CHAPTER -V
SUMMARY AND CONCLUSION

After processing the data, obtaining and interpreting the results in previous chapter, the findings have been delimited and discussed in present chapter. These findings can be generalized to the extent of representatives of the sample and methodology employed in the study. In this chapter, the results are discussed to show how these findings are concurrent with some of the empirical studies already conducted in the field. At places, some of the observations did not concur with the findings of some investigators. In such cases, attempts have been made to fathom plausible reasons for these disagreements.

Keeping the major findings in view, the educational implications of the study have been worked out. But these findings and implications do not fit in all the concerns of study. As such some suggestions have been given for the further research. This chapter is, therefore, devoted to focusing the findings, conclusion, discussion of results of the study and for indicating their implications and suggestions for further studies or research. These are presented below in the same sequence.

Social work is a professional service rendered by a professional trained social worker to the needy, downtrodden and marginalized section of the society. Since it is a helping activity, which enables people to help themselves to face the challenges and to cope with the difficulty of living in the society. It is one of the noble professions concerned with the amelioration and prevention of social problems and also it aspires to the enhancement of the quality of life of individuals.

Historically, systematic discrimination of vulnerable groups because of their attributes such as sex, ethnicity, age, health, economic background and sexual orientation has resulted in the marginalization of women, Dalits, tribals, indigenous people, nomadic communities, landless and small farmers, the labour class, children, youth, and persons with disabilities, mental or terminal illness and others. The socioeconomic and political institutions/ systems of family, community and state, which are supposed to protect and
enhance the security of the human person, have taken on a life of their own. To counter these economies, political forces action groups are emerging, resulting in new social movements, aiming towards sustainable and people centered development, promoting the values of social equity, local self governance, democratic pluralism, people’s participation, self reliance and peace and collaborative social dynamics. The social work profession has a significant role to play in this context of the resurgence of the civil society. Hence, greater attention should be given on the quality of professional education.

The roots of social work in one form or the other, can be found since times immemorial. However, professional training for social work began in the 1930’s in India and social work has started in 1967 in Karnataka.

The present study reveals that, social work is a noble profession in the society and it can’t be compare to other kind of profession. It has a unique nature and values in the social services and social workers are always worked for other life and better society.

In the present study, majority of them were enter in to the profession by choice not by a chance. All are having great enthusiasm to work in the field of social work with great professional values. Majority of them are working in the social work profession irrespective of their educational qualifications. And all the social workers are maintain their family burdens and with great responsibilities.

Some of them are not satisfied with nature of work carrying out in the present organizations. But they are consider to be problem solver so that they have the nature of the never give up in the field. The some organizations are (majority of private and autonomous) not giving justice to the worker in their organization with respect to their work done. And not providing enough facilities to continue their work with great impact.

**MAJOR FINDINGS OF THE THESIS**

The data collected by the researcher reveal a number of strengths and weakness. The present research work has probed many areas related to social workers professional satisfaction in Government and non government organization. The results obtained are brought out here under in a brief form under appropriate headings.

Among the 400 respondents, overwhelming a majority of them is about 43.0
percentage (172) of the respondents are aged between 30-34 years followed by a good number of respondents are about 27.0 percentage (108) were belongs to the age group between 25-29 and significant percentage of the respondents are about 73 (18.2 percentage) belongs to the age between 35-39 years. Whereas the age group between 21-24 consist of respondents are about 4.8 percentage and 7.0 percentage of respondents were belongs to the age group above 40 year respectively.

Majority of respondents are about 77.5 percentage (310) are belongs to Hindu religion, while the second highest number of respondents are about 13.5 percentage (54) belongs to the Christianity, and 5.00 percentage (20) are belongs to Muslim religion, others are composed of only 0.4 percentage of the total respondents of the study area.

The proportion of respondents who belongs to the OBC categories are more in the social work profession and followed by schedule caste respondents and very low percentage of the respondents were belongs to the schedule tribe and others respectively.

Among the 400 respondents of the study area more than half of the respondents are about 64.00 percent are living in nuclear family, whereas about 36.00 percent of respondents were living in joint family.

According to the data, majority of them were married and consist of about 45.25 percent, followed by almost similar percentage (41.25) were unmarried. While significant percentage of respondents was divorced (6.00 percentage) and about 7.50 percent of respondents were widow/widower.

Among the 400 respondents of the study area majority of the respondents are about 70.00 percentage are working in Non-Governmental organization, and only about 30.00 percentage of them were working in the government organization.

Among the 400 respondents, majority of them were working in the health/hygiene organization which are exclusively work on health education and medical related work in the study area. Whereas about 110 respondents (27.5 percentage) of them were working in the educational oriented organization which are involved in the educational sector particularly working in rural areas to increase the literate population in the study area.
Among 400 respondents of the study area majority of them were working as Counselor/Teaching (57.25 percentage), followed by 98 respondents (24.50 percentage) were working as Team leader or Coordinator respectively. While about 33 respondents (8.25 percentage) were stated that, they are working as Trainer & facilitator in their respective organization.

Among the 400 respondents, majority of them were working on contractual basis and their percentage is about 50.00, followed by 138 respondents (34.50 percentage) were working on temporary basis, about 13.00 percentage (52) respondents were working as permanent employees of the respective organizations.

Among the 400 respondents, majority of them about 120 (30.00 percent) were having 4 to 6 years of experience, followed by less than 3 years (27.50 percentage). In other hand highly significant percentage of respondents (22.50) were having more than 10 years of experience in their profession and almost similar percentage (20.00) were having 7 to 9 years of experience in their profession.

Among the 400 respondents of the study, about 48.25 percent of respondents were drawing salary between Rs. 10,000 to Rs. 20,000, while about 21.00 percent of respondents are having salary between Rs. 20,000 to Rs. 30,000 respectively. Whereas about 12.00 percent of the respondents were getting salary between Rs. 30,000 to Rs. 40,000 and above, and only about 75 respondents (18.75 percent) were getting salary less than Rs. 10,000 respectively.

Among 400 respondents of the study majority of them were about 37.25 percentage of respondents were stated that, they have been enter in this social work profession for serving the society and people. While similar percent (39.50) of respondents were stated that, they have been chosen social work profession as job opportunity, followed by very significant percentage (14.75) of respondents were clearly stated that, they chosen this profession to establish a NGO and only very few respondents 34 (8.50 percent) were stated that for social status they are doing social work as their profession.
Among the 400 respondents, majority of them were stated that, they are happy and their percentage is about 92.25, while very few respondents (31) were felt that, they are not happy in their profession.

Among the 400 respondents, majority (74.00 percent) of them was stated that, they are joined to services after completion the course; while about 104 (26.00 percent) stated that, they were joined in the services before completion of course.

Among the 400 respondents about 46.25 percent of them were agreed and similar percentage (49.00 percentage) of them also partially agreed with the freedom of social work sector for critical evaluation of functioning of the team management.

Among the 400 respondents, majority of them were about 54.50 percentage of them were partially agreed that, the management is accessible to discuss about problems of department and personal matter, in other hand very good number of respondents (164) were stated that, they are agree with above mentioned statement.

Among the 400 respondents, majority of them were about 54.50 percentage of them were partially agreed that, the management is accessible to discuss about problems of department and personal matter, in other hand very good number of respondents (164) were stated that, they are agree with above mentioned statement. While only 18 respondents (7.50 percent) of them were not agreed or disagree that, the management never easily accessible to discuss about personal and department problems.

Among the 400 respondents, majority of them(198) were about 49.50 percentage of them were partially agreed that, ethics and rules of organization may be permit to move one organization to other due to salary hike s, in other hand very good number of respondents (119) were stated that, they are agree with above mentioned statement. While only 83 respondents (20.75 percent) of them were not agreed or disagree that, social work ethics and rules of organization are not barrier to move one organization to other if they get high salary.

The data analysis reveals that, more than half of the respondents are about 58.50 percent were agree that social work always motivate to participate to serve to poor and
needy people. Whereas, about 36.00 percent of the respondents were partially agreed and while very few respondents are about 4.50 percentages disagreed about above stated statement.

Among the 400 respondents, near to half of the respondents (192) are about 48.00 percent were agree that social work sector improves the corporate image of the worker in the society. Whereas, about similar number respondents (182) consist of 45.50 percent were partially agreed and while small number of respondents (26) are about 6.50 percent disagreed about above stated statement.

Among the 400 respondents, near to half of the respondents are about 48.8 percent were partially agree that people will come frequently to the social workers for discuss their problems. Similarly more than fifty percent (50.25) of respondents were also partially agreed about visiting of people to social worker for discussing their problems. While about very fragment of the respondents (07) were disagree in context to visiting of people to social work for discussing their problems.

Among the 400 respondents, more than the fifty percent (52.25) of the respondents stated that, social work profession is the best profession when compare to the other professions. Whereas, about 176 respondents (44.00 percent) were also partially agreed regarding profession as social worker. However, the less respondents are about 3.75 percent were disagree and stated that, the social profession is not best when compare to the other professions.

Among the 400 respondents, more than the fifty percent (55.75) of the respondents partial agreed that, there is enough employment opportunities are available in the social work sector. Whereas, about 127 respondents (31.75 percent) were also agreed that, employment opportunities are more in social work sector.

Among the 400 respondents, more than the fifty percent (59.29) of the respondents partial agreed that, there is there is successful management of employee and employer grievance in the social work sector. Whereas, about 129 respondents (32.25 percent) were also agreed above stated statement.
Among the 400 respondents, more than the fifty percent (57.50) of the respondents agreed that, they have personal interest in the social work profession. Whereas, about 151 respondents (37.75 percent) were also partially agreed above stated statement. However, the very few number of respondents are about 4.75 percent were disagree and stated that, they do not have personal interest in this profession.

Among the 400 respondents, more than half of the respondents (268) of the respondents were stated that, the social work sector is service oriented and it is never commercialized. Whereas, one third of the respondents, about 132 respondents (33.00 percent) were stated that, the social work sector is commercialized and they are not functioning in the line of social work.

Among the 400 respondents about 41.25 percent of them were stated that, social work profession is not second face of same coin of political system. Whereas, good number of respondents are about 40.75 percent of the respondents were felt that may be it is impacted by political system. And 18.00 percent of respondents were felt that social work profession is other face of the same coin in the present society.

Among the 400 respondents about 35.00 percent of them were stated that, no one making money on the name of NGOs. Whereas, good number of respondents are about 37.75 percent of the respondents were felt that may be there some people are making money on the name of NGOs organization. And 27.25 percent of respondents were felt that there are NGOs which are making money on the name of NGOs.

Among the 400 respondents about 41.75 percent of them were stated that, no social worker misleading he common people. Whereas, good number of respondents are about 41.75 percent of the respondents were felt that may be there some social workers are misleading the common people. And 16.50 percent of respondents were felt that there are common people are misleading by social workers.

Among the 400 respondents about 44.75 percent of them were stated that, may be social worker influence the socio-economic and political decisions of people. Whereas, good number of respondents are about 24.50 percent of the respondents were felt that, there is no influence on decision of people with regards to socio-economic and political
systems. And 30.75 percent of respondents were felt that there is enough impact of the social worker on decisions of people with relation to the socio-economic conditions.

Among the 400 respondents about 39.25 percent of them were stated that, may be NGOs and social workers involving in illegal and unethical activities, followed by good number of respondents are about 24.25 percent of the respondents were felt that, some of the NGOs and workers are involving in unethical and illegal activities.

Among the 400 respondents about 48.25 percent of them were stated that, may be people are losing faith on NGOs and social workers in the present days, followed by good number of respondents are about 29.25 percent of the respondents were felt that, people are not losing their faith on NGOs and workers in the study area.

Among the 400 respondents about 56.75 percent of them were stated that, may be NGOs are shaped parallel as that of the government system in the present days, followed by good number of respondents are about 21.50 percent of the respondents were felt that, NGOs are functioning as that of the government system and similar percent (21.50) of respondents were felt that. NGOs are not working parallel to the government system in the study area.

Among the 400 respondents about 57.75 percent of them were stated that, social work main objective and motto is to serve to the mankind, followed by significant number of respondents are about 29.25 percent of the respondents were felt that, may be social work is the service of the mankind and low percent (13.00) of respondents were felt that. Social work is not the service to the mankind.

Among the 400 respondents, near to fifty percent (48.75) of the respondents stated that, due to the corruption NGOs, social workers are losing their respect in the society, followed by 19.50 percent of respondents were stated that, Ccastism/communalism NGOs and social workers are losing respect in the society, while about 58 respondents (14.50 percent) were felt that, selfishness is the reason for losing respect in the society, about 8.50 percent and 8.75 percent of the respondents were felt that unethical work and any other kinds may be the reasons for losing respect in the society.
Among the 400 respondents, more than the fifty percent (52.75) of the respondents somewhat satisfied about their present salary. Whereas, about 71 respondents (17.75 percent) were also fully satisfied about their present salary or payment given by the organizations.

Among the 400 respondents, more than the fifty percent (53.25) of the respondents somewhat satisfied about their nature of work which is carrying out in present position. Whereas, about 176 respondents (44.00 percent) were also fully satisfied about nature of work. Among the 400 respondents, more than half the respondents (224) were not satisfied about cooperation of higher authorities of the respective organizations. Whereas, about 137 respondents (34.25 percent) were somewhat satisfied about cooperation of higher authorities of the institutions in which respondents are working.

Among the 400 respondents, majority of respondents (254) were not satisfied about working facilities getting from their respective organizations. Whereas, about 111 respondents (27.75 percent) were felt that, somewhat satisfied about working facilities which are getting from their respective organizations.

Among the 400 respondents, majority percent (62.25) of respondents were not agreed with above stated statement. Whereas, good number of respondents (114) were felt that, fully agreed about recognition of individual or than give personal importance to each worker.

Among the 400 respondents, majority percent (46.00) of the respondents were partially agreed with above mentioned statement and similar percent of the respondents were disagreed with same statement. However, the very few number of respondents are about 8.00 percent were fully agreed that, social worker can be consider as problem solver.
Among the 400 respondents, half of the respondents (200) were partially agreed with above mentioned statement and good percent (36.25) of the respondents were also disagreed with same statement. However, the very few number of respondents are about 13.25 percent were fully agreed that, grading of salary method is completive in the social work profession.

Among the 400 respondents, more than half of the respondents (229) were partially agreed that, democratic principles will be followed while taking decision in their organizations and good percent (35.50) of the respondents were also agreed with same statement.

Among the 400 respondents, more than half of the respondents (225) were partially agreed that, there is cooperation from top management of their organizations and good percent (36.75) of the respondents were also agreed with same statement.

Among the 400 respondents, more than half of the respondents (238) were partially agreed that, decision will be made by consultation with staff members in their respective organization.

Among the 400 respondents, more than half of the respondents (249) were partially agreed that, their organization will provide all required facilities to the staff. While ¼ percentage (25.00) of the respondents was also agreed with same statement. However, the very few number of respondents are about 12.75 percent were disagreed and stated that, their organization will not provide best required facilities to the staff members.

Among the 400 respondents, more than half of the respondents (168) are agreed that, challenging work should be allotted to the interested candidates so that employee may get chance to their creativity. While 52.75 percentage of the respondents are partially agreed with same statement.

Majority are about 74.00 percent of respondents were sated that they respect and work for the devolvement of profession and about 26.00 percent were felt that, they have no respect and work for the devolvement of profession
The above data analysis reveals that, majority are about 94.50 percent of respondents were sated that they are working for development and to bring change in the society and about 5.50 Percent were felt that, society is not respect the social workers in the present time.

**Suggestion**

The empirical findings of the study clearly depict that the professional satisfaction among social workers in government and non government organizations in Karnataka state is significantly at decline due to several reasons. Social Work professionals are trailing their significance in the field of development due to lack of commitment, ideological orientation and perhaps incompetent desired skills, knowledge and techniques. Non social work professionals and non professional performance is better than so called social work professionals. For this situation, social workers. Government and non government organization or agencies committed and skilled social work professionals in India in general and in Karnataka in particular. Hence, a few suggestions are made to the following stakeholders.

**Interventions of social work in Government and nongovernment organizations:**

Deep in the tradition of Social Work is the tendency to press for social change and improvement in the services within a community. Seeking for economic & social well being of people and the deeper source of happiness that is self-realization\textsuperscript{41} is basic to the entire philosophy of Social Work Practice. Though, assisting people to self-realization\textsuperscript{41} is the core of Social Work Practice, the methods or skills utilized have changed significantly from those used in the period when Social Work largely focused on social reforms.

Social workers provide interventions to individuals, groups or families and communities in order to assist them with their needs and issues. Interventions are intended to aim clients in alleviating the problems, which threaten their well-being. The interventions used by social workers are those that are identified as potential helpful on the basis of the social workers ongoing assessment of the individual, group and community needs.
Social work operates in an environment of competing professions and there has been a longstanding difficulty in defining and expressing its unique contribution and expertise. The reasons for this vary from a reluctance to claim its own slice of professional territory and the authority derived from special knowledge not available to the lay person that often goes with that claim. In part the concern has been that asserting its professional authority could further empower people requiring its services. Skill and knowledge shifts within and between professions routinely take place over time. A characteristic of social work is that its knowledge base is multi disciplinary and social workers have the capacity to move into territories of skill and knowledge that ‘belong’ to other professions and occupations. At times this is part of assessing the need for specialist expertise, at other times it is part of journeying (Care Journeys) with the person using services.

In a world where professionalism is seen territorially, this capacity to travel into and out of other people’s territory is not seen as flexibility, but as social work ‘being a Jill of all trades but mistress of none’ (Williams 2004). At the same time social work feels threatened by claims from nurses, police and other professions to be able to do what social work does. This with the assumption that social work takes a holistic view of a person’s life and situation whether this is in assessment of need, in direct work with them, or through accessing support from social care staff, other organizations, professionals and other workers in related fields.

**The key characteristics of social work are:**

- The focus on the whole of the person’s life, their social context, and environment
- The capacity, in circumstances that are often difficult
- To engage quickly with people to establish trust,
- To persist in efforts to engage even when this has proved difficult and others have given up.
- Consciously to move into situations that would be avoided by most people because they are complex and high risk
- The relationship established between the social worker and the service users involved is integral to achieving quality
- The capacity to manage situations where risks are very finely balanced so that ‘you are damned if you do and damned if you don’t’
We have assumed that there is a generic base for social work and that this means that newly qualified workers ‘enter the social work world with the core knowledge and skills necessary to begin professional practice across the required range of settings’ (Williams, 2004). Earlier specialization can lead to tunnel vision that hinders social worker being able to keep an holistic perspective on their work and to ‘indefensible divisions of responsibility’ (Williams, 2004). This is particularly important given the structural divisions such as those between services.

Social work is practiced in a variety of settings including state services, health care, specialist agencies, independent practices, voluntary and not for profit bodies, user led organizations, private sector companies and cooperatives. Many social work roles help implement national policies. For example, social workers are essential in enabling local government, schools, health care and justice services to carry out their roles. In safeguarding human, social and economic rights, governments and non government organizations that employ social workers have a vital role, working with the profession and others, to seek to secure sufficient resources to meet needs and maintain standards of good practice.

To practice effectively and ethically, social workers need a working environment that upholds ethical practice and is committed to standards and good quality services. All employers, social workers and service users should have the possibility to refer to a body with the legally recognized responsibility for safeguarding professional standards and ethical practice.

A positive working environment is created where the values and principles of managers and social workers are consistent with each other and mutually reinforcing. There is substantial evidence that the most effective social work services are provided in situations where employers understand the social work task, respect their employees and are committed to implementing professional values.

A framework for supporting good practice needs to take account of ethical principles and ensure effective induction, supervision, workload management and continuing professional development.
The following elements enable social workers to practice ethically:

- Written policies setting out standards of ethical practice provide clarity and protection for service users, social workers and agencies. Such policies need to be informed by agreed national ethical standards and the IFSW Statement of Ethical Principles. Social workers should never be required to do anything that would put at risk their ability to uphold such ethical standards, including policies on confidentiality, equal opportunities and risk management;

- The public, including service users/consumers should be regularly informed about these standards, policies and procedures and provided with information about how to raise concerns or make complaints about standards of practice;

- People engaged as social workers must be suitable to enter the workforce, hold an appropriate recognized qualification that entitles them to practice as social workers, provide references (including evidence that they are not a risk to service users) and demonstrate that they understand their roles and responsibilities, including their ethical duties;

- Alignment of service and social work values are essential for effective services. This includes upholding and implementing principles of human rights and social justice that are the basis of social work practice;

- Dangerous, discriminatory or exploitative behaviour and practice must be dealt with promptly through the implementation of policies and procedures. Such policies should provide measures to prevent and minimize violence, making it clear to staff, social workers and service users that violence, threats or abusive behaviour is not acceptable;

- Social workers have a right for their health and occupational safety to be protected. Evidence confirms that social workers frequently experience trauma or violence in their work and they are vulnerable to work related stress and burn-out due to the nature of the work;
• Social Work educators in Karnataka lack in research activities. Without research activity dynamism in teaching learning cannot be maintained. Understanding new challenges of the society and developing appropriate strategies is possible only through the process of research. Hence, social work educators should always conduct research in their area of interest for better working with government and non-government organizations.

Professional organizations have the responsibility to provide opportunities for continuing education so that the professionals can keep their knowledge up to date.

One of the major responsibilities of the professional organization is the study of relevant changes taking place at the political level and policy level and its implications for social work and the target groups, whom the professionals serve. The organizations also should make efforts to bring about necessary changes.

Suggestions:

1. The organization (private and government or autonomy) have to motivate the social workers to do more work in the field of public sector

2. The organizations are to full fill the needs of the social workers with respect to their professional experience

3. Organization has to maintain their sanctity of social work rather than making commercialization

4. Government has to initiate more schemes or projects to the provide the opportunities to social workers to continue their profession for the betterment of society

5. Society has also respect and co-operate to the social worker in the field to encourage their spirit of work and nature to continue the profession.

6. The autonomy and private organizations has to maintain the dignity of job and personality of the social worker rather than division of designations.