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Methods of Social Work Practice

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Social work practice includes the range of direct social work intervention with individuals, families, small groups, communities, policies, establishments and other human service agencies. Farley, Smith and Boyle (2006:7), define social work as “an art, a science, a profession that helps people to solve personal, group (especially family), and community problems and to attain satisfying personal, group, and community relationships through social work practice”. Social work is concerned with helping people who are in need develop capacities to help themselves. Social work is a scientific profession which takes knowledge from other disciplines to guide its practice. Social workers do not pick and choose what problems and issues they would like to address. They see a problem even a very difficult problem, and try to help people solve it. They must prepare themselves to help people with individualized personal problems on the one hand and very broad problems that affect whole organizations and communities on the other (Sinokki, 2011).

As a profession, social work has relied on methods or techniques which have been tested over a period of time (Uranta & Ogbanga, 2017). A method is what a social worker actually does when working with client(s). It is what to do when faced with a certain phenomenon (Teater, 2010). These methods and activities have become the pillars of social work practice and their nomenclature stood out to describe them as “social work methods”, “social work activities”, or “social work processes”. These terms can be used interchangeably (Rao, 2011). They are used by social workers to help people of all ages and from various sections of society to enhance their social functioning and to cope more effectively with their problems (Okoye, 2013).

In the Nigerian practice milieu, these methods have been adopted by social workers during intervention with clients. Most of these methods have proved very effective in the western world, however some economic and socio-cultural factors inhibit the use of some of the principles and techniques they entail. Social work is still a very young profession in the country. Though social problems abound, seeking help outside the family and other community structures to solve problems is still alien to many people in the country. Another issue is the fact that there exist many ethnic groups with distinct culture and religious practices. Hence what works in one group may not work in another group. This chapter presents an overview of the primary (social case work,

social group work, community organization) and secondary (social action, social welfare administration, social work research) methods of social work to Nigerian social work professionals as guide for them to understand how to help their clients in different social work settings. They are called methods because they are planned and systematic approaches of helping people in need. These methods differ in their application of knowledge, skills, and techniques.

Methods of Social work

There are six methods of social work, the first three directly intervene with clients while the last three support the first three by dealing with the client’s problems. These are broadly grouped into two: The Primary and Secondary methods. They are presented in a diagrammatic form.



Fig 1: Primary and secondary methods of social work

Primary Methods

The primary methods are also called *direct helping methods*. Here, the social worker intervenes directly with client(s) who need the professional services of a social worker at the individual, group and community level. Primary means basic to something, or before all others. These are: Social case work, Social group work and Community organization.

Social Case work:

This is the oldest method of social work practice. Its origin is traced to work with the family which was “recognized as the most important institution in the society with a firm belief that a balanced family will produce balanced individuals who will make up a balanced society” (Ekpe & Mamah, 1997). It is a unique method of problem solving that helps an individual solve his/her psycho-social problems. It assists individuals to adjust to their environment in a more satisfying way. One of its first proponents, Richmond (1992) posits that

“it consists of those processes which develop personality through adjustments consciously effected, individual by individual, between men and their social environment”. An individual is involved in the problem as s/he is unable to deal with it on his/her own, because of reasons beyond his/her control. His/her anxiety sometimes temporarily makes him/her incapable of solving it. In any case, his/her social functioning is disturbed. The case worker gets information regarding the client’s total environment, finds out the causes, prepares a treatment plan and with professional relationship tries to bring about a change in the perception and attitudes of the client.

Social case work encompasses a whole array of activities. Social casework enables an individual to obtain a higher level of social functioning through an interpersonal transaction or face-to-face or person-to-person encounter. The caseworker helps the client to act in order to achieve some personal/social goals by utilizing the available resources in terms of strength of personality of the client, his social system or material provisions available in the community and/or agency. Caseworker’s knowledge and expertise, and material resources are used (as tools) to inject strengths in the person to enable him to move more satisfyingly in the social situation he finds difficult to deal with.

The principles of social work guide case work practice and its objective is to develop resources to enhance social functioning, to remedy and prevent problems in social functioning. In social case work the worker-client relationship is characterized by mutual acceptance- *Rapport*. It has four basic components: person, problem, place and process (study, diagnosis, treatment, evaluation, termination and follow-up). According to Perlman (1952), every social case work model utilizes techniques and theories from psychosocial treatment, functional casework, problem-solving, crisis oriented short term casework, task centered casework, and behavior modification.

Social case work is basically a one on one interaction with clients. Activities in social case work practice in Nigeria, according to Iwarimie-Jaja (1995) include but are not limited to the following:

- Counseling a runaway youth
- Helping an unemployed person secure training or employment
- Counseling someone who is suicidal
- Placing a homeless and vulnerable child to adoptive or foster home
- Counselling a teenage pregnant girl
- Counselling someone with an alcohol or drug problem
- Finding nursing home for a stroke victim who no longer needs hospitalization
- Protective services to a person facing family violence/abuse

Case work services in Nigeria, are yet to achieve optimal utilization by clients who need such services. Reasons include stigma which sees some of the problems requiring casework services listed earlier as personal failures. For instance, the teenage pregnancy of a daughter is seen as failure on the part of parents. Therefore, the family tries to handle it their own way without engaging the services of social workers who are trained to handle such issues. The fact still remains that casework as a method of practice is yet to be accepted as a way of reducing social problems and helping clients' social functioning and adaptation to pressures from the environment.

Social group work:

A group is defined as ‘*two or more individuals who are connected to one another by social relationships*’. Groups are a fundamental part of human experience and social life. They allow people to develop more complex and larger-scale activities; are significant sites of socialization and education; and provide settings where relationships can form and grow, and where people can find help and support. Groups can be highly rewarding to their members and to society as a whole. “Social work practice with groups is founded on the premise that people are enriched by interpersonal experiences structured around collectively defined goals, satisfying peer relationships, and shared decision-making pertaining to the group’s life” (Uranta & Ogbanga, 2017).

A group can be natural or it can be formed by people. Natural groups are those groups that developed in an unexplained way or in the natural cause of event. Examples include, a family, a tribe, a class. Formed groups are those that were consciously created in order to deal with specific circumstances that are of interest and of concern to several or many people (Ezeh, Ezeah, and Aniche, 2010). Social work with groups represents a broad domain of direct social work practice. Social workers work with a variety of groups in all settings in which social work is practiced.

Social group work method was introduced during the first quarter of this century. It emerged at a time when there was a renewed dichotomy within the profession between social workers who primarily regarded the cause of social problems as those within people and others who located these causes primarily within the social situations in which people with problems were living. During the first twenty years of this century, while the agencies developing social casework services continued to devote the larger proportion of their time to working with people on an individual-by-individual basis, there was an increasing participation of other social workers in working “for and with the masses” (Wilson, 1956). The premise is that no man is an island and no human being lives in isolation as man is in constant interaction with various groups in his environment. Social work with groups represents a broad domain of direct social work practice.

Types of groups

Basically, social workers work with three types of groups: the social action and the support/remedial/therapeutic/treatment group, and reciprocal group.

Social action group:

These groups are primarily used by social workers to bring about social change in the society. A social action group may be established for the purpose of accomplishing specific tasks, carrying out goals of an organization, changing a law or policy or developing a new programme.

Support/Remedial/therapeutic/ treatment group:

These are usually formed in order to solve emotional or behavioral problems. In remedial groups the members have common problems, and the role of the social worker in such a group is to bring about treatment using professional skills and techniques. A lot of social work practice with groups fall within this domain.

Various types of support group exist. Some groups provide support for very specific types of loss, illness, or life adjustment. And this could include the following: bereavement/grief counseling, medical support, weight loss, mental health/illness support, family support, life transitions, addiction support groups, etc.

Reciprocal groups:

There are groups where members come together for mutual exchange of ideas and information. Usually members may not have problems per se but may share a common interest. And so by coming together they exchange support with one another, and also share information about the issue that is of interest to them. Example of reciprocal groups may include mothers that have children with sickles anemia, women whose husbands have a terminal disease, parents with adopted children. These are facilitated by lay persons, and usually have a set meeting time (generally weekly or monthly), and an open format. The open format allows members to feel some degree of anonymity, and to participate as they are comfortable. For some people, simply attending meetings and listening to the experiences of others can be helpful.

According to Louise and Stephen (2011), different forms of problems that can be handled using group work include:

Problems relating to addiction

Addiction is a big problem in our society today. People can be addicted to various substances such as alcohol and drugs. people can also be addicted to sex, gambling, food, etc. Social workers believe that some of these problems cannot be handled on a one-on-one basis. You need to bring people that have

similar problems together to share experiences and by so doing you can find solutions to the problems.

Problem relating to loss or bereavement

Social workers work with people that have experienced one form of loss or the other. For instance, those who have lost a child, spouse, siblings, etc., in this case consoling each other and adjusting to coping strategies will be much easier as they find themselves in similar situations. Other problems that warrant group treatment could be: problems relating to unemployment, problems relating to reading and understanding, problems relating to HIV/AIDS, problems relating to disability, among others.

Recently 10 female Junior Secondary School students in some secondary schools aged 14-15 years were arrested by the police in Enugu for their involvement in cult activities. Their confessions revealed that over 30 of their school mates were gang raped as part of their initiation ceremony into the confraternity. Their parents were not aware of these incidents. Their teachers indicated that these girls were unruly, engage in alcohol consumption and smoking, disrespectful to school authorities and the guidance and counselling departments have not been successful in making the girls change.

The case vignette above requires social work intervention using group work method which is a social work service in which a professionally qualified person helps individuals through group experience so as to help them move towards improved relationships and social functioning. Group work is an educational process which aids in character building, personality development and social adjustment. As the teachers have failed to change the attitudes of these girls positively, there is need for a social worker to aid them in forming a group to help them make the necessary change in behavior. Here, the social worker plays the role of an enabler using his knowledge of group dynamics, structure, patterns of group behavior, group property as well as the techniques and principles of social work to assist these girls for better social functioning.

In group work individuals are important and they are helped to improve their social relationships, with flexible programmes, giving importance to the personality development of the individual in group functioning and relationships (Anderson & West, 1998). The group is the medium and through it and in it, individuals are helped to make necessary changes and adjustments. According to Ambrosino, Hefferman, Shuttlesmuth and Ambrosino (2012), the purpose of group work is to help improve the well-being of the members and relieve personal suffering. This is because groups have the power to enhance problem-solving capacity, prevent the development of serious social problems, and restore and maintain the social functioning of members. Group work can

be used in all settings of social work as it is directed towards bringing about desired changes at the individual, group and community levels. The social worker assists the members of a group develop capacities and potentialities. The leadership qualities and personality of the group members are developed by organizing programmes. The growth and development of the group members are promoted in social group work.

The importance of group work as a method of intervention is enormous, hence it is essential for Nigerian social workers who are being trained as generalist practitioners to be exposed to courses on group work methods while in training. Social group work often goes with a combination of casework because the social worker intervenes with clients in some cases one on one. It can be used in many agencies and programmes. It could be used in public schools as the case illustration depicted, for adolescents who are in correctional institutions/drug offenders, unmarried teenage pregnant girls, mental health stings, rehabilitation centers, home for the elderly, community members and in fact any setting where individuals come together with similar problems requiring the assistance of a social worker.

The following are advantages of group work:

- Group work facilitates changes in client's communication skills, self-awareness, reality assessment and acquisition of constructive societal values to aid in realizing chosen life goals (Uranta & Ogbanga, 2017).
- It saves time and resources. This is because several people's problems are handled at once instead of one person at a time.
- Groups are appropriate when there is need to solve common problems.
 - It helps individual group members learn and grow as they listen to the narratives and experiences of other group members.
 - Group sessions are helpful in helping members who are reluctant to talk about their problems to do so.
 - Useful information and questions to cope with problems are often shared in group settings.

To conclude, it is evidently clear that social group work method helps individuals establish constructive relationships through group activities. This is because group experiences are essential to human beings. The members of the group are helped by the social worker who guides the group members' interaction in programmes. The group interaction helps an individual to develop his/herself in accordance with abilities and capacities and thus empowered to mobilize their available resources for their own improvement. However, as rewarding as this method of practice is, people rarely utilize services using group work in Nigeria as some problems requiring group experience carry some stigma, for instance, some health conditions and anti-social behaviours. Using group work may amount to publicizing the problem.

Community organization:

This method of social work is also called macro practice. Working with communities has been recognized as a key work for social workers. Indeed, the community is a natural site for practice because the individuals who are the main focus of social work practice live in communities. However, community organization is a contested topic as it varies across different contexts (Heena & Birrell, 2011). It could range from community building through services provided by the government or non-governmental organisations (NGOs) as well as community based organisations (CBOs) to community organizing, which focusses on challenging social and structural inequalities through mobilization and activism across different levels organized by various local and global sectors (Loomis, 2012; Midgley, 2010). Principles of social work and historical social movements urging for social justice, equality, human rights, empowerment of individuals/communities and working in partnership with service users are influences to community development. It could also be called community development as is reflected in the degree, “Social Work and Community Development” awarded by the University of Nigeria, Nsukka.

The term community development was adopted as long as 1948 by the Colonial Office during its Conference on African development and defined as:

A movement designed to promote the whole community with the active participation and if possible on the initiative of the community but if this initiative is not forthcoming spontaneously by the use of techniques for arousing and stimulating it in order to secure its active and enthusiastic response to the movement. Community development embraces all forms of betterment (Colonial Office, 1958).

This term has come into international usage when the United Nations (UN), (1971) defined and elaborated on its elements:

Community development connotes the process by which the efforts of the people themselves are united with those of governmental authorities to improve the economic, social and cultural conditions of communities, to integrate these communities into the life of the nation, and to enable them contribute fully to national progress. This complex process is made up of two essential elements, the participation by the people themselves in efforts to improve their level of living with as much reliance as possible on their own initiative; and the provision of technical and other services in ways which encourage initiative, self-help and mutual help and make these more effective.

From these definitions, Community development [organization] therefore is a process by which a systematic attempt is made to improve relationships in a community (Kramer & Specht, 2013). Identifying the problems, finding out

resources for solving community problems, developing social relationships and necessary programmes to realize the objectives of the community are all involved in community organization. In this way the community can become self-reliant and develop a co-operative attitude among its members. In deed the community is a natural site for social work practice because the individuals who are the main focus of social work practice live in communities.

Community organization is the process of mobilizing and empowering communities through their institutions, organizations, groups, leaders, advocates, and volunteers. It is a long-term process whereby people who are marginalized or living in poverty work together to identify their needs, create change, exert more influence in the decisions which affect their lives and work to improve the quality of their lives and the communities in which they live. Community organization is often distinguished from community planning. It entails processes directed at social change, management of social conflict and planning. The most popular approach to community organization are the Rothman's (1974) three models of community organizing which is based on the belief that in order to affect change, a wide variety of the community people must be involved in the planning, implementation and evaluation as well as social planning which involves a technical process of problem solving and often provides little opportunity for citizenship input. It is a top-down approach; and social action where the practitioner assumes that a disadvantaged segment needs to be organized to make demands on the larger community for increased resources or improved treatment in accordance with social justice or democracy.

Many communities in Nigeria as a developing country, are faced with high rates of poverty, lack of social and economic infrastructures as well as healthcare facilities. Community organization is therefore a process of bringing about and maintaining adjustment between social welfare needs and resources in a given community. Its characteristics include identification of felt-needs and resources and involvement of the community members through an organizer (social worker). The objective is to organize the community scientifically, help the community to identify its needs and work on it, foster capital generation, etc. Principles guiding community organization are felt needs, resource mobilization, and local leadership. Thus its emphasis is on the development of strong, resilient communities where people look out for each other and have community pride in where they live (Das, O'Neill & Pinkerton, 2016).

In Nigeria, there are already Community based Organisations (CBOs) and community stakeholders playing various roles to meet people's needs at the grass root level. Recent social problems in Nigeria such as insurgency, marginalization, internally displaced persons (IDPs), natural disaster issues, herdsmen attacks, among others require social workers' intervention in

cooperation with community members to ensure peace and conflict resolution and environmental sustainability. It is without doubt that to successfully tackle some of these problems, involvement and ownership of the community is required. Assessment, planning, development and delivery of programmes/interventions are core functions of the social work process and more community engagement and inclusion is a necessity for positive outcomes. Thus the objectives of community organization in social work practice include the coordination of existing services, action to expand and modify services, and the creation and organization of new services (Uranta & Ogbanga, 2017).

The roles of the community social worker are: enabler, advocate, broker, educator and counselor. The community social worker/organizer with his/ her expertise in human relationships can hold the community members together under difficult conditions with the help of the local leadership. The community social worker through the application of the knowledge and social work skills helps the community specify their felt need (problem), formulate effective and realizable goals, develop strategies for execution, identify financial resources and mount direct action campaigns to achieve the required outcome.

In a nutshell, the importance of incorporating community organization approaches in the training of social workers in Nigeria cannot be over-emphasized. The need for training content in social work courses with better integration of community organization and social work theory and methods as well as greater opportunities for students to implement their community organization skills in the real world has been recognized globally (Filliponi, 2011; Mendes, 2008; Routledge, 2006). This will help social workers to develop better skills in handling the myriad problems facing communities in the country. Social workers will thus be in a better position to develop linkages with community groups, recognizing and supporting projects in an empowering manner.

Secondary Methods

These are those methods which are intended to support the primary methods. Here, the social worker indirectly deals with the client's problem.

Social Action

This was first coined by Mary E. Richmond in 1922. According to her, it is the "mass betterment through propaganda and social legislation". Unlike other methods, social action emphasizes long-term essential changes in established social institutions. It covers movements of social, religious and political reform, social legislation, racial and social justice, human rights, freedom and civic liberty. Social action which as we have briefly mentioned previously as one of the models/tool of community organization has of recent been considered as an

auxiliary method of professional social work in its own right (Siddiqui, 1984). However, it is not employed by social workers frequently. It aims at desirable social action and social progress and it is used to tackle controversial issues aimed at bringing about structural changes in the social system or to prevent adverse changes.

As a method of social work, it adheres to the philosophy of professional social work which does not blame people for deficiency or problem; believes in the dignity and worth of human beings; rejects the doctrine of laissez-faire and survival of the fittest; adopts a commitment to the capacity of all people to take action through a non-elitist highly skilled process; and facilitate members to make choices and take action for themselves. This calls for skills used in combination with professional social work ethics and principles.

The first is the **principle of credibility building** which means that the community people must have faith and confidence in the social worker. Second, **legitimization** which means that the social worker should make the people believe that their actions to achieve set goals are legitimate. Third is **dramatization** done through strategies like slogans, emotionally powerful speeches, and rallies to create dramatic effects. Fourth, **dual approach** which is a combination of confrontation and constructive developmental activities. Fifth, **multiple strategies** involving use of different ways and means. And lastly **manifold programmes** aimed at tackling social, economic, cultural issues, among others (Siddiqui, 1984; Moorthy, 1966; Mishra, 1992; Antony & Kaushik, n.d.).

Social workers practicing social action should be versed in skills of rapport building (relational); objective analysis of social situations and problems (analytical and research); ability to use other methods of social work like case work, group work, social welfare administration adequately and appropriately (intervention); knowledge to handle organisations, coordinate and collaborate with various groups and local leaders (managerial); effective verbal communication (communication); and be able to train local leaders for mass mobilization and confrontation with the authorities (training) (Antony & Kaushik, n.d.).

Social action entails confrontation with authorities and sometimes involves taking difficult positions. Social action as different from other methods of social work employs certain strategies and tactics as tools to attain its goals. They are negotiation, persuasion, competition, disruption, collaboration, bargain, boycotts, sit ins, strikes, marches, fraternization, tax-refusal, picketing, etc. It could be said to be a form of radical social work. The main focus is to increase political pressure on decision making processes so that oppressed groups can receive equitable services resources and power.

Social action is employed by groups and organization which seek to alter institutional policies or to make changes in the distribution of power. It is an organized effort to change or improve social and economic conditions. The objective of social action is the proper shaping and development of the socio-cultural environment in which a richer and fuller life may be possible for all citizens (Siddiqui, 1984; Britto, 1984). Its goals are prevention of needs; solution of mass problems; improvement in mass conditions; influencing institutions, policies, and practices; introduction of new mechanisms or programmes; redistribution of power and resources (human, material and moral), decision-making, effect on thought and action structure and improvement in health, education and welfare policies (Mishra, 1992). This calls for skills used in combination with professional social work ethics and principles.

The social worker uses a lot of advocacy, propaganda, education, persuasion or pressure, public opinion and collective support in social action. S/he raises awareness of the community people and helps organize them in an orderly manner so that they can achieve their objectives. As a method, its relevance is felt in field situations by mobilizing the general population to bring about structural changes in the social system. In Nigeria, mass issues like gender issues (Female Genital Mutilation (FGM), dowry, inheritance rights, etc.), environmental issues, internal displacement, herdsman attacks, among others could be addressed through this method if properly utilized. However, the way the political terrain is skewed makes organizing these activities difficult. Also any success achieved through change of legislation or social policy is stalled during the implementation stage. The dilemmas facing this method of social work practice in the country is enormous, notwithstanding its importance cannot be diminished.

Social welfare administration

Present day social problems like poverty, ill-health, disability, internal displacement, destitution, crime, violence, etc. in Nigeria require the establishment of social welfare agencies by the government, NGOs, CBOs, religious bodies and private individuals. Present day human service organisations are more complex to run and thus require employment of persons with specialized knowledge of the agency's aims, programmes, methods of social treatment and social resources. Social welfare administration has two concepts embedded in it: "social welfare" and "administration". Thus it requires an understanding of the origins of social welfare as well as administration as a tool for achieving welfare. Social welfare is an organized system of social services and institutions designed to aid individuals and groups to attain satisfying standards of life and health (Friedlander, 1977). Administration is a universal process of efficiently organizing people and directing their activities towards common goals and objectives. In other words, whenever you are

talking of administration, you are looking at where people are working with common goal (Simon, 1978).

Social welfare administration is a method of practice that looks for administrative and managerial skills among practitioners in the execution of welfare services. It is used to transform social policy into action. It is a two-way process of transforming policy into concrete social services and use of experience in recommending modification of policy (Rameshwari & Ravi, 1998). This method makes use of scientific and administrative techniques of planning, implementing, directing, monitoring, organizing, reporting, coordinating and evaluation of services rendered for the welfare and development of the people. Its scope includes Planning, Organising, Staffing, Directing, Coordinating, Reporting and Budgeting (POSDCoRB).

Social work administration is a growing field which administers special programmes within the setting of an agency to vulnerable, disadvantaged and weaker sections of the population such as the aged, socially excluded because of disabilities or mental illnesses and some stigmatizing illnesses such as leprosy and HIV/AIDS. Thus the social worker through training acquires the skills to effectively see to the humane operation of these agencies. Planning is an intellectual activity requiring adequate knowledge and vision about social causes and a prerequisite for good service delivery. Organizational skill is the administrator's raw material. From the aforementioned, it could be concluded that problems facing social agencies in the country are largely attributable to poor administration due to non-inclusion of trained social workers in the agencies.

Social Work Research

The effective planning and implementation of development programmes and projects in the country depend largely on the availability of reliable, adequate and valid data. Social work research is the systematic and scientific study of social problems with the objective of producing knowledge for planning and carrying out social work problems. It is a powerful tool in all social work settings and is used in all the methods of social work discussed earlier. For instance, all the social problems we have been citing so far can only be understood if we have scientific and systematic methods to find out their various causes to formulate specific intervention strategies to arrive at solutions.

The following highlight the importance of social work research:

- Helps in identifying the social problem, its intensity and extensiveness, its causal factors, its impact on the target population and its repercussions on the social life of the people.

- Gives an understanding of the factual ground realities (not mere perceptions) of the social situations, which in turn aid in conceptualizing the pros and cons of possible intervention strategies.
- Helps social workers gain in-depth knowledge about a social problem, factors contributing to it and its impact on the socio-cultural and economic life of clients.
- Helps to focus on social issues prevailing in organization through studying various aspects such as the team climate in order to understand factors that are affecting team effectiveness through proper understanding of group effectiveness (Bhattacharyya, 2008).

Finally, a systematic study of social problems is a must for the attainment of goals in all the methods of social work. Research findings thus help in the formulation of goals for change, and the design of intervention plans according to the needs of clients. However, as some scholars have observed, some social, political and economic issues impede social research in Nigeria (Chukwu, Ebue, Obikeguna, Arionu, Agbawodikeizu, & Agwu, 2016).

Conclusion

This chapter has presented the methods of social work practice, their objectives, skills, techniques and roles of the social worker, bearing in mind some of the problems requiring such methods in Nigeria. Social casework requires the social worker to be skilled in social investigation and diagnosis, have adequate knowledge of human behavior, and psycho-social problems, and use the client-worker relationship to build confidence and trust to aid clients solve problems. Through group work processes, group members learn to live and work together to attain specific goals in adjustment to problems and enhance interpersonal relations. In community work, social workers help people realize their felt – needs and organize themselves to collaborate and cooperate towards the attainment of common goals. Social action has been discussed as a powerful tool for bringing about positive changes in the social system for the betterment of the people. Social welfare administration is geared towards the effective running of human agencies and finally social work research helps to identify and develop an objective critical perception of social problems.

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