

2MSW3

SOCIAL GROUP WORK



DR. C.V. RAMAN UNIVERSITY

Chhattisgarh, Bilaspur AN AISECT GROUP UNIVERSITY

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2MSW3 SOCIAL GROUP WORK

Credit- 4

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STRUCTURE OF PROGRAM

Title of the Program	: MASTER IN SOCIAL WORK
Program Type	: POSTGRADUATE
Program Credits	: 80
Program Duration	: 2 YEARS
Eligibility Criteria	: GRADUATE

PROGRAM OBJECTIVE

The main Objectives of **Social work** are:

- Make him/her alert and sharp about surrounding **Social** Activity.
- To be able to understand the Deferent Kinds of **Social** Problems.
- Complete Development about **Social** change.
- Prepare him/her for solve the **social** problem.
- Making Research mind and approach.
- To be able to understand The Rural Community Development.
- Knowledge about **Social** problem and How to solve them?
- Preparing him/her/ for National Level Competitive examination.

PROGRAM OUTCOME

Upon completion of Master of Social Work Students should be able to-

- Identify and define basic terms and concepts which are needed for advanced course in Social work.
- Analyze social behavior and determine the effects on society.
- Independent judgment, intercultural and regional Sensitivity global and national perspectives to solve problems concerning Humanities.
- Outline the scientific method used by eminent sociologists.
- Integrate knowledge of social concepts.
- Explain Industrial revolution new mode of production and its effects on society.
- Develop information, interviewing and networking skills through reading handed out in class and an examination exercise.
- Be familiar with basic procedures of research.

STRUCTURE OF COURSE

Course Title	: SOCIAL GROUP WORK
Course Type	: CORE COURSE
Course Code	: 2MAMSW3
Course Credits	: 4
Semester	: IInd

COURSE LEARNING OBJECTIVES:

- Students can learn about group work and work with group easily.
- Students can get the knowledge of groups skills, planning, process and relationship of group.
- They can learn how to do documentation, supervision team building and employee service in groups work.

COURSE LEARNING OUTCOMES:

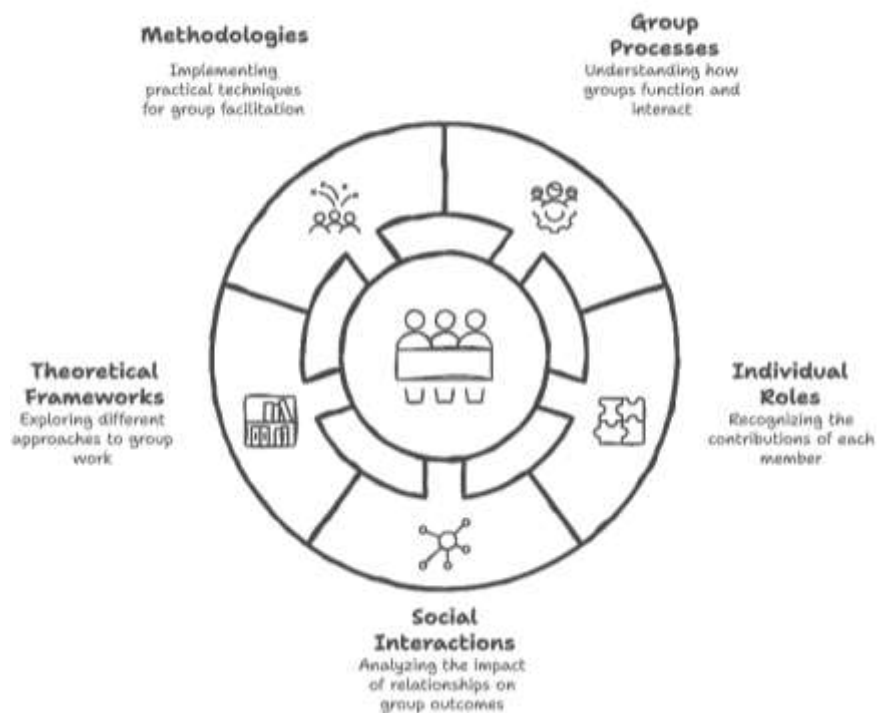
- Student should be able to work with group
- Student can get the knowledge of social skills and relation of group
- When should learn the process of documentation supervision and team building

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Foundations of Social Group Work



Social group work is an important method of professional social work that promotes individual growth and social development through purposeful group experiences. Human beings naturally live and interact in groups, making group life an essential aspect of social functioning. This block introduces the fundamental concepts, historical development, theoretical foundations, and professional processes associated with social group work practice. The block begins with an understanding of the meaning, aims, and development of social group work as a professional method of social work. It explains how group experiences contribute to personality development, social adjustment, cooperation, and democratic participation. The block further examines the historical development of social group work in the United States and India, highlighting the contributions of settlement movements, voluntary organizations, and professional institutions.

UNIT 1

SOCIAL GROUP – MEANING, AIMS, AND DEVELOPMENT OF SOCIAL GROUP WORK

NOTE

UNIT STRUCTURE

- 1.1 Introduction
- 1.2 Objective
- 1.3 Concept and Meaning of Social Work
- 1.4 Nature of Social Group Work
- 1.5 Development of Social Group Work
- 1.6 Relevance of Social Group Work in Contemporary Society
- 1.7 Summary
- 1.8 Glossary
- 1.9 Answers to Check Your Progress
- 1.10 Suggested readings - OER
- 1.11 Reference
- 1.12 Exercise

1.1 INTRODUCTION

Social group work is an important method of professional social work that helps individuals improve their social functioning through meaningful group experiences. A social group is formed when individuals interact with each other, share common interests, and develop a sense of belongingness and cooperation. Human beings are social by nature, and groups play a significant role in shaping personality, behavior, values, and attitudes. Social group work uses the group as a medium for individual growth, social adjustment, leadership development, and community participation.

The primary aim of social group work is to help members achieve personal development while promoting group responsibility and democratic participation. It encourages cooperation, communication, mutual aid, and problem-solving among members. Social group work is widely practiced in schools, hospitals, correctional institutions, youth clubs, community centers, and welfare organizations.

The development of social group work as a professional method began in the early twentieth century, especially in Western countries, through settlement houses, recreational programs, and youth organizations. Gradually, it became a recognized method of social work practice with

NOTE

its own principles, objectives, and techniques. Today, social group work is used to address social, emotional, educational, and developmental needs of individuals and communities.

1.2 OBJECTIVE

After studying this unit, the learner will be able to:

- Define the meaning and characteristics of social groups
- Explain the concept, scope, and significance of social group work
- Examine the aims and objectives of social group work practice
- Analyze the historical development of social group work as a professional method
- Develop a conceptual foundation for the study and application of group work theory and practice

1.3 CONCEPT AND MEANING OF SOCIAL WORK

A social group may be defined as a collection of individuals who interact with one another, share common interests or goals, and develop a sense of belonging. Members of a social group are connected by social relationships and are aware of their membership in the group. Social groups are characterized by interaction, mutual influence, shared norms, and collective identity.

From a sociological perspective, a social group exists when two or more individuals engage in repeated social interaction and recognize themselves as part of a group. Mere physical proximity does not constitute a social group; rather, there must be meaningful interaction and psychological awareness among members.

Social groups exist in various forms such as primary groups (family, peer groups) and secondary groups (schools, workplaces, associations). They may be formal or informal, small or large, temporary or permanent. Regardless of type, social groups serve important functions such as socialization, emotional support, cooperation, and social control.

In social work, the concept of social group is particularly important because groups influence individual behavior and provide opportunities for learning, growth, and change. Social group work builds upon these natural group processes to facilitate purposefulness.

Social group work is a method of social work that uses the group as a means to promote individual growth and social development. It involves the conscious and purposeful use of group interactions under professional guidance to help members improve their social functioning and cope with personal and social problems.

According to Trecker, social group work is “a method through which individuals are helped in groups, guided by a professionally trained worker, to develop socially desirable relationships and achieve goals that contribute to individual growth and social development.”

Social group work is not merely about organizing activities for groups. It is a planned and systematic process that focuses on group dynamics, relationships, and experiences. The group becomes a medium through which individuals learn cooperation, responsibility, leadership, self-expression, and mutual respect.

This method is widely used in settings such as schools, youth clubs, correctional institutions, hospitals, community centers, and rehabilitation programs. The social group worker plays an active role in facilitating group interaction and ensuring that group experiences lead to positive outcomes.

1.4 NATURE OF SOCIAL GROUP WORK

The nature of social group work is understood through its key characteristics:

- **Purposeful Method:** Social group work is goal-oriented and guided by clearly defined objectives.
- **Professional Practice:** It is carried out by trained social workers who apply professional knowledge and skills.
- **Group-Centered Approach:** The group is used as a medium of help rather than focusing exclusively on individuals.
- **Interaction-Based:** Emphasis is placed on interaction, communication, and relationships among group members.
- **Developmental Focus:** Social group work aims at personal growth, social adjustment, and capacity building.
- **Preventive and Remedial:** It addresses existing problems and prevents future maladjustment.

1.4.1 Aims of Social Group Work

The aims of social group work are both individual-centered and group-centered. These aims reflect the dual focus of helping individuals while strengthening group functioning.

Individual Aims

- To promote personal growth and self-development
- To enhance social skills and interpersonal competence
- To improve self-confidence and self-expression

NOTE

- To help individuals cope with personal and social problems
- To develop leadership qualities and responsibility

Group Aims

- To foster cooperation and mutual support among members
- To promote democratic participation and shared decision-making
- To strengthen group cohesion and solidarity
- To encourage collective problem-solving
- To develop a sense of belonging and social responsibility

Through these aims, social group work contributes to both individual well-being and social integration. The scope of social group work is broad and diverse. It extends across various fields and populations, making it a versatile method of social work practice. Social group work is commonly used with children, adolescents, youth, adults, and special populations such as persons with disabilities, elderly individuals, and marginalized groups. It is applied in educational institutions, community organizations, correctional facilities, mental health settings, and welfare agencies. The method is particularly effective in addressing issues related to adjustment, behavior, socialization, leadership development, and community participation. It is also used in recreational, cultural, and developmental programs to enhance social functioning.

1.5 DEVELOPMENT OF SOCIAL GROUP WORK

Early Beginnings - The roots of social group work can be traced to the late 19th and early 20th centuries, when voluntary organizations and settlement houses began organizing recreational and educational activities for children and youth. These early efforts recognized the value of group activities in promoting moral development and social adjustment.

Emergence as a Method - Over time, practitioners began to systematize group activities and apply social science knowledge to group processes. Social group work gradually evolved from informal recreation to a structured method of social work practice. The professionalization of social work education contributed significantly to the development of group work theory and practice. Training programs began including group work as a distinct method, emphasizing principles, skills, and ethics.

Recognition in Social Work - By the mid-20th century, social group work gained recognition as one of the primary methods of social work. It was

increasingly used in schools, youth organizations, and community agencies, supported by research and theoretical frameworks.

NOTE

1.6 RELEVANCE OF SOCIAL GROUP WORK IN CONTEMPORARY SOCIETY

- In modern society, individuals face challenges such as isolation, stress, identity crises, and social fragmentation. Social group work remains highly relevant in addressing these issues.
- Group-based interventions provide opportunities for peer support, shared learning, and collective empowerment. Social group work is particularly effective in youth development programs, mental health support groups, self-help groups, and community initiatives.
- The method aligns well with contemporary social work values such as participation, empowerment, inclusiveness, and social justice. It enables individuals to develop strengths while contributing to group and community well-being.

**Activity 1.1****Activity Title: Observation of Social Group Interaction****Objective:**

To help students understand the meaning, characteristics, and functioning of a social group through observation.

Materials Required:

- Notebook
- Pen/Pencil
- Observation checklist

Procedure/Steps:

- Visit a nearby community center, classroom, youth club, or social gathering.
- Observe the interaction among group members carefully.
- Identify common goals, cooperation, leadership, communication, and participation within the group.
- Note how members help each other and maintain group unity.
- Prepare a short report describing the characteristics and functions of the observed group.

Outcome:

Students will understand the meaning, characteristics, and importance of social groups and learn how group interaction contributes to individual and social development.

NOTE

☑ Check Your Progress 1.1

1. MCQ

1. The primary aim of social group work is:
- a) Punishment
 - b) Individual growth through group experience
 - c) Administrative control
 - d) Political development

2. True/False

A social group requires interaction and a sense of belonging among members.

3. Short Question

What is meant by a social group?

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.....

.....

1.7 SUMMARY

Social group work is a professional method of social work that promotes individual and social development through organized group experiences. A social group is characterized by interaction, cooperation, common interests, and a feeling of belongingness among its members. Through participation in group activities, individuals learn communication skills, leadership qualities, discipline, teamwork, and social responsibility.

The aims of social group work include personality development, social adjustment, democratic participation, emotional growth, problem-solving, and strengthening interpersonal relationships. It also encourages mutual aid, cooperation, and community involvement. Social group work helps individuals gain confidence, improve behavior, and develop a positive attitude toward society.

The development of social group work evolved from recreational and charitable activities conducted by settlement houses, youth organizations, and community agencies. Over time, it became an organized and professional method within the field of social work. Professional principles, planned activities, and trained social workers became essential elements of group work practice.

Today, social group work is practiced in educational institutions, hospitals, correctional settings, community development programs, and welfare organizations. It remains an effective approach for helping individuals and groups achieve social, emotional, and developmental goals while contributing to the welfare of society.

1.8 GLOSSARY

- **Social Group** – A collection of individuals interacting with shared identity and goals
- **Social Group Work** – A method of social work using group experiences for growth
- **Interaction** – Reciprocal communication and influence among group members
- **Group Cohesion** – The sense of unity and belonging within a group
- **Mutual Aid** – Support members provide to one another within a group
- **Professional Social Worker** – A trained practitioner guided by ethics and knowledge
- **Primary Group** – Small, intimate groups such as family
- **Secondary Group** – Formal and goal-oriented groups such as institutions
- **Socialization** – The process of learning social norms and roles
- **Group Dynamics** – Patterns of interaction and influence within a group

NOTE

1.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 1.1

1. b) Individual growth through group experience
2. True
3. A social group is a collection of individuals who interact with one another, share common interests or goals, and develop a sense of belongingness and mutual relationship.

1.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7183	

NOTE

1.11 REFERENCE

- Trecker, H. B. (1948). Social Group Work: Principles and Practice. Association Press.
- Konopka, G. (1963). Social Group Work: A Helping Process. Prentice Hall.
- Friedlander, W. A. (1963). Introduction to Social Welfare. Prentice Hall.
- Toseland, R. W., & Rivas, R. F. (2017). An Introduction to Group Work Practice. Pearson.
- Corey, G., Corey, M., & Corey, C. (2018). Groups: Process and Practice. Cengage Learning.
- Pathak, S. H. (2011). Social Group Work. IGNOU Publications.
- Northern, H. (1969). Social Work with Groups. Columbia University Press.

1.12 EXERCISE

Part 1

A. Multiple choice questions:

1. Social group work is primarily concerned with:

- a) Administrative control
- b) Individual growth through group experiences
- c) Financial assistance
- d) Policy formulation

2. A social group exists when there is:

- a) Physical proximity only
- b) Shared space without interaction
- c) Interaction and sense of belonging
- d) Legal registration

3. Social group work is guided by:

- a) Informal rules
- b) Professional principles and objectives
- c) Political ideology
- d) Economic motives

4. Which setting commonly uses social group work?

- a) Banking sector
- b) Community centers
- c) Corporate management
- d) Judicial courts

5. Social group work focuses on:

- a) Individual isolation
- b) Mutual aid and interaction
- c) Punishment
- d) Authority

NOTE

Answer with Explanation

1. b) Individual growth through group experiences

Explanation: Social group work is a method of social work that helps individuals develop socially, emotionally, and psychologically through participation in group activities and interactions. The focus is on personal growth, adjustment, cooperation, and problem-solving within a group setting.

2. c) Interaction and sense of belonging

Explanation: A social group is formed when individuals interact with one another and develop feelings of unity, shared identity, and belongingness. Mere physical proximity does not create a group unless meaningful interaction and relationships are present.

3. b) Professional principles and objectives

Explanation: Social group work follows professional values, ethics, principles, and objectives of social work practice. These principles include acceptance, participation, cooperation, democratic functioning, and respect for individuals within the group process.

4. b) Community centers

Explanation: Community centers frequently use social group work for youth development, women empowerment, recreation, counseling, awareness programs, and community participation activities. It is widely practiced in schools, hospitals, correctional institutions, and welfare agencies as well.

5. b) Mutual aid and interaction

Explanation: One of the central concepts of social group work is mutual aid, where members help and support one another through interaction, shared experiences, cooperation, and collective problem-solving. This interaction promotes learning, confidence, and social adjustment.

B. Short answer type question

1. Define a social group.

NOTE

2. What is social group work?
3. State two aims of social group work.
4. Mention any two characteristics of social group work.
5. Why is social group work important in social work practice?

Part 2

C. Long answer type question (200 words)

1. Explain the meaning and nature of social group work.
2. Discuss the aims and objectives of social group work.
3. Describe the scope of social group work with suitable examples.

Part 3

D. Long answer type question (300 words)

1. Trace the development of social group work as a professional method.
2. Examine the relevance of social group work in contemporary society.
3. Analyze the role of social groups in individual development.

UNIT 2

HISTORICAL DEVELOPMENT OF SOCIAL GROUP WORK IN THE USA AND INDIA

UNIT STRUCTURE

- 2.1 Introduction
- 2.2 Objective
- 2.3 EARLY Roots of Social Group Work
- 2.4 Historical Development of Social Group Work in The USA
- 2.5 Development of Social Group Work in India
- 2.6 Contribution of Social Work Education and Institutions
- 2.7 Summary
- 2.8 Glossary
- 2.9 Answers to Check Your Progress
- 2.10 Suggested readings - OER
- 2.11 Reference
- 2.12 Exercise

2.1 INTRODUCTION

The historical development of social group work reflects the gradual evolution of organized group activities into a professional method of social work practice. Social group work first developed in the United States during the late nineteenth and early twentieth centuries in response to industrialization, urbanization, poverty, migration, and social disorganization. Settlement houses, youth movements, recreational agencies, and community organizations played a major role in promoting organized group activities for social welfare and personal development. Leaders such as Jane Addams contributed significantly to the growth of group-centered social services through institutions like Hull House. Over time, social group work evolved into a professional method with defined principles, objectives, and techniques. Educational institutions and professional organizations helped establish its academic and practical foundations in the USA. In India, the development of social group work was influenced by both indigenous traditions of collective living and Western social work education. After independence, social welfare programs, youth development initiatives, and community development projects encouraged the wider use of group work methods. Institutions such as Tata Institute of Social Sciences played a vital role in professional training and practice. Today,

NOTE

social group work remains an important method for promoting social development, participation, and community welfare.

2.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Describe the historical background of social group work
- Trace the origin and development of social group work in the USA
- Examine the role of settlement movements and voluntary organizations in the growth of group work
- Analyze the evolution of social group work as a professional method of social work
- Compare the development of social group work in the USA and India

2.3 EARLY ROOTS OF SOCIAL GROUP WORK

The roots of social group work lie in human efforts to organize collective activities for mutual benefit. Long before social work emerged as a profession, groups existed for religious, educational, recreational, and mutual aid purposes. However, these early group activities were informal and lacked professional guidance.

During the late nineteenth century, rapid industrialization and urbanization in Western societies created serious social problems such as poverty, crime, child labor, and social isolation. These conditions necessitated organized social responses. Voluntary organizations and charitable institutions began using group activities to promote moral development, discipline, and social adjustment, particularly among children and youth. Gradually, the focus shifted from mere recreation to purposeful group experiences. This shift laid the groundwork for the emergence of social group work as a method of social work.

2.4 HISTORICAL DEVELOPMENT OF SOCIAL GROUP WORK IN THE USA

Settlement House Movement

The settlement house movement played a crucial role in the development of social group work in the United States. Settlement houses such as Hull House in Chicago, founded by Jane Addams in 1889, aimed to improve the living conditions of the urban poor through education, recreation, and social reform.

Settlement workers organized clubs, classes, and group activities for children, youth, women, and immigrant populations. These group activities promoted social interaction, skill development, and community participation. Although not initially considered social group

work, these efforts demonstrated the potential of group life as a medium for social change.

NOTE**Youth Organizations and Voluntary Agencies**

Organizations such as the YMCA, YWCA, Boy Scouts, and Girl Scouts contributed significantly to the development of group work practices. These organizations emphasized character building, leadership development, discipline, and social responsibility through group activities. Professionals working in these agencies began to develop methods for organizing, guiding, and evaluating group experiences. This marked a transition from informal group leadership to more systematic approaches.

By the early twentieth century, social work education began to recognize social group work as a distinct method alongside social case work. Training institutions included courses on group leadership, group dynamics, and program planning. The publication of early texts and research studies helped formalize the theoretical base of social group work. Thinkers such as Grace Coyle, Gisela Konopka, and Harleigh Trecker contributed significantly to defining the principles and processes of group work. Professional associations and conferences further strengthened the identity of social group work. By the mid-twentieth century, it was widely accepted as one of the primary methods of social work practice.

2.5 DEVELOPMENT OF SOCIAL GROUP WORK IN INDIA

Indigenous Group Traditions

India has a long tradition of collective life through family systems, caste groups, village communities, religious institutions, and self-help groups. These indigenous group forms played an important role in social support and community regulation. However, professional social group work as a method was introduced later, influenced by Western models of social work education and practice.

Influence of Colonial Period

During the British colonial period, voluntary organizations and missionary institutions introduced organized group activities in schools, orphanages, and community centers. These activities focused on education, recreation, and moral development. The establishment of formal social work education in India, beginning with the Tata Institute of Social Sciences (TISS) in 1936, marked a significant milestone in the professional development of social group work. After independence, India faced numerous social challenges such as poverty, unemployment, illiteracy, and social inequality. The government and

NOTE

voluntary sector increasingly relied on group-based approaches for social development. Social group work was used in youth development programs, women's empowerment initiatives, community development projects, and rehabilitation services. Educational institutions expanded training in group work theory and practice. Indian social workers adapted group work methods to suit local cultural contexts, emphasizing participation, collective responsibility, and community values.

2.6 CONTRIBUTION OF SOCIAL WORK EDUCATION AND INSTITUTIONS

Universities and training institutions played a key role in institutionalizing social group work. Curriculum development, fieldwork training, and research helped strengthen professional standards. Professional bodies and journals facilitated the exchange of ideas and experiences. Over time, Indian scholars contributed indigenous perspectives to group work theory and practice.

While social group work developed earlier and more systematically in the USA, its growth in India was shaped by different socio-cultural and economic conditions. In the USA, the method evolved through voluntary organizations and settlement houses, whereas in India, it was closely linked to nation-building and community development. Despite these differences, both contexts recognized the importance of group life in promoting individual and social well-being.

2.6.1 Relevance of Historical Development to Contemporary Practice

- Understanding the historical development of social group work helps practitioners appreciate the values, principles, and ethical foundations of the method. It also highlights the adaptability of group work to changing social needs.
- Historical knowledge enables social workers to critically assess current practices and develop culturally sensitive interventions.



Activity 1.1

Activity Title: Timeline Preparation on the Development of Social Group Work

Objective:

To help students understand the historical development of social group work in the USA and India.

Materials Required:

- Chart paper
- Pen/Pencil

NOTE

- Textbooks and reference materials
- Scale and markers

Procedure/Steps:

- Collect information about the major events in the development of social group work in the USA and India.
- Identify important personalities, institutions, and movements related to group work development.
- Prepare a timeline showing the historical progress of social group work.
- Highlight important contributions of settlement houses, youth organizations, and professional institutions.
- Present the timeline in the classroom and discuss its significance.

Outcome:

Students will gain knowledge about the origin and development of social group work and understand the contributions of important movements and institutions.

☑ Check Your Progress 1.1

1. MCQ

1. Social group work initially developed through:
- a) Courts
 - b) Settlement houses
 - c) Industries
 - d) Political parties

2. True/False

1. Hull House played an important role in the development of social group work in the USA.

3. Short Question

1. Name one institution that contributed to the development of professional social work education in India.

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2.7 SUMMARY

The historical development of social group work demonstrates how organized group activities gradually became a recognized professional method of social work. In the United States, social group work emerged during the industrial and urban expansion of the nineteenth century.

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Settlement houses, recreational centers, youth organizations, and voluntary agencies organized activities that promoted social adjustment, education, recreation, and mutual support among individuals and communities. Reformers like Jane Addams contributed significantly to this movement through community-based social welfare programs. As the field developed, social group work became more structured and professional. Educational institutions, research, and professional organizations helped establish its principles, methods, and objectives. Group work began to be widely practiced in schools, hospitals, correctional institutions, and community agencies.

In India, social group work developed through community traditions, social reform movements, and the influence of Western social work education. After independence, government welfare programs and voluntary organizations expanded group work activities in rural and urban areas. Professional institutions such as Tata Institute of Social Sciences helped train social workers and promote group work practice. Today, social group work continues to play an important role in individual development, leadership building, social participation, and community welfare.

2.8 GLOSSARY

- **Settlement House** – Community centers providing social services and group activities
- **Voluntary Organization** – Non-governmental agency offering social services
- **Professionalization** – Development of formal training and standards
- **Indigenous Institutions** – Traditional community-based social structures
- **Youth Organizations** – Agencies focusing on youth development
- **Social Reform** – Efforts to address social problems
- **Group Leadership** – Guidance of group activities by trained workers
- **Community Development** – Improvement of community well-being
- **Nation-Building** – Efforts to develop social and economic structures
- **Social Work Education** – Formal training in social work methods

2.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

1. b) Settlement houses
2. True
3. Tata Institute of Social Sciences contributed significantly to the development of professional social work education in India.

2.10 SUGGESTED READINGS – OER

NOTE

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7184	

2.11 REFERENCE

- Konopka, G. (1963). Social Group Work: A Helping Process. Prentice Hall.
- Coyle, G. (1937). Studies in Group Behavior. Harper & Brothers.
- Desai, M. (2006). Ideologies and Social Work. Rawat Publications.
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- Corey, G., Corey, M., & Corey, C. (2018). Groups: Process and Practice. Cengage.
- Northern, H. (1969). Social Work with Groups. Columbia University Press.

2.12 EXERCISE

Part 1

A. Multiple choice questions:

1. Social group work developed initially through:

- Government agencies
- Settlement houses
- Corporations
- Courts

2. Hull House was founded by:

- Mary Richmond
- Jane Addams
- Grace Coyle
- Gisela Konopka

3. Social group work in India expanded significantly after:

NOTE

- a) Independence
- b) Colonial rule
- c) Ancient period
- d) Medieval period

4. TISS was established in:

- a) 1920
- b) 1936
- c) 1947
- d) 1955

5. Youth organizations contributed mainly to:

- a) Group leadership and character development
- b) Legal reform
- c) Economic policy
- d) Political movements

Answer with Explanation

1. b) Settlement houses

Explanation: Social group work emerged mainly through settlement house movements in Western countries, especially in the United States and England. These houses organized educational, recreational, and welfare activities for poor communities and immigrants, helping individuals through group participation and social interaction.

2. b) Jane Addams

Explanation: Jane Addams founded Hull House in Chicago in 1889. It became one of the most influential settlement houses and contributed greatly to the development of social work and social group work practices.

3. a) Independence

Explanation: After India gained independence in 1947, social welfare programs, community development projects, youth welfare services, and professional social work education expanded rapidly. This growth increased the use of social group work in schools, communities, and welfare organizations

4. b) 1936

Explanation: Tata Institute of Social Sciences was established in 1936. It played a major role in promoting professional social work education and training in India, including the development of social group work as a method of practice.

5. a) Group leadership and character development

Explanation: Youth organizations such as scouts, clubs, and community groups helped develop leadership qualities, discipline, teamwork, cooperation, and character among young people. These activities strongly supported the growth of social group work practices.

NOTE

B. Short answer type question

1. What was the role of settlement houses in group work development?
2. Name two youth organizations that contributed to group work.
3. How did social work education influence group work in India?
4. Mention two differences between group work development in the USA and India.
5. Why is historical knowledge important in social group work?

Part 2

C. Long answer type question (200 words)

1. Trace the historical development of social group work in the USA.
2. Discuss the role of settlement house movement in the evolution of group work.
3. Examine the development of social group work in India.

Part 3

D. Long answer type question (300 words)

1. Compare the growth of social group work in the USA and India.
2. Analyze the contribution of social work education to group work practice.
3. Explain the relevance of historical development to contemporary social group work.

UNIT 3

GROUP WORK THEORY

NOTE

UNIT STRUCTURE

- 3.1 Introduction
- 3.2 Objective
- 3.3 Meaning of Theory in Social Group Work
- 3.4 Relationship Between Theory and Practice, Major Theoretical Perspectives in Social Group Work
- 3.5 Application of Theory in Social Group Work Practice
- 3.6 Summary
- 3.7 Glossary
- 3.8 Answers to Check Your Progress
- 3.9 Suggested readings - OER
- 3.10 Reference
- 3.11 Exercise

3.1 INTRODUCTION

Group work theory provides the conceptual and scientific foundation for professional social group work practice. It helps social workers understand how groups function, how members interact, and how group processes influence individual behavior and development. Theories guide social workers in planning, organizing, conducting, and evaluating group activities effectively. Different theories explain various aspects of group behavior, communication, leadership, learning, motivation, and interpersonal relationships.

Several important theories contribute to social group work practice. Systems Theory explains the group as an interconnected system in which members influence one another. Learning Theory emphasizes behavior change through observation, experience, and reinforcement. Humanistic Theory focuses on self-development, dignity, and personal growth. Psychodynamic and social exchange theories also help explain emotional behavior and interpersonal relationships within groups. Group work theory assists social workers in selecting suitable methods and interventions according to group needs and situations. It promotes better understanding of group dynamics, cooperation, communication, leadership, and conflict resolution. The integration of multiple theories helps social workers practice more effectively and respond to diverse social situations in educational, medical, correctional, and community settings.

NOTE**3.2 OBJECTIVES**

After studying this unit, the learner will be able to:

- Explain the meaning and significance of theory in social group work
- Examine the relationship between theory and practice in group work
- Identify the major theoretical perspectives influencing social group work
- Analyze the contribution of different theories in explaining group behavior and interaction
- Apply theoretical knowledge to professional social group work practice

3.3 MEANING OF THEORY IN SOCIAL GROUP WORK

A theory may be defined as a set of systematically organized concepts, definitions, and propositions that explain relationships among variables. In social group work, theory helps explain how individuals behave in groups, how groups influence individuals, and how change occurs through group interaction. Group work theory provides a conceptual map that guides social workers in understanding group situations. It helps answer key questions such as why groups behave in certain ways, how leadership emerges, how conflicts develop, and how individuals grow through group experiences. Theory does not replace practice; rather, it strengthens practice by providing clarity, direction, and consistency. A theoretically informed group worker is better equipped to assess situations, select appropriate interventions, and evaluate outcomes.

The importance of theory in social group work can be understood through the following aspects:

- **Understanding Group Behavior:** Theory explains patterns of interaction, cooperation, and conflict within groups.
- **Guiding Practice:** It helps social workers choose suitable methods and techniques.
- **Predicting Outcomes:** Theory allows practitioners to anticipate possible group responses.
- **Enhancing Professional Competence:** It provides a scientific basis for practice rather than relying on trial and error.
- **Ensuring Ethical Practice:** Theoretical knowledge supports informed and responsible decision-making.

Thus, theory serves as the foundation upon which effective and ethical group work practice is built.

3.4 RELATIONSHIP BETWEEN THEORY AND PRACTICE, MAJOR THEORETICAL PERSPECTIVES IN SOCIAL GROUP WORK

Theory and practice in social group work are closely interconnected. Theory informs practice by offering explanations and frameworks, while practice tests and refines theory through real-life application. In group work, theory helps the social worker understand group stages, member roles, communication patterns, and leadership styles. Practice, in turn, provides feedback that may modify or strengthen theoretical understanding. An effective group worker integrates theory and practice by applying theoretical knowledge flexibly and contextually, considering the unique needs of each group. Social group work is influenced by several theoretical perspectives. Each theory contributes to understanding different dimensions of group life and individual behavior.

Systems Theory - Systems theory views the group as a system composed of interrelated and interdependent parts. Each member influences and is influenced by the group as a whole. Changes in one part of the system affect the entire group. In group work practice, systems theory helps social workers understand group structure, boundaries, roles, norms, and communication patterns. It emphasizes balance, interaction, and adaptation within the group. This perspective is particularly useful in understanding group functioning, conflict, and change processes.

Psychodynamic Theory - Psychodynamic theory focuses on unconscious processes, emotions, and early life experiences that influence behavior. In group work, this theory helps explain emotional reactions, resistance, dependency, and interpersonal conflicts. Groups often become spaces where unresolved emotional issues are expressed. The group worker uses psychodynamic insights to help members gain self-awareness and improve relationships. This theory is especially relevant in therapeutic and counseling groups.

Learning Theory - Learning theory emphasizes behavior change through learning processes such as reinforcement, observation, and conditioning. In group work, members learn new behaviors by observing others and receiving feedback. Group activities provide opportunities for skill development, attitude change, and social learning. The group worker uses reinforcement and modeling to promote positive behavior. Learning theory is widely applied in educational, correctional, and skill-development groups.

Social Interaction Theory - Social interaction theory emphasizes communication, interaction, and symbolic meanings within groups. It focuses on how individuals interpret and respond to one another's

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actions. This theory highlights the importance of communication patterns, shared meanings, and mutual influence in group life. Group workers using this approach pay close attention to verbal and non-verbal communication.

Humanistic Theory - Humanistic theory emphasizes individual potential, self-actualization, and personal growth. It views individuals as capable of change and growth in supportive environments. In social group work, this theory underlines the importance of acceptance, empathy, respect, and participation. The group becomes a supportive environment that fosters self-expression and self-development. Humanistic principles are central to democratic and client-centered group work practice.

3.5 APPLICATION OF THEORY IN SOCIAL GROUP WORK PRACTICE

The application of theory in group work involves translating abstract concepts into practical action. Social workers use theoretical knowledge to:

- Assess group needs and dynamics
- Plan group objectives and activities
- Select appropriate leadership styles
- Address conflict and resistance
- Promote participation and cohesion
- Evaluate group outcomes

For example, understanding group development stages helps the worker anticipate challenges and support members effectively. In practice, social group workers rarely rely on a single theory. Instead, they adopt an integrative approach, drawing insights from multiple theories to suit the needs of the group. An integrative approach allows flexibility and responsiveness, ensuring that interventions are culturally appropriate and contextually relevant. It reflects the complexity of human behavior and group life. In India, social group work theory must be applied with sensitivity to cultural values, social structures, and community norms. Group life in India is influenced by family systems, caste, religion, and community traditions.

Theoretical concepts such as participation, cooperation, and mutual aid align well with Indian social values. However, group workers must adapt theoretical models to local realities. Understanding theory helps Indian social workers design effective group interventions in areas such as youth development, women's empowerment, self-help groups, and community programs.

NOTE**Activity 3.1**

Activity Title: Observation of Group Dynamics

Objective:

To help students understand the application of group work theories in group interaction and behavior.

Materials Required:

Notebook

Pen/Pencil

Observation checklist

Procedure/Steps:

Observe a group activity in a classroom, community center, or youth club.

Identify patterns of communication, leadership, cooperation, and participation among members.

Analyze the observed behavior using systems theory, learning theory, or humanistic theory.

Note examples of mutual interaction, learning, and personal growth within the group.

Prepare a brief report explaining how theories help in understanding group behavior.

Outcome:

Students will develop an understanding of group work theories and their practical application in analyzing group processes and interactions.

☑ Check Your Progress 3.1**1. MCQ**

Systems theory views the group as:

- a) Isolated individuals
- b) A random gathering
- c) An interconnected system
- d) A political structure

2. True/False

Humanistic theory emphasizes self-growth and human potential.

3. Short Question

What is the importance of theory in social group work?

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3.6 SUMMARY

Group work theory forms the theoretical basis of professional social group work practice. It helps social workers understand group behavior, interaction patterns, communication, leadership, learning, and problem-solving processes. Theories provide guidance for organizing and managing groups effectively while helping members achieve personal and social development.

Different theories contribute to the understanding of group processes. Systems Theory explains that groups function as interconnected systems where each member affects the entire group. Learning Theory focuses on behavior modification through learning, observation, and reinforcement. Humanistic Theory emphasizes self-awareness, dignity, creativity, and human potential. Other theories such as psychodynamic and social exchange theories help explain emotional responses and interpersonal relationships in groups.

The application of theory helps social workers select suitable techniques and interventions according to group needs and objectives. An integrative approach combines concepts from different theories to improve professional practice and problem-solving abilities. Group work theory is widely applied in schools, hospitals, community organizations, correctional institutions, and welfare agencies. It remains essential for understanding group dynamics and promoting effective social work practice in diverse social settings.

3.7 GLOSSARY

- **Theory** – A systematic explanation of phenomena
- **Systems Theory** – Perspective viewing the group as an interconnected system
- **Psychodynamic Theory** – Focus on unconscious processes
- **Learning Theory** – Emphasis on behavior change through learning
- **Humanistic Theory** – Focus on growth and self-actualization
- **Group Dynamics** – Forces influencing group behavior
- **Interaction** – Communication and mutual influence
- **Integration** – Combining multiple theoretical perspectives
- **Assessment** – Evaluation of group needs and functioning
- **Intervention** – Planned professional action

3.8 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE – POSSIBLE ONE

1. c) An interconnected system
2. True
3. Theory helps social workers understand group behavior, guide professional practice, plan interventions, and manage group processes effectively.

3.9 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7185	

3.10 REFERENCES

- Konopka, G. (1963). Social Group Work: A Helping Process. Prentice Hall.
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3.11 EXERCISE

Part 1

A. Multiple choice questions:

1. Theory in social group work helps to:

- a) Replace practice
- b) Eliminate group interaction

NOTE

- c) Guide professional practice
- d) Avoid evaluation

2. Systems theory views the group as:

- a) Isolated individuals
- b) A closed structure
- c) An interconnected system
- d) A random gathering

3. Learning theory emphasizes:

- a) Emotional conflicts
- b) Social control
- c) Behavior change through learning
- d) Political ideology

4. Humanistic theory focuses on:

- a) Punishment
- b) Authority
- c) Self-growth and potential
- d) Control

5. An integrative approach means:

- a) Using one theory only
- b) Ignoring theory
- c) Combining multiple theories
- d) Rejecting practice

Answer with Explanation

1. c) Guide professional practice

Explanation: Theories provide a scientific and conceptual foundation for social group work practice. They help social workers understand group behavior, interaction, leadership, communication, and problem-solving processes. Theory guides planning, intervention, and evaluation in professional practice.

2. c) An interconnected system

Explanation: Systems Theory explains that a group functions as an interconnected system where each member influences and is influenced by others. Changes in one part of the group affect the entire group process and functioning.

3. c) Behavior change through learning

Explanation: Learning Theory focuses on how individuals acquire new behaviors, attitudes, and skills through experience, observation, reinforcement, and interaction. In social group work,

it helps members develop positive social behaviors and coping skills.

4. c) Self-growth and potential

Explanation: Humanistic Theory emphasizes personal growth, self-awareness, dignity, creativity, and the realization of individual potential. In group work, it encourages self-expression, empathy, participation, and positive interpersonal relationships.

5. c) Combining multiple theories

Explanation: An integrative approach in social group work involves using concepts and techniques from different theories according to the needs of the group situation. It allows social workers to apply flexible and comprehensive methods for effective group functioning and problem-solving.

B. Short answer type question

1. Define theory in social group work.
2. Why is theory important in group work practice?
3. Name any two theories influencing social group work.
4. What is systems theory?
5. What is meant by an integrative approach?

Part 2

C. Long answer type question (200 words)

1. Explain the meaning and importance of theory in social group work.
2. Discuss the relationship between theory and practice in group work.
3. Describe major theoretical perspectives influencing social group work.

Part 3

D. Long answer type question (300 words)

1. Examine the application of learning theory in group work practice.
2. Discuss the relevance of group work theory in the Indian context.
3. Analyze the need for an integrative approach in social group work.

UNIT 4

GROUP PROCESS AND ROLE OF THE SOCIAL GROUP WORKER

UNIT STRUCTURE

- 4.1 Introduction
- 4.2 Objective
- 4.3 Concept of Group Process
- 4.4 Worker–Member Relationship, Relevance of Group Process and Worker Role in Contemporary Practice
- 4.5 Summary
- 4.6 Glossary
- 4.6 Answers to Check Your Progress
- 4.7 Suggested readings - OER
- 4.8 Reference
- 4.9 Exercise
- 4.10 Feedback Form

4.1 INTRODUCTION

Group process refers to the patterns of interaction, communication, participation, and relationships that develop among members within a group. In social group work, understanding group process is essential because it influences the effectiveness of group activities and the achievement of group goals. Group process includes leadership, cooperation, decision-making, group norms, communication, conflict resolution, and group cohesion. These elements shape the behavior of members and determine how the group functions as a whole. Groups generally pass through different stages of development such as formation, conflict, adjustment, performance, and termination. Each stage presents different challenges and opportunities for learning and growth. Effective management of these stages helps create a supportive and productive group environment.

The social group worker plays a significant role in guiding the group process. The worker acts as a facilitator, enabler, motivator, counselor, and mediator to help members participate actively and achieve group objectives. A skilled social group worker encourages democratic participation, mutual respect, cooperation, and problem-solving among members. Professional skills such as communication, observation, leadership, empathy, conflict management, and evaluation are essential for effective group work practice. Understanding group process and the role of the social group worker is important for promoting individual

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development, group effectiveness, and social adjustment in various social work settings.

4.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Explain the concept and components of group process in social group work
- Describe the stages of group development and their significance
- Analyze group dynamics including interaction, leadership, norms, and group cohesion
- Examine the professional roles and responsibilities of a social group worker
- Apply facilitation skills for effective management of group processes

4.3 CONCEPT OF GROUP PROCESS

The **group process** refers to the ongoing interaction and functioning of a group as its members relate to one another and work toward shared goals. It includes communication patterns, emotional responses, decision-making processes, power relationships, leadership styles, and conflict resolution mechanisms that develop within the group. In social group work, the group process is intentionally used as a **means of growth and change**. Unlike informal groups, professional groups are guided by a trained worker who consciously influences the process to help members achieve personal and social development. The group process is not static; it evolves as members gain confidence, establish relationships, and engage more deeply with group activities. Understanding group processes allows the worker to recognize both constructive and destructive patterns. Positive processes such as cooperation, mutual support, and shared responsibility strengthen the group, while negative processes such as domination, withdrawal, or unresolved conflict may hinder progress. The effectiveness of social group work largely depends on the worker's ability to guide these processes in a positive direction.

4.3.1 Stages of Group Development

Groups do not function at the same level from the beginning. They typically pass through several stages of development, each characterized by specific behaviors, emotions, and challenges. Awareness of these stages helps the social group worker provide appropriate support and intervention.

- 1. Formation Stage** - This is the initial stage in which members come together and begin to understand the purpose of the group. Members may feel uncertain, anxious, or hesitant. They often seek

guidance from the worker and rely heavily on external structure. The worker's role at this stage is to clarify objectives, establish norms, and create a safe and welcoming environment.

2. **Storming Stage** - As members become more comfortable, differences in opinions, expectations, and personalities may surface. Conflicts, resistance, and power struggles are common during this stage. Although challenging, this phase is a natural part of group development. The worker must help members express their feelings constructively and guide the group toward mutual understanding.
3. **Norming Stage** - During this stage, group norms and roles become clearer. Members begin to accept one another, cooperate more effectively, and develop trust. Communication improves, and the group starts functioning more smoothly. The worker supports the strengthening of positive norms and encourages shared leadership.
4. **Performing Stage** - This is the most productive stage, where the group effectively works toward its goals. Members actively participate, support one another, and take responsibility for group tasks. The worker's role shifts toward facilitation and reinforcement rather than direct guidance.
5. **Termination Stage** - Groups formed for a specific purpose eventually come to an end. Termination involves reviewing achievements, addressing feelings of separation, and preparing members for transition. The worker helps members reflect on their learning and reinforces the value of their experiences.

4.3.2 Group Dynamics

1. **Group dynamics** refer to the forces and interactions that influence the behavior of individuals within a group. These dynamics shape how the group functions and determines its effectiveness.
2. **Interaction and Communication** - Interaction is the foundation of group life. Through verbal and non-verbal communication, members share ideas, emotions, and experiences. Effective communication promotes understanding and cooperation, while poor communication may lead to misunderstandings and conflict.
3. **Group Norms** - Norms are shared expectations about behavior within the group. They may relate to attendance, participation, confidentiality, or respect. Norms help maintain order and predictability. The social group worker encourages the development of norms that support democratic participation and mutual respect.
4. **Roles and Leadership** - Members naturally assume different roles such as leader, follower, mediator, or critic. Leadership may be formal or informal. The worker helps balance roles and encourages leadership development among members rather than allowing domination by a few individuals.
5. **Group Cohesion** - Cohesion refers to the sense of belonging and unity within the group. High cohesion enhances participation and

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commitment, while low cohesion may result in withdrawal or conflict. The worker promotes cohesion through inclusive activities and positive reinforcement.

- 6. Conflict and Its Management** - Conflict is inevitable in group life due to differences in opinions and interests. Constructive handling of conflict can lead to growth and deeper understanding. The worker helps members view conflict as an opportunity for learning rather than a threat.

4.3.3 Role of the Social Group Worker

- 1. Facilitator** - The worker facilitates interaction by encouraging participation, guiding discussions, and ensuring that all voices are heard. Facilitation involves creating opportunities for learning and growth rather than directing outcomes.
- 2. Enabler** - As an enabler, the worker helps members recognize their strengths and capacities. The worker supports individuals and the group in overcoming barriers and achieving their goals.
- 3. Educator** - The worker provides information, clarifies concepts, and promotes awareness on relevant issues. Education may occur formally through planned activities or informally through discussion and reflection.
- 4. Mediator** - When conflicts arise, the worker acts as a mediator, helping members communicate effectively and resolve differences constructively.
- 5. Advocate** - In some contexts, the worker advocates for group needs within the organization or community, ensuring access to resources and opportunities.
- 6. Evaluator** - The worker continuously evaluates group progress and outcomes, making necessary adjustments to improve effectiveness.

4.4 WORKER-MEMBER RELATIONSHIP, RELEVANCE OF GROUP PROCESS AND WORKER ROLE IN CONTEMPORARY PRACTICE

The relationship between the social group worker and members is professional, purposeful, and ethical. It is based on acceptance, respect, and trust. The worker uses this relationship as a tool for facilitating group development while maintaining appropriate boundaries.

In contemporary social work practice, group processes are increasingly used to address complex social issues such as mental health, substance abuse, youth development, gender empowerment, and community resilience. The role of the social group worker remains vital in ensuring that groups function democratically and inclusively in diverse cultural contexts.

NOTE**Activity 4.1****Activity Title: Observation and Analysis of Group Dynamics****Objective:**

To help students understand group process and the professional role of the social group worker.

Materials Required:

- Notebook
- Pen/Pencil
- Observation checklist

Procedure/Steps:

- Observe a group discussion or activity in a classroom or community setting.
- Identify patterns of communication, leadership, participation, cooperation, and conflict among members.
- Note the role played by the group leader or facilitator.
- Analyze the stages of group development observed during the activity.
- Prepare a short report explaining the group process and the role of the facilitator.

Outcome:

Students will develop practical understanding of group dynamics, stages of group development, and the professional role of the social group worker.

☑ Check Your Progress 4.1**1. MCQ**

Group cohesion refers to:

- a) Group punishment
- b) Unity and attraction among group members
- c) Political leadership
- d) Individual isolation

2. True/False

The social group worker acts only as an administrator in group work practice.

3. Short Question

Name any two roles of a social group worker.

.....

.....

.....

NOTE**4.5 SUMMARY**

Group process is a central concept in social group work that refers to the interaction and functioning of members within a group. It includes communication, leadership, participation, decision-making, group norms, cooperation, conflict, and group cohesion. These processes influence member behavior and determine the effectiveness of the group in achieving its objectives. Groups develop through different stages such as formation, conflict, normalization, performance, and termination. Understanding these stages helps social workers guide the group more effectively and address challenges that arise during group interaction. Positive group dynamics promote trust, cooperation, mutual aid, and social learning among members.

The social group worker plays an important professional role in facilitating group processes and helping members achieve personal and social growth. The worker functions as a facilitator, guide, mediator, motivator, and evaluator. Through professional intervention, the worker encourages democratic participation, communication, leadership development, and problem-solving within the group. Effective social group work requires skills such as observation, listening, empathy, communication, conflict management, leadership, and evaluation. These skills help create a healthy and productive group environment. Understanding group process and the role of the social group worker is essential for successful practice in schools, hospitals, community organizations, correctional institutions, and welfare agencies.

4.6 GLOSSARY

- **Group Process:** Dynamic interactions within a group
- **Group Dynamics:** Forces influencing group behavior
- **Cohesion:** Sense of unity among group members
- **Facilitation:** Guiding group interaction
- **Norms:** Shared rules of behavior
- **Role:** Expected behavior of a member
- **Leadership:** Influence within the group
- **Mediator:** One who resolves conflict
- **Termination:** Planned ending of a group
- **Enabler:** One who strengthens capacities

4.7 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE**Check Your Progress 4.1**

1. b) Unity and attraction among group members

2. False

3. Two important roles of a social group worker are facilitator and mediator.

NOTE

4.8 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7186	

4.9 REFERENCES

- Konopka, G. (1963). Social Group Work: A Helping Process.
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4.10 EXERCISE

Part 1

A. Multiple choice questions:

1. Group process refers to:

- a) Individual behavior only
- b) Interaction and functioning of a group
- c) Administrative procedures
- d) Community planning

2. Which stage of group development involves maximum productivity?

- a) Formation
- b) Storming
- c) Performing
- d) Termination

NOTE

3. Group cohesion refers to:

- a) Conflict within the group
- b) Sense of belonging among members
- c) Leadership structure
- d) Group rules

4. The primary role of a social group worker is to:

- a) Control the group
- b) Facilitate group process
- c) Enforce discipline
- d) Replace group leadership

5. Conflict in a group should be viewed as:

- a) Always negative
- b) A reason for termination
- c) An opportunity for growth
- d) A failure of leadership

Answers with Explanations:

1. b) Interaction and functioning of a group

Explanation: Group process includes the patterns of interaction, communication, participation, cooperation, leadership, and relationships that develop among members within a group. It explains how the group functions and works toward achieving its goals.

2. c) Performing

Explanation: In the performing stage, group members work cooperatively and efficiently toward achieving group objectives. Trust, coordination, and mutual understanding are usually strong during this stage, leading to maximum productivity and effective group functioning.

3. b) Sense of belonging among members

Explanation: Group cohesion is the feeling of unity, attraction, trust, and belongingness among group members. High cohesion encourages cooperation, participation, mutual support, and stronger interpersonal relationships within the group.

4. b) Facilitate group process

Explanation: The social group worker mainly acts as a facilitator who guides group interaction, encourages participation, promotes communication, and helps members achieve group goals. The worker supports democratic functioning rather than controlling the group.

5. c) An opportunity for growth

Explanation: Conflict is a natural part of group interaction. When managed properly, it can help member's express opinions, solve problems, improve understanding, strengthen relationships, and promote personal and group growth.

B. Short answer type question

1. Define group process in social group work.
2. Mention any two stages of group development.
3. What is group cohesion?
4. State two roles of a social group worker.
5. Why is communication important in group work?

Part 2

C. Long answer type question (200 words)

1. Explain the concept and importance of group process in social group work.
2. Describe the stages of group development and the role of the worker at each stage
3. Discuss the major components of group dynamics.

Part 3

D. Long answer type question (300 words)

1. Examine the professional role of the social group worker in facilitating group process.
2. Analyze the significance of worker-member relationship in social group work.
3. Discuss the relevance of group work and group process in contemporary social work practice.

NOTE

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DR. C. V. RAMAN UNIVERSITY (C.G.)

SLM FEEDBACK FORM

PROGRAMME : _____

COURSE : _____

BLOCK : _____

UNIT : _____

Dear Student,

While studying the units of this block, you may have found certain portions of the text difficult to comprehend. We wish to know your difficulties and suggestions, in order to improve the course. Therefore, we request you to fill up and send us the following questionnaire, which pertains to this block. If you find the space provided insufficient, kindly use a separate sheet.

Please mail to aisectcontent@aisect.org/ for online submission please scan QR code:

Questionnaire

1. Name : _____

2. Enrolment No. :

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3. How many hours did you need for studying the units? :

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4. Please give your reactions to the following items based on your reading of the block:

Items	Excellent	Very Good	Good	Poor	Give specific Examples (If poor)
Presentation Quality					
Language and Style					
Illustrations					
Used (diagrams, tables, etc.)					
Conceptual Clarity					
Check Your Progress Questions					
Suggested Readings - OER					

5. Any other comments:

BLOCK 2	Dynamics of Self-Group Work and Leadership Development	45-88
Unit 5	Concept, Nature and Principles of Self-Group Work	47-55
Unit 6	Growth Phases and Aspirations in Self-Group Work	57-66
Unit 7	Role, Qualities, and Skills of Group Workers	67-76
Unit 8	Leadership Development Process and Qualities of Leadership	77-88

Cycle of Self-Group Work and Leadership Development



Self-group work is an important dimension of social group work that focuses on individual growth, self-awareness, leadership development, and effective participation within group settings. This block introduces learners to the concept, nature, principles, and developmental aspects of self-group work while emphasizing the professional role of group workers and leadership processes in group functioning. The block begins with an understanding of the concept, characteristics, and principles of self-group work. It explains how group experiences contribute to personality development, self-confidence, cooperation, responsibility, and social adjustment. Learners are also introduced to the growth phases and aspirations involved in self-group work, highlighting the developmental needs and goals of individuals within groups. Further, the block examines the role, qualities, and professional skills required by group workers for effective facilitation of group processes. Communication, empathy, leadership, observation, motivation, and problem-solving skills are discussed as essential components of professional practice. The final unit focuses on leadership development, leadership processes, and the qualities of effective leadership within group settings.

UNIT 5

CONCEPT, NATURE AND PRINCIPLES OF SELF-GROUP WORK

NOTE

UNIT STRUCTURE

- 5.1 Introduction
- 5.2 Objective
- 5.3 MEANING and Concept of Self-Group Work
- 5.4 Nature of Self-Group Work
- 5.5 Role of the Social Worker in Self-Group Work
- 5.6 Relevance of Self-Group Work in Contemporary Social Work
- 5.7 Summary
- 5.8 Glossary
- 5.9 ANSWERS TO CHECK YOUR PROGRESS – possible one
- 5.10 Suggested readings - OER
- 5.11 Reference
- 5.12 Exercise

5.1 INTRODUCTION

Self-group work is an important method of social work practice that focuses on helping individuals grow and develop through participation in groups. It is based on the belief that people can learn, share experiences, solve problems, and achieve personal as well as social goals more effectively in a group setting. Self-group work encourages cooperation, communication, mutual support, and collective responsibility among members. It aims to strengthen interpersonal relationships and promote democratic values within society. The nature of self-group work is both educational and therapeutic. It provides opportunities for members to express their feelings, develop leadership qualities, improve social skills, and gain confidence. The group worker plays a significant role in guiding the group process, maintaining discipline, and ensuring active participation of all members. Self-group work may be practiced in schools, communities, hospitals, correctional institutions, and welfare organizations. The principles of self-group work include acceptance, participation, confidentiality, individualization, cooperation, and purposeful relationship. These principles help create a positive and supportive environment for group interaction. Through proper planning and effective leadership, self-

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group work contributes to social adjustment, personality development, and community welfare.

5.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Define the concept and meaning of self-group work.
- Describe the nature and scope of self-group work in social work practice.
- Identify the core principles underlying self-group work.
- Analyze the relevance of self-group work in contemporary social work settings.
- Apply the principles of self-group work in professional practice situations.

5.3 MEANING AND CONCEPT OF SELF-GROUP WORK

Self-group work refers to a form of social group work in which **individuals actively participate in shaping their own growth and the development of the group**. It is based on the assumption that people are capable of understanding their needs, identifying their goals, and working collaboratively to bring about change when provided with supportive conditions. The concept of self-group work emphasizes **self-reflection, self-direction, and collective responsibility**. Members are encouraged to explore their feelings, attitudes, and behaviors while learning from the experiences of others in the group. The group becomes a medium through which individuals gain insight into themselves and develop social competence. In self-group work, the process is as important as the outcome. Learning occurs through interaction, shared experiences, and mutual feedback. The worker does not impose solutions but helps the group discover its own strengths and resources. This approach aligns with democratic and humanistic values, viewing individuals as capable and worthy of respect

5.4 NATURE OF SELF-GROUP WORK

The nature of self-group work can be understood through several key characteristics that distinguish it from other forms of group intervention.

- 1. Participatory and Democratic** - Self-group work is inherently participatory. Group members are involved in decision-making, goal setting, and evaluation of group activities. Democratic functioning promotes a sense of ownership and responsibility among members.

2. **Growth-Oriented** - The primary focus of self-group work is personal and social growth. Members develop self-confidence, emotional maturity, communication skills, and the ability to work cooperatively with others.
3. **Process-Centered** - Greater emphasis is placed on group interaction and learning processes rather than rigid task completion. Reflection, discussion, and shared experiences are central elements.
4. **Strength-Based** - Self-group work recognizes and builds upon the strengths, capacities, and potentials of individuals and groups. Problems are viewed as opportunities for learning rather than failures.
5. **Flexible and Dynamic** - The group evolves according to the needs and aspirations of its members. Activities, roles, and leadership patterns may change as the group matures.

Scope of Self-Group Work

- Educational institutions for student development
- Youth and adolescent programs
- Community-based self-help and mutual aid groups
- Women's empowerment and livelihood groups
- Mental health and rehabilitation settings
- Skill development and leadership training initiatives

5.4.1 Principles of Self-Group Work

1. **Principle of Self-Participation** - Active participation of members is fundamental. Individuals learn and grow by engaging in discussions, activities, and decision-making processes.
2. **Principle of Self-Awareness** - Members are encouraged to understand their emotions, attitudes, and behavior patterns. Increased self-awareness leads to better interpersonal relationships and personal growth.
3. **Principle of Mutual Aid** - The group provides a supportive environment where members help one another. Mutual aid strengthens bonds and reinforces shared responsibility.
4. **Principle of Acceptance** - Each member is accepted as they are, without judgment. Acceptance creates psychological safety and encourages open expression.
5. **Principle of Democratic Functioning** - Leadership and responsibility are shared. Members learn democratic values such as respect, equality, and cooperation through practice.
6. **Principle of Purposeful Group Experience** - Group activities are planned to meet developmental needs and learning objectives. Experiences are structured but flexible.

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- 7. Principle of Individualization within the Group** - While the group is the focus, individual differences are respected. Each member's pace of growth is acknowledged.

5.5 ROLE OF THE SOCIAL WORKER IN SELF-GROUP WORK

Although the group emphasizes self-direction, the social worker plays a vital professional role. The worker acts as a **facilitator, guide, and enabler**, creating conditions that promote growth. By encouraging participation, maintaining a supportive climate, and addressing conflicts constructively, the worker helps the group function effectively while preserving its autonomy.

5.6 RELEVANCE OF SELF-GROUP WORK IN CONTEMPORARY SOCIAL WORK

In an era marked by social change, economic uncertainty, and psychological stress, self-group work provides individuals with tools to cope, adapt, and grow collectively. It aligns with empowerment-oriented practice and supports sustainable development by strengthening people's capacity to help themselves and others.



Activity 5.1

Activity Title: Group Interaction and Leadership Exercise

Objective:

To help students understand the concept, nature, and principles of self-group work through group participation and leadership activities.

Materials Required:

- Chart papers
- Markers
- Sticky notes
- Whiteboard

Procedure/Steps:

- Divide students into small groups of 5–6 members.
- Assign each group a social issue or community problem.
- Ask group members to discuss the issue and suggest solutions collectively.
- One member will act as the group leader and coordinate the discussion.
- Each group will present their ideas before the class.
- Conduct a reflection session on cooperation, participation, and leadership experiences.

Outcome:

Students will develop an understanding of self-group work principles such as cooperation, participation, leadership, and mutual respect through practical group experience.

☑ Check Your Progress 5.1

1. Multiple Choice Questions (MCQs)

Self-group work is mainly based on:

- a) Individual isolation
- b) Group interaction and participation
- c) Political authority
- d) Financial management

2. True/False:

Self-group work promotes cooperation among members.

3. Short Question

What is self-group work?

.....

5.7 SUMMARY

Self-group work is a professional method of social work that uses group interaction as a means for individual and social development. It helps people improve their social functioning by participating in meaningful group activities and experiences. Through group participation, individuals learn cooperation, communication, responsibility, leadership, and problem-solving skills. Self-group work promotes personal growth as well as collective welfare. The nature of self-group work is democratic, participatory, and goal-oriented. It focuses on building healthy relationships among group members and encouraging mutual understanding and support. The group worker acts as a facilitator who guides members, manages conflicts, and ensures active involvement in group activities. Self-group work is used in educational institutions, healthcare settings, community organizations, and correctional services to address social and emotional needs. Several principles guide effective self-group work practice. These include acceptance of members, respect for individuality, confidentiality, purposeful relationship, participation, and cooperation. These principles help maintain trust, unity, and discipline within the group. Proper application of these principles ensures successful group

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functioning and achievement of objectives. Overall, self-group work plays an important role in personality development, social adjustment, leadership development, and community progress by encouraging individuals to work together for common goals.

5.8 GLOSSARY

- **Self-Group Work:** Group work emphasizing self-direction and growth
- **Mutual Aid:** Reciprocal help among group members
- **Participation:** Active involvement in group processes
- **Self-Awareness:** Understanding one's emotions and behavior
- **Facilitation:** Guiding group interaction
- **Democratic Functioning:** Shared leadership and decision-making
- **Group Process:** Interaction within the group
- **Empowerment:** Strengthening individual and collective capacity
- **Individualization:** Respect for personal differences
- **Growth Phase:** Developmental stage of a group

5.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE**Check Your Progress 5.1**

1. Answer: b) Group interaction and participation

2. Answer: True

3. Answer: Self-group work is a method of social work that helps individuals grow and solve problems through group interaction and participation.

5.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7187	

5.11 REFERENCES

- Konopka, G. (1963). Social Group Work: A Helping Process.

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5.12 EXERCISES

Part 1

A. Multiple choice questions:

1. Self-group work primarily emphasizes:

- a) Authority-based control
- b) Self-direction and participation
- c) Administrative efficiency
- d) Individual therapy

2. Mutual aid in self-group work refers to:

- a) Professional intervention
- b) Members helping one another
- c) Financial assistance
- d) External supervision

3. Which principle promotes shared decision-making?

- a) Acceptance
- b) Democratic functioning
- c) Individualization
- d) Confidentiality

4. Self-group work is best described as:

- a) Task-oriented only
- b) Growth-oriented and process-centered
- c) Authority-driven
- d) Individualized counseling

5. The role of the social worker in self-group work is mainly:

- a) Controller
- b) Supervisor
- c) Facilitator
- d) Administrator

NOTE**Answer with Explanation****1. b) Self-direction and participation**

Explanation: Self-group work encourages members to actively participate in group activities and decision-making processes. It focuses on self-development, cooperation, and shared responsibility rather than authority-based control. Members learn through interaction, discussion, and collective experiences.

2. b) Members helping one another

Explanation: Mutual aid is a key concept in self-group work where group members support, encourage, and learn from each other. It strengthens cooperation, trust, and emotional support within the group. This process helps members solve problems collectively and promotes personal growth.

3. b) Democratic functioning

Explanation: Democratic functioning means that all group members are given equal opportunities to express their opinions and participate in decisions. It encourages cooperation, respect, and active involvement, which are essential for effective group work practice.

4. b) Growth-oriented and process-centered

Explanation: Self-group work focuses on the personal and social growth of members through group interaction and experiences. The process of participation, communication, and relationship-building is considered as important as achieving the group goals.

5. c) Facilitator

Explanation: In self-group work, the social worker acts as a facilitator who guides the group process, encourages participation, resolves conflicts, and helps members achieve their objectives. The worker supports the group rather than controlling or dominating it.

B. Short answer type question

1. Define self-group work.
2. Mention two characteristics of self-group work.
3. What is the principle of mutual aid?
4. Explain democratic functioning in self-group work.
5. State two areas where self-group work is applied.

Part 2

NOTE

C. Long answer type question (200 words)

1. Explain the concept and nature of self-group work in social work practice.
2. Discuss the principles of self-group work and their significance.
3. Examine the role of the social worker in facilitating self-group work.

Part 3

D. Long answer type question (300 words)

1. Analyze the relevance of self-group work in contemporary social work practice.
2. Compare self-group work with directive group work approaches.
3. Discuss how self-group work contributes to individual and social development.

UNIT 6

GROWTH PHASES AND ASPIRATIONS IN SELF-GROUP WORK

NOTE

UNIT STRUCTURE

- 6.1 Introduction
- 6.2 Objective
- 6.3 Concept of Growth Phases in Self-Group Work
- 6.4 Major Growth Phases in Self-Group Work
- 6.5 Concept of Aspirations in Self-Group Work
- 6.6 Relationship Between Growth Phases and Aspirations
- 6.7 Summary
- 6.8 Glossary
- 6.9 Answers to Check Your Progress
- 6.10 Suggested readings - OER
- 6.11 Reference
- 6.12 Exercise

6.1 INTRODUCTION

Growth phases in self-group work refer to the different stages through which a group develops and progresses over time. These phases help members build relationships, develop trust, achieve common goals, and improve their social functioning. In social work practice, understanding group growth is essential because each stage involves different behaviors, emotions, and interactions among members. The group worker must recognize these stages and guide the group effectively for successful functioning.

Generally, self-group work passes through stages such as formation, transition, productivity, and termination. In the formation stage, members become acquainted and begin to understand group objectives. The transitional phase may involve conflict, adjustment, and role clarification. During the productivity phase, members cooperate actively and work efficiently toward group goals. Finally, the termination stage involves evaluation, reflection, and closure of group activities. Group aspirations are the hopes, goals, and expectations shared by members. These aspirations motivate members, provide direction, and strengthen unity within the group. Positive aspirations encourage participation, leadership, and collective responsibility. The role of the social worker is

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important in promoting healthy group growth, resolving conflicts, encouraging participation, and helping members achieve both individual and group objectives through meaningful interaction and cooperation.

6.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Define the concept of growth phases in self-group work.
- Describe the different stages of group growth.
- Analyze behavioral and emotional patterns at each growth phase.
- Examine the significance of group aspirations in group development.
- Apply knowledge of growth phases in professional group work practice.

6.3 CONCEPT OF GROWTH PHASES IN SELF-GROUP WORK

Growth phases refer to the **progressive stages through which a group develops over time**. These phases reflect changes in group structure, relationships, leadership patterns, emotional climate, and level of participation. Growth is not merely chronological; it is experiential and relational. In self-group work, growth phases are particularly significant because the group relies heavily on **self-direction, participation, and internal motivation**. Members gradually move from dependence on the worker to greater autonomy and collective responsibility. Each phase presents unique opportunities for learning as well as challenges that must be managed sensitively. Growth phases should not be viewed as rigid or strictly linear. Groups may move back and forth between phases depending on internal conflicts, external pressures, or changes in membership. However, recognizing general patterns helps the worker anticipate issues and support the group effectively.

Understanding growth phases is essential for effective self-group work practice because:

- It helps anticipate member behavior and emotional responses
- It enables timely and appropriate intervention
- It prevents premature judgment of group effectiveness
- It supports realistic goal setting
- It strengthens group cohesion and sustainability

For the social worker, knowledge of growth phases reduces uncertainty and enhances professional confidence in guiding group development.

6.4 MAJOR GROWTH PHASES IN SELF-GROUP WORK

NOTE

1. **Initial or Formation Phase** - The formation phase marks the beginning of the group. Members come together with curiosity, uncertainty, and mixed expectations. At this stage, individuals are primarily concerned with acceptance, safety, and clarity of purpose. Members often display polite behavior, limited self-disclosure, and dependence on the worker for structure and guidance. Anxiety is common, as individuals assess whether the group environment is trustworthy. The social worker's role during this phase is to establish a supportive climate, clarify objectives, encourage participation, and help members feel comfortable. The worker avoids excessive control while providing enough structure to reduce uncertainty.
2. **Transitional or Conflict Phase** - As familiarity increases, differences in opinions, values, and expectations begin to surface. This phase is often marked by tension, disagreement, resistance, and emotional expression. Members may challenge leadership, question group goals, or struggle for influence. In self-group work, this phase is particularly significant because it tests the group's capacity for self-regulation. Conflict is not a sign of failure; rather, it indicates that members are engaging more honestly and deeply with the group process. The worker facilitates constructive dialogue, helps members understand differing perspectives, and prevents conflicts from becoming destructive. Emphasis is placed on communication, respect, and problem-solving.
3. **Norm Development Phase** - Gradually, the group begins to establish shared norms, expectations, and patterns of interaction. Members develop mutual trust and a sense of belonging. Roles become clearer, and cooperation increases. During this phase, group members take greater responsibility for maintaining group functioning. Decision-making becomes more collective, and leadership may rotate among members. Emotional security allows for deeper participation and learning. The social worker supports this phase by reinforcing positive norms, encouraging leadership development, and minimizing dependency on professional authority.
4. **Growth and Productivity Phase** - This is the most constructive phase of self-group work. The group functions effectively with high levels of participation, mutual support, and shared purpose. Members are motivated, confident, and committed to group goals. Learning, self-expression, and skill development occur naturally through group activities and discussions. The group demonstrates resilience in handling challenges and conflicts. The worker adopts a background role, intervening only when necessary to sustain momentum and address emerging needs.

NOTE

5. Maturity and Termination Phase - As the group approaches the completion of its objectives, attention shifts toward reflection and closure. Members evaluate their experiences, acknowledge growth, and prepare for separation. Termination may evoke mixed emotions such as satisfaction, pride, sadness, or anxiety. The worker helps members process these feelings, consolidate learning, and apply insights beyond the group setting.

6.4.1 Role of the Counselor in the Counseling Process

The counselor plays a facilitative rather than directive role throughout the counseling process. Key responsibilities include:

- Establishing a trusting professional relationship
- Conducting accurate assessment
- Selecting appropriate techniques
- Upholding ethical standards
- Encouraging client participation and empowerment

The counselor must balance professional expertise with respect for client autonomy.

6.5 CONCEPT OF ASPIRATIONS IN SELF-GROUP WORK

Group aspirations refer to the **shared hopes, goals, expectations, and visions** that motivate group members. Aspirations give direction to group activities and influence the intensity of participation. In self-group work, aspirations emerge through dialogue, shared experiences, and reflection. They may relate to personal development, social change, skill acquisition, or collective empowerment. Aspirations are not static; they evolve as members grow and circumstances change. Recognizing and nurturing group aspirations is central to sustaining motivation and commitment.

Group aspirations in self-group work may take various forms:

- **Personal growth aspirations** such as confidence building and self-expression
- **Social aspirations** related to belonging and mutual support
- **Educational aspirations** focused on learning and skill development
- **Empowerment aspirations** aimed at leadership and decision-making capacity
- **Community-oriented aspirations** directed toward collective action

6.6 RELATIONSHIP BETWEEN GROWTH PHASES AND ASPIRATIONS

NOTE

Growth phases and aspirations are closely interconnected. In early phases, aspirations may be vague or individual-centered. As the group matures, aspirations become clearer, collective, and more realistic. Unresolved conflict can hinder aspirations, while successful navigation of growth phases strengthens motivation. The worker plays a critical role in helping the group articulate and align aspirations with developmental capacity. In self-group work, the social worker facilitates rather than directs growth. The worker helps members recognize developmental stages, encourages reflection, and supports aspiration formation. Key responsibilities include maintaining a safe environment, promoting participation, managing conflict constructively, and reinforcing collective ownership of goals. Understanding growth phases and aspirations is essential in settings such as youth development programs, self-help groups, women's collectives, and community-based initiatives. These concepts ensure that groups develop sustainably and achieve meaningful outcomes.



Activity 6.1

Activity Title: Group Development Role Play

Objective:

To help students understand different growth phases and aspirations in self-group work through practical group interaction.

Materials Required:

- Chart papers, Markers
- Sticky notes, Scenario cards

Procedure/Steps:

- Divide students into small groups of 5–6 members.
- Assign each group a scenario related to community or social issues.
- Ask groups to demonstrate different growth phases such as formation, conflict, cooperation, and termination through role play.
- Encourage members to identify group aspirations and common goals during the activity.
- Conduct a discussion session on member behavior, participation, and leadership during each phase.

Outcome:

Students will gain practical understanding of group growth phases, group aspirations, teamwork, communication, and leadership development in self-group work practice.

NOTE

☑ Check Your Progress 6.1

1. Multiple Choice Questions (MCQs)

Growth phases in self-group work refer to:

- a) Financial planning
- b) Developmental stages of group functioning
- c) Political leadership
- d) Administrative supervision

2. True/False

Conflict may occur during the transitional phase of group growth.

3. Short Question

What are growth phases in self-group work?

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6.7 SUMMARY

Growth phases and aspirations are important aspects of self-group work in social work practice. Growth phases represent the developmental stages through which a group progresses from its formation to its completion. These stages help members establish relationships, improve communication, solve problems, and achieve common objectives. The major phases include formation, transition, productivity, and termination. Each stage has its own characteristics and challenges that influence group functioning. In the formation stage, members become familiar with each other and identify group goals. The transitional phase often includes conflicts, emotional reactions, and adjustment among members. The productivity phase is marked by cooperation, participation, and effective teamwork. The termination stage focuses on reviewing achievements, evaluating experiences, and preparing members for closure. Group aspirations are the shared aims and expectations that guide group activities. They provide motivation, unity, and direction to members and encourage active participation in achieving collective goals. Aspirations also contribute to leadership development and personal growth. The social worker plays a facilitative role in helping the group progress through different stages successfully. The worker encourages communication, resolves conflicts, promotes cooperation, and maintains a supportive environment. Overall, growth phases and aspirations contribute significantly to effective group functioning and social development.

6.8 GLOSSARY

- **Growth Phases:** Developmental stages of a group
- **Formation Phase:** Initial stage of group development
- **Norms:** Shared expectations within the group
- **Aspirations:** Collective hopes and goals
- **Cohesion:** Sense of unity among members
- **Participation:** Active involvement in group activities
- **Facilitation:** Guiding group interaction
- **Conflict Phase:** Stage marked by tension and disagreement
- **Termination:** Planned conclusion of group life
- **Empowerment:** Strengthening capacity for self-direction

6.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 6.1

1. **Answer:** b) Developmental stages of group functioning
2. **Answer:** True
3. **Answer:** Growth phases are the developmental stages through which a group progresses and functions effectively.

6.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7188	

6.11 REFERENCES

- Konopka, G. (1963). Social Group Work: A Helping Process.
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- Garvin, C. (2014). Contemporary Group Work.
- Pathak, S. H. Social Group Work. IGNOU Publications

6.12 EXERCISES

Part 1

A. Multiple choice questions:

1. Growth phases in self-group work refer to:

- a) Administrative procedures
- b) Developmental stages of group functioning
- c) External supervision
- d) Individual therapy

2. Conflict in the transitional phase indicates:

- a) Group failure
- b) Lack of leadership
- c) Deeper engagement
- d) Need for termination

3. Group aspirations primarily provide:

- a) Discipline
- b) Direction and motivation
- c) Control
- d) Evaluation criteria

4. The productivity phase is characterized by:

- a) High dependency
- b) Minimal participation
- c) Effective collaboration
- d) Role confusion

5. The worker's role in self-group work is mainly:

- a) Directive
- b) Punitive
- c) Facilitative
- d) Administrative

Answer with Explanation

1. b) Developmental stages of group functioning

Explanation: Growth phases in self-group work describe the different stages through which a group develops and functions. These stages include formation, transition, productivity, and

termination. Each phase helps members build relationships, develop cooperation, and achieve group goals effectively.

NOTE**2. c) Deeper engagement**

Explanation: Conflict during the transitional phase is a normal part of group development. It often shows that members are becoming more involved and expressive within the group. Through discussion and problem-solving, conflicts can strengthen trust, communication, and group unity.

3. b) Direction and motivation

Explanation: Group aspirations represent the goals and expectations of the group. They give members a sense of purpose, encourage participation, and motivate them to work together toward common objectives. Aspirations help maintain focus and commitment within the group.

4. c) Effective collaboration

Explanation: In the productivity phase, group members work together efficiently to achieve their goals. Cooperation, communication, mutual trust, and active participation are strong during this stage. Members take responsibility and contribute positively to group activities.

5. c) Facilitative

Explanation: The social worker in self-group work acts as a facilitator who guides discussions, encourages participation, resolves conflicts, and supports healthy group interaction. The worker helps members achieve their goals without dominating or controlling the group.

B. Short answer type question

1. What are growth phases in self-group work?
2. Name any two characteristics of the formation phase.
3. Define group aspirations.
4. Why is conflict important in group growth?
5. State two responsibilities of the worker during the norming phase.

Part 2**C. Long answer type question (200 words)**

1. Explain the concept and importance of growth phases in self-group work.

NOTE

2. Discuss the characteristics of different growth phases of a self-group.
3. Examine the role of group aspirations in sustaining group motivation.

Part 3

D. Long answer type question (300 words)

1. Analyze the relationship between growth phases and group aspirations.
2. Describe the role of the social worker in facilitating healthy group development.
3. Discuss the relevance of growth phase understanding in professional social work practice.

UNIT 7

ROLE, QUALITIES, AND SKILLS OF GROUP WORKERS

NOTE

UNIT STRUCTURE

- 7.1 Introduction
- 7.2 Objective
- 7.3 Meaning and Importance of the Group Worker
- 7.4 Role of the Group Worker
- 7.5 Qualities of an Effective Group Worker
- 7.6 Relationship Between Role, Qualities, And Skills
- 7.7 Summary
- 7.8 Glossary
- 7.9 Answers to Check Your Progress
- 7.10 Suggested readings - OER
- 7.11 Reference
- 7.12 Exercise

7.1 INTRODUCTION

Group workers play an important role in the practice of self-group work by helping individuals grow through group interaction and participation. A group worker is a trained social work professional who guides members toward achieving personal and group goals in a supportive environment. The effectiveness of group work largely depends on the worker's ability to manage group processes, encourage communication, resolve conflicts, and promote cooperation among members. The role of a group worker is mainly facilitative rather than authoritative. The worker motivates members to participate actively, express their opinions, and develop leadership qualities. In different stages of group development, the worker performs various functions such as guiding discussions, maintaining discipline, encouraging teamwork, and helping members solve problems collectively. Certain qualities are essential for effective group work practice. These include empathy, patience, emotional stability, flexibility, self-awareness, and good communication skills. Along with personal qualities, a group worker must possess professional skills such as observation, interviewing, listening, problem-solving, conflict management, and leadership development. The combination of proper roles, positive qualities, and professional skills helps the group worker create a healthy and democratic environment. As a result, members gain

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confidence, improve social relationships, and achieve both individual and collective growth through meaningful group experiences.

7.2 OBJECTIVES

After studying this unit, learners will be able to:

- Define the multifaceted role of a group worker in self-group work.
- Identify the personal and professional qualities required for effective group work practice.
- Describe the essential skills needed for successful group work practice.
- Analyze the relationship between the worker's role, qualities, and skills.
- Apply theoretical knowledge to practical group work situations.

7.3 MEANING AND IMPORTANCE OF THE GROUP WORKER

A **group worker** is a trained social work professional who facilitates group interaction to help members achieve personal growth, social functioning, and collective goals. In self-group work, the worker encourages self-expression, participation, cooperation, and leadership among members.

Importance of the Group Worker

- Ensures democratic functioning of the group
- Maintains balance between individual needs and group objectives
- Helps members utilize group experiences for personal development
- Prevents conflicts from disrupting group cohesion
- Upholds ethical standards and professional values

Without effective group workers, group activities may become disorganized, dominated by a few individuals, or deviate from their intended objectives.

7.4 ROLE OF THE GROUP WORKER

Facilitator - The group worker facilitates interaction among members by:

- Encouraging participation of all members
- Creating opportunities for dialogue and discussion
- Promoting mutual respect and cooperation

The facilitator role helps members learn from shared experiences rather than direct instruction.

1. Enabler - As an enabler, the group worker:

- Helps members recognize their strengths and potential
- Encourages self-confidence and self-reliance
- Assists members in overcoming personal and social barriers

This role is especially important in self-group work, where empowerment and self-growth are primary goals.

2. Educator - The group worker provides information and guidance related to:

- Social issues affecting group members
- Life skills, values, and attitudes
- Problem-solving and decision-making techniques

Education may be formal or informal, depending on group needs.

3. Mediator - Conflicts are inevitable in group settings. As a mediator, the group worker:

- Helps resolve interpersonal conflicts
- Encourages constructive communication
- Prevents escalation of tensions

The aim is not to suppress conflict but to use it as a learning opportunity.

4. Leader and Co-Leader - Although group work emphasizes democratic participation, the worker often assumes leadership responsibilities, particularly in early stages. Over time, leadership is gradually shared with members to promote self-direction.

5. Planner and Organizer - The group worker plans:

- Group program and activities
- Meetings and schedules
- Resource utilization

Effective planning ensures continuity, relevance, and goal achievement.

6. Evaluator - Evaluation is an ongoing responsibility. The group worker:

- Assesses group progress and outcomes

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- Identifies strengths and limitations of group processes
- Uses feedback for improvement

7.5 QUALITIES OF AN EFFECTIVE GROUP WORKER

The effectiveness of group work practice depends not only on technical skills but also on the personal qualities of the group worker.

1. **Empathy** - Empathy enables the worker to understand members' feelings and perspectives without judgment. It fosters trust and emotional safety within the group.
2. **Acceptance** - Acceptance involves recognizing and respecting individual differences, including cultural, social, and personal variations among group members.
3. **Emotional Maturity** - A group worker must demonstrate emotional stability and self-control, particularly while handling conflicts, resistance, or emotional expressions within the group.
4. **Self-Awareness** - Self-awareness helps the worker:
 - Recognize personal biases
 - Avoid imposing personal values
 - Maintain professional boundaries
5. **Patience and Tolerance** - Group development is a gradual process. Patience enables the worker to support members without rushing outcomes.
6. **Commitment to Professional Values** - The group worker must uphold social work values such as:
 - Respect for human dignity
 - Social justice
 - Confidentiality
 - Democratic participation

7.5.1 Skills Required for Group Work Practice

Skills are learned and refined through education, training, and experience. In self-group work, the following skills are particularly important.

1. **Communication Skills** - Effective communication includes:
 - Active listening
 - Clear verbal expression

- Appropriate non-verbal cues

These skills help in understanding group dynamics and member needs.

2. Observation Skills - Observation enables the worker to:

- Identify group roles and interactions
- Detect signs of conflict or withdrawal
- Assess emotional and behavioural patterns

3. Facilitation Skills - Facilitation skills help the worker guide discussions, encourage participation, and ensure inclusive decision-making.

4. Problem-Solving Skills - Group workers assist members in:

- Identifying problems
- Exploring alternatives
- Making collective decisions

5. Conflict Resolution Skills - These skills are essential for managing disagreements constructively and maintaining group cohesion.

6. Leadership Development Skills - The group worker nurtures leadership among members by:

- Delegating responsibilities
- Encouraging initiative
- Supporting emerging leaders

7. Recording and Documentation Skills - Accurate recording helps in:

- Monitoring progress
- Ensuring accountability
- Facilitating evaluation

7.6 RELATIONSHIP BETWEEN ROLE, QUALITIES, AND SKILLS

The role, qualities, and skills of a group worker are interrelated. Roles determine what the worker does, qualities influence how the worker behaves, and skills enable effective action. A deficiency in any one area can reduce the effectiveness of group work practice.

NOTE



Activity 7.1

Activity Title: Group Leadership and Communication Exercise

Objective:

To develop understanding of the role, qualities, and skills required for effective group work practice.

Materials Required:

- Chart papers
- Markers
- Sticky notes
- Role-play cards

Procedure/Steps:

1. Divide students into small groups of 5–6 members.
2. Assign one student in each group as the group worker.
3. Provide a social issue or problem for group discussion.
4. The assigned group worker will guide communication, encourage participation, and resolve disagreements during the discussion.
5. After the activity, discuss the qualities and skills demonstrated by the group worker.

Outcome:

Students will understand the practical role of group workers and develop skills related to communication, leadership, cooperation, and conflict management.

☒ Check Your Progress 7.1

1. Multiple Choice Questions (MCQs)

The main role of a group worker is to:

- a) Control members
- b) Facilitate group interaction
- c) Punish members
- d) Supervise finances

2. True/False

Empathy is an important quality of a group worker.

3. Short Question

Mention any two skills required for effective group work practice.

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7.7 SUMMARY

The role, qualities, and skills of group workers are essential components of effective self-group work practice. A group worker acts as a facilitator who guides group members toward achieving common goals through cooperation, participation, and healthy interaction. The worker encourages communication, promotes teamwork, resolves conflicts, and ensures that all members participate actively in group activities. The role of the group worker changes according to the needs and developmental stages of the group. During group formation, the worker helps members build trust and understand objectives. In later stages, the worker supports problem-solving, leadership development, and decision-making among members. The worker maintains a supportive and democratic environment throughout the group process. Effective group workers possess important qualities such as empathy, patience, flexibility, emotional maturity, and self-awareness. These qualities help them understand member needs and maintain positive group relationships. In addition, professional skills such as observation, listening, communication, conflict resolution, and leadership development are necessary for successful group functioning. Overall, the combination of professional roles, personal qualities, and practical skills enables group workers to help individuals develop confidence, social skills, responsibility, and cooperation. This contributes to both individual growth and the achievement of group objectives in social work practice.

NOTE

7.8 GLOSSARY

- **Facilitator** – A person who guides and supports group activities and discussions.
- **Empathy** – The ability to understand and share another person's feelings.
- **Observation** – Careful watching of member behavior and group interaction.
- **Leadership** – The ability to guide and motivate group members toward goals.
- **Communication** – The exchange of ideas, information, and feelings among members.
- **Conflict Resolution** – The process of solving disagreements within a group.
- **Participation** – Active involvement of members in group activities and discussions.
- **Self-awareness** – Understanding one's own feelings, behavior, and attitudes.

NOTE

- **Group Dynamics** – The patterns of interaction and relationships within a group.
- **Cooperation** – Working together to achieve common objectives.

7.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

1. **Answer:** b) Facilitate group interaction
2. **Answer:** True
3. **Answer:** Observation skill and communication skill.

7.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7189	

7.11 REFERENCES

- Konopka, G. (1963). Social Group Work: A Helping Process. Prentice Hall.
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7.12 EXERCISES

Part 1

A. Multiple choice questions:

1. **The primary role of a group worker in self-group work is to:**
 - a) Control group decisions
 - b) Facilitate group interaction

- c) Enforce discipline
- d) Act as an authority figure

2. Which quality helps a group worker understand members' emotions?

- a) Authority
- b) Empathy
- c) Rigidity
- d) Neutrality

3. Observation skills are mainly used to:

- a) Evaluate financial resources
- b) Monitor group interactions
- c) Enforce rules
- d) Assign punishments

4. Conflict in groups should be:

- a) Avoided at all costs
- b) Suppressed immediately
- c) Used constructively
- d) Ignored

5. Leadership development in group work aims to:

- a) Maintain worker control
- b) Promote dependency
- c) Encourage member participation
- d) Limit decision-making

Answer with Explanation

1. b) Facilitate group interaction

Explanation: A group worker mainly acts as a facilitator who encourages communication, cooperation, and participation among group members. The worker helps members achieve group goals through guidance and support rather than controlling or dominating the group.

2. b) Empathy

Explanation: Empathy is the ability to understand and share the feelings of others. In self-group work, empathy helps the group worker build trust, support members emotionally, and respond effectively to their needs and concerns.

3. b) Monitor group interactions

Explanation: Observation skills help the group worker understand member behavior, communication patterns, participation levels, and group dynamics. Through careful observation, the worker can

NOTE

identify conflicts, leadership qualities, and emotional responses within the group.

4. c) Used constructively

Explanation: Conflict is a natural part of group interaction and can help members express opinions, solve problems, and improve relationships when managed properly. Constructive handling of conflict promotes understanding, cooperation, and group growth.

5. c) Encourage member participation

Explanation: Leadership development in group work focuses on motivating members to take responsibility, participate actively, and contribute to group decision-making. It promotes confidence, teamwork, and democratic functioning within the group.

B. Short answer type question

1. Define the role of a group worker.
2. List any four qualities of an effective group worker.
3. Explain the importance of communication skills in group work.
4. What is meant by facilitation in group work?
5. Why is self-awareness important for group workers?

Part 2

C. Long answer type question (200 words)

1. Discuss in detail the various roles of a group worker in self-group work.
2. Examine the essential qualities required for effective group work practice.
3. Analyze the importance of professional skills in effective self-group work practice.

Part 3

D. Long answer type question (300 words)

1. Analyze the key skills needed by group workers and their significance.
2. Explain the interrelationship between the role, qualities, and skills of a group worker.
3. Evaluate the essential skills required for effective group work practice.

UNIT 8

LEADERSHIP DEVELOPMENT PROCESS AND QUALITIES OF LEADERSHIP

NOTE

UNIT STRUCTURE

- 8.1 Introduction
- 8.2 Objective
- 8.3 Concept and Meaning of Leadership
- 8.4 Leadership Development Process
- 8.5 Role of the Social Group Worker in Leadership Development
- 8.6 Importance of Leadership Development in Social Group Work
- 8.7 Summary
- 8.8 Glossary
- 8.9 Answers to Check Your Progress
- 8.10 Suggested readings - OER
- 8.11 Reference
- 8.12 Exercise
- 8.13 Feedback Form

8.1 INTRODUCTION

Leadership development is an important aspect of self-group work that focuses on helping individuals acquire the ability to guide, motivate, and influence others positively. In social work practice, leadership is not limited to holding authority but involves encouraging cooperation, participation, responsibility, and collective decision-making within a group. Effective leadership contributes to the successful functioning and growth of groups by promoting unity and teamwork among members. The leadership development process is gradual and continuous. It involves identifying leadership potential, providing opportunities for participation, developing communication and decision-making abilities, and encouraging responsibility among members. Through group activities and interactions, individuals learn how to solve problems, manage conflicts, and inspire others toward common goals. Leadership development also strengthens confidence, self-awareness, and interpersonal relationships. Certain qualities are essential for effective leadership in group work. These include honesty, empathy, confidence, responsibility, patience, communication skills, and the ability to motivate others. A good leader listens to members, respects their opinions, and promotes democratic functioning within

NOTE

the group. The role of the social worker is important in leadership development. The worker identifies potential leaders, encourages participation, provides guidance, and creates opportunities for members to develop leadership qualities through meaningful group experiences and activities.

8.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Define the concept and meaning of leadership in social group work.
- Describe leadership as a dynamic and developmental process.
- Identify the stages involved in leadership development.
- Analyze different types and styles of leadership in group settings.
- Evaluate the qualities and importance of democratic leadership in social group work.

8.3 CONCEPT AND MEANING OF LEADERSHIP

Leadership may be defined as the ability to influence, guide, and motivate individuals or groups toward the achievement of common goals. In social group work, leadership is viewed as a **shared and evolving function**, rather than a rigid authority structure.

Leadership involves:

- Influencing group behavior
- Facilitating group interaction
- Encouraging participation
- Coordinating group activities
- Promoting group goals and values

Unlike traditional leadership models that emphasize power and control, social group work promotes **participatory leadership**, where leadership roles may shift among members depending on the situation, skills, and needs of the group.

Leadership in Social Group Work

Leadership in social group work is closely connected with group processes and group dynamics. It emerges through interaction and is shaped by group norms, values, and objectives. Leadership may be formal (assigned) or informal (emerging naturally within the group).

In social group work, leadership serves the following purposes:

- Helps the group define goals and objectives
- Maintains group cohesion and morale
- Encourages cooperation and mutual respect

- Resolves conflicts constructively
- Facilitates communication and decision-making

NOTE

The social group worker plays a significant role in guiding leadership development while ensuring that leadership remains democratic and inclusive.

8.4 LEADERSHIP DEVELOPMENT PROCESS

Leadership development is not a sudden event but a gradual and continuous process. In social group work, leadership development occurs through participation, experience, learning, and reflection.

Identification of Potential Leaders - Leadership development begins with identifying members who show initiative, responsibility, empathy, and interest in group activities. These traits may emerge during group discussions, task performance, or informal interactions.

Encouragement and Participation - Potential leaders are encouraged to participate actively in group activities. The group worker provides opportunities for members to take responsibility, express opinions, and contribute to decision-making.

Skill Development - Leadership skills such as communication, problem-solving, planning, and conflict resolution are developed through guided experiences. The group worker may facilitate training sessions, role plays, or discussions to enhance these skills.

Role Assignment and Responsibility - Members are gradually assigned leadership roles such as chairperson, coordinator, or committee member. These roles help members gain confidence and practical leadership experience.

Evaluation and Feedback - Leadership performance is reviewed through feedback from the group and the worker. Constructive feedback helps leaders improve their effectiveness and self-awareness.

Continuity and Rotation of Leadership - In democratic group work, leadership is rotated to prevent dominance and encourage collective growth. This ensures that leadership development becomes a shared group experience.

8.4.1 Types and Styles of Leadership

- 1. Autocratic Leadership** - Autocratic leadership involves centralized decision-making and strict control. This style is generally discouraged in social group work, as it limits participation and creativity.
- 2. Democratic Leadership** - Democratic leadership emphasizes participation, shared decision-making, and mutual respect. This

NOTE

style is most suitable for social group work, as it promotes empowerment and group cohesion.

- 3. Laissez-Faire Leadership** - This style involves minimal interference by the leader. While it encourages independence, excessive freedom may lead to lack of direction in group work settings.
- 4. Formal and Informal Leadership** - Formal leaders are officially appointed, while informal leaders emerge naturally due to their influence, skills, or personality. Both types play important roles in group functioning.

8.4.2 Qualities of Effective Leadership

Effective leadership in social group work requires a combination of personal, social, and ethical qualities.

1. Personal Qualities

- Self-confidence
- Emotional stability
- Integrity and honesty
- Initiative and responsibility

2. Social Qualities

- Effective communication skills
- Empathy and understanding
- Ability to motivate others
- Respect for diversity and individual differences

3. Democratic Values

- Respect for group autonomy
- Commitment to participation
- Fairness and impartiality
- Accountability

4. Professional Qualities

- Problem-solving ability
- Decision-making competence
- Conflict resolution skills
- Ability to work collaboratively

8.5 ROLE OF THE SOCIAL GROUP WORKER IN LEADERSHIP DEVELOPMENT

NOTE

The social group worker plays a facilitative role in leadership development rather than imposing authority. The worker:

- Creates opportunities for leadership
- Encourages participation and initiative
- Provides guidance and supervision
- Prevents domination by individuals
- Promotes democratic functioning
- Helps resolve leadership conflicts

Through conscious planning and intervention, the group worker ensures that leadership development aligns with group goals and social values.

8.6 IMPORTANCE OF LEADERSHIP DEVELOPMENT IN SOCIAL GROUP WORK

Leadership development contributes to:

- Individual growth and self-confidence
- Group stability and effectiveness
- Democratic participation
- Community leadership and social change
- Sustainability of group activities

By nurturing leadership, social group work prepares individuals to take active roles in society and contribute to social development.



Activity 8.1

Activity Title: Leadership Role-Play Activity

Objective:

To help students understand the leadership development process and qualities of effective leadership through practical participation.

Materials Required:

- Chart papers
- Markers
- Sticky notes
- Scenario cards

Procedure/Steps:

1. Divide students into small groups of 5–6 members.

NOTE

2. Assign each group a social issue or community problem.
3. Select one student from each group as the leader.
4. The leader will guide discussion, encourage participation, and help the group reach decisions.
5. Observe leadership qualities such as communication, confidence, empathy, and responsibility during the activity.
6. Conduct a reflection session after the role play.

Outcome:

Students will develop understanding of leadership qualities, teamwork, communication, decision-making, and democratic participation in self-group work practice.

☑ Check Your Progress 8.1

1. Multiple Choice Questions (MCQs)

Leadership development in group work mainly aims to:

- a) Increase control over members
- b) Promote participation and responsibility
- c) Reduce communication
- d) Maintain strict discipline

2. True/False

Empathy is an important quality of an effective leader.

3. Short Question

Mention any two qualities of a good leader.

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8.7 SUMMARY

Leadership development and leadership qualities are essential elements of effective self-group work practice. Leadership development refers to the process through which individuals acquire the skills, confidence, and abilities needed to guide and motivate others within a group. This process helps members develop responsibility, communication skills, teamwork, and decision-making abilities. The leadership development process takes place through participation in group activities, problem-solving situations, discussions, and shared responsibilities. Members gradually learn how to organize activities, resolve conflicts, cooperate

with others, and inspire the group toward achieving common goals. Leadership development also promotes self-confidence, social adjustment, and personal growth. Effective leaders possess several important qualities such as honesty, empathy, patience, confidence, responsibility, and good communication skills. These qualities help leaders maintain positive relationships, encourage participation, and create a democratic environment within the group. Leadership in self-group work focuses more on service, cooperation, and guidance than on authority and control. The social worker plays a facilitative role in leadership development by identifying leadership potential among members and encouraging active participation. The worker also provides opportunities for members to practice leadership skills in different group situations. Overall, leadership development contributes to effective group functioning, member empowerment, and successful achievement of group objectives.

8.8 GLOSSARY

- **Leadership** – The ability to influence and guide a group toward shared goals.
- **Democratic Leadership** – Leadership based on participation and shared decision-making.
- **Group Dynamics** – The patterns of interaction within a group.
- **Empowerment** – Enhancing individuals' capacity to make decisions and act independently.
- **Informal Leader** – A leader who emerges naturally within the group.
- **Autocratic Leadership** – Leadership characterized by centralized authority.
- **Participation** – Active involvement of members in group activities.
- **Role Rotation** – Periodic change of leadership roles within a group.
- **Group Cohesion** – The sense of unity and belonging among group members.
- **Facilitation** – Guiding group processes without direct control.

8.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 8.1

1. **Answer:** b) Promote participation and responsibility
2. **Answer:** True
3. **Answer:** Confidence and responsibility.

NOTE**8.10 SUGGESTED READINGS – OER**

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7190	

8.11 REFERENCES

- Douglas, T. (1976). Group Work Practice. Routledge.
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8.12 EXERCISE**Part 1****A. Multiple choice questions:****1. Leadership in social group work is best described as:**

- a) Authoritative
- b) Punitive
- c) Developmental
- d) Bureaucratic

2. Which leadership style is most suitable for social group work?

- a) Autocratic
- b) Democratic
- c) Dictatorial
- d) Laissez-faire

3. Leadership development is primarily a:

- a) Sudden event
- b) Mechanical process
- c) Continuous process
- d) Administrative function

4. Informal leaders emerge due to:

- a) Official appointment
- b) Authority
- c) Influence and skills
- d) Rules and regulations

5. The role of the group worker in leadership development is mainly:

- a) Controlling
- b) Punishing
- c) Facilitating
- d) Dominating

Answer with Explanation**1. c) Developmental**

Explanation: Leadership in social group work focuses on the growth and development of both individuals and the group. It encourages participation, cooperation, responsibility, and mutual support rather than authority or punishment. Leadership helps members develop confidence and social skills.

2. b) Democratic

Explanation: Democratic leadership is most suitable because it encourages equal participation, shared decision-making, and cooperation among members. This style promotes mutual respect, responsibility, and active involvement, which are essential in effective group work practice.

3. c) Continuous process

Explanation: Leadership development does not happen suddenly. It is a continuous process through which individuals gradually develop communication skills, confidence, responsibility, and decision-making abilities through experience and participation in group activities.

4. c) Influence and skills

Explanation: Informal leaders are not officially appointed but naturally gain influence within the group because of their

NOTE

communication abilities, confidence, cooperation, and problem-solving skills. Members voluntarily follow and respect them.

5. c) Facilitating

Explanation: The group worker acts as a facilitator who encourages members to participate, take responsibility, and develop leadership qualities. The worker provides guidance and opportunities for leadership growth without dominating or controlling the group.

B. Short answer type question

1. Define leadership in social group work.
2. What is leadership development?
3. Mention two qualities of effective leadership.
4. What is democratic leadership?
5. State the role of the group worker in leadership development.

Part 2

C. Long answer type question (200 words)

1. Explain the concept and meaning of leadership in social group work.
2. Describe the leadership development process in social group work.
3. Discuss the types of leadership styles with reference to group work practice.

Part 3

D. Long answer type question (300 words)

1. Analyze the qualities of effective leadership in social group work.
2. Examine the role of the social group worker in promoting leadership development.
3. Discuss the importance of leadership development for group and social development.



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SLM FEEDBACK FORM

PROGRAMME : _____

COURSE : _____

BLOCK : _____

UNIT : _____

Dear Student,

While studying the units of this block, you may have found certain portions of the text difficult to comprehend. We wish to know your difficulties and suggestions, in order to improve the course. Therefore, we request you to fill up and send us the following questionnaire, which pertains to this block. If you find the space provided insufficient, kindly use a separate sheet.

Please mail to aisectcontent@aisect.org/ for online submission please scan QR code:

Questionnaire

1. Name : _____

2. Enrolment No. :

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3. How many hours did you need for studying the units? :

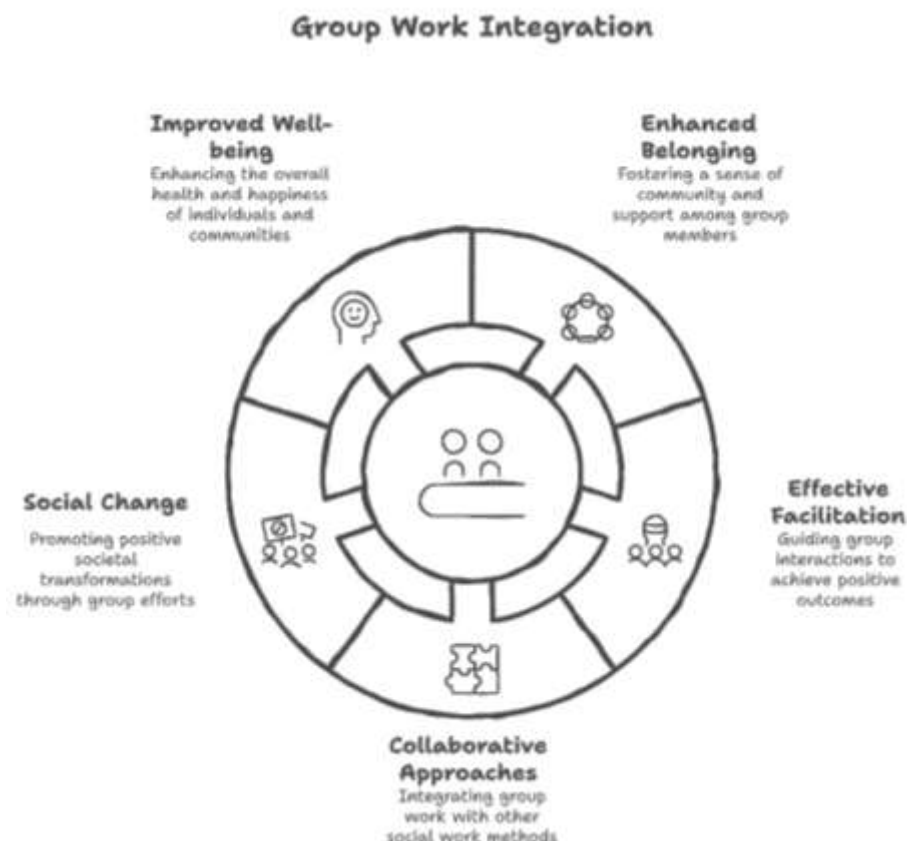
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4. Please give your reactions to the following items based on your reading of the block:

Items	Excellent	Very Good	Good	Poor	Give specific Examples (If poor)
Presentation Quality					
Language and Style					
Illustrations					
Used (diagrams, tables, etc.)					
Conceptual Clarity					
Check Your Progress Questions					
Suggested Readings - OER					

5. Any other comments:

BLOCK 3	Group Process and Interrelationship of Social Group Work with Social Work Methods	89-124
Unit 9	Group Process – Practices, Planning, and Decision Making	91-101
Unit 10	Relationship of Social Group Work with Community Organization and Social Welfare Administration	103-112
Unit 11	Relationship of Social Group Work with Other Methods of Social Work	113-124



This block focuses on the process, practices, and interrelationship of social group work with other areas of social work practice. Social group work is an important method that promotes cooperation, participation, and collective growth through planned group activities and interactions. Understanding group processes, planning, and decision-making is essential for effective group functioning and achievement of group goals. The block begins with the study of group process, including practices, planning, leadership, communication, and decision-making within groups. It highlights how proper planning and democratic participation contribute to successful group activities and problem-solving. Students will also learn the importance of group dynamics and the role of the social worker in guiding group processes effectively. Further, the block explains the relationship of social group work with community organization and social welfare administration. It emphasizes how these methods work together to promote community welfare, resource mobilization, and social development.

UNIT 9

GROUP PROCESS – PRACTICES, PLANNING, AND DECISION MAKING

UNIT STRUCTURE:

- 9.1 Introduction
- 9.2 Objective
- 9.3 Meaning of Group Process
- 9.4 Nature and Characteristics of Group Process
- 9.5 Importance of Group Process in Social Group Work
- 9.6 Group Decision Making
- 9.7 Summary
- 9.8 Glossary
- 9.9 Answers to Check Your Progress
- 9.10 Suggested readings - OER
- 9.11 Reference
- 9.12 Exercise

9.1 INTRODUCTION

Group process refers to the pattern of interaction, communication, and relationship development that takes place among members within a group. In social group work, group process plays an important role in helping members achieve individual and collective goals through cooperation, participation, and shared experiences. Effective group processes create a positive environment where members can express ideas, solve problems, and develop social skills. Practices in group work involve planned activities, communication techniques, leadership, cooperation, and conflict management. These practices help maintain discipline, strengthen relationships, and improve group functioning. Planning is another important aspect of group work that involves identifying objectives, organizing activities, allocating responsibilities, and using available resources effectively. Proper planning helps groups work systematically and achieve desired outcomes successfully.

Decision-making is a vital process in group work where members discuss problems, evaluate alternatives, and select suitable solutions collectively. Democratic decision-making encourages participation, responsibility, and mutual respect among members. It also strengthens leadership qualities and group unity. The social worker plays a facilitative role in managing group processes, encouraging

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participation, guiding discussions, and helping members make effective decisions. Through proper practices, planning, and decision-making, group work promotes cooperation, problem-solving, leadership development, and social adjustment among individuals within the group.

9.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Define the concept and meaning of group process in social group work.
- Describe the nature and significance of group process.
- Identify key practices involved in group functioning.
- Explain the process of group planning and decision-making.
- Analyze the importance of democratic practices in social group work.

9.3 MEANING OF GROUP PROCESS

Group process refers to the ongoing pattern of interaction among group members that shapes the functioning, development, and outcomes of the group. It includes how members communicate, influence one another, assume roles, resolve conflicts, and work toward shared objectives.

In social group work, group process is not accidental but is consciously facilitated by the group worker to promote growth, cooperation, and social responsibility. The group process reflects the emotional, social, and behavioral dynamics that operate within the group setting.

Key elements of group process include:

- Interaction among members
- Development of group norms
- Role differentiation
- Leadership patterns
- Decision-making behavior

Group process is dynamic and changes as the group evolves through different stages of development.

9.4 NATURE AND CHARACTERISTICS OF GROUP PROCESS

The group process has certain distinct characteristics that differentiate it from individual interaction.

- 1. Dynamic Nature** - Group process is constantly changing. As members join, leave, or change their level of participation, the nature

of interaction also changes. Group needs, goals, and methods evolve over time.

- 2. Interaction-Based** - Group process is built on interaction. Meaningful communication among members is essential for the development of trust, cooperation, and collective identity.
- 3. Goal-Oriented** - In social group work, group process is directed toward achieving specific objectives related to individual development, group welfare, or social change.
- 4. Democratic Orientation** - Group process emphasizes participation, shared responsibility, and respect for diverse viewpoints. Democratic functioning strengthens group cohesion and empowerment.
- 5. Influenced by Group Norms** - Group norms guide member behavior and shape acceptable patterns of interaction. Norms develop gradually through group experience.

9.5 IMPORTANCE OF GROUP PROCESS IN SOCIAL GROUP WORK

Understanding group process is essential for effective group work practice. It enables the social worker to:

- Facilitate positive interaction
- Prevent and manage conflicts
- Encourage participation of all members
- Strengthen group cohesion
- Promote leadership and responsibility
- Achieve group goals effectively

Group process transforms a collection of individuals into a functioning social unit.

Practices Involved in Group Process - Group process operates through various practices that influence how the group functions.

1. Communication

Communication is the core of group process. It includes verbal and non-verbal exchanges among members. Effective communication promotes understanding, trust, and cooperation.

In social group work, the group worker encourages:

- Open expression of ideas and feelings
- Active listening
- Respectful dialogue

2. Participation

Participation refers to the active involvement of members in group activities and decision making. Balanced participation prevents dominance by a few individuals and promotes equality.

NOTE

The group worker facilitates participation by:

- Encouraging quiet members
- Managing dominant behavior
- Creating inclusive activities

3. Role Performance

Each member assumes certain roles within the group, such as leader, follower, motivator, or mediator. Role clarity helps maintain order and effectiveness.

Roles may be:

- Task-oriented
- Relationship-oriented
- Individual-centered

4. Leadership

Leadership plays a critical role in guiding group process. Leadership may be formal or informal and often changes with group needs.

Democratic leadership enhances:

- Member involvement
- Shared responsibility
- Collective decision making

5. Conflict and Its Management

Conflict is a natural part of group interaction. Differences in opinion, personality, or interests may lead to tension. Constructive conflict management strengthens group maturity.

The group worker helps the group:

- Address issues openly
- Respect differing viewpoints
- Reach mutually acceptable solutions

9.5.1 Group Planning

Planning is a systematic process through which group goals, activities, and methods are identified and organized.

1. Meaning of Group Planning

Group planning refers to the collective process of identifying objectives, selecting activities, allocating responsibilities, and determining timelines. In social group work, planning is participatory and flexible.

2. Importance of Group Planning

Group planning:

- Provides direction and purpose
- Encourages member involvement
- Prevents confusion and inefficiency
- Enhances accountability

3. Steps in Group Planning

Although planning is flexible, it generally involves:

- Identifying group needs
- Setting goals and objectives
- Selecting appropriate activities
- Allocating roles and responsibilities
- Reviewing and modifying plans

9.6 GROUP DECISION MAKING

Decision making is a vital aspect of group process. It involves choosing among alternatives to achieve group goals.

Meaning of Group Decision Making

Group decision making is the process by which members collectively analyze issues, consider alternatives, and arrive at shared decisions.

Methods of Group Decision Making

Common methods include:

- Consensus
- Majority vote
- Committee decisions
- Leader-facilitated decisions

In social group work, consensus is preferred as it promotes unity and shared ownership.

Factors Influencing Decision Making

Decision making is influenced by:

- Group size
- Leadership style
- Level of trust
- Communication patterns
- Group norms

Role of the Group Worker in Group Process

The group worker plays a facilitative role in guiding group process by:

- Encouraging participation
- Clarifying goals

NOTE

- Managing conflicts
- Promoting democratic practices
- Supporting planning and decision making

The worker avoids domination and instead strengthens the group's capacity for self-direction.



Activity 9.1

Activity Title: Group Planning and Decision-Making Exercise

Objective:

To help students understand group processes, planning, and collective decision-making through practical group participation.

Materials Required:

- Chart papers
- Markers
- Sticky notes
- Scenario cards

Procedure/Steps:

- Divide students into small groups of 5–6 members.
- Provide each group with a social problem or community issue.
- Ask groups to plan an activity or solution for the given issue.
- Members should discuss alternatives and make collective decisions democratically.
- One representative from each group will present the final plan before the class.
- Conduct a discussion on communication, cooperation, and decision-making observed during the activity.

Outcome:

Students will develop understanding of group processes, teamwork, planning, leadership, communication, and democratic decision-making in social group work practice..

☒ Check Your Progress 9.1

1. Multiple Choice Questions (MCQs)

Decision-making in group work mainly involves:

- a) Punishment of members
- b) Selection of suitable solutions

NOTE

- c) Financial management only
- d) Administrative control

2. True/False

Proper planning helps groups achieve objectives effectively.

3. Short Question

Mention any two important practices in group work.

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9.7 SUMMARY

Group process, planning, and decision-making are important components of effective social group work practice. Group process refers to the interaction, communication, and relationships developed among group members during group activities. Positive group processes encourage cooperation, participation, trust, and collective growth. Understanding group dynamics helps social workers guide groups more effectively. Group practices include communication, leadership, conflict resolution, teamwork, and participation in activities. These practices help members develop confidence, improve relationships, and achieve group goals successfully. Planning is essential in organizing group activities systematically. It involves identifying objectives, preparing activities, assigning responsibilities, and using resources effectively. Proper planning increases efficiency and helps groups function smoothly.

Decision-making in group work involves identifying problems, discussing alternatives, evaluating possible solutions, and selecting the best course of action. Democratic decision-making ensures equal participation of members and promotes responsibility, cooperation, and unity within the group. The social worker acts as a facilitator who guides the group process, encourages communication, resolves conflicts, and supports collective decision-making. Effective management of group processes contributes to leadership development, social adjustment, teamwork, and achievement of group objectives. Overall, practices, planning, and decision-making are essential for maintaining healthy group functioning and promoting individual and social development.

9.8 GLOSSARY

- **Group Process** – Dynamic interaction among group members
- **Participation** – Active involvement of members in group activities

NOTE

- **Group Norms** – Shared expectations guiding behavior
- **Leadership** – Influence guiding group direction
- **Consensus** – Collective agreement among members
- **Role** – Expected behavior of a group member
- **Conflict** – Disagreement among members
- **Group Planning** – Systematic organization of group activities
- **Decision Making** – Choosing among alternatives collectively
- **Group Cohesion** – Sense of unity within a group

9.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 9.1

1. **Answer:** b) Selection of suitable solutions
2. **Answer:** True
3. **Answer:** Communication and cooperation.

9.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7191	

9.11 REFERENCES

- Konopka, G. (1963). Social Group Work: A Helping Process. Prentice Hall.
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- Zastrow, C. (2015). Introduction to Social Work and Social Welfare. Cengage.

NOTE

9.12 EXERCISE

Part 1**A. Multiple choice questions:****1. Group process primarily refers to:**

- a) Group size
- b) Group rules
- c) Interaction among members
- d) Administrative structure

2. Which element is central to group process?

- a) Authority
- b) Communication
- c) Punishment
- d) Control

3. Democratic decision making emphasizes:

- a) Speed
- b) Authority
- c) Participation
- d) Discipline

4. Conflict in groups should be:

- a) Avoided
- b) Suppressed
- c) Ignored
- d) Managed constructively

5. Planning in social group work should be:

- a) Rigid
- b) Worker-controlled
- c) Participatory
- d) Accidental

Answer with Explanation**1. c) Interaction among members**

Explanation: Group process refers to the way members interact, communicate, cooperate, and build relationships within a group. It includes patterns of participation, communication, leadership, and behavior that influence group functioning and achievement of goals.

NOTE**2. b) Communication**

Explanation: Communication is the foundation of effective group process because it allows members to share ideas, express feelings, solve problems, and coordinate activities. Good communication promotes understanding, cooperation, and healthy relationships within the group.

3. c) Participation

Explanation: Democratic decision-making encourages all group members to take part in discussions and contribute their opinions before decisions are made. This approach promotes equality, responsibility, cooperation, and mutual respect among members.

4. d) Managed constructively

Explanation: Conflict is a natural part of group interaction and can lead to growth and better understanding when handled properly. Constructive conflict management helps improve communication, problem-solving, and relationships among members rather than creating division.

5. c) Participatory

Explanation: Participatory planning involves members in identifying goals, organizing activities, and making decisions collectively. This approach increases member involvement, responsibility, cooperation, and commitment toward achieving group objectives.

B. Short answer type question

1. Define group process.
2. Mention two characteristics of group process.
3. What is group planning?
4. Name any two methods of group decision making.
5. State the role of communication in group process

Part 2**C. Long answer type question (200 words)**

1. Explain the meaning and nature of group process in social group work.
2. Discuss the importance of group process for effective group functioning.
3. Describe the key practices involved in group process.

Part 3

NOTE

D. Long answer type question (300 words)

1. Explain the role of planning in social group work.
2. Analyze the process and methods of group decision making.
3. Examine the role of the group worker in facilitating group process.

UNIT 10

RELATIONSHIP OF SOCIAL GROUP WORK WITH COMMUNITY ORGANIZATION AND SOCIAL WELFARE ADMINISTRATION

NOTE

UNIT STRUCTURE

- 10.1 Introduction
- 10.2 Objective
- 10.3 Overview of Social Group Work
- 10.4 Relationship between Social Group Work and Community Organization
- 10.5 Relationship between Social Group Work and Social Welfare Administration
- 10.6 Role of Social Group Work in Social Development
- 10.7 Summary
- 10.8 Glossary
- 10.9 Answers to Check Your Progress
- 10.10 Suggested readings - OER
- 10.11 Reference
- 10.12 Exercise

10.1 INTRODUCTION

Social group work, community organization, and social welfare administration are important methods of professional social work that work together to promote social welfare and community development. Although each method has its own objectives and techniques, they are closely interrelated and support one another in addressing social problems and improving the well-being of individuals, groups, and communities. Social group work focuses on helping individuals develop social skills, confidence, leadership, and cooperation through group interaction and participation. Community organization emphasizes collective action, community participation, and mobilization of resources to solve common community problems. Social welfare administration deals with the planning, organization, coordination, supervision, and management of welfare services and programs.

The relationship among these methods is based on common principles such as participation, cooperation, democratic functioning, leadership development, and social justice. Social group work contributes to

NOTE

community organization by preparing individuals to participate actively in community activities and leadership roles. Similarly, social welfare administration provides the organizational structure, resources, and support necessary for effective group and community programs. The integration of these methods helps social workers address problems at individual, group, and community levels more effectively. Together, they promote social development, community welfare, participation, and empowerment through coordinated efforts and professional social work practice.

10.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Describe the relationship between social group work and community organization.
- Explain the interdependence of social group work and social welfare administration.
- Identify the common principles and values underlying these methods.
- Analyze the contribution of social group work to community development.
- Examine the role of group work in effective social welfare administration.

10.3 OVERVIEW OF SOCIAL GROUP WORK

Social group work is a method of social work that uses group interaction and group experiences to promote individual growth, social adjustment, and collective responsibility. It emphasizes participation, democratic functioning, and mutual aid.

Key features of social group work include:

- Focus on individual development through group experiences
- Use of planned group activities
- Emphasis on interpersonal relationships
- Promotion of democratic values and leadership

Social group work operates at the micro and mezzo levels but has wider implications for community development and social welfare systems.

10.4 RELATIONSHIP BETWEEN SOCIAL GROUP WORK AND COMMUNITY ORGANIZATION

Meaning of Community Organization

Community organization is a method of social work that focuses on mobilizing community resources, promoting participation, and

addressing collective problems through organized efforts. It aims to strengthen community capacity and promote social change.

NOTE

Conceptual Relationship

Social group work and community organization share a common foundation in democratic values, participation, and social responsibility. While social group work focuses on small groups, community organization works with larger populations. However, both aim to empower people and improve social functioning. Group work often serves as a **building block for community organization**. Small groups formed through group work may evolve into community organizations or contribute to larger community initiatives.

Functional Relationship

The functional relationship between social group work and community organization can be understood in several ways:

- **Group work as a preparation for community participation:** Social group work helps individuals develop skills such as communication, leadership, and cooperation, which are essential for effective community participation.
- **Use of groups in community organization:** Community organization relies on groups such as committees, associations, and self-help groups to mobilize people and resources.
- **Leadership development:** Social group work nurtures leadership qualities that are later utilized in community organization efforts.
- **Problem identification and action:** Issues discussed in group settings often reflect community problems, leading to organized community action.

Role of Group Worker in Community Organization

The group worker contributes to community organization by:

- Encouraging awareness of community issues
- Promoting collective responsibility
- Linking group activities with community needs
- Facilitating cooperation between groups and community agencies

10.5 RELATIONSHIP BETWEEN SOCIAL GROUP WORK AND SOCIAL WELFARE ADMINISTRATION

Meaning of Social Welfare Administration

Social welfare administration refers to the process of planning, organizing, directing, coordinating, and evaluating social welfare

NOTE

programs and services. It ensures efficient use of resources to achieve social welfare goals.

Conceptual Relationship

Social group work and social welfare administration are interconnected through their shared commitment to service delivery and human welfare. While group work focuses on direct interaction with clients, administration provides the organizational framework within which group work operates. Without effective administration, group work program cannot function efficiently. Similarly, administration depends on group work to achieve its service objectives.

Functional Relationship

The functional relationship between social group work and social welfare administration includes:

- **Program Planning:** Group work program are planned and implemented within administrative structures.
- **Resource Utilization:** Administration allocates resources such as staff, funds, and facilities for group activities.
- **Policy Implementation:** Group work serves as a means of implementing welfare policies at the grassroots level.
- **Monitoring and Evaluation:** Administrative evaluation relies on feedback from group work practice.

Role of Group Worker in Administration

The group worker contributes to administration by:

- Maintaining records and reports
- Participating in program planning
- Providing feedback for policy improvement
- Ensuring accountability and transparency

10.5.1 Common Principles Underlying the Three Methods

Social group work, community organization, and social welfare administration share several common principles:

- Democratic participation
- Respect for human dignity
- Social justice and equity
- Cooperation and coordination
- Accountability and transparency

These shared principles highlight the need for integrated practice in social work. An integrated approach enables social workers to:

- Address problems holistically

- Improve service effectiveness
- Avoid duplication of efforts
- Strengthen community participation
- Enhance sustainability of interventions

NOTE

Integration ensures that individual, group, and community needs are addressed simultaneously.

10.6 ROLE OF SOCIAL GROUP WORK IN SOCIAL DEVELOPMENT

Social group work contributes to social development by:

- Building social capital
- Promoting civic engagement
- Developing leadership
- Encouraging collective problem-solving

Through its linkages with community organization and administration, group work plays a vital role in national development efforts.



Activity 10.1

Activity Title: Community Welfare Planning Activity

Objective:

To help students understand the relationship between social group work, community organization, and social welfare administration through practical participation.

Materials Required:

- Chart papers
- Markers
- Sticky notes
- Community case scenarios

Procedure/Steps:

1. Divide students into small groups of 5–6 members.
2. Provide each group with a community problem such as sanitation, education, or unemployment.
3. Ask students to discuss how social group work, community organization, and social welfare administration can work together to solve the problem.
4. Each group should prepare a welfare action plan showing the role of each method.
5. Groups will present their plans before the class for discussion and feedback.

NOTE

Outcome:

Students will understand the interrelationship between social group work, community organization, and social welfare administration and learn the importance of cooperation, planning, and integrated social work practice.

☑ Check Your Progress 10.1

1. Multiple Choice Questions (MCQs)

Community organization mainly focuses on:

- a) Individual counseling
- b) Collective community action
- c) Administrative punishment
- d) Personal therapy

2. True/False

Social welfare administration is concerned with the management of welfare services.

3. Short Question

Mention any two common principles shared by social group work and community organization.

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10.7 SUMMARY

The relationship between social group work, community organization, and social welfare administration is important in achieving effective social work practice. These methods are interconnected and work together to promote individual growth, community participation, and efficient welfare services. Each method contributes differently but supports the common goal of social welfare and development. Social group work helps individuals improve communication, leadership, cooperation, and social adjustment through group interaction and participation. Community organization focuses on collective community action, resource mobilization, and solving social problems through active participation of community members. Social welfare administration ensures proper planning, organization, supervision, and management of welfare programs and services. These methods share common values such as democratic participation, cooperation, leadership development, social justice, and community welfare. Social group work strengthens community organization by preparing members

for active community involvement and leadership. Social welfare administration supports both methods by providing policies, resources, and organizational frameworks necessary for successful implementation of welfare programs. Integrated use of these methods enables social workers to address problems more effectively at individual, group, and community levels. The coordination among social group work, community organization, and social welfare administration contributes to social development, empowerment, efficient service delivery, and improved quality of life within society.

NOTE**10.8 GLOSSARY**

- **Community Organization** – Method of social work focusing on collective community action
- **Social Welfare Administration** – Management of social welfare program and services
- **Integrated Practice** – Use of multiple social work methods together
- **Participation** – Active involvement in decision making
- **Leadership Development** – Process of nurturing leadership skills
- **Program Planning** – Systematic design of activities
- **Policy Implementation** – Execution of welfare policies
- **Social Development** – Improvement of social and economic well-being
- **Resource Mobilization** – Utilization of available resources
- **Accountability** – Responsibility for actions and outcomes

10.9 ANSWERS TO CHECK YOUR PROGRESS – POSSIBLE ONE**Check Your Progress 10.1**

1. **Answer:** b) Collective community action
2. **Answer:** True
3. **Answer:** Participation and cooperation.

10.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7192	

NOTE**10.11 REFERENCES**

- Konopka, G. (1963). Social Group Work: A Helping Process. Prentice Hall.
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10.12 EXERCISE**Part 1****1. Community organization primarily focuses on:**

- a) Individual problems
- b) Group interaction only
- c) Collective community action
- d) Administrative control

2. Social group work mainly operates at which level?

- a) Macro only
- b) Micro and mezzo
- c) Macro only
- d) Global

3. Social welfare administration is concerned with:

- a) Counseling
- b) Group discussion
- c) Management of welfare services
- d) Conflict resolution

4. Integrated practice in social work means:

- a) Using one method only
- b) Separating methods
- c) Combining methods
- d) Avoiding administration

5. Leadership development is common to:

- a) Group work only
- b) Administration only

- c) Community organization only
- d) All three methods

NOTE**Answer with Explanation****1. c) Collective community action**

Explanation: Community organization is a method of social work that aims to solve community problems through collective efforts and active participation of community members. It focuses on mobilizing resources, promoting cooperation, and improving community welfare through organized action.

2. b) Micro and mezzo

Explanation: Social group work mainly functions at the micro and mezzo levels. The micro level focuses on individual growth within the group, while the mezzo level deals with interaction and functioning of small groups. It helps members improve social skills, relationships, and cooperation.

3. c) Management of welfare services

Explanation: Social welfare administration involves planning, organizing, coordinating, supervising, and evaluating welfare programs and services. Its purpose is to ensure efficient delivery of social services to individuals, groups, and communities.

4. c) Combining methods

Explanation: Integrated practice refers to the use of different social work methods together to address social problems effectively. Social workers may combine case work, group work, community organization, and administration to provide comprehensive support and better outcomes.

5. d) All three methods

Explanation: Leadership development is important in social group work, community organization, and social welfare administration. In all these methods, leadership helps in guiding people, encouraging participation, organizing activities, and achieving social welfare objectives effectively.

B. Short answer type question

1. Define community organization.
2. State the relationship between group work and administration.
3. Mention two common principles of social group work and community organization.
4. What is integrated practice?
5. How does group work contribute to community development?

NOTE

Part 2

C. Long answer type question (200 words)

1. Explain the relationship between social group work and community organization.
2. Discuss the interdependence of social group work and social welfare administration.
3. Examine the role of social group work in social development.

Part 3

D. Long answer type question (300 words)

1. Analyze the importance of integrated practice in social work.
2. Describe the role of the group worker in linking group work with community organization.
3. Evaluate the significance of group work in effective social welfare administration.

UNIT 11

RELATIONSHIP OF SOCIAL GROUP WORK WITH OTHER METHODS OF SOCIAL WORK

NOTE

UNIT STRUCTURE

- 11.1 Introduction
- 11.2 Objective
- 11.3 Social Group Work and Community Organization
- 11.4 Social Group Work and Social Welfare Administration
- 11.5 Social Group Work and Social Research
- 11.6 Integrated Approach to Social Work Practice
- 11.7 Summary
- 11.8 Glossary
- 11.9 Answers to Check Your Progress
- 11.10 Suggested readings - OER
- 11.11 Reference
- 11.12 Exercise
- 11.13 Feedback Form

11.1 INTRODUCTION

Social group work is one of the primary methods of professional social work and is closely related to other methods such as social case work, community organization, social welfare administration, social action, and social work research. Each method has its own focus and techniques, but all methods work together to achieve the common goal of promoting social welfare, solving social problems, and improving the quality of life of individuals and communities. Social group work mainly focuses on helping individuals grow and develop through group interaction and participation. Social case work deals with individuals and their personal problems, while community organization focuses on collective community action and development. Social welfare administration manages welfare services and programs, and social action aims at social change and social justice. Social work research supports all methods by providing scientific knowledge and evidence for effective practice.

These methods are interrelated because they share common principles such as participation, cooperation, democratic functioning, dignity of individuals, and social justice. In practice, social workers often use multiple methods together to address complex social issues effectively.

NOTE

Understanding the relationship between social group work and other methods helps students develop an integrated approach to social work practice. It also promotes coordination, effective service delivery, and better outcomes for individuals, groups, and communities.

11.2 OBJECTIVES

After studying this unit, learners will be able to:

- Describe the conceptual and practical linkages between social group work and other methods of social work.
- Explain the role of social group work within community organization initiatives.
- Analyze the contribution of group work to social welfare administration.
- Examine the relevance of research in strengthening group work practice.
- Evaluate the need for an integrated approach in professional social work practice.

11.3 SOCIAL GROUP WORK AND COMMUNITY ORGANIZATION

Conceptual Relationship

Community organization and social group work are closely related methods that focus on collective participation, empowerment, and social change. While social group work primarily operates at the small-group level, community organization works at a broader community level. However, both emphasize democratic participation, shared leadership, and problem-solving through collective effort. Social groups often serve as the foundation for community organization. Informal groups, self-help groups, youth clubs, women's collectives, and neighborhood associations frequently evolve into organized community structures that address local needs and issues.

Role of Group Work in Community Organization

Social group work contributes to community organization in several ways:

- **Leadership Development:** Groups provide a platform for identifying and nurturing local leaders who later take on community roles
- **Participation and Mobilization:** Group activities encourage members to engage actively in community decision-making
- **Awareness Building:** Groups facilitate discussions on social issues such as health, education, sanitation, and rights
- **Skill Development:** Members learn communication, negotiation, and problem-solving skills essential for community action

Community Organization Supporting Group Work

- Providing institutional and structural support
- Creating networks among groups
- Facilitating access to resources and services
- Linking group initiatives with larger development programs

The relationship between the two is reciprocal and mutually reinforcing.

NOTE

11.4 SOCIAL GROUP WORK AND SOCIAL WELFARE ADMINISTRATION

Understanding Social Welfare Administration

Social welfare administration involves the planning, implementation, coordination, and evaluation of social welfare programs and services. It focuses on policy formulation, organizational management, and efficient service delivery. Social group work plays a crucial role in ensuring that welfare programs are responsive to the needs of beneficiaries.

Contribution of Group Work to Administration

Social group work supports social welfare administration in the following ways:

- **Program Implementation:** Groups serve as effective channels for implementing welfare schemes at the grassroots level
- **Feedback Mechanism:** Group discussions help administrators understand beneficiaries' experiences and challenges
- **Participation in Governance:** Groups promote participatory administration by involving service users in planning and monitoring
- **Efficiency and Accountability:** Organized groups ensure transparency and accountability in service delivery.

Administrative Support to Group Work

Social welfare administration enhances group work by:

- Providing funding and infrastructure
- Offering training and professional guidance
- Establishing policies that encourage group-based interventions
- Ensuring sustainability of group programs

11.5 SOCIAL GROUP WORK AND SOCIAL RESEARCH

Importance of Research in Group Work

Social research provides a scientific basis for understanding group behavior, group dynamics, and social problems addressed through

NOTE

group work. Research enhances the effectiveness and credibility of group work practice.

Use of Research in Social Group Work

Research contributes to group work in multiple ways:

- **Needs Assessment:** Identifying the needs, problems, and resources of group members
- **Planning Interventions:** Designing evidence-based group programs
- **Monitoring and Evaluation:** Assessing group progress, outcomes, and impact
- **Theory Development:** Improving group work models and techniques

Methods such as observation, case studies, focus group discussions, and surveys are commonly used in group work research.

Group Work as a Source of Research Data

Social groups also act as valuable sources of research data. Group interactions provide insights into social relationships, power structures, cultural norms, and collective behavior. Action research and participatory research often rely heavily on group processes.

11.5.1 Social Group Work and Social Action

Meaning of Social Action

Social action refers to organized efforts aimed at bringing about social change, particularly to address injustice, inequality, and oppression. It involves advocacy, collective mobilization, and policy influence.

Role of Social Group Work in Social Action

Social group work is fundamental to social action because:

- Groups build collective consciousness and shared identity
- Group discussions raise awareness of social rights and responsibilities
- Groups provide emotional and moral support for collective struggles
- Group solidarity strengthens resistance against exploitation and discrimination

Ethical Role of the Group Worker in Social Action

The group worker plays a critical role in:

- Facilitating democratic decision-making
- Encouraging non-violent and ethical action
- Ensuring inclusivity and respect for diversity
- Balancing professional responsibility with social commitment

11.6 INTEGRATED APPROACH TO SOCIAL WORK PRACTICE

NOTE

Need for Integration

Modern social problems are complex and interconnected, requiring a multidisciplinary and integrated approach. Social group work, when combined with community organization, administration, research, and social action, leads to more sustainable and effective interventions.

Benefits of an Integrated Approach

- Holistic understanding of social issues
- Better utilization of resources
- Enhanced participation and empowerment
- Stronger policy influence and social impact

Professional social workers must therefore be skilled in integrating multiple methods rather than practicing them in isolation.



Activity 11.1

Activity Title: Integrated Social Work Methods Exercise

Objective:

To help students understand the relationship between social group work and other methods of social work through practical analysis and discussion.

Materials Required:

- Chart papers
- Markers
- Sticky notes
- Case study scenarios

Procedure/Steps:

1. Divide students into small groups of 5–6 members.
2. Provide each group with a social problem or case scenario.
3. Ask groups to identify how different methods of social work can be used together to address the issue.
4. Students should prepare a chart showing the role of social case work, group work, community organization, and social welfare administration in solving the problem.
5. Each group will present its analysis before the class.
6. Conduct a discussion on the importance of integrated social work practice.

NOTE

Outcome:

Students will develop understanding of the interrelationship between social group work and other methods of social work and learn the importance of integrated approaches in professional social work practice.

☑ Check Your Progress 11.1

1. Multiple Choice Questions (MCQs)

Social case work mainly focuses on:

- a) Community development
- b) Individual problems
- c) Group recreation
- d) Administrative control

2. True/False

Social group work and community organization are completely unrelated methods.

3. Short Question

Mention any two methods of social work related to social group work.

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11.7 SUMMARY

The relationship between social group work and other methods of social work is important for effective professional practice. Social group work is connected with methods such as social case work, community organization, social welfare administration, social action, and social work research. Although each method has different objectives and techniques, all are aimed at promoting human welfare and solving social problems. Social group work helps individuals develop communication, leadership, cooperation, and social adjustment through participation in groups. Social case work focuses on individual problems and personal adjustment. Community organization emphasizes collective participation and community development. Social welfare administration ensures proper planning and management of welfare services, while social action promotes social reform and justice. Social work research strengthens all methods by providing knowledge, data, and evaluation for better practice. These methods are interdependent and often used together in solving social issues. For example, a social worker may use case work for individual counseling,

group work for skill development, and community organization for mobilizing community support. The integration of social work methods helps in addressing problems at individual, group, and community levels more effectively. Overall, understanding the relationship between social group work and other methods promotes coordinated efforts, professional competence, social development, and effective delivery of social welfare services

NOTE

11.8 GLOSSARY

- **Social Group Work** – A method of social work that helps individuals through group interaction and participation.
- **Social Case Work** – A method focused on helping individuals solve personal and social problems.
- **Community Organization** – A process of mobilizing community resources for collective welfare and development.
- **Social Welfare Administration** – Management and organization of welfare programs and services.
- **Social Action** – Organized efforts aimed at social change and social justice.
- **Social Work Research** – Scientific study used to improve social work knowledge and practice.
- **Participation** – Active involvement of individuals or groups in activities and decision-making.
- **Democratic Functioning** – Equal opportunity for members to participate in discussions and decisions.
- **Coordination** – Organized cooperation among different methods or agencies.
- **Social Development** – Improvement in social conditions and quality of life within society.

11.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 11.1

1. **Answer:** b) Individual problems
2. **Answer:** False
3. **Answer:** Social case work and community organization.

NOTE**11.10 SUGGESTED READINGS – OER**

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7193	

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11.12 EXERCISE**Part 1****A. Multiple choice questions:****1. Social group work mainly focuses on:**

- a) Administrative control
- b) Individual growth through group interaction
- c) Financial management
- d) Legal supervision

2. Which social work method primarily deals with individual problems?

- a) Community organization
- b) Social action
- c) Social case work
- d) Social welfare administration

3. Community organization mainly aims at:

- a) Individual counseling
- b) Collective community development

- c) Hospital administration
- d) Personal therapy

NOTE

4. Social welfare administration is mainly concerned with:

- a) Recreation activities
- b) Group interaction only
- c) Management of welfare services
- d) Punishment of members

5. Integrated social work practice means:

- a) Using only one method
- b) Separating all methods
- c) Combining different social work methods
- d) Avoiding community participation

Answers with Explanation

1. Correct Answer: b) Individual growth through group interaction

Explanation: Social group work helps individuals develop social skills, confidence, cooperation, and leadership through participation in group activities and interaction with other members.

2. Correct Answer: c) Social case work

Explanation: Social case work focuses on helping individuals solve personal, emotional, and social problems through professional guidance and counseling.

3. Correct Answer: b) Collective community development

Explanation: Community organization works toward solving community problems through collective action, community participation, and mobilization of local resources.

4. Correct Answer: c) Management of welfare services

Explanation: Social welfare administration involves planning, organizing, supervising, and coordinating welfare programs and services for effective delivery to people in need.

5. Correct Answer: c) Combining different social work methods

Explanation: Integrated practice involves using multiple social work methods together, such as case work, group work, and community organization, to address social problems more effectively.

B. Short answer type question

1. Explain the relationship between social group work and community organization.
2. How does social research support group work practice?
3. Mention two contributions of social group work to social welfare administration.

NOTE

4. What is meant by integrated social work practice?
5. Name any two methods of social work related to social group work.

Part 2

C. Long answer type question (200 words)

1. Discuss the interrelationship between social group work and social action.
2. Examine the role of social group work in promoting participatory social welfare administration.
3. Explain the importance of an integrated approach in social work practice with suitable examples.

Part 3

D. Long answer type question (300 words)

1. Discuss the interrelationship between social group work and social action.
2. Examine the role of social group work in promoting participatory social welfare administration.
3. Explain the importance of an integrated approach in social work practice with suitable examples.



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DR. C. V. RAMAN UNIVERSITY (C.G.)

SLM FEEDBACK FORM

PROGRAMME : _____

COURSE : _____

BLOCK : _____

UNIT : _____

Dear Student,

While studying the units of this block, you may have found certain portions of the text difficult to comprehend. We wish to know your difficulties and suggestions, in order to improve the course. Therefore, we request you to fill up and send us the following questionnaire, which pertains to this block. If you find the space provided insufficient, kindly use a separate sheet.

Please mail to aisectcontent@aisect.org/ for online submission please scan QR code:

Questionnaire

1. Name : _____

2. Enrolment No. :

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3. How many hours did you need for studying the units? :

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4. Please give your reactions to the following items based on your reading of the block:

Items	Excellent	Very Good	Good	Poor	Give specific Examples (If poor)
Presentation Quality					
Language and Style					
Illustrations					
Used (diagrams, tables, etc.)					
Conceptual Clarity					
Check Your Progress Questions					
Suggested Readings - OER					

5. Any other comments:

BLOCK 4	Documentation, Supervision, and Group Development in Social Group Work	125-170
Unit 12	Documentation in Social Group Work	127-135
Unit 13	Process Recording, Evaluation and Supervision in Social Group Work	137-146
Unit 14	Group Building, Types of Groups, Characteristics and Levels of Group Development	147-157
Unit 15	Group Building and Dynamics in Social Group Work	159-170



This block focuses on important professional aspects of social group work such as documentation, process recording, evaluation, supervision, and group development. These components are essential for effective planning, implementation, monitoring, and improvement of group work practice. Proper understanding of these concepts helps social workers maintain professional standards and ensure successful group functioning. The block begins with the study of documentation in social group work, which involves maintaining records of group activities, member participation, progress, and outcomes. Documentation helps in planning, evaluation, accountability, and continuity of services. The next unit discusses process recording, evaluation, and supervision in social group work. Process recording helps social workers analyze group interactions and member behavior, while evaluation measures the effectiveness of group activities and achievement of objectives.

UNIT 12

DOCUMENTATION IN SOCIAL GROUP WORK

NOTE

UNIT STRUCTURE:

- 12.1 Introduction
- 12.2 Objective
- 12.3 Concept of Role in Social Case Work
- 12.4 Meaning and Concept of Documentation in Social Group Work
- 12.5 Types of Documentation in Social Group Work
- 12.6 Principles of Effective Documentation
- 12.7 Summary
- 12.8 Glossary
- 12.9 Answers to Check Your Progress – possible one
- 12.10 Suggested readings - OER
- 12.11 Reference
- 12.12 Exercise

12.1 INTRODUCTION

Documentation in social group work is an essential professional activity that involves recording, maintaining, and organizing information related to group processes, member participation, activities, and outcomes. It serves as a systematic method of preserving important details about the functioning and development of groups. Documentation helps group workers understand the progress of the group, identify challenges, and evaluate the effectiveness of interventions. It includes different types of records such as intake records, session records, process recordings, attendance registers, reports, and evaluation notes.

In social group work, documentation plays a significant role in accountability, continuity, supervision, and professional learning. It provides evidence of the work carried out by the group worker and supports decision-making in future sessions. Proper documentation also helps supervisors and organizations review the quality of services provided. Ethical principles such as confidentiality, accuracy, and objectivity are important while maintaining records. Documentation is not only useful for administrative purposes but also contributes to research, planning, and policy development in social work practice. Thus, effective documentation strengthens professional practice and ensures systematic and organized group work services.

NOTE**12.2 OBJECTIVES**

After studying this unit, the learner will be able to:

- Define the meaning and concept of documentation in social group work
- Explain the purpose and importance of documentation in group work practice
- Identify various types of records used in social group work
- Describe the principles and characteristics of effective documentation
- Examine the role of documentation in professional accountability, supervision, evaluation, and Indian social work settings

12.3 CONCEPT OF ROLE IN SOCIAL CASE WORK

After studying this unit, the learner will be able to:

- Understand the meaning and concept of documentation in social group work
- Explain the purpose and importance of documentation in group work practice
- Identify various types of records used in social group work
- Describe the principles and characteristics of effective documentation
- Appreciate the role of documentation in professional accountability, supervision, and evaluation
- Recognize the relevance of documentation in Indian social work settings

12.4 MEANING AND CONCEPT OF DOCUMENTATION IN SOCIAL GROUP WORK

Documentation in social group work refers to the systematic recording of information related to group formation, objectives, activities, processes, interactions, worker interventions, and outcomes. It involves maintaining written records that reflect the professional practice of group work in an organized and ethical manner.

Documentation is both a **process** and a **product**. As a process, it involves observing, selecting, organizing, and recording relevant information. As a product, it results in records that can be used for reference, learning, evaluation, supervision, and research.

Unlike casual note-taking, professional documentation requires clarity, accuracy, objectivity, and relevance. It captures not only what happened in the group but also why certain interventions were made and how group members responded. In group work, documentation

reflects the collective experience of the group as well as individual member participation within the group context.

NOTE

12.4.1 PURPOSE AND IMPORTANCE OF DOCUMENTATION IN GROUP WORK

Documentation serves multiple purposes in social group work practice.

One of the primary purposes of documentation is **continuity of service**. Group work often extends over several sessions, and accurate records help the worker recall previous discussions, decisions, conflicts, and progress. If a new worker takes over the group, documentation ensures continuity and prevents disruption.

Another important purpose is **professional accountability**. Social workers are accountable to their agencies, clients, funding bodies, and society. Documentation provides evidence that services were planned, implemented, and delivered responsibly and ethically. Documentation also plays a crucial role in **evaluation**. By reviewing records, the worker can assess whether group objectives were achieved, identify strengths and weaknesses, and determine the effectiveness of methods used. In addition, documentation supports **supervision and training**. Supervisors rely on group records to guide, support, and evaluate the worker's performance. For students and trainee social workers, documentation serves as a learning tool to develop professional insight and skills. Finally, documentation contributes to **research and policy development**. Aggregated group work records help identify social trends, community needs, and program outcomes, which can inform future interventions and policies.

12.5 TYPES OF DOCUMENTATION IN SOCIAL GROUP WORK

Intake Records - Intake records contain basic information about the group, such as purpose, target population, eligibility criteria, and referral sources. These records help establish the foundation of group formation.

Group Profile Records - Group profiles include details about group members, such as age, gender, background, needs, and expectations. This information helps the worker plan appropriate activities and interventions.

Session Records - Session records document each group meeting. They include the date, attendance, agenda, activities conducted, group interactions, issues discussed, and outcomes. Session records are essential for tracking group progress.

NOTE

Process Records - Process records provide a detailed account of group dynamics, communication patterns, emotional responses, conflicts, cooperation, and leadership. These records focus on how the group functions rather than just what happens.

Administrative Records - Administrative records include reports required by the agency, funding agencies, or government bodies. These may include progress reports, utilization reports, and outcome summaries.

12.6 PRINCIPLES OF EFFECTIVE DOCUMENTATION

Effective documentation in social group work must follow certain professional principles. Documentation should be **accurate and factual**. The worker must avoid exaggeration, assumptions, or personal biases. Observations should be based on actual behavior and interactions. It should be **objective and professional**. Personal opinions or emotional judgments must be avoided. The language used should be respectful and non-discriminatory. Documentation must be **clear and concise**. Records should be easy to understand and free from unnecessary details, while still capturing essential information. Confidentiality is another crucial principle. Group records must be stored securely, and sensitive information should be shared only with authorized persons. Finally, documentation should be **timely and systematic**. Records should be written soon after sessions to ensure accuracy and completeness.

Documentation strengthens professional group work practice in several ways. It helps the worker reflect on practice, identify learning needs, and improve intervention strategies. It supports ethical practice by maintaining transparency and accountability. Documentation also protects both the client and the worker in cases of disputes or legal inquiries. In multidisciplinary settings, documentation facilitates coordination among professionals by providing clear information about group activities and outcomes. It also enhances the credibility of social work as a profession by demonstrating systematic and evidence-based practice.

In India, documentation in social group work is increasingly emphasized due to the growth of NGOs, government welfare program, and community-based initiatives. Funding agencies and regulatory bodies require detailed records for monitoring and evaluation. Proper documentation also helps address issues related to accountability, governance, and service quality in social welfare organizations. However, challenges such as high caseloads, limited resources, and lack of training sometimes affect documentation quality. Strengthening documentation practices through education and supervision is essential for improving group work outcomes in India.

NOTE**Activity 12.1****Activity Title: Preparing a Session Record in Social Group Work****Objective:**

To help students understand the importance and method of documentation in social group work through preparation of a session record.

Materials Required:

- Notebook or chart paper
- Pen/Pencil
- Sample case or group discussion topic

Procedure/Steps:

- Divide students into small groups.
- Conduct a short group discussion on a social issue such as education, health, or teamwork.
- Ask one student in each group to act as the recorder.
- The recorder should note the date, topic, attendance, major discussions, member participation, and outcomes of the session.
- After the discussion, students present their session records in class.
- The teacher reviews and discusses the importance of accurate documentation.

Outcome:

Students will learn the process of maintaining session records and understand the role of documentation in effective social group work practice.

☑ Check Your Progress 12.1**1. Multiple Choice Questions (MCQs)**

Documentation in social group work mainly helps in:

- a) Entertainment
- b) Accountability
- c) Punishment
- d) Advertisement

2. True/False

Confidentiality means sharing group records with everyone.

3. Short Question

What is a session record in social group work?

.....

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12.7 SUMMARY

Documentation in social group work refers to the process of systematically recording information related to group activities, interactions, progress, and outcomes. It is an important professional responsibility that helps maintain accurate records of group functioning and interventions. Different forms of documentation, such as session records, process recordings, attendance records, reports, and evaluation records, help in understanding group dynamics and tracking member participation. Documentation serves several important purposes in social group work. It ensures accountability, supports supervision, assists in evaluation, and helps maintain continuity in services. It also provides evidence of professional practice and contributes to research and organizational planning. Through proper records, group workers can assess the strengths, weaknesses, and progress of the group. Confidentiality and ethical handling of information are essential aspects of documentation. Records should be accurate, objective, and securely maintained to protect the privacy of group members. Good documentation enhances communication among professionals and supports better decision-making. Overall, documentation is a valuable tool that improves the quality, effectiveness, and professionalism of social group work practice while promoting organized and systematic service delivery.

12.8 GLOSSARY

- **Documentation** – Systematic recording of professional activities and processes in social work
- **Group Work** – A method of social work using group experiences for growth and development
- **Process Recording** – Detailed written account of interactions and dynamics within a group
- **Accountability** – Responsibility of professionals to justify their actions and decisions
- **Confidentiality** – Ethical obligation to protect client information
- **Supervision** – Professional guidance and support provided to social workers
- **Evaluation** – Assessment of effectiveness and outcomes of interventions
- **Group Dynamics** – Interaction patterns among group members
- **Professional Ethics** – Standards guiding social work practice
- **Continuity of Service** – Consistent delivery of services over time

12.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 12.1

1. **Answer:** b) Accountability

2. **Answer:** False

3. **Answer** - A session record is a written document prepared after each group meeting that includes details such as attendance, discussions, activities, and member participation.

12.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectionline.com/User/UnitUrls?unitId=7194	

12.11 REFERENCES

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12.12 EXERCISE

Part 1

A. Multiple choice questions:

1. Documentation in group work primarily serves the purpose of:
a) Entertainment

NOTE

NOTE

- b) Accountability
 - c) Punishment
 - d) Advertisement
- 2.** Process records focus mainly on:
- a) Financial details
 - b) Group dynamics
 - c) Attendance only
 - d) Administrative rules
- 3.** Confidentiality in documentation refers to:
- a) Sharing records publicly
 - b) Secure handling of information
 - c) Destroying records
 - d) Publishing reports
- 4.** Which record documents each group meeting?
- a) Intake record
 - b) Session record
 - c) Administrative record
 - d) Research record
- 5.** Documentation helps in supervision by:
- a) Increasing workload
 - b) Providing evidence of practice
 - c) Reducing interaction
 - d) Limiting learning

ANSWER WITH EXPLANATIONS

1. b) Accountability

Explanation: Documentation in social group work is mainly used to maintain accountability. It provides written evidence of activities, decisions, interventions, and progress made within the group. Proper documentation ensures transparency, professional responsibility, and continuity of services.

2. b) Group dynamics

Explanation: Process records describe and analyze interactions within the group. They focus on communication patterns, member participation, relationships, leadership, conflicts, and emotional responses. These records help group workers understand group dynamics and improve interventions.

3. b) Secure handling of information

Explanation: Confidentiality means protecting the private information of group members. Records should be stored safely and

shared only with authorized persons. Maintaining confidentiality builds trust and follows ethical principles of social work practice.

NOTE**4. b) Session record**

Explanation: A session record contains details of each group meeting, including attendance, activities conducted, discussions, member participation, and observations made by the group worker. It helps track the development and progress of the group over time.

5. b) Providing evidence of practice

Explanation: Supervisors use documentation to review the work of group workers, evaluate interventions, and provide guidance. Written records serve as evidence of professional practice and help improve the quality and effectiveness of social group work services.

B. Short answer type question

1. Define documentation in social group work.
2. State two purposes of documentation.
3. What is a session record?
4. Mention two principles of effective documentation.
5. Why is confidentiality important in group work records?

Part 2**C. Long answer type question (200 words)**

1. Explain the meaning and importance of documentation in social group work.
2. Describe various types of records used in social group work practice.
3. Discuss the principles of effective documentation.

Part 3**D. Long answer type question (300 words)**

1. Examine the role of documentation in supervision and evaluation.
2. Analyze the relevance of documentation in Indian social group work practice.
3. Discuss the challenges in documentation and suggest measures to improve it.

UNIT 13

PROCESS RECORDING, EVALUATION AND SUPERVISION IN SOCIAL GROUP WORK

UNIT STRUCTURE:

- 13.1 Introduction
- 13.2 Objective
- 13.3 Process Recording in Social Group Work
- 13.4 Evaluation in Social Group Work
- 13.5 Supervision in Social Group Work
- 13.6 Relationship between Process Recording, Evaluation and Supervision
- 13.7 Summary
- 13.8 Glossary
- 13.9 Answers to Check Your Progress
- 13.10 Suggested readings - OER
- 13.11 Reference
- 13.14 Exercise

13.1 INTRODUCTION

Process recording, evaluation, and supervision are essential components of social group work practice. These elements help group workers maintain professional standards, improve group functioning, and ensure effective service delivery. Process recording refers to the systematic and detailed written account of group interactions, activities, worker interventions, and member responses during group sessions. It enables group workers to analyze group dynamics, understand member behavior, and improve future interventions.

Evaluation in social group work involves assessing the effectiveness, progress, and outcomes of group activities and objectives. It helps determine whether the group has achieved its goals and identifies strengths and weaknesses in the group process. Evaluation may be carried out through observation, feedback, questionnaires, or discussions with group members.

Supervision is another important aspect of professional social group work practice. It provides guidance, support, and direction to group workers by experienced supervisors. Supervision helps workers enhance their skills, maintain ethical standards, and address

NOTE

challenges faced during group sessions. It also promotes accountability and professional growth.

Together, process recording, evaluation, and supervision contribute to effective planning, implementation, and improvement of social group work practice while ensuring better outcomes for individuals and groups.

13.2 OBJECTIVES

After studying this unit, the learner will be able to:

1. Define the meaning and importance of process recording in social group work.
2. Explain the purpose, components, and types of evaluation in group work practice.
3. Differentiate between evaluation and supervision in social group work.
4. Analyze the objectives and functions of supervision in enhancing professional competence.
5. Apply the concepts of process recording, evaluation, and supervision in social group work practice.

13.3 PROCESS RECORDING IN SOCIAL GROUP WORK

Meaning of Process Recording

Process recording is a detailed written account of interactions that occur during group work sessions. It focuses on verbal and non-verbal communication, emotional expressions, group dynamics, leadership patterns, conflicts, cooperation, and worker interventions. Unlike simple session notes, process recording attempts to capture the **flow of interaction** and **underlying meanings** of group behavior.

Process recording helps the worker understand how and why events occur within the group. It reflects the worker's professional judgment, self-awareness, and analytical ability. In educational settings, process recording is also a major learning tool for students of social work.

Purpose of Process Recording

Process recording serves several important purposes:

- It helps the worker analyze group interactions and dynamics
- It enhances self-awareness and professional growth
- It assists supervisors in understanding the worker's practice
- It improves planning and intervention strategies
- It provides material for evaluation and research
- It helps link theory with practice

Through systematic reflection, process recording enables workers to identify strengths, limitations, biases, and areas for improvement.

NOTE**Components of Process Recording**

A process recording typically includes:

- Background information about the group
- Objectives of the group session
- Description of group setting and members present
- Verbatim or summarized dialogue
- Observations of non-verbal behavior
- Analysis of group dynamics
- Worker's feelings, thoughts, and interventions
- Evaluation of the session

Importance of Process Recording in Group Work

Process recording plays a vital role in improving the quality of group work practice. It encourages reflective practice and critical thinking. By reviewing recordings, workers can understand how group members respond to different situations and interventions. It also strengthens ethical practice by promoting transparency and accountability.

In the Indian context, where group work is widely used in community development, youth work, women's groups, and rehabilitation program, process recording helps maintain professional standards and improves service delivery.

13.4 EVALUATION IN SOCIAL GROUP WORK

Meaning of Evaluation

Evaluation in social group work refers to the systematic assessment of the effectiveness, efficiency, and outcomes of group work interventions. It determines whether the objectives of the group have been achieved and whether the methods used were appropriate.

Evaluation is an ongoing process that occurs at different stages of group work—during planning, implementation, and termination. It helps in improving current practice and informing future program.

Purpose of Evaluation

The main purposes of evaluation include

- Assessing the achievement of group goals
- Measuring changes in group members
- Improving program planning and implementation
- Ensuring accountability to agencies and funder

NOTE

- Providing feedback for professional development
- Supporting research and policy formulation

Evaluation ensures that group work interventions are purposeful and result-oriented.

Types of Evaluation

Evaluation in group work can be classified into different types:

- **Formative Evaluation:** Conducted during the group process to improve ongoing activities
- **Summative Evaluation:** Conducted at the end of the group to assess outcomes
- **Process Evaluation:** Focuses on how the group functioned
- **Outcome Evaluation:** Focuses on the results achieved

Each type provides valuable information for professional practice.

Methods of Evaluation

Common method of evaluation in group work include:

- Observation
- Interviews and discussion
- Questionnaires and rating scales
- Case studies
- Group feedback sessions
- Review of records and reports

The choice of method depends on group objectives, setting, and resources available.

13.5 SUPERVISION IN SOCIAL GROUP WORK

Meaning of Supervision

Supervision in social group work is a professional process through which an experienced social worker provides guidance, support, and evaluation to a group worker or student. It aims to improve practice, ensure ethical standards, and promote professional development.

Supervision is both an administrative and educational function. It ensures accountability while fostering learning and skill development.

Objectives of Supervision

The main objectives of supervision are:

- Enhancing professional competence
- Ensuring quality service delivery

- Supporting emotional well-being of workers
- Promoting ethical practice
- Linking theory with practice
- Evaluating performance

Functions of Supervision

Supervision performs three major functions

- **Educational Function:** Developing knowledge and skills
- **Administrative Function:** Ensuring adherence to agency policies
- **Supportive Function:** Addressing stress and emotional challenges

Importance of Supervision in Group Work

Supervision is essential for maintaining professional standards in group work. It helps prevent burnout, improves decision-making, and enhances service quality. For students and novice workers, supervision is crucial for learning and confidence-building.

13.6 RELATIONSHIP BETWEEN PROCESS RECORDING, EVALUATION AND SUPERVISION

Process recording, evaluation, and supervision are interrelated components of professional practice. Process records provide material for evaluation and supervision. Evaluation informs supervision by identifying strengths and gaps. Supervision guides workers in improving documentation, evaluation, and intervention strategies. Together, they ensure reflective, ethical, and effective group work practice.



Activity 13.1

Activity Title: Preparation of a Process Recording Report

Objective:

To help students understand the importance of process recording, evaluation, and supervision in social group work practice.

Materials Required

- Notebook or observation sheet
- Pen/pencil
- Case scenario or group discussion topic
- Evaluation checklist

Procedure/Steps

1. Divide students into small groups.
2. Conduct a mock group discussion on a social issue.
3. Assign one student as the group worker and another as the observer.

NOTE

NOTE

4. The observer will prepare a process recording of the session including member participation, interactions, and worker interventions.
5. After the activity, students evaluate the effectiveness of the session using an evaluation checklist.
6. The teacher/supervisor provides feedback and supervision regarding the group process and recording.

Outcome

Students will develop skills in process recording, evaluation, observation, and supervision in social group work practice.

☑ Check Your Progress 13.1

1. Multiple Choice Questions (MCQs)

Which of the following refers to the written account of group interactions and activities?

- a) Supervision
- b) Evaluation
- c) Process Recording
- d) Group Dynamics

2. True/False

Evaluation helps measure the effectiveness of social group work activities.

3. Short Question

What is the role of supervision in social group work?

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13.7 SUMMARY

Process recording, evaluation, and supervision are vital tools used in social group work to ensure effective and professional practice. Process recording helps group workers document group interactions, member participation, activities, and worker interventions in a systematic manner. These records assist in understanding group behavior, analyzing group dynamics, and planning future sessions effectively.

Evaluation is the process of measuring the success and effectiveness of group work activities and objectives. It helps identify whether the needs of group members have been fulfilled and whether the goals of the group have been achieved. Evaluation also provides feedback for improving future group programs and services. Various methods such as

observation, interviews, discussions, and feedback forms are commonly used for evaluation.

Supervision plays a significant role in guiding and supporting social group workers. Supervisors provide professional advice, monitor ethical practice, and help workers solve problems encountered during group work sessions. Effective supervision improves the confidence, skills, and efficiency of group workers.

Overall, these three components strengthen the quality of social group work practice by promoting accountability, professional development, proper documentation, and continuous improvement. They help social workers deliver better services and achieve positive outcomes in group development and community welfare.

NOTE

13.8 GLOSSARY

- **Process Recording** – Detailed written account of group interactions and dynamics
- **Evaluation** – Systematic assessment of effectiveness and outcomes
- **Supervision** – Professional guidance provided to social workers
- **Formative Evaluation** – Ongoing evaluation during intervention
- **Summative Evaluation** – Evaluation at the end of intervention
- **Group Dynamics** – Interaction patterns within a group
- **Reflective Practice** – Critical reflection on professional actions
- **Accountability** – Responsibility for professional actions
- **Outcome** – Results achieved through intervention
- **Professional Competence** – Ability to practice effectively and ethically

13.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 13.1

1. Answer: c) Process Recording

2. Answer: True

3. Answer: Supervision provides guidance, support, and professional direction to group workers to improve their skills and maintain effective and ethical group work practice.

NOTE**13.10 SUGGESTED READINGS – OER**

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7195	

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- Skidmore, R., Thackeray, M., & Farley, O. (1991). Introduction to Social Work.

13.12 EXERCISE**Part 1****A. Multiple choice questions:****1. Process recording mainly focuses on:**

- a) Financial data
- b) Group interactions
- c) Attendance records
- d) Administrative rules

2. Evaluation helps in:

- a) Increasing workload
- b) Measuring effectiveness
- c) Avoiding accountability
- d) Reducing documentation

3. Supervision primarily aims at:

- a) Punishment
- b) Professional development

- c) Public reporting
- d) Social control

NOTE

4. Which evaluation occurs during the group process?

- a) Summative
- b) Final
- c) Formative
- d) External

5. Supervision includes which function?

- a) Educational
- b) Recreational
- c) Political
- d) Judicial

Answer with Explanation

1. b) Group interactions

Explanation: Process recording is the detailed written documentation of what happens during a group session. It mainly focuses on group interactions, member participation, communication patterns, worker interventions, and group dynamics. It helps social workers analyze the functioning and progress of the group.

2. b) Measuring effectiveness

Explanation: Evaluation is used to assess whether the objectives of social group work have been achieved successfully. It measures the effectiveness of programs, activities, and interventions, and helps improve future group work practices through feedback and assessment.

3. b) Professional development

Explanation: Supervision in social group work is intended to guide and support group workers in improving their professional knowledge, skills, and ethical practice. It helps workers handle challenges effectively and promotes continuous learning and growth.

4. c) Formative Explanation:

Explanation: Formative evaluation takes place during the ongoing group process. It helps monitor progress, identify problems, and make necessary improvements while the program or activity is still in progress. It ensures better group functioning and achievement of objectives.

5. a) Educational

Explanation: One of the major functions of supervision is educational. Supervisors help social workers gain knowledge, improve skills, understand professional values, and learn effective

NOTE

methods of group work practice. This strengthens the quality of service delivery.

B. Short answer type question

1. Define process recording.
2. State two purposes of evaluation.
3. What is supervision in group work?
4. Mention two types of evaluation.
5. Why is supervision important for group workers?

Part 2

C. Long answer type question (200 words)

1. Explain the meaning and purpose of process recording in social group work.
2. Discuss the types and methods of evaluation in group work practice.
3. Describe the concept and objectives of supervision in social group work.

Part 3

D. Long answer type question (300 words)

1. Analyze the relationship between process recording, evaluation, and supervision.
2. Examine the importance of supervision for professional competence in group work.
3. Discuss the relevance of process recording and evaluation in the Indian context.

UNIT 14

GROUP BUILDING, TYPES OF GROUPS, CHARACTERISTICS AND LEVELS OF GROUP DEVELOPMENT

NOTE

UNIT STRUCTURE

- 14.1 Introduction
- 14.2 Objective
- 14.3 Group Building in Social Group Work
- 14.4 Types of Groups in Social Group Work
- 14.5 Role of the Group Worker in Group Development
- 14.6 Relevance of Group Development in Professional Practice
- 14.7 Summary
- 14.8 Glossary
- 14.9 Answers to Check Your Progress
- 14.10 Suggested readings - OER
- 14.11 Reference
- 14.12 Exercise

14.1 INTRODUCTION

Group building is an important aspect of social group work that focuses on developing cooperation, participation, trust, and unity among group members. A group is formed when individuals come together with common goals, interests, or needs. In social work practice, groups provide opportunities for interaction, mutual support, learning, and collective problem-solving. Effective group building helps members develop communication skills, leadership qualities, confidence, and social relationships. There are different types of groups in social group work such as recreational groups, educational groups, therapeutic groups, task-oriented groups, and self-help groups. Each type serves a specific purpose and addresses the needs of individuals and communities. Groups also possess certain characteristics such as shared objectives, interaction among members, group norms, cooperation, and a sense of belongingness. Group development takes place through different levels or stages. Common stages include formation, conflict, adjustment, performance, and termination. These stages help understand how groups evolve and function over time. The role of the group worker is important in guiding members through these stages effectively. Thus, group building, understanding group types,

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and knowledge of group development are essential for successful social group work practice and achieving positive group outcomes.

14.2 OBJECTIVES

After studying this unit, the learner will be able to:

1. Define the concept and importance of group building in social group work.
2. Explain the different types and characteristics of groups.
3. Differentiate the various stages of group development.
4. Analyze the role of group dynamics in effective group functioning.
5. Apply the principles of group building in social group work practice.

14.3 GROUP BUILDING IN SOCIAL GROUP WORK

Meaning of Group Building

Group building refers to the deliberate and systematic process through which individuals are brought together to form a cohesive, functional, and goal-oriented group. It involves creating a sense of belonging, mutual trust, shared purpose, and cooperative interaction among members.

Group building is not a one-time activity but an ongoing process that begins with group formation and continues throughout the life of the group. It requires careful planning, sensitivity to individual differences, and continuous facilitation by the group worker.

Importance of Group Building

Effective group building is essential because it:

- Promotes cohesion and unity among members
- Encourages participation and mutual support
- Reduces conflict and misunderstanding
- Enhances group productivity and goal achievement
- Facilitates personal growth and social development

Without proper group building, groups may remain fragmented, unproductive, or conflict-ridden.

Elements of Group Building

Group building involves several interrelated elements:

- **Common Purpose:** Clear and shared objectives
- **Interaction:** Regular and meaningful communication
- **Norms:** Agreed rules and expectations
- **Roles:** Defined responsibilities and functions
- **Leadership:** Formal or informal guidance
- **Trust:** Emotional safety and acceptance

The group worker consciously nurtures these elements to strengthen group functioning.

NOTE

14.4 TYPES OF GROUPS IN SOCIAL GROUP WORK

Groups in social work can be classified in various ways based on purpose, structure, duration, and membership.

Based on Purpose:

1. Educational Groups

Formed to enhance knowledge, skills, and awareness. Examples include life skills groups, health education groups, and study circles.

2. Therapeutic Groups

Designed to address emotional, psychological, or behavioral issues. Examples include support groups and counseling groups.

3. Recreational Groups

Focus on leisure, creativity, and enjoyment. Examples include sports clubs and cultural groups.

Developmental Groups

Aim at personal and social development, particularly among children, youth, and marginalized populations.

4. Social Action Groups

Formed to promote social change, advocacy, and collective action.

Based on Structure

- **Formal Groups:** Organized with defined roles, rules, and objectives
- **Informal Groups:** Naturally formed based on shared interests or relationships

Based on Duration

- **Temporary Groups:** Short-term groups with specific goals
- **Permanent Groups:** Long-term or ongoing groups

Based on Membership

- **Open Groups:** Allow new members to join
- **Closed Groups:** Membership remains fixed

Understanding group type helps the worker choose appropriate methods and interventions.

NOTE

14.4.1 Characteristics of Social Groups

Effective social groups share certain common characteristics that contribute to their functioning and success.

1. Interaction

Interaction is the foundation of group life. Through interaction, members communicate ideas, express emotions, and influence each other's behavior.

2. Common Goals

Groups exist to achieve shared objectives. Clear goals provide direction and motivation.

3. Group Norms

Norms guide acceptable behavior within the group and help maintain order and harmony.

4. Cohesion

Cohesion refers to the sense of belonging and attachment members feel toward the group.

5. Roles and Status

Members perform different roles based on abilities, interests, and group needs.

6. Leadership

Leadership may be formal or informal and plays a vital role in guiding group activities.

7. Stability and Continuity

Sustained interaction over time strengthens relationships and group identity.

14.4.2 Levels (Stages) of Group Development

Groups typically progress through identifiable stages of development. Understanding these stages helps the group worker anticipate challenges and provide appropriate support.

1. Formation Stage

This is the initial stage where members come together. Characteristics include uncertainty, dependency on the worker, and cautious interaction.

Role of Worker:

- Clarify objectives

- Establish norms
- Encourage participation

2. Storming Stage

Conflicts may arise as members assert individuality and power struggles emerge.

Role of Worker:

- Manage conflicts constructively
- Encourage open communication
- Reinforce group norms

3. Norming Stage

Members begin to accept norms, cooperate, and develop trust.

Role of Worker:

- Strengthen cohesion
- Encourage shared leadership
- Support collaborative decision-making

4. Performing Stage

The group becomes productive and goal-oriented.

Role of Worker:

- Facilitate effective functioning
- Support task achievement
- Encourage autonomy

5. Termination Stage

The group concludes its activities. Feelings of achievement and separation may occur.

Role of Worker:

- Review achievements
- Facilitate healthy closure
- Encourage reflection and transfer of learning

14.5 ROLE OF THE GROUP WORKER IN GROUP DEVELOPMENT

Throughout the stages of group development, the group worker functions as:

- Facilitator
- Enabler
- Educator
- Mediator

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- Leader
- Evaluator

The worker's role evolves as the group matures, gradually shifting responsibility to members.

14.6 RELEVANCE OF GROUP DEVELOPMENT IN PROFESSIONAL PRACTICE

Understanding group building and development helps social workers:

- Plan effective interventions
- Anticipate and manage conflicts
- Promote participation and empowerment
- Enhance outcomes of group work program

In Indian social work settings, these concepts are especially relevant in community development, youth work, women's groups, and self-help groups.



Activity 14.1

Activity Title: Group Formation and Development Exercise

Objective:

To help students understand group building, types of groups, and stages of group development through practical participation.

Materials Required

- Chart paper
- Markers
- Sticky notes
- Scenario cards

Procedure/Steps

1. Divide students into small groups.
2. Assign each group a specific type of social group (educational, recreational, therapeutic, etc.).
3. Ask each group to discuss and prepare a short role play showing group formation and development stages.
4. Students identify characteristics of the group during the activity.
5. After the presentation, discuss the stages of group development observed in each role play.

6. The teacher provides feedback and guidance on group functioning and interaction.

Outcome

Students will develop practical understanding of group building, types of groups, group characteristics, and stages of group development

NOTE

☑ Check Your Progress 14.1

1. Multiple Choice Questions (MCQs)

Which stage of group development involves conflict among members?

- a) Forming
- b) Storming
- c) Performing
- d) Terminating

2. True/False

A therapeutic group mainly focuses on emotional support and healing.

3. Short Question

What is group building in social group work?

.....

14.7 SUMMARY

Group building is the process of creating unity, cooperation, and effective interaction among group members in social group work. It helps individuals work together to achieve common goals and develop mutual understanding. Effective group building encourages participation, communication, leadership, and social adjustment among members. Social group work includes different types of groups formed for various purposes. Recreational groups focus on enjoyment and social interaction, educational groups promote learning, therapeutic groups support emotional healing, and task-oriented groups work toward achieving specific objectives. Self-help groups provide support to individuals facing similar problems or experiences. Groups possess certain characteristics such as common interests, interaction, interdependence, shared norms, collective goals, and a sense of belonging. These characteristics help maintain group unity and effective functioning. Group development occurs through several stages or levels. These stages generally include forming, storming, norming, performing, and terminating. During these stages, members gradually

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develop trust, solve conflicts, establish group norms, perform group tasks, and eventually conclude the group process. Understanding group building, types of groups, characteristics, and stages of development helps social workers manage groups effectively and promote healthy group relationships. These concepts strengthen professional social group work practice and contribute to individual and community development.

14.8 GLOSSARY

- **Group Building** – Process of developing cohesion and purpose among members
- **Group Cohesion** – Sense of belonging and unity
- **Group Norms** – Shared rules guiding behavior
- **Leadership** – Guidance provided within a group
- **Storming Stage** – Phase of conflict and power struggle
- **Norming Stage** – Phase of cooperation and trust
- **Performing Stage** – Phase of productivity
- **Termination** – Planned ending of group activities
- **Open Group** – Group with flexible membership
- **Closed Group** – Group with fixed membership

14.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 14.1

1. Answer: b) Storming

2. Answer: True

3. Answer: Group building is the process of developing cooperation, trust, interaction, and unity among group members to achieve common goals effectively.

14.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7196	

14.11 REFERENCES

- Konopka, G. (1963). Social Group Work: A Helping Process. Prentice Hall.
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14.12 EXERCISES

Part 1

A. Multiple choice questions:

1. Group building primarily aims at:

- a) Control
- b) Cohesion
- c) Isolation
- d) Competition

2. Which stage is marked by conflict?

- a) Formation
- b) Storming
- c) Performing
- d) Termination

3. Groups formed for advocacy are called:

- a) Recreational groups
- b) Educational groups
- c) Social action groups
- d) Therapeutic groups

4. Group norms help in:

- a) Creating confusion
- b) Guiding behavior
- c) Increasing authority
- d) Limiting interaction

5. The final stage of group development is:

- a) Norming
- b) Storming

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- c) Performing
- d) Termination

Answer with Explanation**1. b) Cohesion**

Explanation: Group building focuses on developing unity, cooperation, trust, and a sense of belonging among group members. Cohesion helps members work together effectively toward common goals and strengthens group relationships.

2. b) Storming

Explanation: The storming stage of group development is characterized by disagreements, conflicts, and competition among members. During this stage, individuals express their opinions and roles within the group begin to emerge.

3. c) Social action groups

Explanation: Social action groups are formed to address social issues, promote social justice, and advocate for community welfare or social change. These groups work collectively to influence policies and improve social conditions.

4. b) Guiding behavior

Explanation: Group norms are the accepted rules and standards that guide the behavior of group members. They help maintain discipline, cooperation, mutual respect, and smooth functioning within the group.

5. d) Termination

Explanation: Termination is the concluding stage of group development where group activities come to an end. Members review achievements, reflect on experiences, and prepare to separate from the group.

B. Short answer type question

1. Define group building.
2. Mention two characteristics of social groups.
3. What is group cohesion?
4. List two types of social groups.
5. What is the storming stage?

Part 2**C. Long answer type question (200 words)**

1. Explain the process and importance of group building in social group work.

2. Discuss different types of groups with suitable examples.
3. Describe the characteristics of effective social groups.

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Part 3

D. Long answer type question (300 words)

1. Explain the stages of group development and the role of the group worker.
2. Analyze the relevance of group development concepts in Indian social work practice.
3. Discuss the changing role of the group worker across different stages of group development.

UNIT 15

GROUP BUILDING AND DYNAMICS IN SOCIAL GROUP WORK

NOTE

UNIT STRUCTURE

- 15.1 Introduction
- 15.2 Objective
- 15.3 Concept of Group Building
- 15.4 Importance of Group Building in Social Group Work
- 15.5 Types of Groups in Social Group Work
- 15.6 Characteristics of Effective Groups
- 15.6 Summary
- 15.7 Glossary
- 15.8 Answers to Check Your Progress
- 15.9 Suggested readings - OER
- 15.10 Reference
- 15.11 Exercise
- 15.12 Feedback Form

15.1 INTRODUCTION

Group building is a significant process in social group work that helps individuals develop cooperation, trust, communication, and a sense of belonging within a group. In social work practice, groups are formed to meet the social, emotional, educational, recreational, or developmental needs of individuals. Effective group building encourages active participation and strengthens relationships among members, enabling them to work together toward common goals. There are different types of groups in social group work such as recreational groups, educational groups, therapeutic groups, task-oriented groups, and social action groups. Each group is organized for a specific purpose and functions according to the needs of its members. Groups also possess certain characteristics including interaction among members, common interests, group norms, cooperation, and collective responsibility. Group development occurs through different stages or levels that reflect the growth and functioning of the group over time. These stages commonly include forming, storming, norming, performing, and termination. During these stages, members gradually adjust, resolve conflicts, establish relationships, and achieve group objectives. Understanding group building, group types, characteristics, and stages

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of development is essential for effective social group work practice. These concepts help social workers guide groups successfully and promote individual as well as community development.

15.2 OBJECTIVES

After studying this unit, learners will be able to:

- Explain the concept and significance of group building in social group work.
- Identify and classify different types of groups encountered in social work practice.
- Describe the essential characteristics of effective and functional groups.
- Analyze the levels or stages of group development and their implications for practice.
- Apply theoretical understanding of group development to practical group work situations

15.3 CONCEPT OF GROUP BUILDING

Group building is a purposeful process through which a collection of individuals is transformed into a cohesive and functional group. It involves fostering a sense of belonging, mutual trust, shared purpose, and cooperative interaction among members. In social group work, group building is not a spontaneous occurrence but a guided process facilitated by the group worker.

Key elements of group building include:

- **Formation of Group Identity:** Helping members develop a sense of “we-feeling” or collective identity.
- **Establishment of Norms and Values:** Encouraging shared expectations regarding behavior, participation, and responsibility.
- **Development of Communication Patterns:** Promoting open, respectful, and inclusive communication among members.
- **Promotion of Mutual Aid:** Facilitating relationships where members support and learn from one another.

Group building is closely linked to democratic values, as it emphasizes participation, shared decision-making, and respect for individual differences. Effective group building enhances group stability and creates an environment conducive to growth and change.

15.4 IMPORTANCE OF GROUP BUILDING IN SOCIAL GROUP WORK

The significance of group building in social group work can be understood at multiple levels:

- 1. Individual Development:** Groups provide opportunities for individuals to develop social skills, self-confidence, leadership abilities, and emotional resilience.
- 2. Interpersonal Relationships:** Well-built groups foster healthy relationships based on trust, empathy, and cooperation.
- 3. Achievement of Group Goals:** Strong group cohesion enhances collective problem-solving and goal attainment.
- 4. Social Integration:** Groups serve as microcosms of society, helping individuals adapt to social norms and roles.
- 5. Empowerment and Social Action:** Through effective group building, marginalized individuals can be empowered to participate in collective action and advocacy.

Thus, group building is central to the effectiveness of social group work interventions.

15.5 TYPES OF GROUPS IN SOCIAL GROUP WORK

Groups encountered in social work practice may be classified on the basis of purpose, structure, membership, and degree of formality. Understanding these types enables the group worker to adopt appropriate strategies and interventions.

Primary and Secondary Groups

- **Primary Groups:** Characterized by close, intimate, and enduring relationships, such as family and close friendship groups. These groups play a crucial role in socialization and emotional support.
- **Secondary Groups:** More formal, goal-oriented, and impersonal in nature, such as committees, clubs, and professional associations.

Formal and Informal Groups

- **Formal Groups:** Organized with clearly defined objectives, roles, and rules, often established by institutions or organizations.
- **Informal Groups:** Emerge spontaneously based on shared interests or needs, with flexible structures and norms.

Open and Closed Groups

- **Open Groups:** Allow new members to join at any stage of the group's life.
- **Closed Groups:** Have fixed membership, with no new members admitted after formation.

Task Groups and Treatment Groups

- **Task Groups:** Focus on accomplishing specific tasks or goals, such as planning committees or project teams.

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- **Treatment Groups:** Aim at personal growth, behavioral change, or emotional support, such as therapy or support groups.

Community and Social Action Groups

These groups are formed to address social issues, promote community development, or advocate for social change. They emphasize collective empowerment and social justice.

15.5.1 CHARACTERISTICS OF EFFECTIVE GROUPS

Effective groups exhibit certain defining characteristics that contribute to their functionality and sustainability:

1. **Clear Purpose and Goals:** Members have a shared understanding of the group's objectives.
2. **Defined Roles and Responsibilities:** Each member knows their role and contribution.
3. **Cohesion and Solidarity:** A strong sense of belonging and mutual commitment exists among members.
4. **Democratic Participation:** Decision-making processes encourage active involvement of all members.
5. **Effective Communication:** Open and honest communication facilitates understanding and cooperation.
6. **Leadership and Shared Responsibility:** Leadership may be formal or informal, but responsibility is shared.
7. **Adaptability:** The group can respond flexibly to internal and external changes.

These characteristics are not static; they evolve as the group develops over time.

Levels and Stages of Group Development

Groups typically progress through identifiable stages or levels of development. Awareness of these stages helps the group worker anticipate challenges and provide appropriate guidance.

Forming Stage

This initial stage is characterized by orientation and exploration. Members seek information about the group's purpose, rules, and expectations. Anxiety and uncertainty are common.

Storming Stage

During this stage, conflicts may arise as members assert individual opinions and roles. Power struggles and resistance are common, requiring sensitive intervention by the group worker.

Norming Stage

In this stage, norms and relationships become established. Trust increases, cooperation improves, and members begin to work more effectively together.

Performing Stage

The group functions at an optimal level, focusing on goal achievement. Roles are clear, and collaboration is strong.

Adjourning or Termination Stage

The final stage involves completion of tasks and dissolution of the group. Reflection, evaluation, and closure are important components of this stage.

These stages are not always linear, and groups may revisit earlier stages as circumstances change.

Role of the Group Worker in Group Building and Development

The group worker plays a crucial role throughout the group's life cycle. Responsibilities include:

- Facilitating group formation and establishing a supportive climate.
- Encouraging participation and managing conflicts.
- Strengthening group cohesion and promoting mutual aid.
- Guiding the group through developmental stages.
- Supporting leadership development and shared responsibility.

Professional competence, ethical sensitivity, and reflective practice are essential for effective group work.

**Activity 15.1****Activity Title: Role Play on Group Development Stages****Objective:**

To help students understand group building, types of groups, characteristics, and stages of group development through practical participation.

Materials Required

- Chart paper
- Markers
- Role play cards
- Observation sheet

Procedure/Steps

1. Divide students into small groups.

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2. Assign each group a specific type of social group such as recreational, educational, or therapeutic.
3. Ask students to prepare a short role play demonstrating the stages of group development.
4. Students identify group characteristics such as cooperation, interaction, and group norms during the activity.
5. Conduct a classroom discussion on the stages observed in each role play.
6. The teacher provides guidance and feedback on group functioning and participation.

Outcome

Students will gain practical understanding of group building, different types of groups, group characteristics, and levels of group development.

☑ Check Your Progress 15.1

1. Multiple Choice Questions (MCQs)

Which stage of group development is associated with conflict among members?

- a) Forming
- b) Storming
- c) Norming
- d) Performing

2. True/False

Group norms help guide the behavior of group members.

3. Short Question

What is meant by group building?

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15.6 SUMMARY

Group building is the process of developing unity, participation, and effective interaction among group members. It plays an important role in social group work by helping members cooperate, communicate, and achieve common goals. Strong group building promotes trust, leadership, teamwork, and mutual understanding. Different types of groups are formed in social work practice depending on their objectives and member needs. Recreational groups focus on leisure and enjoyment, educational groups promote learning, therapeutic groups provide emotional support, task-oriented groups accomplish specific

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tasks, and social action groups work for social change and advocacy. Groups have certain characteristics such as common goals, interaction, interdependence, group norms, unity, and collective participation. These features help groups function effectively and maintain discipline and cooperation among members. Group development takes place through several stages including forming, storming, norming, performing, and termination. In the forming stage, members become acquainted. The storming stage involves conflicts and adjustments. During norming, group rules and relationships are established. Performing is the stage of active and productive functioning, while termination marks the conclusion of group activities. Knowledge of group building, group characteristics, and stages of development helps social workers manage group processes effectively and achieve positive outcomes in social group work practice.

15.7 GLOSSARY

- **Group Building** - The process of developing cooperation, trust, unity, and effective relationships among group members.
- **Group Dynamics** - The pattern of interaction, communication, and relationships that influence the functioning of a group.
- **Group Norms** - The rules, standards, or expectations that guide the behavior of group members.
- **Cohesion** - The sense of unity, belongingness, and mutual support among members of a group.
- **Recreational Group** - A type of group formed mainly for leisure, enjoyment, and social interaction.
- **Therapeutic Group** - A group organized to provide emotional support, counseling, and personal healing for members.
- **Social Action Group** - A group formed to promote social change, advocacy, and community welfare.
- **Forming Stage** - The initial stage of group development where members become acquainted and begin interaction.
- **Storming Stage** - The stage of group development characterized by conflicts, disagreements, and adjustment among members.
- **Termination Stage** - The final stage of group

15.9 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 15.1

1. **Answer:** b) Storming
2. **Answer:** True

NOTE

3. Answer: Group building is the process of developing cooperation, trust, communication, and unity among members to achieve common goals effectively.

15.10 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7197	

15.11 REFERENCES

- Corey, G., Corey, M. S., & Corey, C. (2018). Groups: Process and Practice. Cengage Learning.
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15.12 EXERCISES

Part 1**A. Multiple choice questions:****1. Group building in social group work primarily refers to:**

- a) Recruiting members for a group
- b) Strengthening group cohesion and identity
- c) Assigning leadership roles
- d) Terminating group activities

2. Which of the following is an example of a secondary group?

- a) Family
- b) Peer group
- c) Workplace committee
- d) Play group

3. According to Tuckman, the stage of group development characterized by conflict and resistance is:

- a) Forming
- b) Storming
- c) Norming
- d) Performing

4. A group formed to achieve a specific objective within a fixed time period is known as a:

- a) Primary group
- b) Informal group
- c) Task-oriented group
- d) Reference group

5. Which characteristic is most essential for an effective group?

- a) Large membership
- b) Rigid structure
- c) Shared goals
- d) External control

Answers with Explanation

1. b) Strengthening group cohesion and identity

Explanation: Group building focuses on developing unity, cooperation, trust, and a sense of belonging among members. It helps members work together effectively toward common goals and strengthens the identity of the group.

2. c) Workplace committee

Explanation: A secondary group is formal, goal-oriented, and usually temporary. Members interact for a specific purpose rather than emotional attachment. A workplace committee is formed to accomplish organizational tasks, making it a secondary group.

3. b) Storming

Explanation: In the storming stage, group members may disagree, compete for roles, or resist group control. Conflicts and tension are common as members adjust to group expectations and leadership.

4. c) Task-oriented group

Explanation: A task-oriented group is created to complete a particular task or achieve a defined objective within a limited period. Once the goal is achieved, the group may dissolve.

5. c) Shared goals

Explanation: Shared goals provide direction and purpose to the group. When members work toward common objectives,

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cooperation, participation, and group effectiveness improve significantly.

B. Short answer type question

1. Define group building in social group work.
2. Distinguish between formal and informal groups.
3. What are primary groups? Give one example.
4. Mention any two characteristics of a well-functioning group.
5. What is meant by the “norming” stage of group development?

Part 2

C. Long answer type question (200 words)

1. Explain the concept of group building in social group work and discuss its significance in promoting group cohesion and effectiveness.
2. Describe the different types of groups encountered in social group work practice, with suitable examples.
3. Discuss the major characteristics of effective social groups and explain how these contribute to group success.

Part 3

D. Long answer type question (300 words)

1. Explain the stages of group development as proposed by Tuckman, highlighting the role of the group worker at each stage.
2. Analyze the importance of understanding group development levels for professional social group work practice.
3. Discuss the role of the social group worker in facilitating group building and managing group dynamics at various stages of development.



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SLM FEEDBACK FORM

PROGRAMME : _____

COURSE : _____

BLOCK : _____

UNIT : _____

Dear Student,

While studying the units of this block, you may have found certain portions of the text difficult to comprehend. We wish to know your difficulties and suggestions, in order to improve the course. Therefore, we request you to fill up and send us the following questionnaire, which pertains to this block. If you find the space provided insufficient, kindly use a separate sheet.

Please mail to aisectcontent@aisect.org/ for online submission please scan QR code:

Questionnaire

1. **Name** : _____

2. **Enrolment No.** :

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3. **How many hours did you need for studying the units?** :

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4. **Please give your reactions to the following items based on your reading of the block:**

Items	Excellent	Very Good	Good	Poor	Give specific Examples (If poor)
Presentation Quality					
Language and Style					
Illustrations					
Used (diagrams, tables, etc.)					
Conceptual Clarity					
Check Your Progress Questions					
Suggested Readings - OER					

5. **Any other comments:**

BLOCK 5	Team Building and Institutional Framework in Social Group Work	171-216
Unit 16	Team Building in Social Group Work	173-181
Unit 17	Social Group Work Organizations, Institutional Structure and Employee-Related Services	183-191
Unit 18	Role of Institutions in Social Group Work	193-202
Unit 19	Social Group Work Organizations, Institutional Structure and Employee-Related Services	203-216



This block provides an understanding of team building, organizational structure, and the role of institutions in social group work practice. It focuses on the importance of developing cooperation, unity, leadership, and coordination among group members to achieve common goals effectively. The block explains the concept and process of team building and highlights how teamwork strengthens participation, communication, and collective responsibility in social group work settings. The block also introduces learners to social group work organizations, their institutional structure, and employee-related services. It examines how organizations function systematically to provide welfare services and maintain professional standards. Attention is given to the role of institutions in supporting group development, social adjustment, rehabilitation, and community welfare. Learners will understand how institutional policies, administration, supervision, and staff welfare services contribute to effective group work practice. Further, the block emphasizes the significance of institutions such as schools, hospitals, correctional institutions, industries, and community agencies in promoting social functioning and group interaction. Overall, this block helps learners develop knowledge about teamwork, institutional support systems, and organizational functioning necessary for professional social group work practice.

UNIT 16

TEAM BUILDING IN SOCIAL GROUP WORK

NOTE

UNIT STRUCTURE:

- 16.1 Introduction
- 16.2 Objective
- 16.3 Concept and Meaning of Team Building
- 16.4 Nature of Team Building in Social Group Work
- 16.5 Role of the Social Group Worker in Team Building
- 16.6 Summary
- 16.7 Glossary
- 16.8 Answers to Check Your Progress
- 16.9 Suggested readings - OER
- 16.10 Reference
- 16.11 Exercise

16.1 INTRODUCTION

Team building in social group work refers to the process of developing cooperation, trust, unity, and mutual understanding among group members to achieve common goals effectively. It is an essential aspect of group work practice because it helps individuals work collectively while respecting each member's abilities, opinions, and responsibilities. In social group work, team building promotes participation, communication, leadership development, and democratic functioning within the group. A strong team encourages members to share ideas freely, support one another, and solve problems collectively. Through team-building activities and interactions, members develop a sense of belonging and group identity. It also reduces conflicts, misunderstandings, and feelings of isolation among members. Effective team building requires proper guidance from the group worker, who facilitates interaction, motivation, cooperation, and positive relationships within the group. The process of team building is continuous and develops through different stages of group development such as forming, storming, norming, and performing. Various techniques like group discussions, cooperative games, role plays, and shared tasks are commonly used to strengthen teamwork. In social group work, team building ultimately contributes to personal growth, social adjustment, leadership qualities, and successful achievement of group objectives.

NOTE**16.2 OBJECTIVES**

After studying this unit, the learner will be able to:

- Explain the meaning and concept of team building in social group work.
- Describe the nature and characteristics of effective teams in social work settings.
- Analyze the objectives and importance of team building in group work practice.
- Examine the stages involved in the team-building process.
- Evaluate the role of the social group worker and challenges in strengthening teams.

16.3 CONCEPT AND MEANING OF TEAM BUILDING

Team building refers to the process of creating, developing, and strengthening a group of individuals who work together to achieve shared objectives. In social group work, a team is composed of individuals who bring diverse skills, experiences, and perspectives but are united by a common purpose related to social welfare, development, or empowerment.

Team building involves fostering positive interpersonal relationships, encouraging open communication, clarifying roles and responsibilities, and developing a sense of belonging among members. Unlike casual group formation, team building is a purposeful and planned process that requires professional guidance and continuous nurturing.

In social group work, team building is closely linked with democratic values, participation, cooperation, and collective decision-making. It emphasizes mutual respect and recognition of individual contributions while prioritizing group goals over personal interests.

16.4 NATURE OF TEAM BUILDING IN SOCIAL GROUP WORK

- 1. Dynamic and Continuous Process** - Team building is not a one-time activity but an ongoing process. Teams evolve over time as members interact, face challenges, and adapt to changing situations. Social group workers must continuously assess team functioning and provide necessary support.
- 2. Participatory in Nature** - Team building encourages active participation of all members. Decisions are taken collectively, and members are motivated to contribute ideas, skills, and efforts.
- 3. Relationship-Oriented** - At its core, team building focuses on strengthening interpersonal relationships. Trust, empathy,

cooperation, and mutual understanding form the foundation of effective teams.

4. **Goal-Oriented** - Teams are formed to achieve specific objectives, such as implementing a community program, delivering services, or advocating for social change. Team building aligns individual efforts toward these shared goals.
5. **Value-Based** - Team building in social group work is grounded in social work values such as dignity and worth of individuals, social justice, equality, and respect for diversity.

An effective team in social group work exhibits certain key characteristics:

- **Clear Goals:** Members understand and accept the purpose and objectives of the team.
- **Defined Roles:** Each member knows their responsibilities and contributions.
- **Open Communication:** Ideas, concerns, and feedback are shared freely.
- **Mutual Trust:** Members rely on one another and feel safe expressing themselves.
- **Cooperation and Coordination:** Efforts are harmonized rather than competitive.
- **Shared Leadership:** Leadership roles may rotate based on tasks and expertise.
- **Problem-Solving Ability:** Teams collectively address challenges and conflicts.

These characteristics enhance group cohesion and improve overall effectiveness.

Objectives of Team Building in Social Group Work

The primary objectives of team building include:

1. Enhancing cooperation among group members.
2. Improving communication and interpersonal relationships.
3. Developing a sense of belonging and group identity.
4. Increasing efficiency and effectiveness in task performance.
5. Reducing conflicts and misunderstandings.
6. Encouraging shared responsibility and accountability.

In social group work, these objectives contribute directly to better service delivery and positive social outcomes.

16.4.1 Stages of Team Building

Team building typically progresses through identifiable stages:

NOTE

1. **Formation Stage** - Members come together and begin to understand the purpose of the team. Initial interactions are often cautious and exploratory.
2. **Conflict Stage** - **Differences in opinions, values, and working styles may lead to conflict. This stage is critical for growth if managed constructively.**
3. **Norm Development Stage** - **Group norms, roles, and expectations become clearer. Cooperation improves as trust develops.**
4. **Performance Stage** - **The team functions effectively, focusing on achieving goals and solving problems collaboratively.**
5. **Evaluation and Sustainability** - **The team reflects on achievements, learns from experiences, and plans for continuity or closure.**

16.5 ROLE OF THE SOCIAL GROUP WORKER IN TEAM BUILDING

The social group worker plays a pivotal role in team building by:

- Facilitating group formation and orientation.
- Encouraging participation and inclusion of all members.
- Helping members clarify roles and responsibilities
- Managing conflicts and promoting healthy communication.
- Strengthening group cohesion and morale.
- Evaluating team functioning and outcomes.

The worker acts as a guide, enabler, and facilitator rather than an authoritarian leader

16.5.1 Challenges in Team Building

Team building in social group work may face challenges such as:

- Diversity-related misunderstandings
- Power imbalances
- Poor communication
- Resistance to participation
- Conflicting personal interests

Social group workers must use professional skills and ethical principles to address these challenges effectively.

NOTE**Activity 16.1****Activity Title: Building Cooperation Through Team Tasks****Objective:**

To develop teamwork, cooperation, communication, and trust among group members.

Materials Required:

Chart paper, markers, sticky notes, and small objects for group tasks.

Procedure/Steps:

1. Divide participants into small groups of 5–6 members.
2. Assign each group a cooperative task such as solving a problem, creating a poster, or building a structure using provided materials.
3. Encourage all members to participate and share ideas.
4. Observe communication patterns, leadership, and cooperation within the groups.
5. After completion, conduct a discussion on the importance of teamwork and group participation.

Outcome:

Participants will understand the importance of cooperation, communication, and shared responsibility in effective team building.

☑ Check Your Progress 16.1**1. Multiple Choice Questions (MCQs)**

Which stage of group development is associated with conflict among members?

- a) Forming
- b) Storming
- c) Norming
- d) Performing

2. True/False

Group norms help guide the behavior of group members.

3. Short Question

What is meant by group building?

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NOTE**16.6 SUMMARY**

Team building is an important process in social group work that focuses on creating unity, cooperation, and effective relationships among group members. It helps members work together toward shared goals while encouraging participation, communication, and mutual respect. Through team building, individuals develop trust, understanding, and a sense of belonging within the group. The group worker plays a significant role in promoting teamwork by encouraging interaction, resolving conflicts, motivating members, and creating opportunities for collective participation. Team-building activities such as discussions, games, role plays, and collaborative tasks help strengthen relationships and improve group cohesion. These activities also help members recognize their individual strengths and understand the value of cooperation. Team building supports democratic functioning and shared decision-making within the group. It enhances leadership qualities, social skills, problem-solving abilities, and emotional support among members. The process develops gradually through various stages of group development and requires continuous effort from both the group worker and group members. Overall, team building contributes to the success and effectiveness of social group work. It creates a positive group environment where members feel valued, motivated, and responsible. Strong teamwork ultimately leads to personal development, collective growth, and achievement of group objectives.

16.7 GLOSSARY

- **Team Building** – The process of developing cooperation, trust, and unity among group members to achieve common goals.
- **Group Cohesion** – The sense of unity and togetherness that keeps group members connected and committed to the group.
- **Cooperation** – Working together with others for the successful achievement of shared objectives.
- **Communication** – The exchange of ideas, information, and feelings among group members.
- **Leadership** – The ability to guide, motivate, and influence group members toward achieving group goals.
- **Participation** – Active involvement of members in group discussions, activities, and decision-making.
- **Conflict Resolution** – Methods used to reduce disagreements and maintain harmony within the group.
- **Group Dynamics** – The patterns of interaction and relationships that influence the functioning of a group.
- **Motivation** – The encouragement and willingness of members to actively contribute to group activities.

- **Democratic Functioning** – A process where all group members are given equal opportunity to participate and express opinions.

NOTE

16.8 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 16.1

Answer: b) Strengthening cooperation and unity

Answer: True

Answer: The group worker promotes cooperation, communication, participation, conflict resolution, and positive relationships among group members to strengthen teamwork.

16.9 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectionline.com/User/UnitUrls?unitId=7198	

16.10 REFERENCES

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- Konopka, G. Social Group Work: A Helping Process.
- Toseland, R. W., & Rivas, R. F. An Introduction to Group Work Practice.
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16.11 EXERCISES

Part 1

A. Multiple choice questions:

1. Team building in social group work primarily aims at:

- Individual competition
- Strengthening cooperation

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- c) Administrative control
- d) Task delegation only

2. Team building is best described as a:

- a) One-time activity
- b) Continuous process
- c) Informal gathering
- d) Supervisory function

3. Which value underpins team building in social group work?

- a) Authority
- b) Profit
- c) Democratic participation
- d) Bureaucracy

4. Conflict during team building is:

- a) Always harmful
- b) Unavoidable and potentially constructive
- c) A sign of failure
- d) To be ignored

5. The social group worker's role in team building is primarily that of a:

- a) Controller
- b) Facilitator
- c) Inspector
- d) Administrator

Answer with Explanation

1. b) Strengthening cooperation

Explanation: Team building focuses on improving cooperation, trust, unity, and coordination among group members. It helps individuals work together effectively to achieve common goals and enhances group functioning.

2. b) Continuous process

Explanation: Team building is not a single event but an ongoing process that develops communication, relationships, participation, and collaboration among members over time.

3. c) Democratic participation

Explanation: Social group work is based on democratic values where every member gets equal opportunity to participate, express opinions, and contribute to group decisions. This strengthens teamwork and mutual respect.

NOTE**4. b) Unavoidable and potentially constructive**

Explanation: Conflict naturally occurs when people with different ideas and personalities work together. If managed properly, conflict can improve understanding, creativity, and problem-solving within the group.

5. b) Facilitator

Explanation: The social group worker guides and supports the group process rather than controlling it. As a facilitator, the worker encourages participation, communication, cooperation, and healthy interaction among members.

B. Short answer type question

1. Define team building in social group work.
2. Mention any two characteristics of effective teams.
3. Why is team building important in social work practice?
4. State two challenges in team building.
5. What is the role of communication in team building?

Part 2**C. Long answer type question (200 words)**

1. Explain the concept and nature of team building in social group work.
2. Discuss the objectives and importance of team building in social group work practice.
3. Describe the stages of team building and the role of the social group worker at each stage.

Part 3**D. Long answer type question (300 words)**

1. Analyze the characteristics of effective teams in social work settings.
2. Discuss the challenges in team building and suggest strategies to overcome them.
3. Examine the role of team building in enhancing the effectiveness of social group work interventions.

UNIT 17

COMMUNITY DEVELOPMENT AND LEADERSHIP

NOTE

UNIT STRUCTURE

- 17.1 Introduction
- 17.2 Objective
- 17.3 Concept and Meaning of Community Development
- 17.4 Nature and Scope of Community Development
- 17.5 Role of Social Group Work in Community Development
- 17.6 Concept and Meaning of Leadership in Community Development
- 17.7 Summary
- 17.8 Glossary
- 17.9 Answers to Check Your Progress
- 17.10 Suggested readings - OER
- 17.11 Reference
- 17.12 Exercise

17.1 INTRODUCTION

Community development is a process through which people collectively identify their needs, problems, and resources to improve the social, economic, and cultural conditions of their community. It encourages active participation, cooperation, self-help, and collective responsibility among community members. The primary aim of community development is to empower people and promote self-reliance by involving them in decision-making and developmental activities. Leadership plays a vital role in community development because effective leaders motivate, guide, and coordinate community members toward common goals. Community leadership is democratic and participatory in nature, encouraging equal opportunities for members to express opinions and contribute to development activities. Good leadership helps maintain unity, resolve conflicts, and strengthen community participation. In social work practice, community development and leadership are closely connected. Social workers act as facilitators, motivators, educators, and coordinators to help communities organize themselves and address social issues effectively. Leadership development within communities also helps individuals gain confidence, responsibility, and problem-solving abilities. Community development promotes social justice, equality, cooperation, and sustainable progress. Through active leadership and participation,

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communities become capable of solving their own problems and improving their quality of life.

17.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Explain the meaning and concept of community development and leadership.
- Describe the principles, characteristics, and objectives of community development.
- Analyze the importance of leadership in community organization and development.
- Examine the role of social workers in promoting community participation and leadership.
- Evaluate challenges in community development and strategies for effective leadership.

17.3 CONCEPT AND MEANING OF COMMUNITY DEVELOPMENT

- Community development refers to a process through which people in a community come together to take collective action and generate solutions to common problems. It aims at improving the overall quality of life of community members by enhancing social cohesion, economic opportunities, and democratic participation.
- In social work, community development is viewed as both a process and an outcome. As a process, it involves participation, empowerment, and capacity building. As an outcome, it leads to improved living conditions, strengthened community institutions, and increased self-reliance. Community development emphasizes people-centered growth rather than externally imposed solutions.
- Social group work contributes to community development by organizing individuals into groups, encouraging cooperation, and fostering collective responsibility. Through group activities, members gain confidence, skills, and awareness necessary for effective community participation.

17.3.1 NATURE AND SCOPE OF COMMUNITY DEVELOPMENT

1. **Participatory Nature** - Community development is inherently participatory. It encourages active involvement of community members in identifying needs, planning interventions, implementing programs, and evaluating outcomes. Participation enhances ownership and sustainability of development initiatives.

- 2. Democratic Orientation** - The process promotes democratic values such as equality, inclusiveness, shared decision-making, and respect for diverse opinions. Leadership is not imposed but emerges through group consensus.
- 3. Holistic Scope** - Community development addresses multiple dimensions of life, including education, health, housing, employment, social welfare, and cultural development. Social group work helps integrate these aspects by bringing people together around common concerns.
- 4. Empowerment-Based** - The scope of community development includes empowering marginalized and disadvantaged groups by enhancing their skills, awareness, and access to resources.

The major objectives of community development include:

1. Improving social and economic conditions of the community.
2. Promoting self-help and self-reliance among community members.
3. Strengthening community institutions and organizations.
4. Encouraging collective responsibility and cooperation.
5. Developing leadership and organizational capacity within the community.
6. Ensuring sustainable and inclusive development.

These objectives align closely with the goals of social group work, which focuses on growth through group interaction.

17.4 ROLE OF SOCIAL GROUP WORK IN COMMUNITY DEVELOPMENT

Social group work serves as a vital method in community development through the following roles:

- 1. Group Formation and Mobilization** - Social group workers facilitate the formation of self-help groups, youth groups, women's groups, and neighborhood committees to address community issues collectively.
- 2. Capacity Building** - Through group activities, training sessions, and discussions, members develop skills such as communication, problem-solving, leadership, and cooperation.
- 3. Promoting Participation** - Group work encourages inclusive participation by creating safe spaces where members can express views and contribute to decision-making.
- 4. Conflict Resolution** - Group processes help manage conflicts arising from diverse interests within the community, promoting dialogue and consensus.

NOTE**17.5 CONCEPT AND MEANING OF LEADERSHIP IN COMMUNITY DEVELOPMENT**

Leadership in community development refers to the ability of individuals or groups to influence, guide, and mobilize community members toward common goals. Community leadership is not based on authority or power alone but on trust, credibility, and commitment to collective welfare. In social group work, leadership is viewed as a shared and dynamic process. Leaders emerge through interaction, experience, and group recognition. Effective leadership encourages participation, fosters unity, and sustains motivation.

Effective leadership in community development exhibits the following characteristics:

- Commitment to community welfare
- Ability to inspire and motivate others
- Democratic and inclusive approach
- Good communication skills
- Problem-solving and decision-making ability
- Ethical conduct and accountability

Such leadership strengthens group cohesion and ensures continuity of development efforts.

Leadership Development through Social Group Work

Social group work plays a significant role in leadership development by:

- Providing opportunities for members to take responsibility
- Encouraging rotation of leadership roles
- Facilitating skill development through group activities
- Promoting reflective learning and feedback

Group experiences help individuals gain confidence and prepare them for leadership roles within the community.

The social worker acts as:

- **Facilitator:** Encouraging participation and dialogue
- **Educator:** Building awareness and skills
- **Enabler:** Helping groups access resources
- **Catalyst:** Initiating collective action
- **Guide:** Supporting leadership development without domination

The worker's role is supportive and empowering rather than directive.

NOTE**Activity 17.1****Activity Title: Community Problem-Solving Discussion****Objective:**

To develop leadership qualities, cooperation, and community participation skills among learners.

Materials Required:

Chart paper, markers, sticky notes, and notebooks.

Procedure/Steps:

1. Divide participants into small groups.
2. Ask each group to identify a common community problem such as sanitation, education, or water supply.
3. Encourage members to discuss possible solutions collectively.
4. Assign leadership roles within each group for discussion and presentation.
5. Ask groups to present their solutions and leadership experiences.
6. Conduct a reflection session on the importance of teamwork and leadership in community development.

Outcome:

Participants will understand the importance of leadership, participation, cooperation, and collective decision-making in community development.

☑ Check Your Progress 17.1**1. Multiple Choice Questions (MCQs)**

Community development mainly promotes:

- a) Individual competition
- b) Collective welfare
- c) Political control
- d) Personal profit

2. True/False

Leadership in community development encourages participation and cooperation.

3. Short Question

What is the role of a social worker in community development?

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NOTE**17.6 SUMMARY**

Community development is a collective process that focuses on improving the living conditions of people through participation, cooperation, and self-help. It encourages communities to identify their needs, utilize local resources, and work together for social and economic progress. The process promotes empowerment, democratic participation, and self-reliance among community members. Leadership is an essential component of community development. Effective leadership motivates people, guides group efforts, promotes participation, and helps communities achieve common goals. Community leadership is usually participatory and democratic, ensuring that members are actively involved in decision-making and problem-solving processes. Social workers play an important role in promoting community development and leadership. They act as facilitators, coordinators, educators, and motivators who encourage people to participate in developmental activities. They also help communities resolve conflicts, mobilize resources, and strengthen local leadership. Community development activities improve social relationships, increase awareness, and build confidence among community members. However, challenges such as lack of participation, poor communication, conflicts, and limited resources may affect the development process. Effective leadership, cooperation, and community participation are important for overcoming these challenges. Overall, community development and leadership contribute to social change, empowerment, collective welfare, and sustainable community growth.

17.7 GLOSSARY

- **Community Development** – A process of improving the social, economic, and cultural conditions of a community through collective action.
- **Leadership** – The ability to guide, motivate, and influence people toward achieving common goals.
- **Participation** – Active involvement of community members in decision-making and development activities.
- **Self-Reliance** – The ability of a community to depend on its own resources and capacities.
- **Empowerment** – Enabling individuals and communities to gain confidence, control, and decision-making power.
- **Collective Action** – Joint efforts by community members to address common issues and achieve shared goals.

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- **Facilitator** – A person who guides and supports group processes and participation.
- **Community Organization** – A method of mobilizing people and resources to solve community problems.
- **Social Change** – Improvement or transformation in social conditions and relationships within society.
- **Democratic Leadership** – A leadership style that encourages participation, cooperation, and shared decision-making.

17.8 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 17.1

Answer: b) Collective welfare

Answer: True

Answer: A social worker acts as a facilitator, motivator, educator, and coordinator who encourages community participation, leadership development, and collective action for solving community problems.

17.9 SUGGESTED READINGS – OER

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7199	

17.10 REFERENCES

- Dunham, A. Community Welfare Organization.
- Ross, M. G. Community Organization: Theory and Principles.
- Trecker, H. B. Social Group Work.
- Konopka, G. Social Group Work: A Helping Process.
- Midgley, J. Community Development and Social Work.
- Cox, F. M. Community Organization and Social Planning.
- Ledwith, M. Community Development: A Critical Approach.

NOTE**17.11 EXERCISES****Part 1****A. Multiple choice questions:****1. Community development primarily emphasizes:**

- a) Individual competition
- b) Collective action
- c) Administrative control
- d) Profit generation

2. Leadership in community development is best described as:

- a) Authoritarian
- b) Bureaucratic
- c) Participatory
- d) Hierarchical

3. Social group work contributes to leadership development by:

- a) Centralizing authority
- b) Encouraging role rotation
- c) Limiting participation
- d) Enforcing rules

4. Which is a key objective of community development?

- a) Dependency on external aid
- b) Self-reliance
- c) Political dominance
- d) Individual gain

5. The social worker's role in community leadership is primarily that of a

- a) Controller
- b) Facilitator
- c) Supervisor
- d) Inspector

Answers with Explanation**1. Answer: b) Collective action**

Explanation: Community development focuses on people working together to identify needs, solve problems, and improve community well-being. It promotes participation, cooperation, and collective efforts rather than individual competition or profit-making.

2. Answer: c) Participatory

Explanation: Community development encourages participatory leadership where community members are actively involved in

decision-making and planning. This type of leadership values cooperation, inclusion, and democratic participation.

NOTE**3. Answer: b) Encouraging role rotation**

Explanation: In social group work, members are often given opportunities to take different responsibilities and leadership roles. Role rotation helps members develop confidence, decision-making ability, and leadership skills.

4. Answer: b) Self-reliance

Explanation: One of the major goals of community development is to help communities become self-reliant by utilizing local resources, skills, and participation to solve their own problems and improve living conditions.

5. Answer: b) Facilitator

Explanation: A social worker mainly acts as a facilitator by guiding, motivating, and supporting community members in identifying needs, participating in activities, and making collective decisions rather than controlling or inspecting them.

B. Short answer type question

1. Define community development.
2. State two objectives of community development.
3. What is the role of leadership in community development?
4. How does social group work promote participation?
5. Mention two qualities of effective community leaders.

Part 2**C. Long answer type question (200 words)**

1. Explain the concept and objectives of community development.
2. Discuss the role of social group work in community development.
3. Examine the relationship between leadership and community development.

Part 3**D. Long answer type question (300 words)**

1. Describe the characteristics of effective leadership in community settings.
2. Analyze the role of social workers in promoting leadership through group work.
3. Discuss the relevance of community development and leadership in the Indian context.

UNIT 18

ROLE OF INSTITUTIONS IN SOCIAL GROUP WORK

UNIT STRUCTURE

- 18.1 Introduction
- 18.2 Objective
- 18.3 Concept and Meaning of Institutions
- 18.4 TYPES of Institutions Involved in Social Group Work
- 18.5 Role of Institutions in Achieving Group Work Objectives
- 18.6 Summary
- 18.7 Glossary
- 18.8 Answers to Check Your Progress
- 18.9 Suggested readings - OER
- 18.10 Reference
- 18.11 Exercise

18.1 INTRODUCTION

Institutions play a vital role in the practice and development of social group work. They provide the organizational framework, physical setting, administrative support, and professional guidance necessary for conducting effective group work program. In social work practice, institutions refer to organized establishments such as schools, hospitals, community centers, correctional institutions, child welfare agencies, rehabilitation centers, and non-governmental organizations that work toward social welfare and human development. These institutions create opportunities for individuals to participate in group activities that promote cooperation, leadership, communication, problem-solving, and social adjustment.

The role of institutions in social group work is significant because they help identify community needs, organize resources, establish policies, and facilitate group-based interventions. Institutions provide trained personnel, financial assistance, infrastructure, supervision, and program planning that support the achievement of group work objectives. They also ensure discipline, coordination, and accountability within group activities. Through institutional support, social workers can address social problems, encourage participation, and promote the overall well-being of individuals and communities. However, institutions may also face challenges such as limited resources, bureaucratic procedures, and administrative constraints. Therefore,

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understanding the role of institutions is essential for effective social group work practice and successful implementation of welfare program.

18.2 OBJECTIVES

After studying this unit, the learner will be able to:

1. Explain the concept, meaning, and significance of institutions in the context of social work practice.
2. Analyze the relationship between institutions and social group work in promoting social welfare and group development.
3. Identify and classify different types of institutions involved in social group work practice.
4. Examine the functions, responsibilities, and institutional support systems in facilitating effective group work program.
5. Evaluate the challenges and limitations faced in institutional social group work practice.

18.3 CONCEPT AND MEANING OF INSTITUTIONS

An institution may be defined as an organized and established system of social relationships designed to meet fundamental human needs and regulate human behavior. Institutions are characterized by formal structures, defined roles, norms, rules, and continuity over time. Examples include family, education, health care, legal systems, religion, and social welfare organizations.

In social work, institutions serve as formal settings where professional interventions are carried out. Institutions provide legitimacy, authority, and resources necessary for organized social action. Social group work, when practiced within institutions, becomes structured, goal-oriented, and accountable. Institutions influence the philosophy, objectives, and methods of social group work. While group work emphasizes democratic participation and flexibility, institutional frameworks ensure coordination, stability, and sustainability of services.

Relationship Between Institutions and Social Group Work

The relationship between institutions and social group work is complementary and interdependent. Social group work functions as a method within institutions to achieve organizational and social goals, while institutions provide the necessary environment for group work practice.

Institutions rely on group work to:

- Promote personal development and social adjustment
- Enhance participation and cooperation among service users
- Address behavioral, emotional, and social problems collectively
- Strengthen community engagement and social responsibility

Conversely, social group work benefits from institutional support in terms of funding, infrastructure, professional supervision, and policy guidance. This relationship ensures that group work interventions are systematic, ethical, and sustainable.

18.3.1 Importance of Institutions in Social Group Work

Institutions play a crucial role in the effectiveness of social group work for several reasons:

- **Organizational Structure** - Institutions provide a formal organizational structure that enables planning, coordination, and evaluation of group activities.
- **Resource Availability** - Financial, human, and material resources necessary for group work are often made available through institutions.
- **Professional Accountability** - Institutional settings ensure adherence to professional standards, ethical guidelines, and legal requirements.
- **Continuity of Services** - Institutions ensure continuity and stability of group work programs beyond individual workers.

18.4 TYPES OF INSTITUTIONS INVOLVED IN SOCIAL GROUP WORK

Social group work is practiced in a wide range of institutional settings. Each type of institution shapes the nature and objectives of group work differently.

- **Educational Institutions** - Schools, colleges, and universities provide significant opportunities for social group work. Groups formed in educational institutions include student councils, peer support groups, youth clubs, and leadership development groups. The focus is on socialization, personality development, leadership training, and adjustment to academic and social life.
- **Health and Medical Institutions** - Hospitals, mental health centers, and rehabilitation facilities use group work for therapeutic, supportive, and educational purposes. Groups may focus on coping with illness, emotional support, rehabilitation, and health education.
- **Social Welfare Institutions** - These include child welfare agencies, family service organizations, women's welfare institutions, and organizations working with the elderly or persons with disabilities. Group work in these settings aims at empowerment, social adjustment, skill development, and mutual support.
- **Correctional Institutions** - In prisons, observation homes, and reformatories, social group work is used for behavior modification,

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social reintegration, and rehabilitation. Groups help individuals develop social skills, responsibility, and self-discipline.

Community-Based and Voluntary Organizations

Non-governmental organizations (NGOs), community centers, and voluntary agencies play a vital role in social group work. These institutions often focus on community development, advocacy, and social action.

Institutions perform several essential functions in social group work:

- 1. Program Planning and Implementation:** Designing group activities aligned with institutional goals.
- 2. Staff Recruitment and Training:** Employing qualified social group workers and providing professional development.
- 3. Supervision and Guidance:** Ensuring quality and ethical practice through supervision.
- 4. Monitoring and Evaluation:** Assessing group work outcomes and effectiveness.
- 5. Policy Formulation:** Developing policies that guide group work practice.

These functions enhance the credibility and effectiveness of group work interventions.

18.5 ROLE OF INSTITUTIONS IN ACHIEVING GROUP WORK OBJECTIVES

Institutions facilitate the achievement of group work objectives by:

- Providing safe and supportive environments for group interaction
- Encouraging participation through structured programs
- Ensuring inclusiveness and accessibility
- Supporting leadership development and skill enhancement
- Promoting social responsibility and community engagement

Institutional backing strengthens the impact of group work on individuals and communities. Within institutional settings, the social group worker performs multiple roles:

- **Facilitator:** Encouraging interaction and participation
- **Educator:** Providing information and skill training
- **Mediator:** Resolving conflicts within groups
- **Advocate:** Representing group needs within the institution
- **Coordinator:** Linking groups with institutional resources

The worker must balance institutional requirements with group autonomy and democratic values.

Challenges and Limitations of Institutional Group Work

Despite its advantages, institutional group work faces certain challenges:

- Bureaucratic rigidity limiting flexibility
- Conflict between institutional goals and group needs
- Limited resources and high caseloads
- Resistance from participants due to authority structures

Social group workers must use professional judgment and advocacy to address these limitations while maintaining ethical standards.

NOTE



Activity 18.1

Activity Title: Study of the Role of Institutions in Social Group Work

Objective:

To help students understand how institutions support and facilitate social group work program.

Materials Required

- Notebook
- Pen/Pencil
- Chart paper
- Internet or library resources
- Information about a local welfare institution

Procedure/Steps

1. Select a local institution such as an NGO, school, hospital, or community center.
2. Collect information about its objectives, services, and group activities.
3. Identify the role played by the institution in organizing and supporting group work program.
4. Observe how the institution provides supervision, coordination, and resources for group activities.
5. Prepare a short report or chart explaining the institutional functions in social group work.
6. Present the findings in the classroom for discussion.

Outcome

Students will gain practical knowledge about the importance and functions of institutions in social group work practice.

NOTE

☑ Check Your Progress 18.1

1. Multiple Choice Questions (MCQs)

Which of the following institutions commonly conducts social group work program?

- a) Hospital
- b) NGO
- c) Community Center
- d) All of the above

2. True/False

Institutions provide support and resources necessary for effective social group work practice.

3. Short Question

Mention any two functions of institutions in social group work.

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18.6 SUMMARY

Institutions are essential components of social group work practice as they provide the structure, resources, and administrative support required for effective group activities and welfare program. Social work institutions such as schools, hospitals, NGOs, correctional homes, rehabilitation centers, and community organizations create opportunities for individuals to participate in collective learning, interaction, and development. These institutions help social workers organize program, maintain discipline, and ensure coordination and accountability in group work practice.

The role of institutions includes identifying social needs, planning group activities, mobilizing resources, providing trained personnel, and offering supervision and guidance. Institutional support strengthens the effectiveness of social group work by promoting participation, leadership, cooperation, and problem-solving among group members. Institutions also help maintain professional standards and ethical practices in social work.

At the same time, institutions may face several challenges such as financial limitations, administrative barriers, lack of trained staff, and excessive bureaucracy. These challenges can affect the quality and sustainability of group work program. Therefore, effective institutional management and supportive policies are important for achieving social welfare goals. Overall, institutions play a crucial role in facilitating

social group work and promoting the social, emotional, and developmental well-being of individuals and communities.

NOTE

18.7 GLOSSARY

- **Institution** – An organized establishment created to provide social, educational, health, or welfare services.
- **Social Group Work** – A method of social work that uses group interaction to help individuals achieve personal and social growth.
- **Community Center** – A local institution that organizes social, educational, and welfare activities for community members.
- **Coordination** – The process of organizing activities and responsibilities effectively within an institution.
- **Supervision** – Professional guidance and monitoring provided to workers or group activities.
- **Welfare Program** – Organized activities and services designed to improve social well-being and quality of life.
- **Leadership** – The ability to guide, motivate, and direct a group toward achieving common goals.
- **Rehabilitation Center** – An institution that helps individuals recover and reintegrate into society.
- **Accountability** – Responsibility for actions, decisions, and performance within an organization or institution.
- **Group Dynamics** – The pattern of interaction and relationships among members within a group.

18.8 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 18.1

Answer: d) All of the above

Answer: True

Answer: Two functions of institutions in social group work are:

1. Providing resources and administrative support for group activities.
2. Organizing and supervising welfare program for community development.

NOTE**18.9 SUGGESTED READINGS – OER**

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7200	

18.10 REFERENCES

- Trecker, H. B. Social Group Work: Principles and Practice.
- Konopka, G. Social Group Work: A Helping Process.
- Toseland, R. W., & Rivas, R. F. An Introduction to Group Work Practice.
- Skidmore, R. A. Social Work Administration.
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- Douglas, T. Group Work Practice.
- Northern, H. Social Work with Groups.

18.11 EXERCISES**Part 1****A. Multiple choice questions:****1. Institutions in social work primarily provide:**

- a) Informal support
- b) Structural and organizational framework
- c) Personal relationships
- d) Political authority

2. Group work in correctional institutions mainly focuses on:

- a) Recreation only
- b) Rehabilitation and reintegration
- c) Academic achievement
- d) Profit generation

3. Which institution primarily focuses on therapeutic group work?

- a) Educational institutions
- b) Medical institutions
- c) Religious institutions
- d) Economic institutions

4. The role of supervision in institutions ensures:

- a) Control over clients
- b) Ethical and professional practice
- c) Financial profit
- d) Group termination

5. NGOs mainly contribute to social group work by promoting:

- a) Bureaucracy
- b) Community participation
- c) Political dominance
- d) Individual competition

NOTE

Answer with Explanation

1. b) Structural and organizational framework

Explanation: Institutions provide the formal structure, administration, policies, and resources necessary for conducting effective social work and group work program.

2. b) Rehabilitation and reintegration

Explanation: Group work in correctional institutions mainly aims to help individuals reform their behavior, develop social skills, and reintegrate successfully into society.

3. b) Medical institutions

Explanation: Medical institutions such as hospitals and rehabilitation centers often conduct therapeutic group work to support emotional healing, counseling, and recovery.

4. b) Ethical and professional practice

Explanation: Supervision helps maintain professional standards, ethical conduct, guidance, and effective performance in institutional social work practice.

5. b) Community participation

Explanation: NGOs encourage community involvement, cooperation, and participation in welfare and development program through social group work activities.

B. Short answer type question

1. Define an institution in the context of social work.
2. State two functions of institutions in social group work.
3. Name any two types of institutions involved in group work practice.
4. What is the role of institutions in ensuring professional accountability?
5. Mention two challenges of institutional group work.

NOTE

Part 2

C. Long answer type question (200 words)

1. Explain the concept of institutions and their relevance to social group work.
2. Discuss the relationship between institutions and social group work practice.
3. Describe the role of educational and welfare institutions in social group work

Part 3

D. Long answer type question (300 words)

1. Examine the functions of institutions in facilitating effective group work programs.
2. Analyze the role of the social group worker within institutional settings.
3. Discuss the challenges of institutional group work and suggest measures to overcome them.

UNIT 19

SOCIAL GROUP WORK ORGANIZATIONS, INSTITUTIONAL STRUCTURE AND EMPLOYEE-RELATED SERVICES

NOTE

UNIT STRUCTURE

- 19.1 Introduction
- 19.2 Objective
- 19.3 Meaning of Social Group Work Organizations
- 19.4 Institutional Structure of Social Group Work Organizations
- 19.5 Challenges in and Significance of Organizational and Institutional Contexts
- 19.6 Summary
- 19.7 Glossary
- 19.8 Answers to Check Your Progress
- 19.9 Suggested readings - OER
- 19.10 Reference
- 19.11 Exercise

19.1 INTRODUCTION

Social Group Work Organizations play a significant role in promoting social welfare, community development, and human well-being through organized group-based interventions. These organizations provide a structured environment where individuals can participate in collective activities, develop interpersonal relationships, and address social, emotional, educational, and developmental needs. Institutions involved in social group work may include governmental agencies, non-governmental organizations, schools, hospitals, correctional institutions, community centers, and welfare agencies. Their effectiveness depends largely on a well-defined institutional structure that ensures coordination, accountability, planning, supervision, and smooth service delivery.

Institutional structure refers to the arrangement of authority, administration, roles, responsibilities, and operational systems within an organization. A clear organizational framework helps social workers and employees function efficiently while maintaining professional ethics and standards. Employee-related services such as recruitment,

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orientation, training, supervision, welfare measures, performance evaluation, and professional development are essential for maintaining a competent and motivated workforce. These services enhance organizational productivity and improve the quality of social group work interventions. Furthermore, supportive institutional policies and effective human resource management contribute to employee satisfaction, teamwork, and professional growth. Thus, understanding organizational structures and employee-related services is essential for effective social group work practice and sustainable welfare program.

19.2 OBJECTIVES

After studying this unit, the learner will be able to:

- Explain the concept, significance, and functions of social group work organizations in delivering social welfare and developmental services.
- Analyze the organizational structure of social group work institutions and its relationship with effective group work practice, coordination, and accountability.
- Examine the role of institutions, supervision, and support systems in facilitating professional social group work practice and employee performance.
- Assess employee-related services and human resource management practices in promoting efficiency, welfare, motivation, and ethical standards within organizations.
- Evaluate the impact of organizational policies, institutional support, and administrative challenges on the quality and sustainability of social group work program.

19.3 MEANING OF SOCIAL GROUP WORK ORGANIZATIONS

Social group work organizations are **formal or semi-formal institutions** established to promote individual and social well-being through group-based methods. These organizations provide the **legal authority, resources, policies, and professional environment** necessary for social group work practice.

Such organizations:

- Create opportunities for group interaction and collective growth
- Facilitate structured programs for social development
- Support professional social workers through supervision and training
- Ensure accountability and ethical practice

Social group work organizations operate within the broader **social welfare system** and may be governmental, non-governmental, voluntary, or private in nature.

The primary objectives of social group work organizations include:

- Promoting social adjustment and social functioning of individuals through group participation
- Encouraging democratic values, cooperation, and collective responsibility
- Facilitating personal growth, leadership development, and skill enhancement
- Addressing social problems such as delinquency, exclusion, unemployment, and marginalization
- Strengthening community participation and social integration
- Supporting social workers with professional infrastructure and resources

19.3.1 Types of Social Group Work Organizations

Social group work is practiced in a wide range of organizational settings. These organizations may be classified as follows:

Government Organizations

Government organizations play a significant role in institutionalizing social group work. They operate under statutory frameworks and are funded by public resources.

Examples include:

- Departments of Social Welfare
- Youth development agencies
- Child protection services
- Correctional and rehabilitation institutions

These organizations emphasize **policy-driven programs**, large-scale outreach, and standardized procedures.

Non-Governmental Organizations (NGOs)

NGOs are voluntary organizations that play a vital role in social group work, especially in developing countries.

Characteristics:

- Flexibility in program design
- Community-based orientation
- Focus on marginalized and vulnerable groups
- Innovative and participatory approaches

NGOs often conduct group work in areas such as women's empowerment, child welfare, disability rehabilitation, youth development, and livelihood promotion.

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Voluntary and Community-Based Organizations

These organizations emerge from within the community and are often rooted in local needs and cultural contexts.

Features include:

- Strong community participation
- Informal organizational structure
- Emphasis on self-help and mutual aid
- Use of indigenous leadership

Self-help groups, youth clubs, and neighborhood associations are common examples.

Institutional Settings - Social group work is also practiced within formal institutions, such as:

- Schools and colleges
- Hospitals and mental health institutions
- Correctional institutions
- Residential care homes

In these settings, group work complements other professional services such as education, healthcare, and counseling.

19.4 INSTITUTIONAL STRUCTURE OF SOCIAL GROUP WORK ORGANIZATIONS

- 1. Intake Interview** - This is the first contact between the client and the social worker. Its purpose is to understand the presenting problem, determine eligibility for services, and decide whether to accept the case.
- 2. Diagnostic Interview** - Conducted to analyze the nature, causes, and dimensions of the client's problem. It focuses on emotional, psychological, social, and environmental factors.
- 3. Treatment Interview** - Used during the intervention phase to help the client cope with problems, develop skills, and achieve goals.
- 4. Evaluation Interview** - Conducted to assess progress, outcomes, and effectiveness of intervention strategies.

Structured and Unstructured Interviews:

- **Structured interviews** follow a fixed set of questions.
- **Unstructured interviews** allow flexibility and client-led expression.

Social workers often use a semi-structured approach, balancing guidance with openness. Social group workers function within

organizational frameworks while maintaining professional autonomy. Their roles include:

- Assessing group needs
- Planning and facilitating group activities
- Promoting participation and leadership
- Managing group dynamics and conflicts
- Maintaining records and documentation
- Coordinating with other professionals
- Evaluating group outcomes

The effectiveness of a social group worker is closely linked to organizational support and clarity of role expectations.

19.4.1 Employee-Related Services in Social Group Work Organizations

Employee-related services refer to the support systems and welfare measures provided to staff members to enhance their professional competence, job satisfaction, and well-being.

Recruitment and Selection

Organizations follow systematic procedures to recruit qualified personnel.

Key considerations include:

- Educational qualifications in social work
- Relevant field experience
- Commitment to social values
- Interpersonal and communication skills

Transparent recruitment ensures professionalism and service quality.

Training and Capacity Building - Continuous training is essential due to evolving social issues. Training programs may include:

- Orientation and induction training
- Skill development workshops
- Refresher courses
- Exposure visits and seminars

Training enhances:

- Professional competence
- Ethical practice
- Innovation in group work methods

Supervision and Professional Support - Supervision is a critical employee-related service in social group work. Functions of supervision:

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- Guidance and mentoring
- Quality control of services
- Emotional support
- Professional development

Supervision helps prevent burnout and ensures accountability.

Performance Appraisal - Organizations evaluate employee performance to maintain standards. Performance appraisal involves:

- Assessment of work outcomes
- Review of professional conduct
- Feedback and goal-setting

It promotes motivation, accountability, and growth.

Welfare and Support Services - Employee welfare services contribute to job satisfaction and organizational stability. These may include:

- Reasonable workload and working hours
- Leave and health benefits
- Counseling and stress management support
- Safe and inclusive work environment

Such services are particularly important given the emotionally demanding nature of social work

Career Development and Promotion - Career advancement opportunities motivate employees and retain talent. Organizations may offer:

- Promotions based on merit and experience
- Opportunities for higher education
- Leadership roles in projects and programs

Career development strengthens institutional capacity and continuity.

19.5 CHALLENGES IN AND SIGNIFICANCE OF ORGANIZATIONAL AND INSTITUTIONAL CONTEXTS

Despite their importance, social group work organizations face several challenges:

- Limited financial resources
- Bureaucratic constraints
- Staff shortages and burnout
- Role conflict between administrative and professional functions
- Inadequate training opportunities

Addressing these challenges requires policy support, capacity building, and institutional reforms. Strong organizational and institutional support:

- Enhances effectiveness of group interventions
- Ensures ethical and professional standards
- Promotes sustainability of programs
- Protects the rights and welfare of employees
- Strengthens community trust in social services

Thus, institutions play a decisive role in translating group work principles into meaningful social action.

NOTE**Activity 19.1****Activity Title: Study of Organizational Structure and Employee Services in Social Group Work Organizations****Objective:**

To help learners understand the institutional structure, governance system, and employee-related services in social group work organizations.

Materials Required:

- Chart paper, Pen/Pencil, Notebook
- Organizational chart of an NGO or welfare institution, Internet/Library resources

Procedure/Steps:

1. Select a social welfare organization such as an NGO, school, hospital, or community center.
2. Observe or collect information about its organizational structure and administrative system.
3. Identify different employee-related services such as recruitment, supervision, training, welfare measures, and performance appraisal.
4. Prepare a chart showing the hierarchy and functions of staff members in the organization.
5. Discuss how institutional support and employee services contribute to effective social group work practice.
6. Present the findings in the classroom or submit a brief report.

Outcome

Students will develop knowledge about organizational structure, governance, supervision, and employee-related services in social group work organizations.

NOTE

☑ Check Your Progress 19.1

1. Multiple Choice Questions (MCQs)

Which of the following is an important employee-related service in social group work organizations?

- a) Supervision
- b) Punishment
- c) Privatization
- d) Competition

2. True/False

A clear institutional structure helps improve coordination and accountability within organizations.

3. Short Question

What is meant by institutional structure in social group work organizations?

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19.6 SUMMARY

Social Group Work Organizations are essential institutions that provide structured opportunities for collective growth, social development, and welfare services. These organizations function through established institutional structures that define authority, administration, communication, and operational responsibilities. A well-organized structure ensures effective coordination, accountability, supervision, and efficient delivery of group work program. Institutions such as NGOs, hospitals, schools, correctional homes, and community agencies utilize social group work methods to address diverse social needs and promote community participation.

Employee-related services form an important component of organizational functioning. Recruitment, training, supervision, employee welfare, performance appraisal, and professional development help maintain skilled and motivated personnel. Effective human resource management supports ethical practice, teamwork, job satisfaction, and organizational efficiency. Supervision and support systems further strengthen employee performance and help maintain professional standards in social work practice.

The unit also highlights various challenges faced by social group work organizations, including limited resources, administrative difficulties, staff burnout, and inadequate institutional support. Addressing these challenges requires effective organizational policies, supportive

leadership, and sustainable employee services. Overall, institutional structure and employee-related services significantly influence the quality, effectiveness, and sustainability of social group work interventions and welfare program.

NOTE

19.7 GLOSSARY

- **Social Group Work** – A method of social work that uses group interaction to help individuals achieve personal and social growth.
- **Organization** – A structured institution formed to achieve specific social, educational, or welfare objectives.
- **Institutional Structure** – The framework of authority, roles, responsibilities, and administration within an organization.
- **Governance** – The process of decision-making, policy formulation, and leadership within an institution.
- **Human Resource Management** – The management of employee recruitment, training, supervision, and welfare within an organization.
- **Supervision** – Professional guidance and monitoring provided to employees for improving work performance and standards.
- **Employee Welfare** – Services and facilities provided to ensure the well-being, safety, and satisfaction of employees.
- **Accountability** – Responsibility for actions, decisions, and performance within an organization.
- **Professional Development** – Activities and training that enhance the knowledge, skills, and competence of employees.
- **Service Delivery** – The process through which welfare program and organizational services are provided to beneficiaries.

19.8 ANSWERS TO CHECK YOUR PROGRESS - POSSIBLE ONE

Check Your Progress 19.1

Answer: a) Supervision

Answer: True

Answer: Institutional structure refers to the organizational framework that defines authority, roles, responsibilities, administration, and operational systems within an organization.

NOTE**19.9 SUGGESTED READINGS – OER**

Sr. No.	Title	URL	QR Code
1	Social Group Work	http://books.aisectonline.com/User/UnitUrls?unitId=7201	

19.10 REFERENCES

- Konopka, G. (1963). Social Group Work: A Helping Process. Prentice Hall.
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- Government of India. Social Welfare Administration Reports.

19.11 EXERCISES**Part 1****A. Multiple choice questions:****1. Social group work organizations primarily provide:**

- a) Individual therapy
- b) Legal services
- c) Institutional support for group work
- d) Medical treatment

2. Governance in organizations mainly involves:

- a) Fieldwork
- b) Policy formulation
- c) Counseling
- d) Record keeping

3. Which of the following is an employee-related service?

- a) Fundraising
- b) Supervision
- c) Advocacy
- d) Lobbying

4. NGOs are known for:

- a) Rigid structures
- b) Community-based flexibility
- c) Military discipline
- d) Profit orientation

5. Performance appraisal primarily aims at:

- a) Punishment
- b) Motivation and improvement
- c) Termination
- d) Surveillance

Answer with Explanation

1. c) Institutional support for group work

Explanation: Social group work organizations mainly provide a structured environment and support system for conducting welfare and developmental group activities effectively.

2. b) Policy formulation

Explanation: Governance focuses on leadership, decision-making, and policy formulation to ensure proper functioning and accountability within an organization.

3. b) Supervision

Explanation: Supervision is an employee-related service that guides and supports workers in improving their professional skills and performance.

4. b) Community-based flexibility

Explanation: NGOs are generally flexible and community-oriented organizations that work according to local needs and social welfare objectives rather than profit-making.

5. b) Motivation and improvement

Explanation: Performance appraisal is conducted to evaluate employee work, encourage motivation, identify strengths and weaknesses, and improve overall efficiency.

B. Short answer type question

1. Define social group work organizations.

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2. List any four types of social group work organizations.
3. What is the role of supervision in social group work organizations?
4. Mention two challenges faced by social group work institutions.
5. Explain the importance of employee welfare services.

Part 2

C. Long answer type question (200 words)

1. Discuss the institutional structure of social group work organizations in detail.
2. Examine the role of social group workers within organizational settings.
3. Analyze the significance of employee-related services in social group work.

Part 3

D. Long answer type question (300 words)

1. Explain the contribution of NGOs to social group work practice.
2. Discuss the challenges faced by social group work organizations and suggest measures to overcome them.
3. Evaluate the importance of governance and administration in ensuring effective group work practice.



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SLM FEEDBACK FORM

PROGRAMME : _____

COURSE : _____

BLOCK : _____

UNIT : _____

Dear Student,

While studying the units of this block, you may have found certain portions of the text difficult to comprehend. We wish to know your difficulties and suggestions, in order to improve the course. Therefore, we request you to fill up and send us the following questionnaire, which pertains to this block. If you find the space provided insufficient, kindly use a separate sheet.

Please mail to aisectcontent@aisect.org/ for online submission please scan QR code:

Questionnaire

1. Name : _____

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3. How many hours did you need for studying the units? :

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4. Please give your reactions to the following items based on your reading of the block:

Items	Excellent	Very Good	Good	Poor	Give specific Examples (If poor)
Presentation Quality					
Language and Style					
Illustrations					
Used (diagrams, tables, etc.)					
Conceptual Clarity					
Check Your Progress Questions					
Suggested Readings - OER					

5. Any other comments:
