a problem.

As problem has a very wide scope, various extensive literatures available on this. *Merriam Webster dictionary* denotes that, it is something that is difficult to deal with: something that is a source of trouble, worry, etc. Social worker, writer of the book of Social case work: A problem solving process Helen Harris Perlman [1957] creates the problem solving model. She explains in problem solving model that, a social worker helps to individual to identify a problem and he/she create action plan to solve the problem and provide the solution.

According to H. H Perlmans social work perspective "Problems are the Unmet Needs. "So, when, our needs are not met, left the same and those needs grow as problems. So, here our needs and problems have close relation. In this way, we have to understand common dimensions of problems. Sometimes, a problematic situation leads us to face problem and if, problem remained same with no solution can leads us to critical conditions and ultimately create vicious circle around us.

Duncker [1945] states that problem is arises, when a person has specific aim but he does not know how to achieve it. According to this definition, we can analyze problem as, a person who has aim but does not know the ways to achieve it.

### Problem definition

*A Problem: in common parlance refers that Barriers/ interruption/ trouble/ issue/ dilemma/ obstacle/ complication and so on.* Every organism has problem on this earth. Unlike any animals, we are human beings; we have problems in our day to - day life. Problem may be different in nature that interrupts our life and development. Problems are widely divided into three category i. e. [1]

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Individual [2] Group [3] Community. Scientific based solution is needed for all these problems. Scientific base means [systematic and research based].

Social workers trying to give solutions, on the basis of scientific theory and methods, by using social work methods, principles, theories, skills, techniques, tools and through that, help to the individual, group and community to improve their lives and lead them good and satisfied life. Thus, we will have to make statement of problems. And try to get solutions accordingly.

- 1) What is a problem?
- 2) How to recognize a problem?
- 3) Why problems arise?
- 4) What are the root causes for problems?
- 5) How to quit from these problems?
- 6) How this problem impacted on lives of the people?
- 7) Is people tried to come out of this problems?
- 8) How to get solutions for these problems?
- 9) What are the resources needed to solve these problems?

A problem has so many causes and causes are interlinked each other. So we have to find the solutions for all these questions. As such, a prompt work was made in this paper to find out solutions for the problems of individual, groups, community by using social work process.

### 3. Methodology/Approach

Thinking social work as a problem solving profession, providing solutions to the problems of the modern world. Here, researcher had used explorative research methodology to explore the involving things and concepts of social work profession. This paper prepared by studying, and analyzing secondary source of data i. e. literature books, journals, websites, magazines and encyclopedias. Thus, researcher believes that, this small effort would be a great contribution for literature of social work.

### 4. Results & Discussion

#### 4.1 Theory for problem solving in social work

We, the social workers have to work with diverse individuals, families, groups, organizations, and communities. So have to follow some steps and processes. Helen Harries Perlman, discussed about the problem solving model in social care work: a problem solving process (Chicago 1957). But that was there present in the minds of professional social workers. as explained by many writers and practitioners, primary methods of social works i. e. social care work, social group work and community organization can be used as problem solving methods in social work. But they were very keen about involved concepts and processes. Further, they explains about the Social Work Intervention [SWI] as it is very necessary for when person in a problem. Compton and Galaway (Social work process 1979) have explained about problem solving process in social work. Sheafor explained about how social work intervention is needed when person is in a problem But all are agreed with problem solving steps issued by Louise Johnson. Those are as follows.

- 1) Problem brought by the client to the agency

- 2) Initial statement and discussion
- 3) Agreement for continuation by worker and clients
- 4) Selection of information to be sought
- 5) Collection of information
- 6) Assessment of person's situation by the worker
- 7) Determination of goals and constraints of any plan by worker and clients.
- 8) Determination of possible plans of action by worker and clients.
- 9) Choice of plan including details about task and techniques.
- 10) Contract between the worker and client.
- 11) Implementation of the plan.
- 12) Evaluation by worker and clients.
- 13) Termination.

### 5. Conclusion

We can come to conclude from the above discussion that, in the changing and competitive social context, each and every profession should have some special features or characteristics that they lead any occupation to a profession and they also help to a profession sustain gradually i.e. Values, code of ethics, philosophy, education and training, remuneration, social approval, professional boundaries and professional associations etc. No matter what, social work has all these special features and characteristics so that social work is considered as a profession. Like any other professions and it is coming to appear as a latest helping and valuable profession in society. Today social work has got professional status and considered as valuable profession. Professional social workers always works on the basis of human relations and values and helps to find solutions to the problems of individuals, families, groups and communities by using appropriate resources.

### 6. Future Scope

Social work has very strong base because, it is born and brought up in the society only. Interventional practice in social work are very important i. e. macro, mezzo, micro practice. With these methods social worker intervene at big, medium, and small level. They use counseling, research and teaching and make policy, administration and supervision. Today, social work professionals assist individuals, families, groups and communities, organizations and societies in wide. They are helping to those with overcoming their socio, economic, political, emotional and psychological problems in nature. And social work has a wide scope, where there is problem; there is need of social work intervention. Now a day's social workers are highly recognizing themselves working with these following areas and fields.

- 1) Family and child welfare
- 2) Labor welfare
- 3) Community development
- 4) Correctional setting
- 5) Medical and psychiatric setting
- 6) Children and youth services
- 7) Aging and mental health
- 8) Disability and social work
- 9) Substance abuse
- 10) Domestic violence
- 11) Vocational rehabilitation

Within these areas, professional social workers play very important roles, they are responsible for i.e. Planning and administration, policy making, counseling, problem solving, resource mobilization and utilization, supervision and programme development.

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## Author Profile



**Iranna Ronad** is basically from **Social Work** background. He has completed his **Bachelor Degree in Social Work [BSW]** with Second class, and **Masters Degree in Social Work [MSW]** with First class from Karnatak University. He is qualified in SLET [State Level Eligibility Test conducted by University Grant Commission]. He has more than a *Decade* of experience in Teaching of social work, Counseling and community development sector. He has written many research articles in books with ISBN. Presently, he is working as Lecturer in Social Work. He has seen problems of the Individuals, Family, Groups and Community from the close view. In his opinion, they strive a lot to overcome from those problems but get failed for whatever reason. Social Work can bring revolutionary change in the lives of the individuals, groups and community at large, and social workers can bring solution to all problems faced by the modern society. He believes that, direct practice of social work and interventions in the entire fields and settings can turned into a positive result