

**Lesson -1****Social case work – a Method in Social Work****1.0. Objectives:**

The objectives of this lesson are to define social case work and explain case work as a method in social work.

**Contents:**

- 1.1. Introduction**
- 1.2. Definition**
- 1.3. History**
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**1.1. Introduction:**

Social work is one of the methods of social work. It aims to find individual solutions to individual problems. The focus of casework is on the individual. People face difficulties arising out of personal or environmental factors. Consequently it may lead to their malfunctioning or maladjustment in society. Where the individual fails to function in a useful and acceptable manner, the social caseworker helps him to remove his difficulties. The social caseworker functions at the individual level.

**1.2. Definition:**

Richmond (1917), who gave a scientific status to case work, defines social case work as one consisting of "those processes which develop personality through adjustments consciously effected, individual by individual, between men and their social environment".

Regensurg (1938) considers case work as a method of "measuring against reality the client's capacity to deal with his problems or pieces of it, while the worker helps him to clarify what the problem is and enables him to think of different ways to solve it".

According to bowers (1949), "social case work is an art in which knowledge of the science of human relations and skills in relationships are used to mobilize capacities in the individual and resources in the community appropriate for better adjustment between the client and all or any part of his total environment".

Hamilton (1951) says that case work is "characterized by the objective to administer practical services and offer counseling in such a way as to arouse and conserve the psychological energies of the client – actively involve him in the use of the service to ward the solution of his dilemma".

According to Boehm (1959), social case work intervenes in the psycho-social aspects of a person's life to improve, restore, maintain or enhance his social functioning by improving his role performance.

According to Linton B. Shift, social work is an art of assisting the individual in developing his capacities to deal with problems he faces in his social environment.

Social case work may be defined as the art of doing different things for and with different people by cooperating with them to achieve at one and the same time their own and society's betterment. Later definitions emphasized that the problem is essentially the client's own and that the client is actively and responsibly engaged in its solution.

The various definitions that have been advanced, bring out its salient features; that it is an art of helping individuals to work out better relationships and adjustment; that it is a method of helping people individual by individual, to tackle effectively the various problems confronting them and that it is a way of helping individuals to use their own resources, both material and psychological, for the treatment and prevention of social problems.

### 1.3. History:

Individualisation in social problems began largely with the persons who needed relief. The work of St. Vincent De Paul in 16<sup>th</sup> and 17<sup>th</sup> century and of Ozanam in the 19<sup>th</sup> century through the art of friendly visiting helped to individualise people at home. Edward Denison, Sir Charles Loch, Octavia Hill, the English leaders developed to a high point the theory and practice of personal service, personal responsibility and careful study of each case in our own times. Mary Richmond set out the first rational and systematic approach to the analysis of individual social situation. Prof. Garrett points out that the attempt to modify the client's personality is not a recent and revolutionary undertaking of case workers but an evolutionary development from the beginning.

The oldest function of case work was to supply practical services or to manipulate the environment to help the client towards the successful adaptation. The case worker realized that the forces of the unconscious are also factors in human behaviour; they also recognized that personality and character are essential in reconstruction efforts.

### 1.4. Assumptions:

The following are the main assumptions in all the accepted definitions. (1) The individual and society are inter-dependent. (2) social forces influence behaviour and attitudes; (3) problems are psycho-social; they have inner and outer aspects; (4) problems are inter personal that is more than one person is likely to be involved in the treatment of the individual; (5) the client is a responsible participant at every step in the solution of his problems; (6) the worker-client relationship is also used to achieve the ends of treatment, (7) it is also assumed that the worker will have to enable the client to release his own capacities for change and growth (8) only when the worker is well grounded psychologically, he can help the client to mobilize his feelings in the direction of growth and adaptation to reality.

In case work the client is stimulated to participate in the study of his situation, to share plans, to make an active effort to solve his problems, using his own resources and what ever community resources are available and appropriate.

The nature and amount of help that the worker is to give the client depends upon the nature of the person and the nature of the problems. It is easy to deal with self-directing person and enable him to change his own situation. It is equally easy to deal with obvious difficulties like external trouble as they can be remedied through practical services. If the person is not well, weakened, seriously handicapped, the worker must give him more support in his effort. Change in attitudes and mores can just be effected by creating new conditions within which, new experience and satisfaction may occur.

#### 1.5. Limitations:

Social casework as a method does not often attempt total personality reconstruction or total environmental manipulation. However, modifications of attitudes and behaviour may be possible. Casework cannot free its clients completely from their disabilities. However it may help them live within their disabilities, with the help of social compensations under certain circumstances. Casework can mitigate or even prevent some of the crippling effects of deprivations.

Treatment is the sum of all activities and services directed towards helping an individual with his problem. It is concerned with relieving or solving the immediate problem brought to the case worker's attention. The treatment shall be in the mutual interest of the client and community. As case work is one obligated not only to help the person, satisfy his social needs but also it stimulated the client to release his capacities for continuing efforts to create a better social environment for human beings. The obligation towards preventive action is also implied in programmes of mental Hygiene and Welfare.

The client can be motivated to attempt to change the situation by an educational process. Change in feeling can result from a major experience, such as happy marriage through greater physical or mental suffering through a significant relationship with one or more persons or through religious experiences.

#### 1.6. Relation with other Methods :

There is a close relationship between case work and the other methods of social work. The methods or techniques of social work are different approaches to the problem. There are individual needs and individual solutions, group needs and group solutions, community needs and community solutions and mass needs and mass solutions. Consequently, social casework, group work, community organisation and social action were developed respectively.

Modern social work has been described as " a professional service to people for the purpose of assisting them as individuals or groups to attain satisfying relationship and standards of life in accordance with their particular wishes and capacities and in harmony with those of the community"(Trecker).

We may define Social work in terms of the methods it employs in working with individuals, group and communities. Social case work, group work and community organisation work are these methods.

Social case work is one part of a methodological whole. It makes a contribution to the whole of social work, yet it stands alone as well. It cannot be said that group work or case work or community organisation work is any more important or any less important. All three are needed and all three are related.

Social case work, social group work and community organisation operate as the chief methods, in the profession of social work. Social work is defined as " a professional process of working with individuals, groups, and communities to meet social needs". (Trecker). All social workers work with individuals, whether they may be the case workers, group workers, community organisation workers. The degree to which they do so depends on the setting in which the work is carried on.

The objectives of case work, group work and community organisation work are not basically different. The principles which underly the three methods are surprisingly alike. The worker must accept the individual, or the group or the community at its level of development. The worker must begin his work at the point of need as defined by the individual, the group or the community. In case work, group work and community organisation work, respect for the integrity of the individual is of importance.

#### **1.7 Agency settings:**

The agency settings in which these methods are practiced may be different. Some agencies are primarily devoted for providing specialized services to individuals (on one by one or case by case basis). Other agencies concentrate their attention on more general needs of individuals in groups. Other focus their efforts on problems of social welfare planning. Thus case work is related to other methods of social work in several respects. These methods may differ from one another in their approach to the problem. They deal with the problems on different levels mainly the individual, the groups and the community. However, they are not water tight compartments. One method may involve other methods for instance community involves work with the groups so also group work involves case work. Work with group involves work with the individual. While meeting general needs of individuals in group, the worker must bear in mind the particular needs of the individual and group also. The group worker from time to time studies the particular needs of the individual and helps the individual in an individual way to enable him to participate actively in the group activity. Thus the methods are related to one another.

#### **1.8. Case work as a method:**

As a method of social work profession, case work seeks to help individuals in a systematic way based on knowledge of human behaviour and various tested approaches. Every professional's help has two components: one, his professional skill and knowledge, and the other his personal characteristics and experiences of life. A physician will help only with physical problems, a teacher with educational problems and a lawyer with the legal problems. Social workers help the total individual i.e with every aspect of life which in any way, is detrimental to his living a full life.

Social case work enables an individual to obtain a higher level of functioning through face-to-face or person-to-person intervention. The case worker helps the client to act in order to achieve some personal / social goals by utilizing the available resources. Case worker's knowledge and expertise and material resources are used (as tools) to inject strengths in the client to enable him to change his difficult situation.

Intervention occurs when the person realizes that his role performance is hampered and threatened. The intervention takes place through a professional relationship between the case worker and the client. Social case work involves assessing the internal and social factors which impair the person's role performance. The case worker helps the client to use the psychic and social resources at his disposal to reduce malfunction and to enhance functioning in social roles.

A person performs some role. All his functions are directed to fulfill some role. The case worker may mainly aim at restoring, maintaining or improving the person's functioning, using his knowledge of human behaviour, skills in communication and relationships and the available resources.

Social functioning means functioning in different roles one has achieved or has been assigned by the society. Bartlett (1970) defines social functioning as "the interaction between the coping activity of people and the demand from the environment". The caseworker does not offer help to the person only at his personal request. Help is offered at the instance of his relatives, public agencies (Police, hospitals etc.) and community members. The case worker will work not only with the client but also with those people who are in some way important for solution of the person's problem.

Help is offered through a particular process called as study, diagnosis (assessment), formulation of goals and planning, treatment, evaluation and termination. Taber and Taber (1985) use sipron's formulations which are termed as (1) engagement, (2) exploration, (3) planning, (4) intervention, (5) evaluation and (6) disengagement. Engagement is equivalent to intake, exploration to study, planning involves assessment and planning for action, intervention is equivalent to treatment and evaluation is done after intervention, followed by termination (disengagement).

Thus, social case work is a helping process to effect a change in the client's behaviour systematically to enable him to realize his potentials for "living a personally satisfying and socially useful life". In this process of helping the client, he offers concrete (protective) services including money and materials, modifies his environment, strengthens his capacities, develops an attitude congenial for growth, effects the desired change in his life style and maintains his emotional equilibrium.

### 1.9 Summary:

Social case work is one of the methods of social work, it aims to find individual solutions to individual problems. Social case work as a method does not often attempt total personality reconstruction or total environmental manipulation. There are certain assumptions of social casework. The nature and amount of help that the worker is to give the client depends upon the nature of the person and the nature of the problem. There is close relationship between social case work and other methods of social work. The agency settings in which these methods are practiced may be different.

As a method of social work profession; case work seeks to help individuals in a systematic way based on knowledge of human behaviour and various tested approaches. Social case work enables an individual to obtain a higher level of functioning through face-to-face or person-to-person intervention. Social functioning means functioning in different roles, one has achieved or has been assigned by the society, Help is offered through a particular process called, study, diagnosis (assessment), formulation of goals and planning, treatment, evaluation and termination.

**1.10 Key words:**

1. Social case work
2. Assumptions.
3. Agency settings

**1.11 Model Questions**

1. Define social casework. What are its assumptions and limitations.
2. Explain social case work as a method of social work.

**1.12 Reference Books:**

1. Batra, Nitin, 2004 : Dynamics of social work in India, Raj publishing house, Jaipur
2. Hamilton, Gordon (1951): Theory and practice of social case work, Newyork Colubbia university press.
3. Upadhyay, R.K. (2003) : social case work – A therapeutic approach, Rawat publications Jaipur and New Delhi.

## Lesson -2 Values and Principles of case work

### 2.0. Objective:

The objectives of this lesson are to discuss the values and principles of case work.

### Contents:

- 2.1. Introduction
- 2.2. Values
- 2.3. Principles of social case work
- 2.4. Summary
- 2.5. Key words
- 2.6. Model Questions
- 2.7. Reference Books

### 2.1 Introduction:

Social case work is an individual approach to help individuals. As a method of social work profession, it seeks to help individuals in a systematic way based on knowledge of human behaviour. Every individual has various needs (psychological, physical and social). To fulfill his needs, he has to interact with different types of people and face different environmental conditions. Unfavourable physical conditions make human functioning difficult. An individual under these stressful conditions, seeks help some times from near and dear and some times from the professionals like social workers. The professional helper uses his professional skills and knowledge. The social case worker helps the needy individual to meet his needs or solve his problems, using his professional skills and knowledge.

### 2.2 Values:

Social case work (or social work) values have roots in the democratic system. These values are certain ideas which are useful to anyone engaged in social work practice. Since these values are found lacking in socialist countries like china, practice of social work is not being adopted in those countries. The following are some of the values of social case work (or social work).

#### 1. Every individual has inherent worth and dignity:

This is one of the values of democracy. Social work skills are based on democratic values and methods. An individual is treated with respect. An individual is worth caring for the simple reason, that he is basically an individual, and he is a human being. He is capable of contributing his mite to the growth of society. Keeping in view this value, that social workers attend to the needs of every individual irrespective of the considerations of class, caste or creed etc. They serve every one without discrimination. Every individual has inherent worth and dignity, whatever be his handicap and problem. He should be respected with whatever problem or handicap, he approaches the case worker for help. He should get all possible help to live a socially productive life.

#### 2. Right to self-determination:

The individual is to decide for himself what is best for him. Any change in the attitude of the client should come from within himself and not from without. The case worker will have to counsel or

guide him only. The ultimate decision rests with the client. The case worker will assist the client to change himself and work towards a solution of his problems. The client will have to participate in the solution of his problems. The case worker will help the client to pool the psychological and material resources of the client besides the community resources to solve the problem for making the client's personal and environmental adjustments. The caseworker as a counselor will mobilize the energies of the client for effecting the changes in himself and the environment. The case worker will help the client to obtain not only material assistance but also as a 'therapist' is involved in using the relationship for solving the problems of the client.

### **3. "Every individual is the primary concern of society, has potential for and the right to growth"**

Society has concern for every individual. The individual has potential and the right for growth and development. Society has the responsibility to provide equal opportunities to every individual to actualize his self. Equal opportunities will have to be provided to every individual without consideration of class, caste and creed.

### **4. "Every individual, in turn, has to contribute to the society's development".**

In turn, the individual has obligation to contribute his mite for society's development, assuming his social responsibility. He has to discharge his functions and perform his social roles honestly. He has to act properly and adequately in his social roles with commitment and sincerity. Since the individual is using the resources for his growth and development, it is his boulder duty to serve the larger interests of society.

### **5. The individual and society in which one lives are interdependent.**

Society cannot exist without individuals. Without society, the individual cannot fulfill his basic needs. Both are interdependent. The individual develops his personality only in the society. Society is a web of social relationships and interaction, of the individuals. We cannot think about the society without individuals, nor we can think about the individual without the society. The individuals contribute for the development of society and the society helps the development of the individual.

### **6. Basic human needs have to be met by services:**

Basic human needs are to be met by services to all sections of the people irrespective of race, nationality, religion, caste etc., Human needs are common to all for survival and sustenance of life. By rendering services to all sections of the people, these basic needs of food, shelter, water and other necessities of life are to be met.

## **2.3 Principles of social case work:**

Principles are certain statements which guide our professional action. These principles are to be kept in mind in working with the client. The following principles guide the worker in his case work practice.

### **1. Principle of Acceptance:**

In professional relationship, the case worker should have unreserved acceptance of the client with all his problems, strengths and weaknesses. Whatever the problem of the client, the case worker should accept him. Whatever be the background and temperament of the client the case



worker has to accept him. We have to accept the client as he is, irrespective of his problem, behaviour, conduct or situation. Acceptance does not mean approval of his actions and behaviour violating the norms and values of the society. We may not accept the un toward act of the client but we accept the person. If there is need for change of the heart and mind of the client, that change should come from within him. By accepting as he is, the worker assists him to have better understanding of himself and his situation. If the client's behaviour is unacceptable and objectionable, outright rejection of his behaviour rubs the client on the wrong side and the worker cannot get cooperation of the client. The worker accepting the client, gradually works on the strengths of the client and help him to overcome his weaknesses.

## **2. Principle of confidentiality :**

Every one wants to keep his personal matters confidential. He will not divulge his personal matters unless it is beneficial to the person. The case worker should protect the privacy of the client. The client will repose his confidence in the worker, if the information given by him to the worker is not leaked out to others. Once the client loses his confidence, the professional relationship between the worker and the client will break down. In the Indian families, unlike their western counterparts, the wife should not give information to the worker without the knowledge of her husband and in-laws. There are certain personal matters in between the wife and husband which should not be divulged to the worker. For the purpose of solving the problem, if the client gives that information to the worker, he should keep it confidential. There are many limitations and restrictions in the Indian families to share their feelings and emotions with the case worker. The case worker should keep in mind the principle of confidentiality in dealing with the client's personal and family matters.

## **3. Principle of Relationship (Rapport):**

Case work process is based on purposeful relationship between the worker and the client. The professional relationship is purposeful in the sense that it is established between the worker and the client for rendering the service asked for by the client. The relationship is terminated when once the purpose is served. This relationship is established to help the client resolve the difficulties. Such a relationship in professional terminology is termed as 'Rapport'. Unless rapport is established, case work process will not be effective. The relationship has to be positive to be effective. Rapport is a kind of relationship between the worker and the client which creates a congenial atmosphere in which the worker accepts the client and the client accepts the worker's help. The case worker should win the confidence of the client. This is possible only when the case worker touches upon the feeling tones of the client. In case of more complicated psycho-social problems, this kind of positive relationship is of great importance. Without establishing rapport with the client, the case worker cannot help the client to solve his problems.

## **4. Principle of Resource utilization:**

Society has resources and facilities. It is the responsibility of society to provide facilities for self actualization of its members. The individual on his part contributes for the development of society. In recognition of his contribution to society, services are provided to the individual. There are orphans, destitutes and handicapped who are not cared for by any one. The case worker has to utilise the personal resources and the resources of the community, agency resources and resources of the relatives of the client to help the client. Resources may include money, Material, Power and influence, talents and capabilities etc..

### **5. Principle of Right of Self-determination:**

This principle is based on democratic value. Every one has the right to decide for himself his life interests. The individual has to decide for him self which course of action he has to take for enriching his life. The people according to this principle, have right to choose their own government. Case worker cannot impose their decision on the clients. They give this right to the clients to decide and take the best possible action in his self-interest. The client knows himself better than others what is best for him. The case worker is an enabler only to assist the client to take the best possible decision and action in a given situation. But case worker should realize that this right has limitations in case of children, Mentally retarded and the psychotics. If this right is given to them, they may harm themselves.

### **6. Principle of self-awareness:**

In case work situation, the worker should be aware of his own subjective feelings, prejudices, personal preferences, likes and dislikes. He cannot impose his own views and attitudes on the client. The case worker cannot substitute his own values, norms etc. for professional values. He cannot impose his own values and the norms on the client. In fact the worker should

- I. Be aware of his own attitudes, personal values and norms etc.
- II. Accept his own feelings of aggression.
- III. Be aware of his own Motivation to save, punish or deprive the client.
- IV. Be aware of his own family relationship and not to impose the same on client's family situation

Self awareness helps the case workers to avoid subjective considerations and helps them to use only professional values and norms. It also helps the workers to be objective and Non-judgmental in their approach.

### **7. Principle of purposiveness of Behaviour:**

Every behaviour is functional and serves useful purpose. Behaviour includes verbal and Non-verbal. The behaviour of the client expressed in the case work interviews should be analysed and assessed (diagnosed) to plan a realistic approach to help the client. The inappropriate behaviour of the client may be replaced with an appropriate one. Assessment of the behaviour of the client reveals the personality of the client or his situation or about the nature of their interaction. The case worker understands the purpose behind the behaviour of the client and also the problem behaviour of the client and plans to help the client to solve his problem.

### **8. Principle of Requirements of Agency practice and settings:**

the case worker should know the requirements of the agency practice and its limitations and he has to explain the same to the client to avoid frustration to himself and the client. The case worker should know the policies and procedures and also the settings in which the agency is operating. Settings like psychiatric, or correctional or family welfare have their unique problems because of their very nature. The agency and the settings have their own dos and don'ts, material resources, nature of services, legal requirements and sanctions etc., which are to be utilized for the benefit of the client. The case worker should have proper knowledge about the requirements of the agency practice. He has to explain the same to the client for avoiding unnecessary confusion.

### **9. Principle of Beginning where the client is:**

This principle has been derived from Gestalt therapy. The principle helps us to know what the client is experiencing. It tells us what the client wants and what he feels at the moment. His feelings are as important as any other objective fact. Knowing these may give further clues to deal with the client's problems effectively. The worker should start his interview, "with the concern of the person or with their felt needs". (Johnson, 1983).

### **10. Principle of Individualisation:**

Individuals have similarities. Every individual is similar to others in many respects. But there are dissimilarities also among individuals. There are certain characteristics which are unique to an individual only. This uniqueness is due to the fact that individuals have differing background, psychological and constitutional differences. The Bio-psycho-social factors and environment and their inter-play gives a certain shape to personality which is unique to the person. It is this uniqueness of the individual that is responsible for his special ways of behaviour in social situations and the special help he needs. The case worker deals with every individual client in an individual way because, his problems are different and his situation is unique. The worker will help every client as an individual who is unique. His problems and needs are special to him. Every individual has unique requirements.

Similarly, the situation of the client, his problems, his adjustment, his life-style, his ego strength etc. are unique. Thus individualization reminds one to pay attention to the specific needs, problems, situations and resources and capacities of each client.

### **2.4 Summary:**

Social case work is an individual approach to help individuals. Social case work (or social work) values have roots in the democratic system. The following are some of the values of social case work (or social work).

1. Every individual has inherent worth and dignity;
2. Right to self-determination;
3. Every individual is the primary concern of society, has potential for and the right to growth;
4. Every individual, in turn, has to contribute to the society's development;
5. The individual and society in which one lives are interdependent.

Principles are certain statements which guide our professional action. The following principles guide the worker in his case work practice.

1. Principle of Acceptance;
2. Principle of confidentiality
3. Principle of Relationship (Rapport)
4. Principle of Resource utilization
5. Principle of Right of self-determination
6. Principle of Self-awareness
7. Principle of purposiveness of Behaviour
8. Principle of Requirements of Agency practice and settings
9. Principle of Beginning where the client is
10. Principle of Individualisation

**2.5 Key words:**

1. Self-determination
2. Acceptance
3. Confidentiality
4. Individualisation

**2.6 Model Questions**

1. Discuss the values of social case work (or social work)
2. Explain the principles of social case work

**2.7 Reference Books:**

1. Batra, Nitin (2004) : Dynamics of social work in India, Raj Publishing house, Jaipur.
2. Upadhyay, R.K (2003) : Social case work- A therapeutic approach, Rawat publication, Jaipur and New Delhi.

**Prof. M. Lakshmipathi Raju**

**Lesson-3****Components of Casework:  
(Person, Problem, Process and Place)****3.0. Objectives:**

The objectives of this lesson are:

- To explain the components of case work.
- The person as a component
- The problem as a component
- The process as a component
- The place as a component
- To explain their interrelationship

**Contents:**

- 3.1. Introduction**
- 3.2. Person**
- 3.3. Problem**
- 3.4. Process**
- 3.5. Study**
- 3.6. Social Diagnosis**
- 3.7. Treatment**
- 3.8. Rehabilitation**
- 3.9. The Place**
- 3.10. Summary**
- 3.11. Key words**
- 3.12. Exercises**
- 3.13. References**

**3.1. Introduction:**

Components of case work situation comprise the person, the problem, the process and place and their relationship with one another. Client is a person with a problem in a difficult situation. The worker has to deal with the client, agency having policies and programmes. Along with the client the worker enters the process comprising a study, diagnosis and treatment. The goal of case work depends upon the goals of the client and effective adjustment between client and environment.

Case work situation comprises the components of the person, the problem, the process and place and their relationship with one another.

**3.2. Person:**

In case work, it is necessary to know more about the person. Persons have no doubt resemblances to some other people. But no person is like any other person. Persons differ from one another in many respects. It is his individuality or uniqueness which he brings to his problem situation consciously or unconsciously. The problem the person is having at present is the result of his past. It is the outcome of his personal, psychological and social experiences. The present has roots in the past. The way he is going to function in the future and seeks solutions to his problems in future depends on his present. Thus a person's past, present and future are all interwoven into the nature

of the problem. Thus a person's problem is many-sided and multi-dimensional. The multi-dimensional view of the person and his problem are to be understood by the case worker for effective helping process.

The case worker should realize that human behaviour is always meaningful and purposeful. What seems insignificant to others may have meaning for the client. The problem of the client may not be significant for others. But the problem and the needs of the client are important for the client. The client is trying in his own way to solve some problem as he sees it. The causes of the problem are linked with the clients personality make-up. Hence it is necessary on the part of the case worker to understand the behaviour patterns of the client for helping him to solve the problem.

### **Structure of personality:**

According to Freud, there should be balance between the three distinct drives within the personality i.e. 'id', 'ego' and 'super-ego' if there is no balance between these three distinct drives within the personality, there will be imbalance in the personality. According to him, 'id' represents the basic human drives which crave for satisfaction, for example, hunger, food, sex etc. when these drives are satisfied, there is release of tension. If they are frustrated, the tension will increase. The expression of these drives is not acceptable to the society, unless they are expressed in a manner which is approved by the society. The superego is the voice of the conscience. It gives a signal positive or negative to satisfy one's basic urges and drives. The prohibition and encouragement given by 'super-ego' in individual actions generally develop into a scheme of values. It is the 'super-ego' that filters the primitive and animal drives in us. This is the process that we consciously or unconsciously absorb the society's norms as indicated by approval or rejection.

The 'ego' is 'I' part of the personality which weighs and balances the urges of the 'id' and the instructions of the 'super-ego'. The urges of the 'id' will have to be modified in the light of the sanctions of the 'super-ego'. The 'ego' has to decide finally what is desirable and how he should function in the given situation. It is the balance achieved between these different urges and the harmonious functioning of these that leads to balance in a person's socio-personal functioning. The absence of the balance between these different urges will lead to the malfunctioning of the person in the society.

### **Defences:**

Defences are resorted to by the 'ego' for defending itself. When the 'id' urges one to do something which is wrong, the 'super-ego' says 'No'. If the 'ego' decides to take course from the 'super-ego' and decides not to do it, the 'id' is frustrated. The 'ego' will use the sense of self esteem and moral satisfaction by not doing the wrong thing which the society has not approved. It will use the satisfaction, or the feeling of doing the right thing in order to compensate for the satisfaction lost in refusing the urges of the 'id'. On the other hand, if the counsel of super-ego is not followed and one goes ahead according to urges of the 'id' impulse, he has to give justification for his action. In this situation, 'ego' will protect itself by resorting to defences or rationalization. They are used to wash away the sense of guilt which the 'super-ego' imposes for going against its directions. The super-ego inflicts punishments or awards, rewards for either going against its dictates or for following the same.

The satisfactory functioning of any person in socially acceptable manner depends upon the proper and balanced functioning of 'id', 'ego' and 'super-ego'. Hence the understanding of personality

structure alone will help the case worker to gauge the full meaning of the reactions and behaviour of that client, on the basis of which alone can the client be helped to function better and effectively.

**Client:**

The client is a person under stress. He may be in personally painful situation or in a culturally deviant and therefore socially threatening position. A recently arrived immigrant, an unmarried mother and a delinquent adolescent, all are in socially deviant roles, such persons are in need of help. They may come to a social agency for help, or they may be referred to special agency. The case worker finds himself face to face with such persons; the clients have socially unsatisfying modes of adjustment. They have personal social imbalances.

**Worker- Client relationship:**

To modify imbalances, client –worker relationships are the medium of change in the case work method. The clients goals and capacities would influence case work goals. The client worker relationships may also be influenced by what the society expects from the agency. The goal of case work is to enable the client to enjoy more satisfying, effective and acceptable experiences in the social situation in which he finds himself. This goal may be achieved through effecting changes in the clients environment or social living situation. An effective dynamic balance between the person and his social world is restored; thereby personal social imbalances are removed.

In order to establish such client – worker relationship, case workers must be able to use skillfully knowledge of human behaviour in stressful situations. Such knowledge is to be found in psychological theories. Such knowledge should include some awareness of biological theories of maturation and growth.

**3.3. Problem:**

The changing nature of the problem and the shifting nature of the reactions of the client to various facts of the problem make the process of study itself highly fluid. The problem of the client is not a static entity. It goes on changing in accordance with the changes in the individual or his environment. The strengths and weakness of the client, his hopes and fears in relation to the problem are not definite. They will have their own trends of ebb and flow. Hence the study also must have a changing content, varying approaches and shifting emphasis in relation to the problem-situation. Human nature being what it is, everything changes every now and then particularly in human problems. The case worker must be skilful in dealing with the problem and the person, to understand. Whether the problem is the result of personal failings, environmental pressures or both of these in their interaction to each other.

In order to get the information about the problem, the client is the best source to give it. If we get the information from the client, he develops greater sense of security and confidence in the case worker. Formerly, there was reliance on other sources of information other than the client. It was believed earlier, other sources of information are objective and the client's source is subjective. It is wrong to think that other people know about the client's problem better than the client himself. Those people may know the external manifestations of the problem. The problem can be solved only by using the internal and external resources of the client. The feelings of the client are more important because, ultimately he alone has to solve his problem with the help of the case worker. The client may not be communicative and he may have distorted picture about the problem. But for his feelings and reactions about the problem, the client is the primary source of information.