

Chapter Seven

Suggestions and Scope of Social Work Intervention

At the end of the Study, the researcher provides the following suggestions for healthy GO-NGO Partnership.

Suggestions

- GOs & NGO should maintain reciprocal faith and trust while working in partnership.
- NGOs need to plan and implement their own activities in accordance with the needs of the community people by utilizing the available knowledge, skill and resources in lieu of implementing only Government sponsored programme.
- To fulfill the needs of the community if NGOs demands something, GOs should extend their helping hands with kind cooperation and support.
- GOs should involve NGOs and NGOs should involve beneficiaries at the planning and evaluation stages of the programme besides the implementation stage so that the programmes are more in tune with the needs and aspirations of the NGOs and beneficiaries.
- In some cases NGOs feel the need of a common facility centre. So if the funding agencies provide the necessary assistance in this regard by earmarking specific funds for providing infrastructure facilities to the NGOs will lead economic development.
- NGOs are in need of trained professionals who can act as a mediator in partnership. So, appointment of qualified social workers can be a positive initiative in this regard.
- NGOs can invite eminent social workers and experts from various fields to give talks about the latest developments in their area of functioning.
- NGOs should minimize the level of dependence on Government grants. They should explore avenues for mobilizing funds on their own with the available local resources. For this NGOs need to frame innovative schemes and projects keeping in mind the conditions prevailing in the area.

- GOs often follow traditional method of working and NGOs follow modern method which intriguing problem between them. So both GOs and NGOs are in need of training to bring attitudinal change.
- The prime support that NGOs have been getting from GOs is financial in nature. Though they are in need of expertise, technical assistance. The supporting Government agencies who expressed their dissatisfaction while working with NGOs may identify the needs or weak points of the NGO and accordingly they can be facilitated with appropriate measures.
- The functioning of NGOs without having formal linkages with other organization are a serious drawback. So, NGO-NGO networking can be a platform for the NGO to share their views and present a joint front to other Government agencies has become the need of the hour.
- Both GOs and NGOs should go for self evaluation not only of their own programmes but also of their overall performance to see whether the objectives are being achieved or not.

Scope of Social Work Intervention

It was understood that GO-NGO Partnership has become the important need of the hour and it is to be in function for the development of people of the state. The Honourable Chief Minister Sri. Tarun Gogoi, announced that Rs. 847.56 Crore was earmarked for rural development during 2011-12 financial years. He introduced many schemes for the welfare of the people of rural areas and for implementation, invited NGOs to come forward so that unreached can be reached through them.

Rural development in India basically political oriented and operates through power structures at the national and local level (Acharya:2012). The model of rural development strategy is essentially an 'improvement approach'. The individuals with missionary zeal and various agencies both Government and Non-Government Organisations have tried to improve the quality of life of the people in areas and communities marked by backwardness and isolation through developmental programmes.

Development attempts being initiated in the rural areas in the past four decades resulted in improvement in the topography but the development of infrastructure in rural areas, by and large, with least impact was discernable in the socio-economic aspects of rural living. The socio-economic conditions of the rural masses remained more or less at the same

level in contrast to the pre-independent scenario. In such situation the alternate and appropriate strategy towards effective implementation of rural development programmes can be done through

- Revival of Gram Sabha
- Revitalization of Panchayati Raj Institutions
- Micro level resource and need based development planning
- Involvement of people in the planning and implementation.
- Participatory Rural Appraisal
- Level of GO-NGO Partnership be increased
- Formulation of Guideline of GO-NGO Partnership
- Interference of bureaucrats is to be minimized.

The suggested alternate strategy could go a long way if it is guided in a proper direction. If people gets sensitized about their rights and if their capacity is build up then we can think of a better future where interference of bureaucrats will hardly matter. For this there is a need of a professional social worker who by virtue of his/her knowledge, skills may bring a balance among the target groups, NGO functionaries and Government officials.

Social Work is a profession for those with a strong desire to help improve people's lives. Social Workers assist people to help them to cope up with and solve issues in their everyday lives, such as family and personal problems and dealing with relationships. A social worker's role is to perform interventions through research, policy, community organizing, direct practice and teaching. Social workers are organized into local, national, continental and international professional bodies.

Social work intervention includes remediating that is eliminating existing personal or social problems; restoration that is rehabilitating those whose social functioning has been impaired; prevention that is planning, organizing and providing services before problems develop, thus enhancing the prospects of social wellbeing. (Barker, 1987).

According to Sheafor, Horejsi and Horejsi (1997), social work intervention can be classified by the size of the client system being addressed, in to micro, mezo and macro levels of practice.

Micro level Social work Practice

Micro level social work practice focuses on a person's most intimate interactions such as exchange between husband and wife, parent and child, close friends and family members. The terms interpersonal helping, direct practice and clinical practice are often interchangeably used with micro level.

Macro-level Social Work Practice

Macro-level practice may involve work with an organization, community or even society as a whole. Obviously, macro-level practice also deals with interpersonal relations, but these are the interaction between people who represent organizations or who are members of a work group such as an agency committee or inter-agency task force. When engaged in macro – level practice, the social worker is frequently involved in activities such as administration, fund raising, testifying on proposed legislation, policy analysis, class advocacy and social resource development.

Mezzo-Level Social Work Practice

Mezzo level practice is concerned with interpersonal relations that are somewhat less intimate than those associated with family life but more personally meaningful than those that occur among organizational and institutional representatives. Included would be relationships among individuals in a self-help or therapy groups, among peers at school or work, and among neighbors.

Some practice approaches are designed to address more than one intervention level. The generalist perspective requires the social worker to be capable of practice at all the three levels.

The present study is confronted with many social problems and different other problems that have been arising in partnership work, all these problems need to be addressed and accordingly it should be dealt with. So there is ample scope for social workers to enter into the field of GO-NGO partnership to deal with the possible problems as the profession is a problem solving process. NGOs have been trying their best to fit themselves in the development process but doing that they have been facing many problems due to lack of proper guidance. If we talk about Government officials, they are not ready to accept the modern method of working due to their limited knowledge about the latest developments as shared by the experiences of NGOs.

In this study it has been observed that both GOs and NGOs lack the basic concept of Partnership. According to them only implementing government programmes (NGOs) and engaging NGOs (GOs) in service delivery will symbolize the partnership work. The partnership work needs trust, faith, respect and understanding but to a great extent the basic philosophy of partnership was somewhere missing. Even the roles and responsibilities in partnership work were also somewhere neglected. As a result the problems arose. Thus the situation demands the interference of professional Social Workers. For successful GO-NGO Partnership a Social Worker can play the following roles...

Information disseminator:

Information has become a commodity that each citizen has right to attain. But a very few possess the information. Information also has a direct bearing on participation. But due to lack of awareness people remain unknown about any fact or scheme. So they cannot participate in developmental activities. Though GOs and NGOs have been working in this field still a social worker has a scope to work more effectively for the promotion of people's participation through dissemination of authentic and timely information which is very important for the success of any developmental programme. Moreover the social workers can enhance the capacity of NGO functionaries and villagers by disseminating the information related to different Government sponsored schemes about whom they are unaware of. Information also becomes the basis for assuring accountability of both the parties. The right to information is a fundamental tenet for assuring such transparency and accountability in the decision making and resource utilization actions of NGOs and that can be processed by a professional social worker.

Enhance Knowledge Level:

While interacting with the GOs and NGOs, it has been observed that though both the parties have been working as partner still they lack the basic concept of partnership which has been inviting many problems in partnership work. So to reduce the problem, Social worker by their own initiative or with the help of others may conduct seminars, workshops to raise their awareness level by bringing behavioral change.

As Consultant:

The most important role a Social worker can play as a consultant for preparation of project proposal. Consultative arrangements would be necessary for participatory standard and review of service delivery activities. Such consultation would be carried out by social workers collectively with the NGO network, rather than with individual NGOs. A social worker may draft the documentation as the NGO personal lack the skill of writing. More over a social worker can organize different training programmes or workshop on report writing and formulation of project proposal and finally partnership guidelines so that a concrete literature can be developed and can guide the partnership work.

As Mediator:

Due to communication gap among the GOs, NGOs people are not getting necessary information and for which extra work is to be done in the partnership work. So in that case if a social worker is given the responsibility to work as mediator and to reach to the unreached, the work will be easier for all. Social Worker as mediator can intervene in disputes between parties to help them find compromises, reconcile differences or reach mutually at satisfactory segments. Social workers use their value orientations and unique skills in many forms of mediation between opposing parties. A mediator remains neutral, not siding with other party in the dispute. Mediators make sure; they understand the position of both parties. They clarify positions, recognize miscommunication and help the parties present their case clearly. As service delivers social workers engage with policy makers at implementation or field/ action level. Implementation is an important policy phase as it is often at the stage that failures in the policy processes occur. Here Social workers play a bridging role between Government and Non-Government Organization.

As Trainer:

Another contribution of social workers can be in the field of effective functioning of NGOs by building up the capacity of leadership. The role of social worker can be as trainer that would enhance the capacities of NGO functionaries, to be better equipped in relating their responsibilities in partnership work. This included, building their confidence, providing timely information, enhancing their skills in documentation and creating opportunity for continuous learning for them. The social workers can use different approaches to build up their capacities and also can module their capacity building initiative into phases. For NGOs campaign can be organized to orient the NGO functionaries about the important aspects of GO-NGO partnership.

In the second phase a social worker can take initiative based on the need assessment. Capacity building will not be restricted to NGOs only rather the villagers will also be provided continuous support by the social worker to understand the functioning of NGOs and GOs as well as their own responsibilities.

As Facilitator:

In partnership, under different schemes GOs need to select good NGOs for the implementation of the scheme. From the field experience, it can be said that GOs face many problems while selecting NGOs. Here a social worker can facilitate GOs by providing the list of a good number of NGOs. Even the programme that is meant for the poor people will also be facilitated by the effort of social worker through increasing participation. Social worker can facilitate the villagers and NGO functionaries in indentifying local needs, prioritizing the needs, implementing programmes and linking them with need services accordingly. All these will be possible when capacity building intervention will be made in collaboration with local community based organization, the Government as well as established rapport at the local level.

As Resource Generator:

In time of crisis like sudden stop of fund by GOs, NGOs get dysfunctional. To cope up with the situation a social worker can utilize available resources of the organization to help NGOs, to achieve goals. This is accomplished by bringing both GOs and NGOs together, enhancing lines of communication, clarifying goals and steps to achieve them, and devising plans for greater support. Social worker can also generate resources from various sources like mobilization of community resources and generating fund from other funding agencies for the sustainability of NGOs.

As Educator:

A Social worker can educate both Government officials and NGO personals by providing necessary skills, knowledge etc. This is done by providing relevant information in a way that is understandable to the both of them (GO and NGO), offering advice and suggestions, identifying alternatives and their probable consequences, modeling behaviors, teaching problem solving techniques and clarifying perceptions.

As Change Agent:

Social Workers work in partnership with Governments and Non Government Organizations in the planning process by offering experience. Social Workers are agents of change but their ability to effect change rest on organizational independence, closeness to the poor as society is the lab of the social workers, representative structures and willingness to spend a large amounts of time in awareness-raising and dialogue. Social Workers are those working closely with CBOs and which believe in the efficacy of 'empowerment' approaches can be an important asset when government wants to mobilize people.

As Advocate:

The role is borrowed from the law profession. Here, a social worker advocates for a client or for a citizens group. When a client, community people or NGO is in need of help and existing institutions are not interested in providing services, the advocates' role may be appropriate. The advocate provides leadership for collecting information, arguing the correctness of the client's need and request, and challenging the institutions decisions not to provide services. The object is not to ridicule or census a particular institution but to modify or change one or more of its service policies. In this role, a social worker is a partisan who serves the interest of a client or of a citizens group exclusively.

As Researcher:

Social worker can act as a researcher. From the objectives and activities of the selected NGOs, it is understood that very few NGOs have been engaged in research activities where as Government departments are not at all associated with this type of activities. Research keeps on updating the knowledge level of functionaries and enhances the quality of NGO activities. Since there is no research activity followed by both GOs and NGOs, the role of a social worker in this direction is to create database activities for both GO & NGOs. Through Research Social Worker does the job of evaluation and follow up work.

As Monitor & Evaluator:

A social worker can do Monitoring and Evaluation on behalf of GOs and even sometimes for NGO itself. Both monitoring and evaluation leads to development. Monitoring will determine the progress of the work by identifying different field related problems. Evaluation too helps both GO and NGO to assess their present condition and to make future plans accordingly. But Government sometimes due to their tight schedule of work cannot go for

regular monitoring which cannot bring positive result over implemented programme. As a result NGOs too had to face many field related problems. So in that case if a social worker is given the responsibility to monitor and evaluate the field activities on behalf of GOs and sometimes for NGOs, it would fetch good result as the social work is a field oriented course and the people are the target group for social workers.

So at the end of the study the researcher suggest following model of Social Work in the area of GO-NGO Partnership for Rural Community Development.