2.1 Importance of the Study

This research studies the sociology of social work. It is an analysis of urban families that face family crisis and apply to family social work agencies for professional services in order to resolve their family crisis. Social work agencies render professional services of a remedial and developmental nature.

It is necessary to supplement therapeutic effort with sociological explanations. The first step is to study the work on Indian families and compare the findings with sociological studies made in the West, seeking theoretical explanations to human problems and crises.

Three aspects related to urban family crises are being studied.

1) A study of structure and functioning of families in crises; and in particular, family dynamics in crises and coping.

2) The professional inputs of the human service delivery systems.
3) Response of families in crises to human service delivery.

The findings of the study are expected to provide sociological insights into family dynamics, family crises and support systems related to urban families.

For social workers, it will provide a useful tool of measurement of clinical records.

Family case work has not found its exact identity in India after a standing of 37 years. Professional efforts at family case work are 37 years old in India, with the inception of the first family welfare agency at Bombay, Maharashtra in 1950. Since then, professional social work services are organised agencywise and social work trainees receive training in case work in 40 schools of social work in India today.

The professional outlook today is restricted to content analysis and study of very few exemplory cases of family case work. There is a total lack of any conclusions based on actual field data. The true insights into the actual professional input based on clients' needs can only be gained on factual information covering a definite and entire client group. This research is expected to bridge the gap in information.

The research is based upon field data collected from five family service agencies in Maharashtra. All five agencies are located in the two major cities of Bombay and Pune. Bombay, the capital of Maharashtra State is a huge metro city with a population of four million.
Situated on the west coast of India, Bombay has a huge industrial and commercial complex and has perhaps the widest exposure to westernization. The metro city houses a cosmopolitan population of diverse origins and is infested with a huge proportion of immigrant population from close and distant states. It is a city of multiple cultures. The families registered at the three service centres are drawn from this heterogenous population of the city.

Pune on the other hand is for long a renowned centre of Education and culture, equally exposed to diverse forces of industrialization and urbanization. The city has the highest rate of urbanization (95%) in the country.

2.2 The Purpose of this Research

The purpose of this research is to study in detail the characteristics of families in crisis and breakdown. The main assumption in this respect is that families in crises and threat of breakdown apply for personalised supportive services.

The commended work done on urban Indian families is by Aileen Rose (1961), I.B. Desai (1956 and 1961) and M.S. Gore (1965 and 1968) of these, Gore's work is commended for this "Methodological sophistication and research design".

These works emphasise the relationship of the Indian urban family to the joint family and pre-industrial society.
This research dissertation aims to look at the urban family phenomenon - with its exclusive identify and attempts to answer the question, "What are the strongest supports contained within the family system, which hold the family together even through the worst crises and disasters?" and "To what extent organised services save family breakdown."

It is said that some of the works mentioned earlier suffer from information on sampling technique. To bridge this gap, this study undertakes a census survey of all families registered in all the family service agencies in Maharashtra during the years 1978 and 1980, 1979 being the mid-point of the International Decade of Women and proclaimed as the International Year of the Child is regarded as a significant year for the family. All the families recorded in all the agencies in Maharashtra are included in the survey. The study is delimited to Maharashtra for its exclusive culture and homogeneity. It is the experience of researchers that national level surveys in India are difficult to control due to the heterogeneity of population. Hence it is decided to restrict this study for the State of Maharashtra.

2.3 The Objectives of the Study

The objectives of the study are -

1) To undertake a structure-functional examination of families in distress.

2) To procure casework insights into the behaviour of clients undergoing family service in Indian Conditions.
3) To describe the various professional inputs effected by professional social workers in specific family problems.

4) To examine the nature of lasting family support systems.

2.4 Methods of Study

Two methods are adopted in combination - the survey method and the case study method. A survey of all cases reported during the years 1977-1980 by the five family welfare agencies located in Maharashtra will be carried out with the help of a pre-coded tool of study described in Appendix I, pp. The cases will be suitably classified and the variables correlated in order to secure conclusive insights into the phenomena of family crises, support systems and interaction with the HSDS, crisis management and response to HSDS by crisis families. Some illustrative cases with sociological interpretations are described in Chapter II.

2.5 Scope of the Study

(a) The study is meant to be carried out on a regional basis only to cover a manageable universe. Maharashtra is the only pioneering state in work of this kind. There are only five organisations in Maharashtra today, doing this type of work - three in Bombay, and two in Pune. Of the last two, one agency started only in 1980 and hence will receive an altogether different treatment in the research design.
(b) The research undertakes a survey of all cases registered with these organisations over three years 1977-78, 1978-79 and 1979-80.

2.6 Problem Formulation

The primary interest of the researcher in the study of urban family in India was roused by two classical works on Indian families, viz.:

1. Urbanization and family change by Dr. M.S. Gore, and
2. Hindu family in its urban setting by Dr. Aileen Ross.

Most sociological studies examine the nature and functioning of the traditional Hindu joint family in rural India. Original insights and clear concepts of different types of families are documented by sociological thinkers and scientific observers.

That urbanization and urbanism affect the institution of the Indian family is universally accepted. Yet, very little material is available on the exact nature of functioning of the urban nuclear family in India. Gore and Ross report joint families in urban settings. Theoretical texts express the fear that the quality of this social institution is seriously and adversely affected by the destructive forces of urbanism and that industrialization and urbanism generate disintegrative force for the urban family. Disorganisation and family dynamics in survival are not known.
Talcott Parsons and R.F. Bales in their work conceptualise the "isolated nuclear family" and hold that this type of family is best suited to industrialised urban societies. At the same time they affirm that such a family has undergone the process of "Loss of functions" against the backdrop of the stable, traditional joint family in India. Proclaimed as an Institution most resistive to change, the isolated, urban, nuclear family is described as a social institution with hardly a function in society and a weakened product of family distagration with such loss of function, it is predicted that this family will increasingly depend upon external organizations for strength and survival. This statement prompted that researchers to examine the extent and nature of the dependence of the urban family on intimately personalised professional services offered by the human service delivery systems as in India; and its capacity to ask for and receive help from such organized services.

Three major areas of study were identified to start with:

1. The state of families in crises - Their sociodemographic characteristics, specific family problems, their coping styles, family structures and functioning.

2. The nature of personalised professional service and contribution to family support and effort at survival.

3. The client roles and response human service delivery.

Thus this is a study of family dynamics in crises and coping. The independent variables listed later in this chapter are held as constant factors in the dynamics of striving.
towards the goal of survival. It is also a study of two systems in interaction—the client systems and the human service delivery system.

The assumption is that no person will turn to an outside agency for intimate personal support unless forced to do so by adverse circumstances. The "Push" factor takes persons to seek assistance. They apply for help as the last resort and withdraw from service agencies as soon as they gain strength to sustain on their own.

Both the systems - The family and the service delivery systems are complex social organizations. In order to understand each of them, every system was divided in smaller elements and each element was examined separately. The variables are selected from among these elements. Some separate variables were eliminated because of their complex nature which would have interfered in measurement. These variables are:

1) The causes of family breakdown.
2) The family communication network.
3) Interpersonal relationships within the family.
4) Patterns of leadership and decision-making in the family.
5) The family sub-structures of rights and duties.
6) Ideology of the family.
2.7 Identification of the Unit of Study

A major question related to the research naturally is "Where can we locate families in breakdown".

Cases of breakdown of marriage or family breakdown related to property matters could have been located in family courts. Several efforts made by researchers with family courts have failed as courts refuse to disclose the identity of appellants due to commitment to professional secrecy. Even if this barrier could be crossed by adopting the principle of privileged communication, the respondents are found to be reluctant to share intimately personal details with investigators. Personal interviews become a very painful and emotionally charged experiences to individual respondents subject to family crises. Hence this possibility was eliminated.

An attempt to study the dynamics of real life events demands accurate and highly sensitive tools of study and specially trained investigators. An elaborate exercise was undertaken to devise dependable tools. Interviews conducted by professionally trained and experienced caseworkers is the only answer to this research requirement. Human service agencies are well equipped to conduct these interviews within a controlled environment and with full assurance of professional secrecy. Respondent participation in this kind of an inquiry is at its maximum level as the respondents are themselves involved in critical personal situations and seek
help on their own. This is a matter of fact in the entire human service delivery system in India. Family service agencies are well known to preserve and maintain very detailed records of events in family situations and counselling. Of the multi-fold problems tackled by welfare organizations, family counselling services are the most comprehensive, as the respondent unit is the entire family. The researcher was confident of securing very detailed and valuable field data from the family service agencies and hence decided to enlist the cooperation of all the family service agencies from Maharashtra. These records report the first hand information gathered by experienced caseworkers during personal interviews with one or more adult members of families facing severe problems which indicate imminent family breakdown.

2.8 Organization of the Field

In order to secure as far as possible a homogeneous sample, it was decided to undertake a regional study in Maharashtra. All the five divisions of the state were considered. There are 19 schools of social work in Maharashtra. The Maharashtra Government and State Social Welfare Advisory Board of the Central Social Welfare Board were also requested to give us a list of aided family welfare agencies in Maharashtra. Information invited from all of them revealed that such types of family service agencies were located only in Bombay and Pune. Hence it was decided to study cases from all the agencies in Maharashtra. There were in all five agencies - three in
Bombay and two in Pune at the time when this research was planned, viz., in 1982. They are Family Service Centre, Colaba, Bombay, Bapnu Ghar, Bombay, Family Welfare Agency, Bombay, Family Counselling Bureau, Pune and Bharatiya Samaj Seva Kendra, Pune.

The research, although sociological in nature, also aims at procuring casework insights. The design was very much appreciated by all agencies who extended their full cooperation in research work. The most sensitive issue was professional secrecy. An academic assessment of human situations is very much required by these agencies. They were assured that their own social workers will do the investigation work and the funding agency will be requested to reimburse the salaries of substitute social workers.

One agency in Bombay was reluctant to share the case data. There are 89 families registered during the period of study with this agency. Due to some peculiar difficulty the case records were not available for scrutiny and hence all 89 cases had to be dropped from the sample.

2.9 The Sample Frame

It was decided to undertake a census survey of all cases registered with all the family service agencies in Bombay and Pune. A sample size of 500 families was pre-determined with the intention of securing reliable results. The size of the universe is determined by compilation of cases reported by each
agency during the years 1977-78, 1978-79 and 1979-80. One agency in Pune started in September 1979 and had not started compiling its annual reports. Hence it could not be included in the initial design of the universe. However in 1984 it was possible to gather the data related to 150 families registered with the agency. The frame of the universe is as follows:

Table 2.1: Agencywise distribution of all reported cases during 1977 to 1980.

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>380</td>
<td>288</td>
<td>250</td>
<td>718</td>
</tr>
<tr>
<td>II</td>
<td>735</td>
<td>822</td>
<td>972</td>
<td>2529</td>
</tr>
<tr>
<td>III</td>
<td>177</td>
<td>153</td>
<td>285</td>
<td>615</td>
</tr>
<tr>
<td>IV</td>
<td>Nil</td>
<td>Nil</td>
<td>Nil</td>
<td>150</td>
</tr>
<tr>
<td>V</td>
<td>87</td>
<td>86</td>
<td>115</td>
<td>288</td>
</tr>
<tr>
<td>Total</td>
<td>1379</td>
<td>1349</td>
<td>1625</td>
<td>4300</td>
</tr>
</tbody>
</table>

Table 2.2: Relationship of sample to universe

<table>
<thead>
<tr>
<th>Agency Code</th>
<th>Total Reported</th>
<th>Total Recorded</th>
<th>Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>718 (100)</td>
<td>224 (31.20)</td>
<td>215 (29.94)</td>
</tr>
<tr>
<td>II</td>
<td>2529 (100)</td>
<td>221 (8.74)</td>
<td>221 (8.74)</td>
</tr>
<tr>
<td>III</td>
<td>615 (100)</td>
<td>89 (14.47)</td>
<td>Nil</td>
</tr>
<tr>
<td>IV</td>
<td>150 (100)</td>
<td>150 (100)</td>
<td>150 (100)</td>
</tr>
<tr>
<td>V</td>
<td>288 (100)</td>
<td>34 (11.8)</td>
<td>34 (11.8)</td>
</tr>
<tr>
<td>Total</td>
<td>4300 (100)</td>
<td>718 (16.70)</td>
<td>619 (14.40)</td>
</tr>
</tbody>
</table>
Out of the 619 cases coded, 50 were taken up for pre-testing and hence are not included in the final analysis. Out of the remaining 569 cases, 76 cases were rejected for final analysis, because they had more than 10 per cent columns reporting "information not available". Every case with 10 per cent or more columns not being filled was rejected in the final in depth analysis. Thus, finally 493 cases were analysed in depth. This constitutes 11.46 per cent of the universe. The data of 491 cases could be matched for cross-tabulation and statistical tests.

The figures in the annual reports are likely to be overlapping, as 205 cases (Refer to Table duration of cases) are reported to have remained active with the agencies between 6 months and 5 years. Such cases must be reported in each of the three annual reports of agencies as active cases.

2.10 The Research Design

The study is divided into two parts:

1) Survey.

2) Construction of appropriate tools of measurement to assess family supports and their response to human service delivery systems. These tools will provide tested out parameters for the measurement of family strengths and weaknesses and the appropriateness and adequacy of the different strategies of social work intervention.
Since this is the first known sociological research of its kind from Maharashtra, the basic research design is exploratory in nature. Yet three hypotheses of Type I and one null hypothesis is being adopted. In the final analysis many new hypotheses are expected to emerge.

The data to be obtained is of a qualitative nature, based upon written reports of trained caseworkers working with family problems. A large variety of data was expected in terms of types of family problems, varied stages of family life cycles, castes and cultures, education, occupations, income groups and family dynamics. A study of a sample, however, systematically drawn, would prove inadequate. Hence it was decided to undertake a census study of all recorded cases by the survey method. This will be a search of all possible family crises occurring in different socio-cultural environments. In order to make a systematic study of a large variety of factors, a data sheet was devised (Appendix I) as a basic tool of study. This sheet contained 19 items, out of which 15 are to be directly entered from agency records, to be quantified according to a scheme of rating and indexing and two to be inferred from the impressions recorded by caseworkers. The step of interviewing has been totally omitted for two reasons: First, to sustain and maintain the agencies' commitment to professional secrecy. The facts and problems expressed by the respondents are of a very intimate personal
nature, disclosed under the assurance of total confidentiality in a person to person interview. All the agencies very willingly shared this material with the researcher as she had the privilege of belonging to the same discipline and hence privileged communication was legally and ethically possible.

The second reason is that these reports record the outcomes of interviews lasting for thirty to ninety minutes each, conducted by trained and experienced caseworkers and hence there was no need to repeat any interviews for every case. The caseworkers have followed a standard interview guide in the form of a face sheet, standardised for each individual agency. Hence this step in data collection has been skipped.

The recorded interviews were at first classified into 19 columns. After processing the first fifty cases, it was observed that even the information drawn from the first interview called the "Intake" or admission interview could be easily entered into 46 columns, described in Appendix I.

The codified information was then transferred on to a Fortran coding sheet with the use of the ten cards.

The events recorded by caseworkers are unique and non-recurrent. In every case, as the episodes are real events that occurred at the most critical stages in the life of each client. In a personal crisis an individual turns to an un-
known agency and a professional person for help as absolutely
the last resort. No human being will seek the help of a
stranger in intimately personal matters unless forced by
circumstances to do so. The case records are written by
trained and experienced caseworkers.

Objectivity and value neutrality in recording the
details of clients is not a matter to be doubted. It is,
therefore, assumed that casework records are an objective
narration of real events.

The next doubt which a critic could raise is whether
caseworkers record events truthfully. Records in the agency
are maintained as a chain of events and mostly in a chrono-
logical sequence of two or more interviews. It is an obliga-
tion on the part of caseworkers to record a closing note in
every case record, noting down the closing date and the reason
for closing the case. The progress of all cases is consist-
tently monitored by professionally trained senior supervisors
in four out of the five agencies from which data has been
collected. In the fifth agency, the quality of casework
records is distinctly poorer because of the lack of such
supervision. However, the events recorded are real. Only 34
cases are obtainable from this agency and hence this inadequacy
will not influence the total data of 493 cases. In any case,
the truth in the events recorded cannot be questioned, being
narration of crisis events.
Client behaviour in these agencies cannot remain secret, especially if the client has stopped coming to the agency. Cases are regarded unsuccessful under such a condition and caseworkers will find it impossible to manipulate recordings to make them appear real. Caseworkers are likely to hesitate to record their opinions or professional thrusts, but these items are not included in this study. The entire process of data collection is the systematic organization and classification of the events recorded in each case as a primary exercise, and obtaining sociological explanation of client behaviour in family crises as a second exercise. A third exercise is undertaken to relate the analytical findings to sociological theories of the family and compare these findings with those of previous sociological work related to the urban family in India.

The study answers practically every characteristic of Empirical research in sociology.

The most useful tool of this study has been the code book reproduced in Appendix I.4.

The battery of family problems presented in Appendix III has been tested on the case findings.

Four types of urban families emerged as a result of the survey: 1) Joint, 2) Emotionally joint but ordinarily nuclear, 3) Isolated nuclear, 4) Physically broken. With the measurement of values related to family support systems and non-
supports, it will be possible to conclude the comparative strengths and weaknesses in each of the above family types in urban society. And prediction can be made as regards their vulnerability to family breakdown.

2.11 Measurement

The factors that support and sustain the family are not studied as isolated elements in the family structure. They are observed as dynamic entities which integrate and act as counter blasts to forces that destroy families and sometimes in their effort of survival, even move away from the human service delivery systems.

The task set by the researcher is a complex and a difficult one: hence there is heavy dependence on construction of several tools of measurement. In order to construct these, the researcher first studied a number of instruments used for micro-studies. One of the first was the appreciation of the discomfort-Relief-Quotient (D.R.Q. devised by the J. Dollard and O.H. Mowrier in 1947). (See Appendix IV).

Two of the principles followed in this technique are adopted for this study.

1) The scorer becomes "Client Centered". Client centeredness was accepted as the approach right from the framing of the conceptual model. This study is committed to study client
behaviour and not the measurement of the caseworkers' effectiveness or otherwise.

(2) The assumption that the frame of the reference of a single judge remains more or less constant was reiterated right from the commencement of the work. The researcher had decided to collect the data all by herself and not train and/or employ research investigators for the study. In the original proposal which was presented to a funding organization for a research grant, it was planned that the grants would provide for substitute workers' salary and the workers who actually dealt with the cases will be trained to work as research investigators, since the work with these families happens to be of an absolutely confidential nature. The funding body did respond favourably by providing seed money grant to strengthen the original proposal. However, on examining the revised proposal, the funding body decided not to support the project. Hence the original plan had to be changed and made more economical as well as workable.

Having decided to conduct the study single handed, the plan was intimated to the five family service agencies. Four of them responded very enthusiastically while the fifth did not grant permission to gather the data. The researcher once again requested this agency to share at least the primary details of the cases and permission was finally granted to pursue the case registers and gather primary information.
It was decided not to apply the D.R.Q. for the following reason:

1) The D.R.Q. is originally applied to either dictated or verbatim casework records. Client statements are also required for obtaining the D.R.Q. and examination of agency records revealed that such statements are not recorded by workers and hence the D.R.Q. could not be used.

2) D.R.Q. is useful for micro-analysis of a selected number of cases possibly not exceeding 40. As this study is of a much larger dimension, the D.R.Q. was not used.

3) Professional services offered by welfare agency are not restricted to only the relief of discomfort of a client. Agencies offered supportive, remedial, problem solving, preventing and developmental services. For this wide range of work done on clients, the D.R.Q. would appear too inadequate an instrument. However, as this research also aims at deciding the suitable tools of study and measurement, the D.R.Q. procedures are described in detail in Appendix II.

Five tools devised by other research workers are used in this study, with some modification. They are:

1) Classification of interview techniques used by case workers which was an outcome of the twin city study group research conducted in 1927. This classification
is used in Table on page.

2) Classification of casework treatment procedures profounded by Florence Hollis in 1949.

3) Duwell's classification of family life cycle based upon the developmental stages of children.

4) The classified battery of family problems devised by the Family Service Association of America is modified and used to analyse the family problems. (Table).

2.12 Quantification of Qualitative Data

This is a major exercise which this research undertakes. Measurement of human events in Indian therapeutic situations is very essential for professional social workers. The need is greatly felt but agencies are not able to spare their professional staff for research work. Shortage of trained and experienced staff is a fact to be accepted. Welfare agencies run on small budgets but maintain the quality of service. Experts and statisticians are apprehensive that the record may be very subjective as the recorders are very much involved in the events. Hence the professional transactions are not measured.

Measurement of objective and a factual data related to clients is being undertaken for this study.

The procedures of quantification are discussed later in this chapter.
2.13 Theoretical Perspective of the Study

Having undertaken an empirical study, the researcher considered the following approaches for this work:

1) The symbolic interactional approach, and
2) The structure functional approach.

The third, viz., the psycho-analytical approach will not be adopted for the purpose of this study, as the researcher does not undertake the measurements of the internal processes and relationships within the family. It is the study of each family as a unit interacting with three external forces:

1) The problems and disintegrative elements in the social environments,

2) The impact of personalised professional service on the disintegrating individual and family.

3) The situations of families in crises is essentially examined against the backdrop of rapid social change in the cities: An industrialised, commercial, metro-city of Bombay, which I believe is the most widely exposed to the impact of westernization as compared to any other large city of India, and on the other hand Pune, the most rapidly urbanizing city of India with the highest rate (95%) of urbanization in India. Pune, once recognised as the most important educational and cultural centre of Maharashtra is now in the process of rapid socio-ecological change brought about by industrialization and in migration in search of jobs and
educational opportunity.

One major theoretical problem of this study was to find a precise definition of the "Family" to use as an analytical tool. Many sociological definitions do not include the more subtle aspects of family structure. The definitions must give an all round picture of the family as a changing entity, related to changes taking place in other parts of society.

E.W. Burgess and H.J. Locke (1943) give the most suitable definition of the family in this context. Alieen Ross has adopted this definition for the purpose of her study. Burgess and Locke defined the two ideal typical families which are being treated as two ends of a continuum along with the first three categories of families studied in this research. The broken families will be measured in terms of their deviation from the respective ideal types.

The classical framework of the functional approach of the study of the family as a social system, viz., the functions of pattern maintenance, and tension management, goal direction, integration and adaptation has proved too inadequate in the present study for the following reasons:

1) The function of pattern maintenance pre-supposes a given pattern. Since a decisive pattern is yet to
emerge out of the present family situation against the backdrop of structural change, a pattern of the social system, if any, is not clearly comprehended by the urban family.

2) The tension management function is likely to prove too weak to meet the demands made on the families by the potent impact made by the changing social environment. The tension management function needs to be further strengthened for conflict containment and survival and sustainence through crises. It must also contain qualities of anticipation of adverse forces within and without and skills in defensive maneuvering.

The study attempts to supplement the functional analysis theory in this respect. This research is meant to identify the nature of family disorganization, survival and response to professional aid. No effort is made to analyse or examine the cause of specific family disorganization. Hence the theory related to causation of social disorganization is disregarded.

2.14 The Independent Variables

1) Age: Age is the most constant variable of all the variables. It is indicative of the experience the respondent is likely to have, his problem-solving ability and ego function.

Human service delivery systems aim at bringing about a change in the personal organization as also to improve the
social competence of the client. The younger a person is, the better is his ability to change. Hence, this variable will be tested against a large number of dependent variable to test the hypotheses and evolve new ones. Age at the time of the referral is being considered for this purpose.

2) **Sex**: This is one more independent variable to be tested in terms of clients' request for help, the difference in human problems elicited, human needs expressed the ability at problem solving.

3) **Religion**: This variable is tested against striving in family problems and role perception. It is a variable that throws light on achievement orientation and the only variable that describes the different ideologies of clients. It is a necessary variable for undertaking the structural analysis of this families.

4) **Caste**: This variable proved very valuable for this study. It is a strong element of family support system and contrary to the common belief that caste as a social institution is weakening in the urban areas, a detailed study of this variable indicates that caste is a strong element of the urban social system.

5) **Education**: It is decided to retain education as an independent variable after examining the frequency distribution table that emerged from the survey. (Chapter III,p.128 Table 3.8.)
It is essential to examine the contribution of this factor in personal organization. Education assumes importance as a social support when hereditary occupations and joint family fade away in industrialised urban societies. Education is also used as a ladder to upward mobility and aid to economic sustenance in the absence of productive property owned by the family. Education also contributes to social status.

Professional practitioners from the human service delivery systems regard education as an intervening factor in the process of change, intended through professional inputs. It is believed that more educated clients are resistive to change. Education makes persons more sensitive to external realities. With this added attribute, educated individuals react strongly to disagreeable forces confronting them from outside. This interaction between the ego and environment results in clashes. Similarly education makes the individual role conscious and confident of his ability to master the environment. Hence an effort from human service professions towards changing wrong attitudes is met with hostility from educated clients. Education will thus be an important variable to be tested to prove the hypothesis - higher the education, poorer the response to professional service. Education is a variable consciously held constant in the temporal context. The duration of delivery of professional services is from one day to three years (Table 6.2 p. 416 "Duration of Service").
It is assumed that during the period of service delivery, the ego will not add to his/her educational qualification. The main reason for this behaviour is that ego is pre-occupied with efforts to meeting the family crises and at his own social survival and hence is not likely to undertake a challenging activity like improving educational qualification. Pre-occupation with stressful personal problems reduces the general level of performance and the individual unless driven to such a full time vocation by peculiar unimaginable circumstances will not voluntarily opt for a full-time vocation engaging creative and intellectual abilities. Again education of any single person is not considered as a variable. The general educational level of the adult members of the family is considered here as an independent variable. The average family size is five. The change in the educational qualifications of any one member will not significantly alter the general level of the education of the family. Education no doubt increases the sensitivity of individuals and also contributes to their attitude, but attitudes will take a longer time to change while the attainment of a higher educational qualification is obviously time bound.

6) **Migration Status**: This is an interesting variable in the urban context. Migration to and from cities is an established fact. The sample has families which came to the two cities specifically to seek professional help in family crises. Some
non-resident Indians registered at these organizations for help. A majority of this group were childless couples who desire adopting babies. Some came to the cities in their anxiety to keep family problems confidential. This variable can be measured as a factor that explains the strengths, weaknesses and coping by families at different degrees of migratory status.

7) **Occupation**: This variable is included in order to examine the varieties of occupations in urban areas and the specific skills involved. Different degrees of skills are bound to have some effect on individual organisation and behaviour. Occupation is expected to provide insights into human behaviour. Whether lack of skills contribute to certain types of family problems will be examined at length.

8) **Income**: If correct data related to earning capacity and economic security of the families is available income will be a very reliable measure of the economic status of the families. Correct income is not stated by many either by intent or due to apathy. Data related to income levels is generally not reliable. Therefore, income is a factor which will be used in constructing the socio-economic status index. In 120 cases out of 493 cases the income was not stated in client records. This deficiency was very easily corrected by finding an index of socio-economic status.

9) **Types of Family**: This variable emerged as a result of the survey. The isolated nuclear family described by Parsons
does represent a large section of the sample yet the traditional joint family group consists of 111 cases, making different types of families especially nuclear and joint, reliably comparable groups within the sample. Other categories that emerged are emotionally joint families and physically broken families. Family supports and response to human service delivery will be the major dependent variable to be considered against this independent variable. This is a stable variable, as the character of families will not change over a span of 3 to 5 years during which period the study was completed.

10) The Type of Marriage: The types as they emerged showed a strong influence on family functioning and the social supports they receive. Intercaste, inter-religious and marriages against the wishes of the family tend to receive less social support and have to cope with added strain.

11) Socio-Economic Status: This variable has been worked out by combining the scores on weighted values given to items in four separate variables included in the data sheet. These variables are (a) Caste, (b) Occupation, (c) Education, and (d) Income.

This was proved to be a very useful parameter which helped correct the fault created by missing data on family income. It appears that either respondents are unwilling to give a correct statement of their income or caseworkers hesitate to ask
direct questions to clients regarding this sensitive issue. As a result the column on income was kept blank in 120 out of 493 cases studied. A combination of the above variables has facilitated a very reliable index of measurement, as every family gets a score upon summation of four factors.

12) **Family Support System Index**: This index forms the central unit of the measurement of this study. In order to work out this index an elaborate exercise in constructing the tool has been undertaken.

The exercise began by listing all factors conducive to healthy family functioning. In all, 35 items were identified listed and classified as material supports and non-material supports. A further classification of the 30 non-material supports factors is made in the form of structural and functional supports. Thus there are 10 items in the structural non-material supports category and 20 items in the functional support category. The total support scheme represent the ideal typical support system. Deviance from these ideal typical norms will indicate various degrees of family support.

These factors are not viewed in isolation but as interacting and interdependent elements that function simultaneously to make up a family support at a given point of time. The instrument is flexible enough to accommodate and measure the operant family support system over the entire time span during which these families in crises receive the delivery of human
services termed in the tool of inquiry as "duration of the case".

The scheme is described in detail.

**The Variables**

The scheme of variables is worked out according to the frequency distribution tables that emerged after the survey was completed.

**Independent Variables**

The independent variables are:

(1) Age
(2) Sex
(3) Religion
(4) Caste
(5) Education
(6) Migration status
(7) Occupation
(8) Income
(9) Type of family
(10) Type of marriage
(11) Socio-economic status
(12) Family support systems
(13) Client pre-occupation score
(14) Stage of family life-cycle
(15) Score of intensity of problems

**The Dependent Variables**

(1) Response to human service delivery
(2) Pre-occupation score 
(3) Clients ego function 
(4) Evidence of past problem solving 
(5) Evidence of present problem solving 
(6) Utilisation of service index 
(7) Cross tables worked out with the above scheme are expected to test the hypotheses listed in this chapter and also work out a new set of hypotheses listed in the concluding chapter of this dissertation "Construction of indices". Appendix II, page .

While the family support elements represent the integrative forces contributing to family stability and pattern maintenance there are disintegrative forces which simultaneously operate on the family system, producing a strain on family functioning and in extreme cases pose an internal threat to the survival of the family. A list of such disintegrative forces was made, on undertaking a detailed study of each family from the universe. These elements are listed as family non-supports. The total score of family supports and non-supports is defined as Family Support System Index.

13) Client Pre-occupation Score: This index is worked out in order to test the null hypothesis - dropouts are due to external factors like long distance between home and agency and pre-occupation with other activity. Weighted values were given to the following variables:
a) Distance from home
b) Index of occupation and
c) The actual number of children in the family.

The twelve different occupations identified from the survey are rated into three levels indicating high, medium and low degree of occupation. The assumption for this index is higher the rating of the occupation, greater the degree of pre-occupation resulting in less utilisation of human services.

14) Evelyn Duwell's Classification of Family life cycles: This is being applied as a tool of analysis. The particular stage of family life-cycle is characterised by greater or lesser degree of strains on the family. Duwell defines each stage of family life-cycle according to the age of the eldest child. This sample has 51 childless families, which are dropped from the analysis according to this variable.

15) Score of Intensity of Problems: This score was pre-coded and applied to each case at the time of data collection.

The Dependent Variables
(1) Response to human service delivery could be measured in two ways:
   (a) Client response to casework - classified into positive and negative responses.
   (b) Reason for Termination.
   (a) is a derivation from the changed behaviour of clients recorded in individual case files. Behaviour changed in
terms of (1) present problem solving examined separately from past attempts at problem solving. (2) Performance of client role. Two role sets were examined from written records (a) Social role, and (b) Client role.

It is assumed that willingness to adopt client role is a measure of positive response to the human service agency efforts. Client roles were examined in a distinctly different context from social role performance, perception and ascription.

(c) Response to human service delivery, which will be positive or negative. Negative responses were given zero scores and positive responses had weighted values.

By adding up the scores on the above three variables, a response to service index was worked out as a reliable dependent variable. (See Appendix II, page ).

(2) Personal Organisation Score

It is decided to adopt the social disorganisation approach to this part of the study. Individual disorganisation could be either the cause or the effect of the social disorganisation. In order to measure the degree of individual organization, every client has been assigned a personal organization score which is the summation of ratings from the following variables:

(a) Clients sense of values
(b) Clients perception of his own problems
(c) Evidence of previous problem solving in the client.
All these items of personal functioning were clearly described in every case record.

(3) **Clients ego function**

The concept of 'ego' is adopted from Sigmund Freud's Psycho-analytical theory. The ego is that part of human functioning which receive stimulus from

(a) Outer reality

(b) The superego built up by his values, socialisation and ideology, and

(c) His inner savage drive.

The ego consciously or unconsciously strikes a balance of all the three simultaneous drives. The functions of the ego are described as "Stop, look and decide". This part of functioning builds up its own independent strength with age and experience to withstand and balance all pressures without creating any disturbance or imbalance to the individual's existence. The ego is not always conscious. It gets so habituated to gain equilibrium that at times an individual makes his decisions quite unconsciously in all kinds of situations and the brain sends messages to the central nervous system to begin action, with the least disturbance to the ego's peace of mind and to the environment. A weak ego on the contrary surrender to either the savage drives of his or deep unconscious mind or to a very dominating puritanistic super ego. The result of such surrender is a mental breakdown. Between these two ends of a continued the ego makes adjustments in varying degrees.
The ego function is classified into three classes - weak, normal and strong. The functioning will be tested against intensity of family crises, family problems and results of human service delivery.

This variable is being treated as a separate variable.

(4) Evidence of past problem solving will depend upon age, experience, education, family support, socialization, social role, performance individual organization, ego functioning and the nature and the intensity of the problem. While entering the history of every case, previous effort at problem solving is recorded. This part of the record was codified under this variable and the cases were given weighted values. A change in this state is anticipated after even the first contact with the human service agency.

(5) Evidence of present problem solving: This ability is the outcome of enrolment at the human service agency and the services received thereafter. These services are in the form of counselling, material aid, admission and short-term stay in welfare institutions, training, medical and/or psychiatric treatment, vocational training, etc. However, these two last variables could not be measured by the same parameters as the problem solving effort by clients at the two levels are recorded in a different manner by the case workers.

(6) The utilization of service index: The following attributes put together and added accurately to the respective
scores form the utilization of service index.

a. Client Role Performance
b. Ego function score
c. Problem perception by client
d. Response to casework
e. Present problem solving.

All the attributes above are related to individuals in the process of casework treatment. It is assumed that professional services make an impact on each of the above attributes.

In all, the following nine variables have been quantified, indexed and used in this study:

1. Individual organisation score
2. Response to service score
3. Client's ego function score
4. Family support index
5. Family non-support index
6. Family support systems index
7. Problem intensity score
8. Client Preoccupation score
9. Socio-economic status index
10. Utilisation of service index.

The method of scoring, giving weighted values and indexing is described in detail in the Appendix.

2.15 Utility of this Study

The study is entirely based on the techniques of use of available material. Analysis of available data can play an
extremely useful role in hypotheses finding and study design.

Administrative statistics and agency reports carry many assumptions, hunches and convictions. Administrative statistics suggests questions for study and questions the implications for theory.

Statistics compiled from Family Service Association of America member agencies indicate an increase in turnover of cases, decrease in duration of service and a growing predominance of short-term cases.

Does this mean that agency intake is weighted with inappropriate applications which call for immediate referral elsewhere? Are changes in practice making possible successful completion of service more rapidly than in the past? Are appropriate cases lost because of lack of skill in practice, and unduly passive approach to clients or some other factor?

An important function of available data is to provide a frame of reference for the findings of a circumscribed study.

A common use of available statistical data is the construction of indices designed to measure relative need for welfare services.

The study attempts to find the relation of certain attributes of the client to the outcome of service.

The nature of the problem also necessitated reliance on available data. Being personal records of a confidential nature, the respondents could not be individually approached.
by a third party investigator. Breach of professional confidentiality is the worst mistake any professional body could commit. Thus it was impossible to secure the agency permission to meet their clients individually. The problem being a highly sensitive personal issue respondent cooperation would have also been doubtful hence the researcher decided not to collect data from direct interviews. The outcomes analysed are in any case based upon direct personal and confidential interviews collected by the concerned case workers. The researcher is confident that only authentic data has been recorded as the records were primarily maintained for the reference of the case workers themselves. There is no chance that the honesty of the recorders can be doubted, as the case records contain practically a day to day progress of each case.

While the details were recorded, the case workers did not give thought to the research or evaluative value of the contents. The records are purely clinical and concern for the client being of prime importance. There appears no room for manipulation. Primary records are maintained by day book method. They are mainly the recollections and to some extent the judgement of those who have lived through the events of under-study.

This is an ex-post-facto study that relies heavily on available data.
Individual record forms carry data expressed in quantitative terms (age, income, duration of marriage, family members). There are nominal classifications (type of problem presented, psychiatric diagnosis, disposition of case).

Least susceptible to statistical manipulation but essential to the study of many issues is descriptive and narrative material. It includes legal opinions, record of committee meetings, statement of theory and philosophy in professional literature and public interpretations in regular press.

2.16 Limitations of the study

The problem in the use in the available material is two folds:

1) To find material you think you want OR consistent availability of material.

2) To determine whether the material you find is what it appears to be, i.e. problems of reliability and validity.

On attempting to find data on age and income from face sheets we find at times this data missing. Income a data was missing in 120 cases out of 493 cases studied. This deficiency was corrected by constructing an SES scale.

Preliminary spot checking of the sources gives an idea of consistency with which data are available and for deciding whether the extent of missing data will allow too great a margin of error in the proposed research. Hence scrutiny of
each case was undertaken in order to consider the extent of missing data, and the bias in its inclusion or commission. Fortunately the SES index proved adequate in each case.

Another criticism which could be directed towards his data is whether the assembled data precludes any summation of finding on an impressionistic basis. In defence, I submit that there is relative dearth of tested knowledge in social work. Hence one cannot afford to disregard such bits and pieces of information so produced and to withhold judgment until solid, comparable data are obtained. Between such a purist approach and the other extreme of readiness to take all written data at its face value, there is a middle ground involving careful scrutiny of data and of whatever can be learned about the method of collection and analysis and the drawing of tentative inference as partial guides to practical action and as clues questions which could be pursued in a more rigorous manner.

These case records are a description of a life situation, the records report transactions and client behaviour. Very few of them give definite interpretations and fewer records the "Thrust" of the case worker. Records are of face to face interviews with clients and colaterals (Significant other persons).

2.17 Statistical Reporting Plans

Clarity of purpose is a first essential in research. Clarity on part of researcher is conducive to clarity on the
part of the reporting agency.

If the researcher is clear, he will only collect what he is likely to be able to use. He will be selective.

Familiarity with agency operation is essential if the researcher is to select items of information that are important with the participating agencies. The researcher initially identified 19 items of information by scrutiny of available records. It was possible to gather 52 items of information 14 quantitative, 17 factual and 21 based upon interpretation.

This study itself is an effort to devise a statistical reporting system which will help improve casework skills and devise a feedback mechanism to workers to evaluate the quality of their work, viz., the strength of the individual clients and their family support systems.

The reporting plan provides for total coverage drawn from 600 agency reports which record 1 to 20 face to face interviews with following frequency distribution: (Table (2.3)), p. 89.

Another question that the study answers is how the data can be meaningfully summated and computerised. Use of aggregate figures is misleading because of a few agencies dominate the total. The trends in terms of agencies showing increases or decreases are as under. (Table 2.1)

Thus the information reported in this dissertation is drawn from at least 1910 interviews, each lasting between 30 minutes to 90 minutes. The interviews were conducted by case
Table 2.3: Distribution of interviews reported by agencies during 1978-80

<table>
<thead>
<tr>
<th>S.No.</th>
<th>No. of interviews</th>
<th>FD</th>
<th>Actual Interviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>2.</td>
<td>2</td>
<td>95</td>
<td>190</td>
</tr>
<tr>
<td>3.</td>
<td>3</td>
<td>67</td>
<td>201</td>
</tr>
<tr>
<td>4.</td>
<td>4</td>
<td>75</td>
<td>300</td>
</tr>
<tr>
<td>5.</td>
<td>5</td>
<td>36</td>
<td>180</td>
</tr>
<tr>
<td>6.</td>
<td>6</td>
<td>41</td>
<td>246</td>
</tr>
<tr>
<td>7.</td>
<td>7</td>
<td>16</td>
<td>112</td>
</tr>
<tr>
<td>8.</td>
<td>8</td>
<td>28</td>
<td>224</td>
</tr>
<tr>
<td>9.</td>
<td>9</td>
<td>28</td>
<td>252</td>
</tr>
<tr>
<td>10.</td>
<td>10 &amp; above</td>
<td>07</td>
<td>105 estimated x = 15</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>N = 493</td>
<td>1910</td>
</tr>
</tbody>
</table>

work method and were client centred. The information gathered is not merely a narration of real life events but also the respondents' interpretations of and reactions to the events. Interviews did not only record facts but also feelings. The case work method brings forth information imparted both at conscious as well as sub-conscious level of thought. Information tends to give out more material than being asked to give. If the reporting plan provides for total coverage we
have to draw inferences from data collected. The main issues were:

- How representative are the reporting units?
- How can the data be summated meaningfully?
- How can description be events be quantified?

2.18 Analysis of the Contents of Written Documents

Narrative documents must be served as more than descriptive account of human events. Therefore it is necessary to reduce their contents to some kind of quantitative terms, that will permit a summation and opportunity of comparison as a basis for conclusions.

A general approach has been developed and refined into research technique for the objective, systematic and quantitative description of the manifest content of case work records.

Berelson in "Hand book of social psychology" gives a good description of the elements of this technique.

Human service delivery does not stop at interviews only with individuals who apply for service. The services believe in contacting persons who are significant contributors to solutions of individuals problems. These "Significant Other" persons are also referred to as colaterals. The persons interviewed in this context by caseworkers are reported in Tables 2.4 and 2.5. The research report also includes information contributed by these significant other persons, who are parts of the support systems of the families. Only in two out of 493 cases the individual applicants had no family
Table 2.4: Total number of colaterals contacted

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>No. of collaterals</th>
<th>f</th>
<th>%</th>
<th>Actual No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>None</td>
<td>66</td>
<td>13.4</td>
<td>0</td>
</tr>
<tr>
<td>2.</td>
<td>One</td>
<td>105</td>
<td>21.3</td>
<td>105</td>
</tr>
<tr>
<td>3.</td>
<td>Two</td>
<td>120</td>
<td>24.3</td>
<td>240</td>
</tr>
<tr>
<td>4.</td>
<td>Three</td>
<td>89</td>
<td>18.1</td>
<td>267</td>
</tr>
<tr>
<td>5.</td>
<td>Four</td>
<td>45</td>
<td>9.1</td>
<td>180</td>
</tr>
<tr>
<td>6.</td>
<td>Five</td>
<td>31</td>
<td>6.3</td>
<td>155</td>
</tr>
<tr>
<td>7.</td>
<td>More than 5 (Average 7)</td>
<td>31</td>
<td>6.3</td>
<td>217</td>
</tr>
<tr>
<td>8.</td>
<td>Not applicable</td>
<td>2</td>
<td>0.4</td>
<td>-</td>
</tr>
<tr>
<td>9.</td>
<td>Not recorded</td>
<td>4</td>
<td>0.8</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>493</td>
<td></td>
<td>1217</td>
</tr>
</tbody>
</table>

Table 2.5: Table indicating collateral contacts (Client systems) N = 557

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Collateral</th>
<th>f</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Spouse</td>
<td>215</td>
<td>38.59</td>
</tr>
<tr>
<td>2.</td>
<td>Parents</td>
<td>96</td>
<td>17.23</td>
</tr>
<tr>
<td>3.</td>
<td>Siblings</td>
<td>43</td>
<td>7.71</td>
</tr>
<tr>
<td>4.</td>
<td>In-laws</td>
<td>66</td>
<td>11.84</td>
</tr>
<tr>
<td>5.</td>
<td>Children</td>
<td>53</td>
<td>9.51</td>
</tr>
<tr>
<td>6.</td>
<td>Other relatives</td>
<td>27</td>
<td>4.84</td>
</tr>
<tr>
<td>7.</td>
<td>Employer</td>
<td>33</td>
<td>5.92</td>
</tr>
<tr>
<td>8.</td>
<td>Landlord and neighbours</td>
<td>21</td>
<td>3.77</td>
</tr>
<tr>
<td>9.</td>
<td>Paramour</td>
<td>3</td>
<td>0.53</td>
</tr>
<tr>
<td></td>
<td></td>
<td>557</td>
<td>100.00</td>
</tr>
</tbody>
</table>

supports in the form of colaterals. In all other cases the colaterals are contacted and the outcome of these contracts are recorded in the case files. Thus the contents in this report are based upon 1910 (as per Table 2.3) plus 1217 (as per Table 2.4) i.e., total 3127 interviews, out of which 1910 interviews took between 30 to 90 minutes and 1217 collateral interviews lasted from 10 minutes to 30 minutes.

This discussion proves that casework records prove very valuable to social science research. Goode & Hatt in their text book on research methods make a mention of the utility of casework interviews. This mention is corroborated by this study.

Table 2.6 : Table indicating colaterals from other systems

<table>
<thead>
<tr>
<th>Code</th>
<th>Colaterals</th>
<th>fd</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Principal/teacher</td>
<td>16</td>
<td>5.30</td>
</tr>
<tr>
<td>2</td>
<td>Hospital/doctor</td>
<td>59</td>
<td>19.60</td>
</tr>
<tr>
<td>3</td>
<td>Other social workers</td>
<td>18</td>
<td>6.00</td>
</tr>
<tr>
<td>4</td>
<td>Other welfare agencies</td>
<td>84</td>
<td>28.00</td>
</tr>
<tr>
<td>5</td>
<td>Donor/sponsor</td>
<td>49</td>
<td>16.30</td>
</tr>
<tr>
<td>7</td>
<td>Referee</td>
<td>35</td>
<td>11.60</td>
</tr>
<tr>
<td>8+9</td>
<td>Lawyer/court</td>
<td>81</td>
<td>27.00</td>
</tr>
<tr>
<td>10</td>
<td>Police</td>
<td>8</td>
<td>2.60</td>
</tr>
<tr>
<td>11</td>
<td>Remand home</td>
<td>4</td>
<td>1.30</td>
</tr>
</tbody>
</table>

| N    | 304                             | 100.00|
Out of the total 3050 interviews 2190 interviews were conducted by caseworkers in their own offices, 523 homes were visited and these interviews were conducted in the homes of respondents and 337 interviews were engaged at offices of the employers of the respondents or with the welfare staff of the other welfare agencies in their respective offices. The last set of interviews (337) lasted between 10 minutes and 30 minutes while the rest lasted between 30-90 minutes.

Table 2.7: Table indicating the frequencies of interviews at different places of interviews

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Venue</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Offices of service agency</td>
<td>2190</td>
<td>71.80</td>
</tr>
<tr>
<td>2.</td>
<td>Homes of respondents</td>
<td>523</td>
<td>17.14</td>
</tr>
<tr>
<td>3.</td>
<td>Offices of respondent employers or other welfare agencies</td>
<td>337</td>
<td>11.05</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>3050</td>
<td>100.00</td>
</tr>
</tbody>
</table>

82.85 per cent interviews have been conducted in an atmosphere of strict confidentiality while 17.15 per cent interviews conducted in respondents homes must have had a less confidential environment. However, these visits were necessary in the interest of clients. Mostly home visits have been paid whenever the co-laterals were resistent and unwilling to come to the service agency offices, for example, in cases of marital discord and alcoholism.
Home enquiry is an essential aspect of adoption and sponsorship procedures and the visits of houses of adoptive parents living in India were a part of this procedure. Similar is the case with sponsorship.

Table 2.8: Distribution of interviews according to respondents interviewed

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Respondents</th>
<th>Frequency</th>
<th>Percentage</th>
<th>Duration of interviews (min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Client</td>
<td>1833</td>
<td>60.09</td>
<td>30 - 90</td>
</tr>
<tr>
<td>2.</td>
<td>Colaterals</td>
<td>1217</td>
<td>39.90</td>
<td>10 - 30</td>
</tr>
<tr>
<td>3.</td>
<td>Total</td>
<td>3050</td>
<td>100.00</td>
<td>-</td>
</tr>
</tbody>
</table>

Thus 60 per cent of the total interviews have been answered by the clients. Each one of the 493 clients have been interviewed. The average number of interviews per client being 3.71, and the average interview time spent per respondent is 222.6 minutes, i.e., 3.71 hours.

Rationale for selecting all registered cases for the three years 1977-1980:

The time factor is significant, considering structural changes in the broader Indian Social System brought about by relevant changes in the legal set-up, brought by relaxation of the provisions of the divorce law in 1976, and the passing of the M.T.P. Act of 1972 will have some effect on the nature of family problems and five years are adequate to gauge the
relationship of the M.T.P. Act on problems of unmarried motherhood and the children born out of wedlock. Services to adoptive couples have significantly changed, with lesser number of unwanted babies in society. In 1974 the revised adoption bill was rejected by the Parliament, perhaps, by predicting the changes anticipated after legalization of abortion.

The period is significant from the angles of the International Year of Woman and International Year of the Child observed in 1975 and 1979 respectively.

Above all, the three years closely precede the year during which the data collection is undertaken. Reliability of the data of these years is best ensured as memory lapses in terms of the events will be the least. Fluctuations in certain data can be better controlled over a short span of three years.

**Conceptual Clarification**

**Family Support Systems**

The family is supported by factors both internal and external to it. The internal factors are both structural and functional, viz., Presence and participation of responsible members in the family, intact structure of the family, structured socialization, supportive role sets, values, assurance of basic human needs, family members' support during crises, traditional artisan skills, economic conditions, past supports,
soundness of marriage degree of migration, etc. These factors interact at the same time or at different times to give individual members the necessary social survival kits during crises. The same supports also wean the individual away from professional services. The faith in the family prompts a certain hesitation to refer problems to a formal agency outside the family fold.

Human Service Delivery

This is a system of services professionally organized by trained social workers to meet various human problems emerging from family disorganisation.

The study reveals a set of 60 different problems presented by families in distress classified into 8 major classes of problems. Intra-family relationships are eliminated from the study in order to restrict the study by other significant factors.

The data consists of confidential information recorded by caseworkers from the five family counselling agencies in Pune and Bombay. The agencies maintain a detailed record of the first hand information gathered by trained caseworkers during confidential interviews in the agencies or during home visits paid by the caseworkers. Every case has been interviewed. The maximum interviews conducted with the same client is twenty. The cases have been with the agency between one day to four years.
The research methodology makes use of secondary sources of data which could be entered in seventy six columns of the mastersheet. There is very little mortality of the sets of questions which are answered by reading the casework records.

Parsons (1955) contends that the "Isolated nuclear family" is more functional and more mobile in respect of the needs of members in an industrial society. In fact a majority of families studied for this dissertation are the real isolated nuclear families which have become disfunctional and hence report to professional agencies for the support which their families have failed to give.

At another place (1971) Persons clarified that an isolated nuclear family refers to the residential and economic isolation and not isolation with respect to other kinds of support. However, the families in the study have a very low residue of the necessary support from their nuclear and/or their extended families.

Extended families have largely disintegrated in western society. But in India, the forces of traditional society, still preserve extended family relationship despite industrialisation and urbanization. However, the families reporting to our agencies have practically lost the extended family support.

The battery of 80 different problems presented by families is in addition to the 76 columns in the master-sheet.
The study proves that the classified information which can be possibly drawn from these records is also a reliable measure of the professional output of the caseworkers. While closing the case, caseworkers can use the 76 columns as a measurement of their performance. It will be possible to codify all the information gathered by family caseworkers and maintain computerised information related to all cases received by these agencies.

It is possible to apply scaling techniques to the intensity of the crises faced by these families as well as the family supports and non-supports available to these families.

The study clearly reveals the family dynamics and support systems in the following family problems:

1. Marital discord
2. Alcoholism
3. Indian and International Adoption
4. Sponsorship and deinstitutionalisation.

The data is being presented in ten chapters, single frequency tables, cross tables, charts and graphs.
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