



**MATS**  
UNIVERSITY

NAAC  
GRADE **A+**  
ACCREDITED UNIVERSITY

# **MATS CENTRE FOR DISTANCE & ONLINE EDUCATION**

**Field** Work Practicum-I  
Master of Social Work (MSW)  
Semester -1



**SELF LEARNING MATERIAL**



# ODLMSW - 105



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## Field Work Practicum - I

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MATS University

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# Social Work (M.S.W.)

- NOTES -

**Student's Name:** =  
**Address:** =  
**Enrollment Number:** =  
**Study Center Name and Address:** =  
**Institution Name and Address (Fieldwork location):** =  
**Fieldwork Supervisor's Name:** =  
**Submission Date:** =

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**Student's Signature**

**Supervisor Signature**

**Note:**

1. It is mandatory for the student to fill this form by hand.
  2. The supervisor must have an M.A. in Social Work / M.S.W. qualification.
  3. Print on both sides of the paper for usage.
  4. The student must submit this form to their study center only.
-

# Block - 1

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## Introduction & Field Work Division

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### Unit-1 Fieldwork Division

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#### Structure

- 1.1 Introduction
- 1.2 Learning Outcome
- 1.3 Field Work Division
- 1.4 Summary
- 1.5 Exercises
- 1.6 References & Suggested Readings

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#### 1.1 Introduction

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Social work is a dynamic and impactful profession that bridges the gap between theoretical knowledge and practical application. It is not just a discipline but a commitment to social justice, empowerment, and service to those in need. The Master of Social Work (M.S.W.) program is designed to equip students with essential skills, ethical values, and a deep understanding of the diverse challenges faced by individuals. Field work plays a crucial role in the education and training of social work students. It provides them with hands-on experience, allowing them to develop professional competencies, enhance problem-solving abilities, and cultivate empathy and critical thinking. Through field work, students interact with different social institutions and marginalized groups, gaining firsthand exposure to the realities of social issues. This experiential learning process strengthens their capacity to work effectively in various social work domains, including mental health, child welfare, healthcare, rehabilitation, and community development.

In the postgraduate (M.S.W.) program, fieldwork is systematically structured to ensure that students are trained in multiple aspects of social work practice. The key areas of focus include:

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#### 1.2 Learning Outcomes

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After studying this topic, students will be able to:

- Understand the concept, importance, and objectives of social work

fieldwork.

- Identify various methods and approaches used in fieldwork practice.
- Apply theoretical knowledge to practical situations in real social settings.

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### 1.3 Fieldwork Division

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S. No.	Work Component	Details	Total Work Days	Total Marks
1.	Individual/ Case Work Practice	5 Individual Case Work Reports (Each case: 5 days)	25	25
<b>Total</b>	<b>Fieldwork Duration</b>	<b>Total Work Days</b>	<b>25 Days</b>	<b>100 Marks</b>

#### Check your progress

1. Explain the concept and importance of fieldwork in social work education.

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### 1.4 Summary

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Fieldwork is an essential component of social work education, bridging theory and practice. It provides students with direct exposure to real-life social situations and challenges. Through fieldwork, students learn to assess needs, plan interventions, and engage with clients and communities. It enhances practical skills like observation, communication, and problem-solving. Fieldwork also emphasizes ethical conduct, empathy, and professional responsibility.

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### 1.5 Exercises

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#### Multipal Choice Questions :

1. What is the primary purpose of social work fieldwork?
  - a) To write research papers

- b) To apply theoretical knowledge in practice
- c) To study history
- d) To observe only

Ans : b) To apply theoretical knowledge in practice

**2. Which of the following is a key skill developed during fieldwork?**

- a) Typing speed
- b) Observation and assessment
- c) Memorization of dates
- d) Artistic drawing

Ans : b) Observation and assessment

**3. Fieldwork is important because it:**

- a) Replaces classroom learning completely
- b) Bridges theory and practice
- c) Only focuses on community work
- d) Eliminates exams

Ans : b) Observation and assessment

**4. Supervision during fieldwork helps students to:**

- a) Avoid tasks
- b) Receive guidance and feedback
- c) Take holidays
- d) Work without accountability

Ans : b) Observation and assessment

**5. Ethical practice in fieldwork primarily involves:**

- a) Following professional guidelines and client confidentiality
- b) Writing long reports
- c) Completing paperwork quickly
- d) Ignoring client needs

Ans : a) Following professional guidelines and client confidentiality

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### 1.6 References & Suggested Readings

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1. Biswas, S. K. (2020). Fieldwork in social work education. New Delhi: Rawat Publications.
2. Dhawan, R. (2018). Social work practice and fieldwork. Delhi: Vikas Publishing.

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## Block - 2

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### Guidelines, Instructions & Fieldwork Objectives

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#### Unit-2 Guidelines and Instructions

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#### Structure

- 2.1 Introduction
- 2.2 Learning Outcome
- 2.3 Guidelines and Instructions
- 2.4 Summary
- 2.5 Exercises
- 2.6 References & Suggested Readings

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#### 2.1 Introduction

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Fieldwork is an essential part of social work education. It is crucial to understand and internalize certain fundamental principles. It is not merely a requirement of the curriculum but a transformation experience that bridges the gap between theoretical knowledge and real-world practice. To make the most of this experience, students should follow some important guidelines.

- 1) Preparation for Field Work: Before starting field work, students should prepare themselves well. Social work is not just about helping people; it requires knowledge, skills, and the right attitude. Understanding social problems and learning how to address them will help students work effectively in the field.
- 2) Selection of Field work Supervisor: A good supervisor provides guidance and support during field work. Students should choose a supervisor who has a master of Social work (MSW) degree or similar qualification.
- 3) Institution Visits: Institutional visits form a core component of the fieldwork experience. Students are required to visit five institutions that provide to vulnerable populations and address critical social issues. These visits offer invaluable exposure, helping students develop practical skills, gain insights into societal challenges, and critically analyze the initiatives undertaken by both governmental and non-governmental organizations. By engaging with real-life social work settings, students observe intervention strategies firsthand and reflect on their effectiveness.

4) Selection of Institutions: The selection of institutions for field visits should be made thoughtfully, ensuring that they align with the principles and objectives of social work. Institutions should actively engage in social service, providing direct support to marginalized communities. Some of the key institutions suitable for field work include:

- Centers for individuals with intellectual or developmental disabilities
- Primary and secondary schools serving underprivileged communities
- Hospitals and healthcare centers providing medical and psychiatric care
- Anganwadi centers supporting maternal and child health
- Old age homes offering care for the elderly
- Shelters for women and survivors of domestic violence
- Women and child development centers focusing on empowerment programs
- Rural and urban social welfare organizations, both governmental and non-governmental

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## 2.2 Learning Outcome

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Fieldwork in social work is a crucial learning experience that helps students bridge the gap between theoretical knowledge and practical application. It equips them with essential skills, builds confidence, and fosters a deeper understanding of social issues. The key objectives of fieldwork are as follows:

- 1) Building Mutual Trust: Trust is the foundation of any meaningful relationship in social work. Without mutual trust, it becomes difficult for a social worker to connect with individuals, take risks, or implement effective solutions. Fieldwork provides opportunities to develop self-confidence in both the practitioner and the people they serve, ensuring a strong and trusting bond.
- 2) Developing Self-Reliance: Self-reliance is an essential aspect of personal and professional growth. Through fieldwork, students learn to work independently, make informed decisions, and take responsibility for their actions. This not only empowers them but also enables them to empower others in the communities they serve.
- 3) Establishing Harmony in Society: Human beings are social creatures, and their actions are influenced by the groups they belong to. Field-

work helps students understand group dynamics and develop the ability to create harmony within different social settings. These experiences teach them how to balance individual needs with community expectations, fostering peaceful coexistence.

- 4) **Understanding Institutional Functioning:** Social work institutions play a crucial role in addressing societal issues. Fieldwork provides students with firsthand experience in how these institutions function, the challenges they face, and the impact they create. By engaging with different organizations, students gain practical insights into institutional operations, policies, and intervention strategies.

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### 2.3 Guidelines and Instruction

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Fieldwork is an essential part of social work education. It is crucial to understand and internalize certain fundamental principles. It is not merely a requirement of the curriculum but a transformative experience that bridges the gap between theoretical knowledge and real-world practice. To make the most of this experience, students should follow some important guidelines.

- 1) **Preparation for Fieldwork:** Before starting fieldwork, students should prepare themselves well. Social work is not just about helping people—it requires knowledge, skills, and the right attitude. Understanding social problems and learning how to address them will help students work effectively in the field.
- 2) **Selection of Fieldwork Supervisor:** A good supervisor provides guidance and support during fieldwork. Students should choose a supervisor who has a Master of Social Work (M.S.W.) degree or a similar qualification. A qualified supervisor can give useful advice, correct mistakes, and help students improve their work.
- 3) **Institution Visits:** Institutional visits form a core component of the fieldwork experience. Students are required to visit five institutions that provide to vulnerable populations and address critical social issues. These visits offer invaluable exposure, helping students develop practical skills, gain insights into societal challenges, and critically analyze the initiatives undertaken by both governmental and non-governmental organizations. By engaging with real-life social work settings, students can observe intervention strategies firsthand and reflect on their effectiveness.
- 4) **Selection of Institutions:** The selection of institutions for field visits should be made thoughtfully, ensuring that they align with the princi-

ples and objectives of social work. Institutions should actively engage in social service, providing direct support to marginalized communities. Some of the key institutions suitable for fieldwork include:

- Centers for individuals with intellectual or developmental disabilities
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- Old age homes offering care for the elderly
- Shelters for women and survivors of domestic violence
- Women and child development centers focusing on empowerment programs
- Rural and urban social welfare organizations, both governmental and non-governmental

By engaging with these institutions, students gain a comprehensive understanding of the complexities involved in social service delivery. They also develop the ability to assess needs, identify challenges, and propose feasible solutions.

**5) Working with Discipline:** Discipline is the foundation of effective social work practice. While enthusiasm and passion drive the spirit of service, it is essential to maintain a balanced and professional approach. Students must be mindful of their actions and avoid any form of overzealous behavior that could inadvertently harm themselves or others.

Furthermore, understanding the realities of institutional functioning is crucial. Every organization operates within certain structural and resource limitations, and students must recognize these constraints while formulating their interventions. Adapting to the institution's working environment, respecting its guidelines, and collaborating with staff members will facilitate a more productive and insightful learning experience.

Fieldwork in social work is a crucial learning experience that helps students bridge the gap between theoretical knowledge and practical application. It equips them with essential skills, builds confidence, and fosters a deeper understanding of social issues. The key objectives of fieldwork are as follows:

**1) Building Mutual Trust:** Trust is the foundation of any meaningful relationship in social work. Without mutual trust, it becomes difficult for a social worker to connect with individuals, take risks, or imple-

ment effective solutions. Fieldwork provides opportunities to develop self-confidence in both the practitioner and the people they serve, ensuring a strong and trusting bond.

- 2) **Developing Self-Reliance:** Self-reliance is an essential aspect of personal and professional growth. Through fieldwork, students learn to work independently, make informed decisions, and take responsibility for their actions. This not only empowers them but also enables them to empower others in the communities they serve.
- 3) **Establishing Harmony in Society:** Human beings are social creatures, and their actions are influenced by the groups they belong to. Fieldwork helps students understand group dynamics and develop the ability to create harmony within different social settings. These experiences teach them how to balance individual needs with community expectations, fostering peaceful coexistence.
- 4) **Understanding Institutional Functioning:** Social work institutions play a crucial role in addressing societal issues. Fieldwork provides students with firsthand experience in how these institutions function, the challenges they face, and the impact they create. By engaging with different organizations, students gain practical insights into institutional operations, policies, and intervention strategies.
- 5) **Strengthening Social Relationships:** Effective social work depends on the ability to build and sustain meaningful relationships. Fieldwork offers students the chance to interact with diverse individuals, communities, and organizations, helping them develop the interpersonal skills necessary for fostering positive social connections.
- 6) **Gaining Practical Experience:** Theoretical knowledge alone is not sufficient for becoming a competent social worker. Fieldwork ensures that students actively participate in real-world situations, applying their learning to solve social issues. This hands-on experience enhances their problem-solving abilities and prepares them for future professional challenges.
- 7) **Developing Skills for Managing Human Problems:** Social workers frequently deal with complex human issues such as poverty, addiction, abuse, and mental health concerns. Fieldwork equips students with essential skills for problem-solving, teamwork, conflict resolution, and relationship-building, enabling them to provide effective support to individuals and communities.
- 8) **Establishing Professionalism in Social Work:** A professional approach is critical in social work practice. Through fieldwork, students

learn to uphold ethical standards, follow professional guidelines, and take on the responsibilities of a social worker. This process helps them develop a sense of accountability and prepares them for a meaningful career in the field.

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### Case Work Visit Report (20 Marks)

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#### Important Components for Case Visit Report:

1. Introduction : \_\_\_\_\_
2. Institution Name / History : \_\_\_\_\_
3. Registration Number and Date : \_\_\_\_\_
4. Objectives of the Institution : \_\_\_\_\_
5. Infrastructure of the Institution : \_\_\_\_\_
6. Staff at the Institution : \_\_\_\_\_
7. Activities of the Institution : \_\_\_\_\_
8. Types of Work : \_\_\_\_\_
9. Admission Process : \_\_\_\_\_
10. Number and Nature of Beneficiaries : \_\_\_\_\_
11. Formal Education : \_\_\_\_\_
12. Vocational Training : \_\_\_\_\_
13. Geographical Area of Operation : \_\_\_\_\_

14. Available Facilities at the Institution : \_\_\_\_\_
15. Financial Sources of the Institution : \_\_\_\_\_
16. Relationship with Other Organizations : \_\_\_\_\_
17. Future Plans of the Institution : \_\_\_\_\_
18. Challenges Faced by the Institution : \_\_\_\_\_
19. Achievements / Awards of the Institution : \_\_\_\_\_
20. Observations and Certification : \_\_\_\_\_
21. Any Other Information : \_\_\_\_\_
22. Conclusion : \_\_\_\_\_
23. Social Worker's Perspective : \_\_\_\_\_

### **Detailed Description:**

- 1) **Introduction:** The introduction should provide a brief overview of the purpose of the visit and general information about the institution. It should outline the objectives of the study and the expected learning outcomes.
- 2) **Institution Name and History:** This section should include the full name of the institution along with a historical background. It should mention when the institution was established, the circumstances leading to its foundation, and how it has evolved over time. The student should also note any major milestones or changes in the institution's journey.
- 3) **Registration Number and Date:** The report must include details of the institution's legal registration. Information such as the registration number, the law under which it was registered, and the date of registration should be documented.
- 4) **Objectives of the Institution:** Every institution operates with a spe-

cific mission. This section should highlight the core objectives for which the institution was established, its target beneficiaries, and the primary social issues it aims to address.

- 5) **Infrastructure of the Institution:** The term “infrastructure” refers to the basic physical setup of the institution. This section should describe the buildings, office spaces, transport facilities, communication systems, and other essential physical resources available at the institution.
- 6) **Staff at the Institution:** A detailed account of the staff working at the institution should be provided, including the number of employees, their roles, qualifications, and organizational hierarchy.
- 7) **Activities of the Institution:** This section should include an overview of the various activities carried out by the institution. It should cover events such as sports competitions, cultural programs, training sessions, awareness campaigns, and other social welfare initiatives.
- 8) **Nature of Work:** Here, the student should describe the specific type of work the institution is engaged in. This may include rehabilitation services, education, healthcare, skill development, or any other social service. The methods and approaches used to execute these activities should also be documented.
- 9) **Admission Process:** If the institution follows specific admission criteria for beneficiaries, those should be clearly mentioned. This includes eligibility criteria, application processes, and selection methods.
- 10) **Number and Nature of Beneficiaries:** A key aspect of the report is identifying the institution’s beneficiaries. This section should specify the number of people the institution serves and provide demographic details such as age groups, gender distribution, and the nature of their social vulnerabilities.
- 11) **Formal and Vocational Education:** If the institution provides educational or vocational training services, details about these programs should be included. Information on the courses offered, duration, curriculum, and the impact of these programs on the beneficiaries should be documented.
- 12) **Facilities Available at the Institution:** This section should outline the various services and amenities available for beneficiaries, including healthcare facilities, counseling services, recreational spaces, libraries, and other essential resources.
- 13) **Geographical Area of Operation:** The student should describe

the geographical area where the institution functions. This includes whether it operates at the local, regional, or national level and whether its services are confined to urban or rural areas.

- 14) **Financial Sources of the Institution:** Funding plays a crucial role in the sustainability of any institution. This section should highlight the financial sources, such as government grants, private donations, corporate social responsibility (CSR) initiatives, international funding, or self-generated revenue.
- 15) **Relationships with Other Institutions:** Many institutions collaborate with other organizations for enhanced service delivery. This section should detail any partnerships with governmental agencies, NGOs, community groups, or other welfare organizations.
- 16) **Future Plans of the Institution:** Understanding an institution's vision for the future is essential. This section should discuss any planned expansions, new projects, or long-term goals aimed at improving the institution's impact.
- 17) **Challenges Faced by the Institution:** Every organization encounters challenges in its operations. This section should identify internal and external obstacles, such as funding constraints, staffing shortages, policy limitations, or difficulties in reaching beneficiaries.
- 18) **Achievements and Awards of the Institution:** If the institution has received any awards or recognitions for its work, these should be highlighted in this section. Acknowledgements from government bodies, social welfare organizations, or academic institutions can add credibility to the report.
- 19) **Affiliations:** If the institution is affiliated with any professional councils, academic bodies, or networks, this section should include details about these associations and their significance.
- 20) **Documentation of Observations:** To support the fieldwork findings, the student should include audio-visual evidence, such as photographs, video recordings, or official documents collected during the visit.
- 21) **Any Other Information:** If there is any additional relevant information that has not been covered in the previous sections, it should be included here.
- 22) **Conclusion:** The conclusion should provide a summary of the findings and observations. The student should offer an objective analysis of the institution's work, highlighting both strengths and areas for improvement.

**23) Social Worker’s Perspective:** This final section should reflect the student’s professional viewpoint. It should analyze the institution’s impact, suggest possible solutions to existing challenges, and discuss how social work interventions could further support the institution in achieving its goals.

A well-structured institutional fieldwork report provides valuable insights into the real-world functioning of social service organizations. By following this detailed framework, students can develop a comprehensive understanding of institutional processes, challenges, and contributions to social welfare.

**Check your progress**

1. Explain the importance of following guidelines in social work field-work.

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**2.4 Summary**

Fieldwork serves as the backbone of social work education, allowing students to transform their theoretical knowledge into practical skills. By focusing on trust-building, self-reliance, social harmony, institutional understanding, and professional growth, fieldwork prepares students to become competent and compassionate social workers, ready to make a lasting impact on society.

**2.5 Exercises**

**Multipule Choice Question**

1. The primary purpose of fieldwork guidelines is to:
  - a) Provide theoretical knowledge only
  - b) Ensure systematic and ethical practice during fieldwork
  - c) Reduce student workload
  - d) Focus only on administrative tasks

Ans. : b) Ensure systematic and ethical practice during fieldwork

2. Which of the following is a key component of fieldwork guidelines?
- a) Observation and documentation
  - b) Memorizing textbooks
  - c) Attending lectures only
  - d) Ignoring client confidentiality

Ans. : a) Observation and documentation

3. Supervision as per fieldwork guidelines is important because it:
- a) Helps students complete tasks faster
  - b) Provides guidance, feedback, and support
  - c) Replaces classroom teaching
  - d) Focuses only on report writing

Ans. : b) Provides guidance, feedback, and support

4. Ethical conduct in fieldwork guidelines includes:
- a) Maintaining confidentiality and respecting clients
  - b) Sharing client information freely
  - c) Avoiding responsibilities
  - d) Only observing without interaction

Ans. : a) Maintaining confidentiality and respecting clients

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### 2.6 References

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- Biswas, S. K. (2020). Fieldwork in social work education: Guidelines and practice. New Delhi: Rawat Publications.
- Dhawan, R. (2018). Social work fieldwork: Principles and guidelines. Delhi: Vikas Publishing
- Healy, K. (2014). Social work theories in context: Creating frameworks for practice. Palgrave Macmillan.

# Block - 3

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## Activity - Individual / Case Work Report

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### Unit-3 Case Work Report

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#### Structure

- 3.1 Introduction
- 3.2 Learning Outcome
- 3.3 Case Work Report
- 3.4 Summary
- 3.5 Exercises
- 3.6 References

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#### 3.1 Introduction

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#### 3.2 Learning Outcome

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#### 3.3 Case Work Report

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#### Individual/ Case Work Report

**Note:** The practitioner will prepare an individual work report. A minimum adaptation period of five days must be completed by engaging with the beneficiary and the relevant individuals. This period allows the social worker to assess the individual's needs, develop a tailored intervention plan, and facilitate meaningful change.

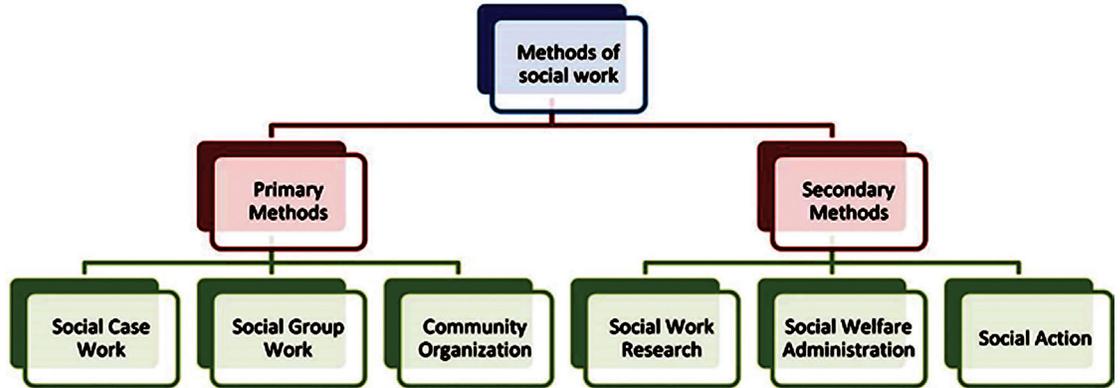
Social work, as a professional discipline, is dedicated to enhancing the well-being of individuals, families, and communities. It employs various structured methods to address and resolve social issues, ensuring that individuals receive the necessary support to overcome challenges. Social work as a profession consists of six fundamental methods, categorized into primary method (Social Case Work, Social Group Work, and Community Organization) and secondary method (Social Research, Social Action, and Social Welfare Administration). These methods, recognized globally, pro-

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vide a structured framework for addressing social issues at both the individual and community levels.

### Primary and Secondary Methods of Social Work

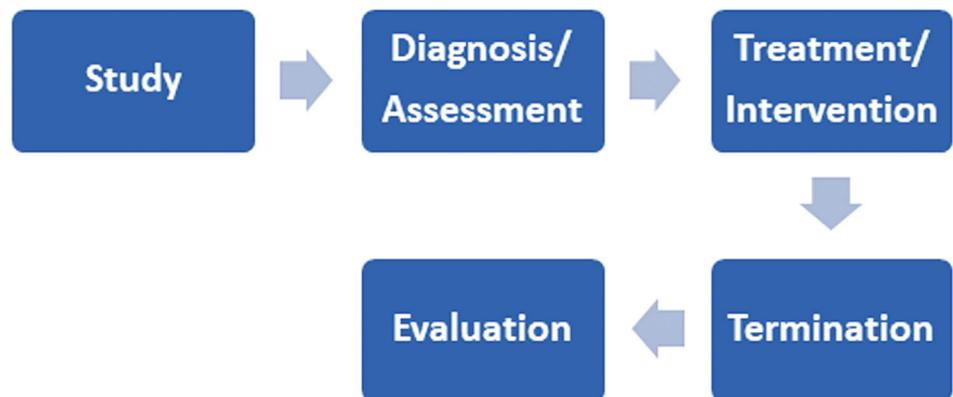


Among these methods, social case work holds a pivotal role in addressing individual problems through professional intervention. This approach is designed to assist individuals who face difficulties in adapting to their social environment due to personal, familial, or societal challenges. A trained social worker, often affiliated with a social welfare agency, employs various techniques to empower clients, helping them resolve their problems independently.

Social case work aims not merely to offer immediate relief but to equip individuals with the skills and resources needed for long-term stability. By fostering self-reliance and resilience, social workers ensure that clients can reintegrate into their communities and lead fulfilling lives.

### Process of Social Case Work

During this process, the practitioner collaborates with the client through the following steps:



## Phases of Social Case Work

Mary Richmond (1917) initially divided the social case work process into three stages: Study, Diagnosis, and Treatment. However, modern social work has expanded this framework into five detailed stages:

1. **Study** – This phase involves the collection of information about the client’s problem. Richmond emphasized that social study should encompass all influencing factors to determine appropriate interventions.
2. **Diagnosis/Assessment** – In this phase, the practitioner seeks answers to three key questions:
  - What is the problem?
  - How did it arise?
  - What can be done to resolve it?
3. **Treatment/Intervention** – This stage focuses on empowering the client, enhancing self-confidence, and ensuring emotional and social stability.
4. **Termination** – The practitioner and client mutually agree on concluding the intervention when the client is capable of handling their situation independently.
5. **Evaluation** – This stage examines whether the intended goals have been achieved and whether the client has successfully resolved their psychosocial issues.

## Institution, Service System, and Work Process in Social Work

The primary objective of social work is to bring improvements in the service system to benefit the service user. Establishing a connection with the service user is fundamental for achieving this goal. The process begins when the service user either takes the initiative themselves or is referred by someone else to seek assistance from an institution. In many cases, this step is a direct outcome of an awareness program conducted by the institution. For example, an HIV/AIDS awareness campaign may encourage individuals at risk to contact the institution for support. In other instances, the service user may be referred to other organizations or institutions. Once a service request is received, the institution assigns the case to a social worker. The institution’s role is to provide the necessary resources, while the service user remains at the center of the entire process. Therefore, it is essential for the service user to understand the service system effectively.

## Expectations and Perceptions of the Service User (Client)

When approaching an institution, a service user (Client) may have specific expectations and, at times, apprehensions. Their perspective is shaped by their personal values, experiences, and socio-cultural background. They may also have preconceived notions about the social work process. For instance, an individual facing financial difficulties might expect direct financial assistance and view counseling as a waste of time. On the other hand, institutions operate based on their own ideologies and limitations, adhering to their core values and ethical frameworks. It is crucial that professional values and ethical standards guide social work practice to ensure that personal biases do not influence perceptions of the service user.

The principles of social work emphasize participation and quality service delivery. Therefore, a social worker must maintain a conscious effort to regulate the impact of their personal experiences on professional interactions. Some key aspects for self-awareness include:

1. **Personal Preferences and Dislikes in Social Work** – Identifying preferred activities and tasks that bring fulfillment, as well as those that are less enjoyable.
2. **First Impressions vs. Later Insights** – Analyzing how initial perceptions of an individual, group, or community change after gaining additional information.
3. **Perception of the Institution by the Service User** – Understanding whether the service user sees the institution as:
  - Supportive
  - Friendly
  - A mediator
  - A bureaucratic entity
  - A medical provider
  - A business-oriented organization
  - Something else
4. **Institution's Perspective on the Service User** – Recognizing whether the institution views the service user as:
  - Poor and helpless
  - Resource-deficient

The rationale for providing services may be influenced by factors such

as religious beliefs, philanthropy, professional obligations, entrepreneurial motives, or public relations concerns.

## Stages of the Social Work Process

### First Stage: Initial Visit

At this stage, the social worker engages with the service user in the following ways:

- Establishing a professional relationship.
- Identifying and defining the problems faced by the service user.
- Assessing the service user's issues and requirements.
- Determining the roles and objectives of both the social worker and the service user.
- Collecting essential information, including the service user's name, address, age, gender, educational qualifications, religion, caste, socio-economic status, and profession.
- Understanding the family background, particularly if the service user is an orphan or lacks familial support.
- Gathering information from close associates or individuals connected to the service user.

The following table may be used to document relationships:

Name	Relationship with client	Age	Educational Qualification	Occupation and Income

### **Social Relationships of the Service User (client)**

Relationship-building is a vital skill in social work. The social worker collects information about individuals associated with the service user, including:

- Relationship with parents
- Relationship with siblings
- Relationship with extended family (uncles, aunts, cousins)
- Parental relationship dynamics
- Relationship between parents and children

- Significant relationships (if any)
- Relationship with neighbors
- Relationship with educational institutions
- Relationship with employers and colleagues

### **Impact of Trauma or Accidents**

If the service user has experienced trauma, an accident, or psychological distress, it is essential to assess its impact on their well-being. Understanding their emotions regarding such incidents helps in diagnosis and intervention.

### **Future Plans and Aspirations**

Assessing the service user's future goals provides insights into their state of mind and motivations.

### **Conclusion of the Session**

At the end of the session, the social worker should clarify the next meeting schedule with the service user, including the date, time, and location. Punctuality and consistency in follow-ups are crucial for maintaining trust and engagement in the social work process.

Following the completion of the first session, the process transitions into the second stage of adaptation, where further interventions are planned based on the gathered information and initial assessments.

### **Second Visit**

After the initial interaction, the practitioner gathers essential information about the beneficiary. At this stage, the social worker can ask relevant questions to gain deeper insights into the beneficiary's challenges. By now, a basic rapport has already been established, ensuring that the beneficiary feels comfortable discussing their issues without hesitation.

During this phase, the practitioner can directly inquire about the root causes of the problem. Key questions may include:

- What are the primary reasons behind your difficulties?
- Are there any individuals or circumstances causing you distress?
- Do you face challenges from people in your surroundings?
- If others are involved in the problem, what might be their reasons for

their actions?

It is important to note that sometimes, beneficiaries may not be entirely truthful. However, the practitioner must remain non-judgmental and create an environment of trust. Additionally, careful observation of the family environment helps in understanding the beneficiary's background and circumstances.

### **Third Visit**

During the third stage, the practitioner conducts a home visit to observe the beneficiary's living conditions. Before doing so, it is crucial to ensure that a positive relationship has been built, allowing the beneficiary to cooperate willingly.

At this stage, the social worker uses both observation and interviews to analyze the root causes of the problem. Key aspects of observation include:

- The physical condition of the beneficiary's residence
- Surrounding environment and neighborhood dynamics
- Socioeconomic status and standard of living

Additionally, interviews with family members, including parents and other significant individuals, help in obtaining a broader perspective.

After completing the observation and interviews, the practitioner can develop an intervention plan, which includes:

- Investigation and analysis of the problem
- Identifying underlying causes
- Exploring possible solutions
- Assessing available physical and non-physical resources
- Recognizing the limitations of the beneficiary, organization, and practitioner
- Setting objectives for intervention
- Defining a timeline for intervention implementation

### **Fourth Visit: Seeking Solutions**

By the fourth stage, the social worker has identified the key causes of the beneficiary's challenges. At this point, appropriate assistance can be provided in the following ways:

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- Providing counseling and guidance to help the beneficiary find solutions.
- Offering information and referrals based on the nature of the problem, such as connecting the beneficiary with relevant individuals or organizations (governmental or non-governmental).
- Providing direction and motivation to encourage the beneficiary toward problem resolution.
- Emotional support, ensuring that the beneficiary does not feel isolated in their struggle.
- Teaching essential life skills to help the beneficiary function effectively in their social environment.

### **Fifth and Sixth Visits: Evaluation and Conclusion**

During the fifth stage, the practitioner evaluates the overall intervention process to determine the effectiveness of the solutions provided. If necessary, modifications to the approach are made to ensure better outcomes.

In the sixth and final stage, once the predefined objectives have been met, the casework process is concluded. The social worker ensures that the beneficiary has gained the necessary skills, knowledge, and confidence to handle future challenges independently.

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### **Activity 1 : Individual Case Report Format-I**

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1. Introduction to the Organization : \_\_\_\_\_
2. General Information of the Beneficiary : \_\_\_\_\_
  - Name : \_\_\_\_\_
  - Father's Name : \_\_\_\_\_
  - Mother's Name : \_\_\_\_\_
  - Age : \_\_\_\_\_
  - Gender : \_\_\_\_\_

- Caste : \_\_\_\_\_
  - Religion : \_\_\_\_\_
  - Marital Status : \_\_\_\_\_
  - Address : \_\_\_\_\_
3. Problem of the Beneficiary : \_\_\_\_\_
  4. Personal History of the Beneficiary : \_\_\_\_\_
  5. Detailed Discussion on the Problem : \_\_\_\_\_
- Family : \_\_\_\_\_
  - Friends : \_\_\_\_\_
  - Neighborhood : \_\_\_\_\_
  - Educational Institution : \_\_\_\_\_
6. Family Status of the Beneficiary : \_\_\_\_\_
  7. Family Lineage of the Beneficiary : \_\_\_\_\_
  8. Detailed Information and Perspective of Beneficiary's Relatives : \_\_\_\_\_
- 
- Father's Perspective : \_\_\_\_\_
  - Mother's Perspective : \_\_\_\_\_
  - Brother's Perspective : \_\_\_\_\_
  - Sister's Perspective : \_\_\_\_\_

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Social Case Work

- Other Relatives' Perspective : \_\_\_\_\_
- 9. Problem Diagnosis : \_\_\_\_\_
- 10. Treatment Plan for the Problem : \_\_\_\_\_
- 11. Intervention : \_\_\_\_\_
- 12. Principles Applied in the Individual Study Process by the Social Worker : \_\_\_\_\_
- Principle of Confidentiality : \_\_\_\_\_
- Principle of Acceptance : \_\_\_\_\_
- Principle of Patience and Courage : \_\_\_\_\_
- Principle of Coordination : \_\_\_\_\_
- Principle of Observation : \_\_\_\_\_
- Principle of Generalization : \_\_\_\_\_
- Principle of Continuous Evaluation : \_\_\_\_\_
- 13. Evaluation : \_\_\_\_\_
- 14. Conclusion : \_\_\_\_\_
- 15. Perspective of the Social Worker : \_\_\_\_\_

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**Activity 2 : Individual Case Report-1**

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**Note :** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.





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### Activity 3 : Individual Case Report-1

**Note :** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.

#### Visit Details

Day & Date	Arrival Time	Departure Time

#### Field Work Details

Fieldwork No.	Institution Name & Location	Work Day
02		



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### Activity 5 : Individual Case Report-I

**Note:** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.

#### Visit Details

Day & Date	Arrival Time	Departure Time

#### Field Work Details

Fieldwork No.	Institution Name & Location	Work Day
04		



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**Individual/ Case Work Report – Summary**



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- Religion : \_\_\_\_\_
  - Marital Status : \_\_\_\_\_
  - Address : \_\_\_\_\_
3. Problem of the Beneficiary : \_\_\_\_\_
  4. Personal History of the Beneficiary : \_\_\_\_\_
  5. Detailed Discussion on the Problem : \_\_\_\_\_
- Family : \_\_\_\_\_
  - Friends : \_\_\_\_\_
  - Neighborhood : \_\_\_\_\_
  - Educational Institution : \_\_\_\_\_
6. Family Status of the Beneficiary : \_\_\_\_\_
  7. Family Lineage of the Beneficiary : \_\_\_\_\_
  8. Detailed Information and Perspective of Beneficiary's Relatives : \_\_\_\_\_
- 
- Father's Perspective : \_\_\_\_\_
  - Mother's Perspective : \_\_\_\_\_
  - Brother's Perspective : \_\_\_\_\_
  - Sister's Perspective : \_\_\_\_\_
  - Other Relatives' Perspective : \_\_\_\_\_

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9. Problem Diagnosis : \_\_\_\_\_
10. Treatment Plan for the Problem : \_\_\_\_\_
11. Intervention : \_\_\_\_\_
12. Principles Applied in the Individual Study Process by the Social Worker : \_\_\_\_\_
- Principle of Confidentiality : \_\_\_\_\_
  - Principle of Acceptance : \_\_\_\_\_
  - Principle of Patience and Courage : \_\_\_\_\_
  - Principle of Coordination : \_\_\_\_\_
  - Principle of Observation : \_\_\_\_\_
  - Principle of Generalization : \_\_\_\_\_
  - Principle of Continuous Evaluation : \_\_\_\_\_
13. Evaluation : \_\_\_\_\_
14. Conclusion : \_\_\_\_\_
15. Perspective of the Social Worker : \_\_\_\_\_

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### Activity 2 : Individual Case Report-II

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**Note :** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.

#### Visit Details





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**Activity 3 : Individual Case Report-II**

**Note :** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.

**Visit Details**

<b>Day &amp; Date</b>	<b>Arrival Time</b>	<b>Departure Time</b>

**Field Work Details**

<b>Fieldwork No.</b>	<b>Institution Name &amp; Location</b>	<b>Work Day</b>
<b>02</b>		
<b>Name of Social Worker:</b>		<b>Signature:</b>



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### Activity 5 : Individual Case Report-II

**Note:** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.

#### Visit Details

Day & Date	Arrival Time	Departure Time

#### Field Work Details

Fieldwork No.	Institution Name & Location	Work Day
04		
Name of Social Worker:		Signature:



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- Caste : \_\_\_\_\_
  - Religion : \_\_\_\_\_
  - Marital Status : \_\_\_\_\_
  - Address : \_\_\_\_\_
3. Problem of the Beneficiary : \_\_\_\_\_
  4. Personal History of the Beneficiary : \_\_\_\_\_
  5. Detailed Discussion on the Problem : \_\_\_\_\_
- Family : \_\_\_\_\_
  - Friends : \_\_\_\_\_
  - Neighborhood : \_\_\_\_\_
  - Educational Institution : \_\_\_\_\_
6. Family Status of the Beneficiary : \_\_\_\_\_
  7. Family Lineage of the Beneficiary : \_\_\_\_\_
  8. Detailed Information and Perspective of Beneficiary's Relatives : \_\_\_\_\_
- 
- Father's Perspective : \_\_\_\_\_
  - Mother's Perspective : \_\_\_\_\_
  - Brother's Perspective : \_\_\_\_\_
  - Sister's Perspective : \_\_\_\_\_

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Social Case Work

- Other Relatives' Perspective : \_\_\_\_\_
- 9. Problem Diagnosis : \_\_\_\_\_
- 10. Treatment Plan for the Problem : \_\_\_\_\_
- 11. Intervention : \_\_\_\_\_
- 12. Principles Applied in the Individual Study Process by the Social Worker : \_\_\_\_\_
- Principle of Confidentiality : \_\_\_\_\_
- Principle of Acceptance : \_\_\_\_\_
- Principle of Patience and Courage : \_\_\_\_\_
- Principle of Coordination : \_\_\_\_\_
- Principle of Observation : \_\_\_\_\_
- Principle of Generalization : \_\_\_\_\_
- Principle of Continuous Evaluation : \_\_\_\_\_
- 13. Evaluation : \_\_\_\_\_
- 14. Conclusion : \_\_\_\_\_
- 15. Perspective of the Social Worker : \_\_\_\_\_

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**Activity 2 : Individual Case Report-III**

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**Note :** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.





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### Activity 3 : Individual Case Report-III

**Note :** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.

#### Visit Details

Day & Date	Arrival Time	Departure Time

#### Field Work Details

Fieldwork No.	Institution Name & Location	Work Day



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- Age : \_\_\_\_\_
  - Gender : \_\_\_\_\_
  - Caste : \_\_\_\_\_
  - Religion : \_\_\_\_\_
  - Marital Status : \_\_\_\_\_
  - Address : \_\_\_\_\_
3. Problem of the Beneficiary : \_\_\_\_\_
  4. Personal History of the Beneficiary : \_\_\_\_\_
  5. Detailed Discussion on the Problem : \_\_\_\_\_
- Family : \_\_\_\_\_
  - Friends : \_\_\_\_\_
  - Neighborhood : \_\_\_\_\_
  - Educational Institution : \_\_\_\_\_
6. Family Status of the Beneficiary : \_\_\_\_\_
  7. Family Lineage of the Beneficiary : \_\_\_\_\_
  8. Detailed Information and Perspective of Beneficiary's Relatives : \_\_\_\_\_
- 
- Father's Perspective : \_\_\_\_\_
  - Mother's Perspective : \_\_\_\_\_

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**Social Case Work**

- Brother's Perspective : \_\_\_\_\_
  - Sister's Perspective : \_\_\_\_\_
  - Other Relatives' Perspective : \_\_\_\_\_
9. Problem Diagnosis : \_\_\_\_\_
10. Treatment Plan for the Problem : \_\_\_\_\_
11. Intervention : \_\_\_\_\_
12. Principles Applied in the Individual Study Process by the Social Worker : \_\_\_\_\_
- Principle of Confidentiality : \_\_\_\_\_
  - Principle of Acceptance : \_\_\_\_\_
  - Principle of Patience and Courage : \_\_\_\_\_
  - Principle of Coordination : \_\_\_\_\_
  - Principle of Observation : \_\_\_\_\_
  - Principle of Generalization : \_\_\_\_\_
  - Principle of Continuous Evaluation : \_\_\_\_\_
13. Evaluation : \_\_\_\_\_
14. Conclusion : \_\_\_\_\_
15. Perspective of the Social Worker : \_\_\_\_\_





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### Activity 3 : Individual Case Report-IV

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**Note :** The social worker must select 1 individuals with primary issues and complete the intervention process through five adaptation visits for each.

#### Visit Details

Day & Date	Arrival Time	Departure Time



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- Name : \_\_\_\_\_
  - Father's Name : \_\_\_\_\_
  - Mother's Name : \_\_\_\_\_
  - Age : \_\_\_\_\_
  - Gender : \_\_\_\_\_
  - Caste : \_\_\_\_\_
  - Religion : \_\_\_\_\_
  - Marital Status : \_\_\_\_\_
  - Address : \_\_\_\_\_
3. Problem of the Beneficiary : \_\_\_\_\_
  4. Personal History of the Beneficiary : \_\_\_\_\_
  5. Detailed Discussion on the Problem : \_\_\_\_\_
- Family : \_\_\_\_\_
  - Friends : \_\_\_\_\_
  - Neighborhood : \_\_\_\_\_
  - Educational Institution : \_\_\_\_\_
6. Family Status of the Beneficiary : \_\_\_\_\_
  7. Family Lineage of the Beneficiary : \_\_\_\_\_
  8. Detailed Information and Perspective of Beneficiary's Relatives : \_\_\_\_\_

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- Father's Perspective : \_\_\_\_\_
  - Mother's Perspective : \_\_\_\_\_
  - Brother's Perspective : \_\_\_\_\_
  - Sister's Perspective : \_\_\_\_\_
  - Other Relatives' Perspective : \_\_\_\_\_
9. Problem Diagnosis : \_\_\_\_\_
10. Treatment Plan for the Problem : \_\_\_\_\_
11. Intervention : \_\_\_\_\_
12. Principles Applied in the Individual Study Process by the Social Worker : \_\_\_\_\_
- Principle of Confidentiality : \_\_\_\_\_
  - Principle of Acceptance : \_\_\_\_\_
  - Principle of Patience and Courage : \_\_\_\_\_
  - Principle of Coordination : \_\_\_\_\_
  - Principle of Observation : \_\_\_\_\_
  - Principle of Generalization : \_\_\_\_\_
  - Principle of Continuous Evaluation : \_\_\_\_\_
13. Evaluation : \_\_\_\_\_









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## Summary Report & Self-Assessment

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### Unit-4 Field Work Assessment

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#### Structure

- 4.1 Introduction
- 4.2 Learning Outcome
- 4.3 Field Work Assessment
- 4.4 Summary

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#### 4.1 Introduction

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#### 4.2 Learning Outcome

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#### 4.3 Field Work Assessment

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#### 4.4 Summary

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