

SWT 04205

**SOCIAL PSYCHOLOGY
FOR SOCIAL WORKERS**

Topic 1: Application of social psychology to identify the clients' needs

Learning Tasks:

By the end of the topic learners are expected to;

- Define the term social psychology as related to clients' needs
- Describe the Maslow Hierarchy of needs.
- Describe physiological needs to identify clients' needs (food, water, rest)

Cont...

- Identify safety needs to identify client's needs (security and safety)
- Demonstrate belongingness and love to identify client's needs (intimate relationship and friends)

Cont...

- Demonstrate esteem needs to identify client's needs
- Demonstrate self actualization needs to identify clients needs

Definition of the term Social Psychology as related to client's needs

Activity: Buzzing

Buzz on the following questions

- Define: Social psychology
,client's needs

Social psychology

- Is the branch of psychology. It is a scientific study of how people's thoughts, feelings, and behaviors are influenced by the actual, imagined, or implied presence of others. It involves understanding how people influence, and are influenced by, the others around them.

Clients needs:

- A need is something that is necessary for an organism to live a healthy life. It can be objective or physical needs such as the need for food, or psychological or subjective needs such as love and belongingness.

Maslow Hierarchy of needs

- Maslow's hierarchy has indentified five levels of human needs. It is intended to track growth and development in human beings, beginning with infants, who aim to have only their most basic needs met. Typically, people reach different stages of the hierarchy throughout life,

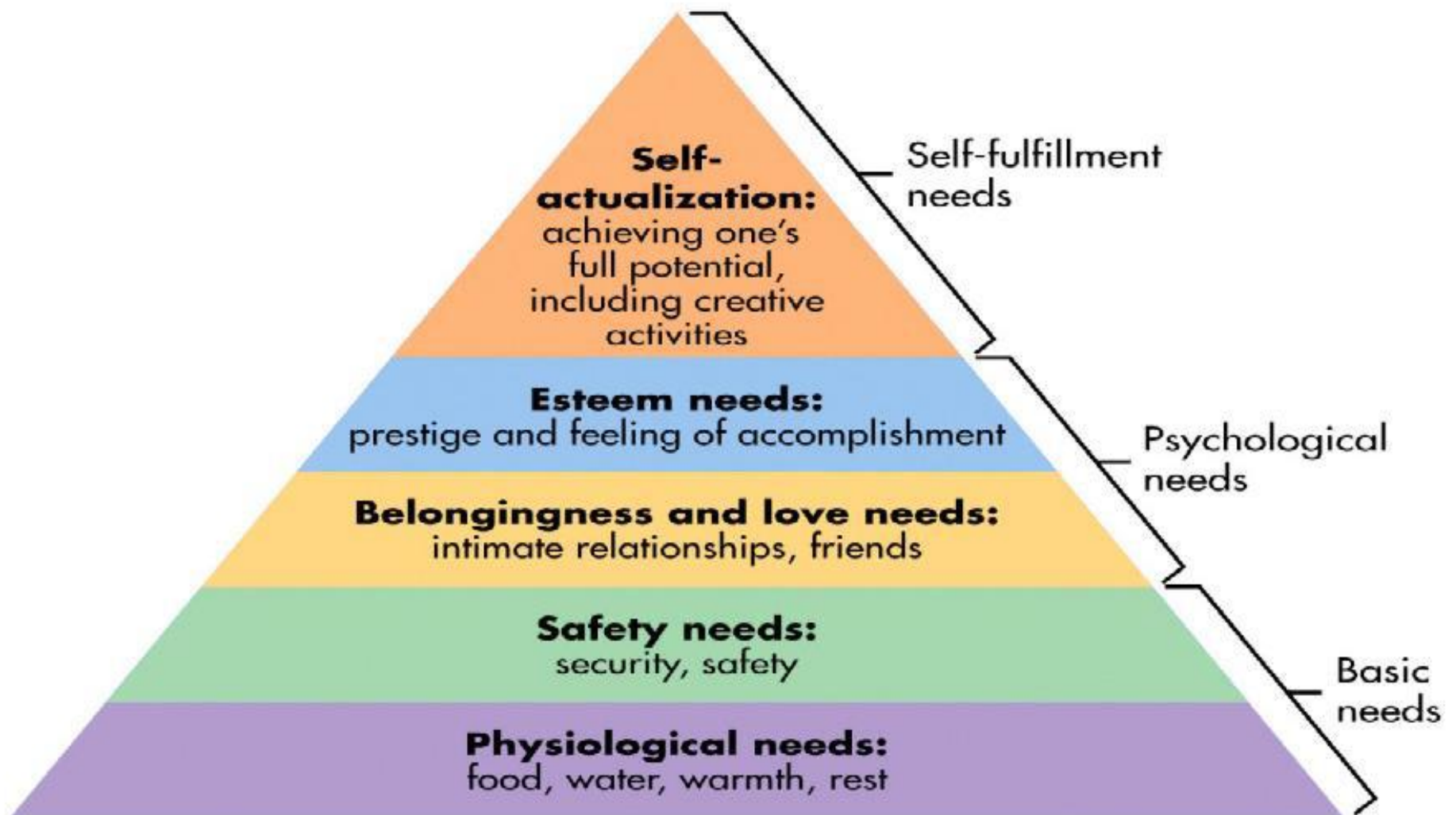
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and at different times they might experience a deficit in a certain stage. When this occurs, a person will often temporarily abandon pursuit of a higher stage in order to have the more fundamental needs met.

Cont...

- However, not all adult humans reach the top of the hierarchy, and poverty, illness, and other factors can interfere with a person's development in Maslow's hierarchy.

Showing Maslow Hierarchy of needs Step



Activity: Small group discussion

- Discuss physiological needs
(food, clothing, shelter)

Physiological needs as related to clients needs

- Physiological needs deal with the maintenance of the human body. The lowest category includes the most basic needs that are important to survival, such as the need for water, air, food, and sleep. Maslow believed that these needs are the most instinctive needs because all needs become secondary until these needs are met.

Cont...

- However, there are some factors which can hinder achievement of physiological needs such as poverty, illness and other factors.

Safety and security

- These needs include personal security (absence of physical threat), financial security (absence of financial hardship), health and wellbeing (absence of illness or infirmity), and a safety net against accidents and illness and their adverse impacts (ability to receive appropriate medical care).

Activity: Small group discussion

- Into small groups discuss safety needs (health, personal and security, e.t.c)
- Discuss from your own experience the concept of safety and security needs.

Cont...

- List health/ car insurance you know.
- Show its importance

Cont...

- Safety always means protection. For example we purchase insurances, such as health and car, to protect ourselves from something unexpected occur. We do these things to increase our sense of safety and security and make us feel more comfortable in our lives.

Love and belongingness

- Need for love and belongingness includes the needs to friends, companions and supportive family, intimate relationship and identification with a group. These needs are basing on affectionate and love. Everyone needs to be loved and love others.

Activity: Role Play

- **Scenario:** A 15 years boy has been expelled from his family because he has failed the form two examinations. The family does not trust him, the society is afraid of him; the church/mosque is lesser caring of him. Now the boy does not belong to anywhere. Because of that isolation the boy has created delinquency behaviours.

cont

- One learner demonstrate as a boy, one as a parent, one as the community member and one as the religious leader
- **The rest watch the role- play and make observation**

Cont...

- Esteem needs has been classified into two categories: (i) esteem for oneself (dignity, achievement, mastery, independence) and (ii) the desire for reputation or respect from others (e.g. status, prestige). A high level of Self-esteem can make a person feel empowered and perhaps, even improve your social relationships.

Self Actualization in relation to clients'

- Self actualization is the final stage in the linear growth of an individual. Maslow believed that in order to achieve this state of personal fulfillment, the person must first satisfy the preceding needs (physiological, safety, love/belongingness and esteem needs)

Activity: Brainstorming

- Brainstorm on the concept of Self actualization in relation to clients' needs
- What is the impact of self actualization to the clients' needs

Cont...

- Self actualization includes realizing personal potential, self-fulfilment, seeking personal growth and peak experiences by reaching the end of the goal. This must be achieved once one's physiological, safety, love, and esteem needs are taken care of one can start thinking about self actualization.

Key Points

- Learners should understand how Maslow Hierarchy can facilitate the needs of the client. Some of the client's needs may be rooted from this hierarchy of needs. Clients needs are interrelated therefore missing one need may lead to clients' needs or challenges.

Evaluation

- What is love and belongingness
- What is esteem needs
- What is self actualization
- Relate the importance of love and belongingness, self actualization and self actualization in relation to client's needs.

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End of topic 1

Question/ comments

Topic 2: Psychosocial Support To Determine The Needs Of The Client

Learning tasks

By the end of the topic learners are expected to:

- Define the term psychosocial support
- Describe the concepts related to psychosocial support
- Identify types of psychosocial support (needs) for clients
- Explain mental health counseling, education,

Cont..

- Explain spiritual support and group support,
- Explain sport and gamest
- Provide counseling service to determine needs of the client
- Provide education which inform client's needs

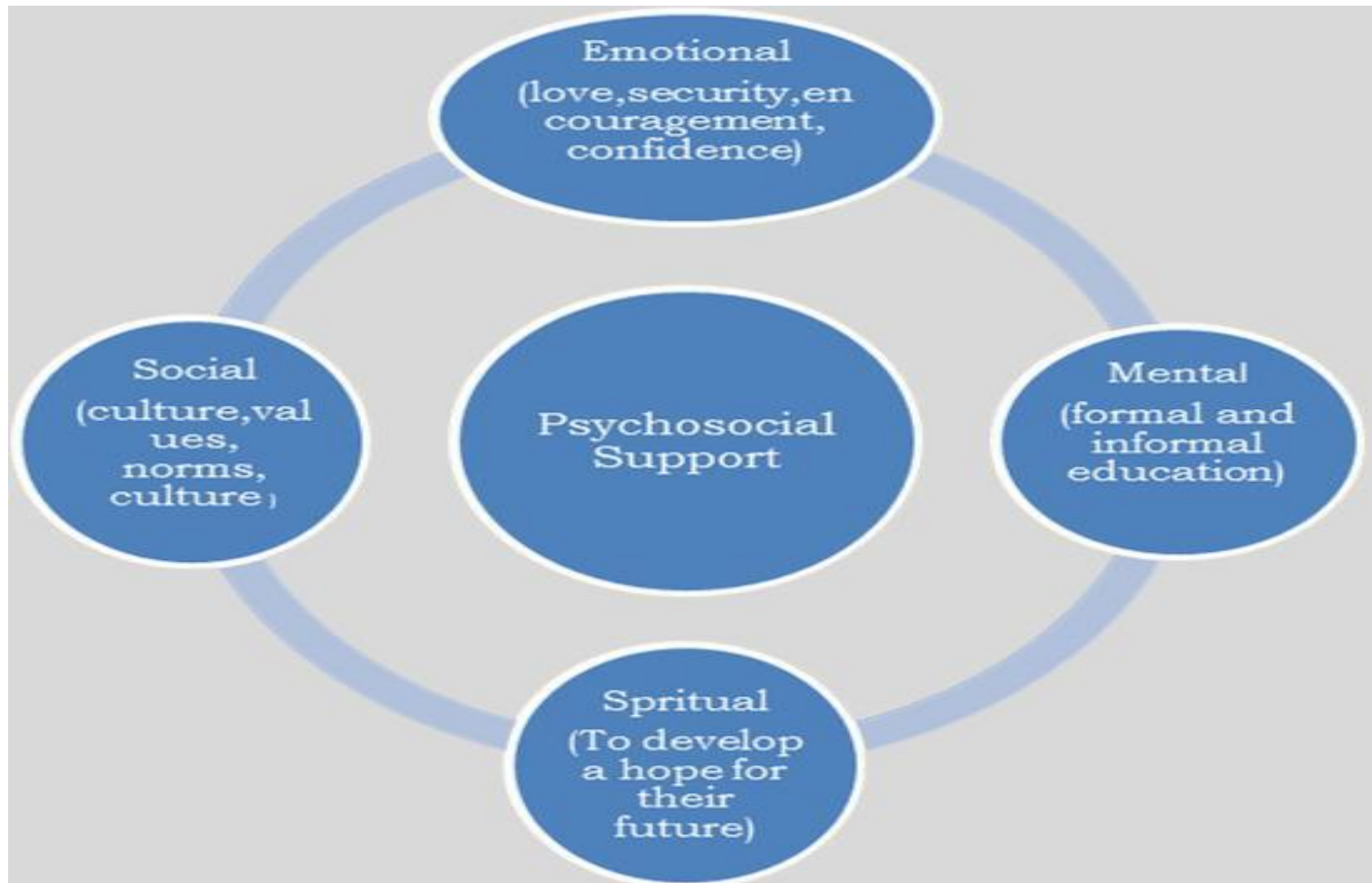
Definition of the term psychosocial support

- The psychosocial refers to the process of facilitating resilience within individuals, families and communities. It is the actions that address both the psychological and social needs of individuals.

Cont...

- Psychosocial support addresses both the internal psychological or emotional factors, and the social factors that impact people. It addresses factors that influence how they feel about themselves, how they feel about life, and what their expectations for the future are.

Psychosocial support in the process of meeting a person's needs



Concepts Related To Psychosocial Support

Activity: Group Discussion

Into small groups discuss on the following questions :

1. What is Psychosocial development
2. What is Psychosocial support
3. What is Psychosocial Wellbeing

Psychosocial development-

- It is much concerned on how social interaction and relationships played a role in the development and growth of human beings. Also, a sense of competence motivates behaviors and actions.

Psychosocial support

- Resilience within individuals, families and communities. It also refers to the actions that address both the psychological and social needs of individuals.

Emotional Resilience-

- It refers to one's ability to adapt to stressful situations or crises.

Psychological well-being

- It consists of positive relationships with others, personal mastery, autonomy, a feeling of purpose and meaning in life, and personal growth and development.

Types of psychosocial support (needs) for clients

- **Mental health counseling**
- **Spiritual support**
- **Group support-**

a) Mental health counseling

- Is a distinct profession with national standards for education, training, and clinical practice. Clinical mental health counselors operate from a wellness perspective, which emphasizes moving toward optimal human functioning in mind, body, and spirit, and away from distress, dysfunction, and mental illness.

b) Spiritual support-

- It helps to find value, meaning, trust, and strength during difficult times. You and your family can connect with spiritual support during diagnosis, treatment, after treatment, or at end-of-life.

c) Group support-

- In group support members provide each other with various types of help, usually nonprofessional and nonmaterial, for a particular shared, usually burdensome, characteristic.

Cont...

- Members with the same issues can come together for sharing coping strategies, to feel more empowered and for a sense of community.

Cont...

- Group support seeks to give clients a safe and comfortable place on campus where they can work out problems and emotional concerns. Members gain insight into their own thoughts and behavior, and offer suggestions and support to others.

Figure 3:1 Group support in the topic



Provision of counseling service to determine needs of the client

- Counseling is the professional helping activity aiming to help a client solve or cope with his or her problem in a confidential setting. The counsellor should make sure that client understand clearly his/her problem.

Cont...

- The intervention setting should be confidential. Relationship building (create good relationship with client), exploration of the client's information, understanding of the client's need and action plan are the basic counseling principles.

Activity: Case Study

- **Scenario**
- Victoria a girl of 12 years old has witnessed an accident at her 8 years age ; many people were injured and some were killed. Unfortunately, since that time to date he has nightmares, scared and fear of travel (agoraphobia). Now, as a social worker discuss how can you help this type of client to cope with her situation.

Cont...

- Demonstrate as Victoria, one as a counselor; then demonstrate the intervention process

Importance of counseling in psychosocial services includes:

- i. To meet a person's emotional support
- ii. It help clients cope with their emotional challenges/ needs

Key Points

- The effective delivery of psychosocial support is essential for people to heal, especially for people who have faced a lot of trauma in their life. It has to be done with kindness, care, and a lot of patience.

Evaluation

- What is psychosocial?
- What is psychosocial support?
- What is counseling in psychosocial support service?

Cont...

- What is group support psychosocial support service?
- What is spiritual psychosocial support service?
- What is the importance of psychosocial services in understanding client's needs?

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End of topic 2

Questions/comments

Topic 3 : The Concept of Conducive Environment

Learning tasks

By the end of the topic Learners are expected to:

- Define conducive environment in social work
- Identify components of conducive environment (physical, social psychological/emotional)
- Describe the importance of conducive environment in social work practice

Definition of the term Conducive Environment

Activity: Buzzing

Buzz on the following question:

- What is the conducive environment in relation to social work practice?

Conducive environment

- Creating successful relationships (in helping process) through being ethical, honest and open, and treating others with acceptance and empathy is very important. Therefore creating positive interpersonal relationship is vital in helping process.

Components of Conducive Environment

- Welcoming (e.g. greet clients appropriately, show them where to sit) comfortable (e.g. have comfortable seats, try to sit at the same level)
- A place with few distractions (e.g. no telephone, or interruptions from other staff or family members)

Cont...

- Somewhere where privacy and confidentiality can be maintained (e.g. somewhere away from other people)
- Non-threatening (e.g. a place where people can feel relaxed and comfortable)

Activity: Role Play

- Demonstrate how important is to have conducive environment in the process of helping.
- Another learner should demonstrate the a scenario which does not have conducive environment

Cont...

- The role of the social worker is to facilitate the helping process. Its aim is to create the necessary conditions for clients to engage in meaningful self exploration of their feelings, beliefs, behavior, and worldview, and to assist clients in their growth process, enabling them to cope with current and future problems.

Importance of conducive environment in social work practice

Activity: Small group discussion

- Into small groups discuss importance of conducive environment in social work discuss

Importance of conducting environment in social work

- Importance of conducting environment in social work is to help social workers understand clearly the client's setting. Thus, it is very important to study the physical such as the home environment; the work environment as it may tell about the client's need. The psychological environment which involve, the behavior, emotional, or client's feeling may lead to the client's needs.

Key Points

- In this topic first, learners have been introduced into types of conducive environment (social, physical and psychological). Each component has its own significance in the process of helping the clients.

Evaluation

- What is conducive environment
- What are the types of conducive environment?
- What are the importance's of conducive environment?

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End of topic 3

Questions/comments

Topic 4 : Application of social psychology in understanding the environment of the client

Learning tasks

By the end of the topic Learners are expected to:

- Define the terms used in social psychology (stereotype, attitudes, prejudice, discrimination, interpersonal relationship, persuasion, pro-social behavior, group behavior)
- Identify factors which leads to human diversity
- Describe factors for behavior development

Activity: Buzzing

Buzz on the following question:

- Define the terms used in social psychology (stereotype, attitudes, prejudice, discrimination, interpersonal relationship, persuasion, prosocial behavior, group behavior?)

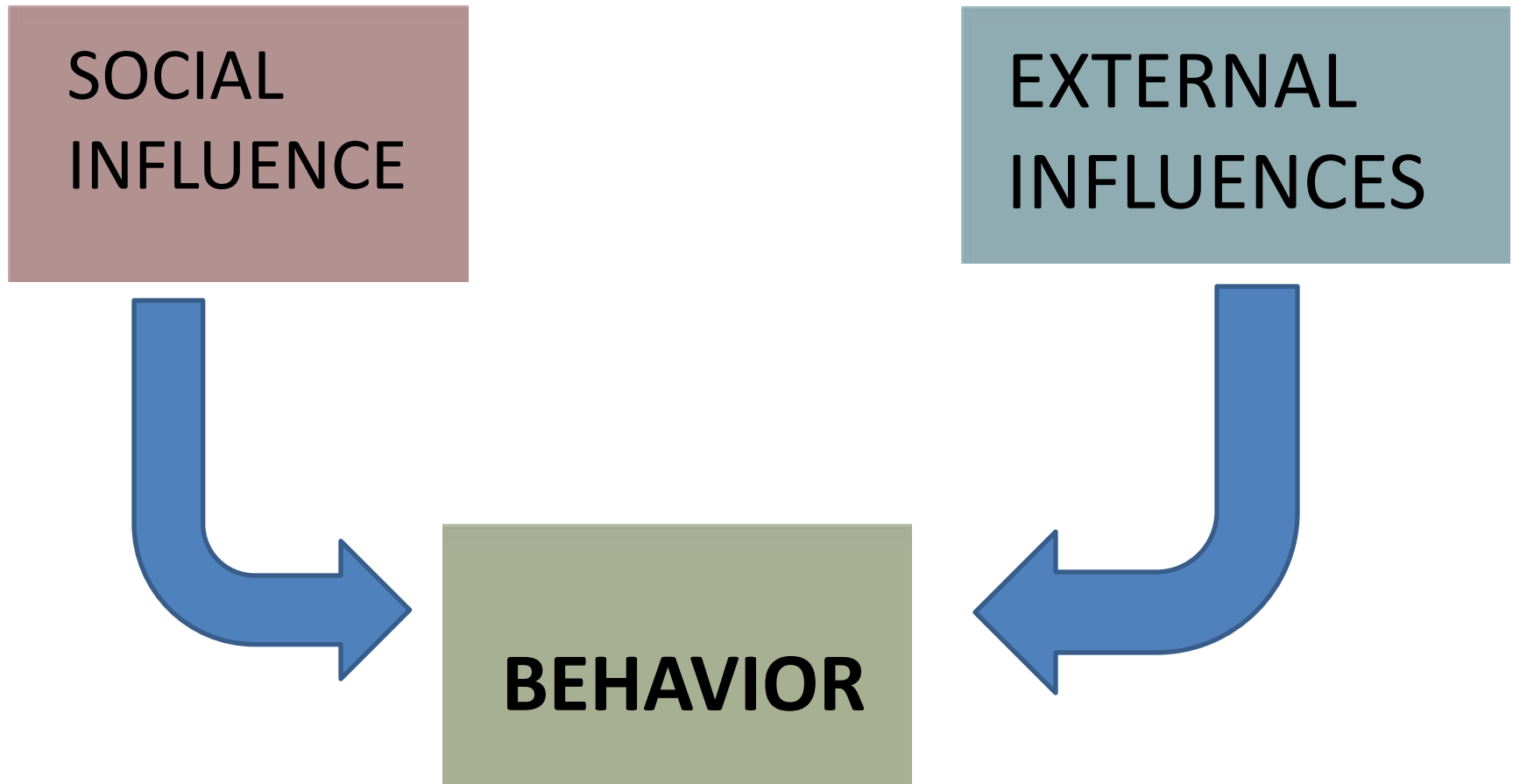
Attitudes

- **Attitudes** Is a belief and feeling that predisposes one to respond in a particular way to objects, people and events. It involves person's believe feelings and behavioral tendencies towards certain objects, individuals or situation or it is

Cont...

- learned presupposition to respond in a favorable or unfavorable manner to particular person, behavior situation or thing. (It involves thinking, feeling and tendency to act). Our behavior is affected by our inner attitudes as well as by external social influences. Therefore our attitudes follow our behaviors.

Behavior is affected by our inner attitudes as well as by external social influences.



Key terms used in social psychology

- Discrimination
- Stereotype
- Prejudice
- Interpersonal relationship
- Persuasion
- Pro-social behavior
- Group behavior

Discrimination

- **Discrimination-** Is the unjustifiable negative behavior toward a group or its members. The ability to perceive and respond to differences among stimuli. It is considered a more advanced form of learning than generalization. It also refers to the ability to perceive similarities, although animals can be trained to discriminate as well as to generalize.

Stereotype

- **Stereotype-** is an over-generalized belief about a particular group of people. Stereotypes are generalized because one assumes that the stereotype is true for each individual person in the category.

Prejudice

- **Prejudice-** is an unjustified or incorrect attitude (usually negative) towards an individual based solely on the individual's membership of a social group. For example, a person may hold prejudiced views towards a certain race or gender etc. (e.g. sexist). It involves stereotyped beliefs, negative feelings, and a predisposition to discriminatory action

Interpersonal relationship-

- **Interpersonal relationship-** Is a strong, deep, or close association or acquaintance between two or more people that may range in duration from brief to enduring. Interpersonal relationships are formed in the context of social, cultural and other influences.

Persuasion

- **Persuasion-** Is the process by which a person's attitudes or behavior are, without duress, influenced by communications from other people. One's attitudes and behavior are also affected by other factors (for example, verbal threats, physical coercion, and one's physiological states).

Pro-social behavior

- **Pro-social behavior-** is an act that aims at helping other people. Is a social behavior that benefits other people or society as a whole, such as helping, sharing, donating, co-operating, and volunteering. These acts are based on a series of decisional problem resists and culminating in the final decision to help or not help.

Group behavior

- **Group behavior** - A group can be defined as two or more interacting and interdependent individuals who come together to achieve particular objectives. A group behavior can be stated as a course of action a group takes as a family.

**Factors which leads to
human diversity**

Human diversity

- It means understanding that each individual is unique, and recognizing our individual differences.

Activity: Brainstorming

- Brainstorm on what is human diversity;
- Factors which leads to human diversity.

Cont...

- Factors includes all the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, class, marital status, work experience, political beliefs, or other ideologies.

Factors for human behavior development

- Human behavior development -refers to action and reactions towards certain stimulus.
- It involves both observable and non observable actions
- Each stages of human development have its own identified change to the behavior.

Cont...

- Infancy (extreme dependence)
- Early Childhood (self administrative)
- Middle childhood(starting learning skills)
- Late childhood(master learning skills)

Cont...

- Adolescence (changes physical and psychological changes)
- Early Adulthood (establishment of personal affairs...starting to rise family)
- Middle Adulthood (expansion)
- Late Adulthood (life adjustment)

Key Points

- When addressing clients, learners should be careful to identify human diversity. Human beings are different basing on those factors of the diversities. Practitioners should avoid prejudice, stereotype and discrimination as our diversities makes us unique. Lastly they have learned human development as one among the factors for behavior development.

Evaluation

- What is stereotype?
- What is discrimination?
- What is a pro-social behavior?

Cont...

- What is group behavior?
- What are the factors for human diversity?
- What are the factors for human behavior development?

References

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End of topic 4

Questions/ comments

Topic 5: Application of interviewing techniques to determine clients' needs

Learning Tasks

- Define the term interview
- Explain various interviewing techniques used to determine client's needs (attending, active listening, probing, generalizing, open ended questioning, closed ended questioning)

Cont...

- Demonstrate probing techniques in determining clients' needs
- Ask closed and open ended questions in determining clients' needs
- Demonstrate listening skills in attending client's needs
- Explain the importance of using interviewing techniques in determining clients' needs

Definition of the term

Interview

- Is the conversation that is directed in which a clinician, social worker, or counselor, researcher or (the interviewer) intends to elicit specific information from an individual (the interviewee) for research and the purposes of it. It is the set of questions or unstructured, varying material introduced by the interviewee

Definition of attending behaviors

- Good attending behavior demonstrates that you respect a person and are interested in what he/she has to say. The effect of attending is an encouragement to the person to go on talking about his/her ideas or feelings freely. Without using words, you are communicating that you are listening to the person.

Demonstration of attending behavior



**There are several components of
good attending behavior:**

- **Eye Contact**
- **Posture**
- **Gesture**
- **Verbal Behavior**

Eye Contact

- Looking at a person is one way of showing interest in that person. However, you can make a person feel uncomfortable if you stare at them too intensely.

Posture

- Posture: This is a natural response of interest. It's best to lean slightly towards the person in a relaxed manner.

Gesture

- **Gesture:** You communicate a great deal with your body movements. If you flail wildly with your hands or if you cross your arms over your chest and hunch your shoulders with your head bent downwards, you are very likely to communicate some unintended messages.

Verbal Behavior

- **Verbal Behavior:** A good listener's comments relate to what the other person is saying. By directing your comments and questions to the topics provided by your friend, you show interest in what he or she is saying.

Activity:

- Buzz in pairs and share the findings.
- One Learners to write and tally responses from each pair as they present.



Cont...

- Attending behavior is one among the best method in the process of interviewing. Attending behavior is a counseling micro skill used to encourage clients to talk and show that the counselor is interested in what's being said.

Explanation of the active listening

Activity: Brainstorming

**Brainstorm on the following
question:**

- Define the terms active listening

Cont...

- Active listening is the practice of listening to a speaker while providing feedback indicating that the listener both hears and understands what the speaker is saying. Social worker regularly practice active listening, but active listening is not exclusive to therapy.

Explanation of the Probing technique

- Probing involves statements and questions from the social worker/counselor that enable clients to explore more fully any relevant issue of their lives. Probes can take the form of statements, questions, requests, single word or phrases and non-verbal prompts.

Cont...

- Probing requires that the listener to become fully concentrate, understand, respond and then remember what is being said.

Description of Open Questions

- Open questions are those that cannot be answered in a few words, they encourage the client to speak and offer an opportunity for the social worker to gather information about the client and their concerns.
- Usually open questions begin with: what, why, how or could.

» **For example:**

- What has brought you here today?

Activity: Role Play

- Demonstrate as the counselor and another as the client; demonstrate using of open ended-questions in your conversation.

Cont...

- It should be noted that care must be taken by the counselor when asking “why” questions. Why questions can provoke feelings of defensiveness in clients and may encourage clients to feel as though they need to justify themselves in some way.

Description of Closed Questions

- Closed questions are questions that can be answered with a minimal response (often as little as “yes” or “no”). They can help the social worker/counselor to focus the client or gain very specific information. Such questions begin with: is, are or do. For example:

Cont...

1. Are you living alone?
 2. Do you enjoy your job?
- While questioning techniques can be used positively to draw out and clarify issues relevant to the counseling topic, there is also the very real danger of over-using questions or using questioning techniques that can have a negative impact on the topic.

**Importance of using
interviewing techniques in
determining clients' needs**

Activity: Buzzing

Buzz on the following question:

- What is the importance of using interviewing techniques in social work practice?

Cont...

- The purpose of a social work interview is to gather information about the client's history, needs and strengths. Developing strong interviewing skills is vital, because asking the wrong questions or responding inappropriately to your client's comments can shut down communication and hinder your overall effectiveness as a professional social worker.

Key Points

- In this topic first, learners had provided with definition of interview technique. Learners have been introduced to different interviewing techniques such as probing, questioning and attending behaviors. Therefore learners when conducting interview they should adhere to those given interviewing techniques so as to understand client's needs.

Evaluation

- What is an interview?
- What are the interviewing techniques?
- What are the importance of interviewing techniques in social work practice?

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End of topic 5

Questions/comments

Topic 6: The concept of service plan as applied in social work

Related Tasks:

By the end of the topic learners are expected to:

- Explain the concept of the service plan
- Describe the process of writing services plan
- Explain importance of service plan in identifying clients needs
- Describe challenges when implementing service plan.

Explanation of the concept of service plan.

Activity: Buzzing

Buzz on the following question:

- Define the term service plan.

Service plan

- **Service plan** is a set of decision about what, how and when to do something/provide a certain service
- Service plan to a social worker deals with what kind of service should be provided to a particular time to a particular client depending on the nature of his or her problem

Cont...

- At the same time planning involves resources mobilization, allocation and distribution (both material and non material resources). Service planning also deals with the methods/tools to be used in order to intervene the situations

Cont...

- There is short plan and long plan depending on the nature of the situation and the client with regard to the diversities.
- Once you and the client have established goals, engage the client in the process of developing an action that is what it is **called service plan/treatment plan or intervention plan.**

Cont...

- You and the client also determine what social work role or roles you will play
- You and the client decide how fast to proceed with change efforts and how to approach other people who could or should be involved.
- You and the client decide where and when to hold your meetings.
- You and the client also determine when you will meet, the theoretical approach, intervention protocol and the change strategy.

**Describe the process
of writing services
plan**

Activity : Small group discussion

Into small groups discuss on the following:

- 1. Describe the process of writing service plan
- 2. What are things to consider in writing service plan?

Cont...

- The process of writing service plan remind a learner that service plan is a process which require to identify the needs of the clients, set objectives which will help learner to prepare activity, then a learner must know how to mobilize and distribute resources (time, money, meeting venue, transport and who will be responsible in each activity)

As illustrated below:

- Assume you are employed as a social worker at Makowo district where by a female client comes in your office complaining that she was raped by a group of men near her house. Your objective is to help this woman regain her justice by using illustration below:

Day one	Time	Activity	Resources	Responsible person
Monday 3/05/2020	From 10am- 13:00pm	To go to the hospital with the women for forensic evidence	Transport short report about the client forensic tools.	Nurse/doctor Social worker Client

Explain the importance of service plan in identifying clients needs.

Activity : Small group discussion

Into small groups discuss on the following:

- What are the importance of service plan in identifying clients needs

Importance of service plan

- It clarify the objectives
- It provide opportunity for reflection
- It create ownership and accountability
- Helps in resources mobilization

Cont...

- It is easy to come up with the alternative plan in case of any thing
- It is easy to link client with the required services
- Preserve social work professionalism.

**Describe challenges for
implementing service
plan**

Activity : Small group discussion

- **Into small groups discuss the challenges associated with the implementation of service plans.**

Challenges in implementation of service plan.

- Participant failure to understand the particular plan (their objectives, duties and expected results)
- The willingness of the client to execute the plan i.e resistance to change
- Insufficient resources to implement the plan

Key Points

- Service plan is also known as action plan which require resources mobilization, allocation and distribution. Service plan helps to clarify the objectives, it provides opportunity for reflection, also create ownership and accountability.

Evaluation

- What is service plan?
- Why service plan is necessary?
- What are the challenges facing social workers in the process of service plan?

References

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END OF MODULE

QUESTIONS/COMMENTS

A black smartphone with rounded corners is shown. The screen displays a green textured background. In the center, there is a white rectangular area containing the text 'Thank you!' in a brown, handwritten-style font. The word 'you' is replaced by a red heart symbol. The phone's physical buttons and camera are visible on the left side.

Thank
y♥u!