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MSW-17

Contemporary Methods and Values of Social Work

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Sample Preview of the Solved Sample Question Papers

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QUESTION PAPER

June – 2024

(Solved)

CONTEMPORARY METHODS AND VALUES OF SOCIAL WORK

MSW-17

Time: 3 Hours]

[Maximum Marks: 100

Note: Attempt all the questions. All questions carry equal marks.

Q. 1. Explain the linkages between networking and advocacy. What are the challenges in advocacy in social work practice?

Ans. Ref.: See Chapter-4, Page No. 23, 'Advocacy and Networking' and Chapter-1, Page No. 4, Q. No. 2 (Other Important Questions).

Or

What is hardwork? Discuss the importance of hardwork as a value in social work profession with examples.

Ans. Ref.: See Chapter-22, Page No. 153, 'Concept and Nature of Hardwork' and Page No. 155, Q. No. 1.

Q. 2. Define resource mobilization. Explain the principles and elements of resource mobilization.

Ans. Ref.: See Chapter-5, Page No. 29, 'Definition of Resource Mobilization', 'Elements of Resource of Mobilization' and Page No. 30, 'Principles of Resource Mobilization'.

Or

Write a note on concept of relationship. Explain the various characteristics of relationship.

Ans. Ref.: See Chapter-15, Page No. 101, 'Concept of Relationship' and 'Characteristics of Relationship'.

Q. 3. Answer the following questions:

(a) What is social justice? Describe the principles of social justice.

Ans. Ref.: See Chapter-14, Page No. 97, Q. No. 1 and Page No. 98, Q. No. 2.

(b) Define integrity. Explain the types of integrity.

Ans. Ref.: See Chapter-17, Page No. 116, 'Meaning of Integrity' and Page No. 117, 'Types of Integrity'.

(c) How can you nurture patriotism through social work? Discuss.

Ans. Ref.: See Chapter-20, Page No. 139, 'Best Practices for Nurturing Patriotism as a Value of Social Work'.

(d) Discuss the relationship between social case work and resource mobilization.

Ans. Ref.: See Chapter-6, Page No. 36, 'Social Case Work and Resource Mobilization'.

Q. 4. Answer the following questions:

(a) Mention the importance of teachership as a value of social work.

Ans. Ref.: See Chapter-24, Page No. 169, Q. No. 1.

(b) Explain the concept of cultural sensitivity in social work practice.

Ans. Ref.: See Chapter-21, Page No. 145, 'What is Cultural Sensitivity?'

(c) Discuss the role of resource mobilization in community organization method.

Ans. Ref.: See Chapter-6, Page No. 36, 'Community Organization and Resource Mobilization'.

(d) Describe the concept of strength based practice.

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Ans. Ref.: See Chapter-7, Page No. 44, 'Introduction'.

(e) Write a note on loyalty to profession as a value of social work.

Ans. Ref.: See Chapter-19, Page No. 131, 'Loyalty to Profession as a Value of Social Work'.

(f) Give five reasons why one should need network.

Ans. Ref.: See Chapter-3, Page No. 19, Q. No. 2.

Q. 5. Write short notes on the following:

(a) Competence

Ans. Ref.: See Chapter-16, Page No. 113, 'Competence'.

(b) Social justice

Ans. Ref.: See Chapter-14, Page No. 93, 'Concept of Social Justice'.

(c) Public Interest Litigation (PIL)

Ans. Ref.: See Chapter-9, Page No. 58, 'Introduction'.

(d) Conflict of Interests

Ans. A conflict of interest arises when personal interests interfere with professional duties or responsibilities, potentially compromising judgment, integrity, or decision-making. It occurs when an individual or organisation benefits personally at the expense of fairness, ethics, or public trust. Examples include financial gain, nepotism, or favoritism. Managing conflicts through transparency, disclosure, and avoidance of bias is crucial to maintaining ethical standards and ensuring trustworthiness in professional and personal dealings. Ignoring such conflicts can harm relationships and reputations significantly.

(e) Sustainable Change

Ans. Sustainable change refers to long-lasting, impactful transformations that balance environmental, social, and economic considerations. It emphasizes practices that meet current needs without compromising future generations. Achieving sustainable change involves adopting eco-friendly technologies, reducing waste, and promoting social equity. Collaboration, innovation, and education are vital for fostering sustainable habits. This approach ensures resilience in organizations and communities, encouraging growth while preserving resources. Sustainable change aligns progress with responsibility, creating a harmonious balance between development and the planet's health.

(f) Social Action

Ans. Ref.: See Chapter-4, Page No. 23, 'Social Action and Networking'.

(g) Awareness Campaign

Ans. Social action involves organised efforts to address societal issues, promote justice, and foster positive change. It includes activities like advocacy, community service, and policy reform to tackle inequalities, discrimination, or environmental challenges. Social action can be individual or collective, often driven by empathy, ethics, and a desire to improve living conditions. It empowers marginalized communities, raises awareness, and influences public opinion. By mobilizing resources and fostering collaboration, social action serves as a powerful tool for building equitable and inclusive societies.

(h) Formal Network

Ans. Ref.: See Chapter-3, Page No. 16, 'Formal Network'.



Sample Preview of The Chapter

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CONTEMPORARY METHODS AND VALUES OF SOCIAL WORK

BLOCK-1: CONTEMPORARY METHODS OF SOCIAL WORK-I

Advocacy as a Method of Social Work Practice



INTRODUCTION

The word advocacy comes from the word advocate which means to 'call to one's aid' or to speak out on behalf of someone, as a legal counsellor. It is a deliberate process which is based on the demonstrated evidence which directly and indirectly influence the decision makers, stakeholders and relevant audiences to support and implement the actions which contribute to the fulfilment of children's and women's rights (UNICEF, 2010). There are some modes of practice and strong theoretical base in advocacy which enables the social workers to link the contemporary method of 'advocacy' with the other methods of social work and enhance social work interventions with diverse issues and manifold population.

The original aim of social work was the rights of society's most vulnerable members which includes children to homeless people to the physically disabled. The social workers continue to help those who need help to succeed in our society. Most of the social workers carry a philosophical charge in order to protect and empower the vulnerable and disadvantaged sections of the society. This is done by various means like writing op-ed pieces, lobbying, organising local protests and helping to change laws that adversely affect vulnerable and disadvantaged members of society. The social workers at present make use of full range of techniques for advocacy which ranges from protests and sit-ins to harnessing the power of the Internet to network with others to affect change.

The social workers work by seeing the difficulties which are faced by the clients who lack the resources for maintaining the basic human needs for themselves and their families. Social workers will work with social service agencies in order to facilitate economic

maintenance, protect a social safety net or to ensure the availability of health and mental health services.

The social workers work by mobilizing resources, public opinion and by interacting with agencies. In all, the social workers are most frequently the voice for change and social justice.

CHAPTER AT A GLANCE

ADVOCACY: NATURE AND MEANING

There are different meanings of the word 'Advocacy' for different people. For a lawyer, it means the art of speaking in court, representing their client's case and examining witnesses. For a doctor or nurse, it may be raising his/her voice against malpractices that may be followed in hospitals or clinics where a particular treatment process is found to be faulty. A non-governmental organisation (NGO) which is working in an urban community may fight against the municipal body for the restoration of the hygiene in the locality. All these actions at times may not be seen by the activists or professionals representing others' concerns as advocacy even if the process involved means so. Therefore, different people will be involved in different forms of advocacy which could range from quasi-legal, to meeting personal services, issues in welfare administration or to the fulfilment of the rights of specific groups or populations.

PURPOSES OF ADVOCACY

There are many purposes of advocacy work with client(s) which are as follows:

- Preventing human rights violations and promoting the rights of people.
- Understanding the constitutional safeguards and fundamental rights.
- Facilitating the equitable allocation and funding of resources.

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- Safeguarding the individuals and groups facing harassment and ill-treatment.
- Promoting social inclusion and raising the awareness of the barriers which are faced by socially excluded groups and communities.
- Supporting and empowering the people and groups to speak for themselves.
- Helping the people explore the range of options which are available to fight against oppression and clarifying a particular course of action.
- Facilitating the process of forming new policies.

PRINCIPLES AND OBJECTIVES OF ADVOCACY

Principles of Advocacy Work

(a) Need-based: The assessment is required on the emergency needs such as protection in case of children and abused children in particular, the individuals facing physical and sexual violence and torture within the family or in establishments, etc.

(b) Client directed: The professional social workers should work on the best interest of the client. They can advise the clients regarding the various options of intervention available and the pros and cons of each alternative.

(c) Conflict avoidance: The confrontational strategies should be avoided unless all other forms of non-confrontational modes or strategies fail.

(d) Cultural sensitivity: The cultural sensitivity should be taken into consideration by the professional social workers which includes linguistic and communication aspects, etc.

(e) Duty of care: The social work professionals should avoid such actions that are illegal or may cause harm to the clients. The professionals should monitor every action of members or groups involved in campaigns.

(f) Avoiding conflict of interest: In case of a visible conflict of interest, doubts may be created in the minds of the clientele population and may lead to some clients dropping-out. There are others who may challenge or oppose the leadership, development of fissure and factions within the group.

(g) Critical thinking: A 'critical' thinking in terms of structures is important to identify the forces at work which sustain an oppressive and exploitative system. The focus of critical analysis is more on the socio-economic outcomes and collective injustices.

(h) Empowerment as sustainable change: The participatory approach of advocacy will help the clients' capacity and opportunity to change and to address their own needs.

(i) Identifying and challenging systemic flaws and institutional barriers: It is important to identify and challenge the systematic flaws and institutional barriers which promote and sustain exploitation and oppression.

(j) Limited use: With the rampant use of advocacy, it can lead to more harm than provide relief to the client.

(k) Establishment of social justice: Deep sensitivity towards social justice is important especially to the needs of the poor, oppressed and disenfranchised. The advocacy work includes promoting the policies that safeguard the rights of and confirm equity and social justice for all people.

(l) Networking and collaborative initiatives: The network and collaborative efforts of the individuals, groups, communities, general public and advocacy organisations is essential to draw energy from one another and become a force to reckon.

OBJECTIVES OF ADVOCACY

The advocacy work is performed mostly by the professionals, the activists and the organisations who are concerned about the upliftment of the vulnerable, oppressed, exploited sections of the society. The objectives and outcomes include obtaining the services or resources that would not otherwise be provided, preventing and protecting the vulnerable individuals, social groups and communities from abuse, oppression, and violation of their human rights, amending the policies or practices that adversely affect groups or communities and promoting the legislation or policies that will result in the provision of requisite resources or services.

STRATEGIES OF ADVOCACY

Some strategies and techniques that could be used and have been found important by the activists and advocacy organisations alike include gathering evidences, filing the representation, scaling-up reach, Volunteering mobilization, leadership building, fund mobilisation for large scale advocacy campaigns, highlighting issues in the media and electronic advocacy, organisation building, networking and coalition formation. Some other strategies are legal awareness and seeking legal redress, demonstration, agitation, sit-ins, rallies etc., using various forums to highlight issues, a set of specific procedures to guide the conduct of the participants, policy advocacy, balanced resource allocation that is open and fair.

BENEFICIARIES OF ADVOCACY

The process of advocacy includes the actions which lead to a selected goal for which many possible

ADVOCACY AS A METHOD OF SOCIAL WORK PRACTICE / 3

strategies are used. The process as a social may be used either for such clients who may not be in a position to fight for their own rights or participate in the process of redressing their difficulties because they may be lacking the capacity to do so. The ones who can reach the professional would be facilitated to take part in the process of advocacy action. The advocacy focuses not in providing the direct services but in making the client's environment conducive to providing prompt services and establishing a just environment free from discrimination and exploitation. Advocacy might not involve confrontation or conflict but it may be used selectively depending upon the situation.

SKILLS OF ADVOCACY

There are some specific skills which are needed for advocacy work required either singly or in combinations which include policy analysis, group facilitation, public mobilisation, communication, competency in negotiation and the analysis of multidimensional and systematic information. The process includes a stage when the clients understand the extent and the manner in which they have been befooled, exploited, their human rights violated and face deprivation from basic entitlements. This leads to lot of dissension and anger in the minds of the client(s) which may in turn lead to coercion and violence. Thus, a social worker would work for anger management and conflict resolution skills and will understand the social and cultural forces that are the cause of oppression. The workers must understand the major social, political and economic forces that have shaped the development of social policy. The worker should have the networking skills for building coalitions of individuals, groups, communities and organisations so that the network and coalition can become a force unto itself.

CHALLENGES OF ADVOCACY

Some of the challenges in advocacy are:

- The work is too demanding on time, energy, and finances.
- A misconception among social workers, that advocacy often adopts a 'confrontationist approach', also prevents them from using it more often than not.
- Lack of employer's support.
- The work is heavily dependent on working with multiple stakeholders and coalition partners.
- The policy issues in a larger national level and transnational networks may often face contestation between multiple competing groups.

- Difficulty in building consensus and trust among members and partners.
- Issues of logistics when the coalition becomes too large and it becomes taxing to organise meetings, communicate about upcoming activities and report results.
- Problems in an equitable distribution and sharing of responsibility and expenses.
- Dominance of a few members/partner agencies and
- Working out strategies as to how resources could be leveraged for the advocacy campaign.
- The process of advocacy is an activity requiring patience, tenacity, compromise, long-term commitment, energy, broad bases of support, research, political skills, knowledge of government, and capacity to analyze. All these are challenges posed before individual social workers, volunteers, collaborating agencies, including client(s) who would like to have a quick-fix solution to their problems.
- The clinical social workers do not prioritize the interrelationship of clients' needs and laws.
- The social work agencies and their staff often devote most of their energies to direct service programs (O'Connell, 1978) even if they have been instructed to include advocacy whenever required.
- The limitations of social workers to service delivery and stay away from advocacy action.
- The social service agencies have been found not providing sufficient resources to promote or engage in advocacy practice.
- The enough opportunities are not provided to students as to how advocacy can be actually practiced is provided.

CHECK YOUR PROGRESS

Q. 1. List any five purposes of advocacy work with clients.

Ans. Some purposes of advocacy are as follows:

- To bring about positive changes to the health of your population. It deals with addressing the health issues through the implementation of a national health policy or through the implementation of public health policy. It can also deal with the health issues related to the harmful traditional practices.
- It could help in meeting the goals of health extension programme policies where specific resource allocation and service delivery models are developed for advocacy campaigns.

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- It also deals with helping you to speak up for your community and also to make sure that the views, needs and opinions of your community are heard and understood.
- The process include as a Health Extension Practitioner, together with individuals, model families and others in your community and take some action in order to help the community to address their health needs.
- The process is more of person-centred and people-driven and is always community-rights based. It deals with what your community needs to improve its health.
- It can be called as a process of supporting people to solve health issues and includes single issues and time-limited campaigns, as well as ongoing, long-term work undertaken to tackle a range of health issues or health problems.
- Advocacy may be able to provide a solution to the specific health problems and build the needed support and networks that can deal with the health issues which are affecting the health of your community.

Q. 2. What are specific skills for advocacy?

Ans. Some of the skills for advocacy are as follows:

1. **Be a power broker:** A social worker acts as an effective broker by getting the benefits and other services that are connected to those in need of them. An excellent social worker advocate stays on top of these processes and assures that there is not excessive time lapse or further complications in administering benefits and services.
2. **Exercise strong case management skills:** It is very important to have the strong case management skills as it helps the help-needing clients get an overall more effective experience. This, in turn helps in speeding the access to needed services and benefits and provides timely notices of actions and needed actions and helps to provide more fair outcomes relative to the intentions of legal and ethical stance and much more.
3. **Educate when possible:** There are many social workers who are able to provide effective services without much effort in educating their clientele, those who do put some effort into some simple educational attempts provide the utmost advocacy advantage to their clients.

4. Canvas and research continuously:

Another important skill is continued research inside and outside of the community for emerging or previously unknown resource opportunities. A community's resource pool is always changing because its various qualities and characteristics are always changing. Also, the resource options and opportunities from larger scale groups such as state and federal governments can also change at any time. Subsequently, staying in the loop with research and canvassing can be a great way to provide some substantial advocacy.

5. Increase community participation: The skill to put up some targeted volunteer work within the community is also important. The volunteer work in and around the community truly is itself a type of high grade advocacy. Social work is top rated career option for those wishing to be involved in helping and giving back to the community on a daily basis.

6. Some other important skills: In advocacy include policy analysis, group facilitation, public mobilization, communication, competency in negotiation and the analysis of multidimensional and systematic information.

OTHER IMPORTANT QUESTIONS

Q. 1. What is advocacy? What are its objectives?

Ans. Advocacy refers to taking action to create a change. The advocates organise themselves to take steps to deal with an issue and help to give people ways to speak out about things that negatively affect them. Advocacy has been referred to as "speaking truth to power". The process includes many different types of activities like researching new solutions, creating coalitions of like-minded people, public campaigning to raise awareness and much more. The main objective of advocacy is to create change. Other objectives include:

- Building evidence on what needs to change and how that change can take place.
- Raising attention about some important issues and give voice to those affected.
- Influencing the ones in power to provide leadership, take action and invest resources.
- Creating a positive change towards greater social justice and equality.

Q. 2. What are the various challenges in advocacy?