

## NON GOVERNMENT ORGANIZATION/SOCIAL WORK: A PROFESSION IN CRISIS

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### ABSTRACT

*Undoubtedly without the great effort of social work, huge sections of the population would not have the security and protection from the evil factor and would have negative impact of the socio economic development which will affect the life for many individuals, families and communities in the 21st century . Day by day the challenges in the field of social work are increasing and it is becoming more complicated. There is no doubt that the social changes which social work has had to accommodate - changing demographic structures; increased poverty, exclusion and disadvantage and the internationalization of social problems - will continue in the future to impact on social work. Similarly, social work reflects a number of competing and potentially conflicting ideologies. Future developments will have to address the nature of the relationship between the service user and worker ensure the true participation of users. This paper is an attempt to identifying the major factor responsible for the professional crisis in the world of social work.*

**KEYWORDS:** *NGO, Social Work, Crisis, Credibility, Demographic Structures.*

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### Introduction

#### A 'Crisis'?

#### 'Crisis in Social Work'

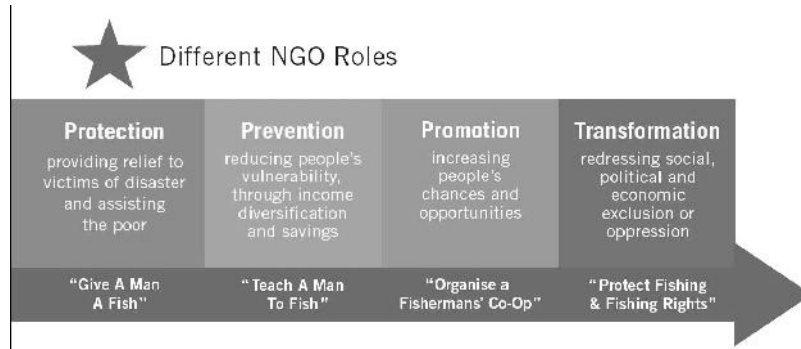
Undoubtedly social work profession is in crisis. (Unison, 2004). Whether there is indeed a crisis in social work or not is debateable. But for those who consider that there is, just what is the precise nature of the crisis depends greatly on the orientation of the particular commentator.

Today in many countries social worker has lost their direction. this concern is not new it became the subject of consideration that social work being in crisis for over 2 decades. but the 'crisis in social work' cannot be tolerated more. We certainly need to find new effective ways of existing the dominant trends within social work and map ways forward for a new engaged practice (Jones et al., 2004).

Although the main purpose and mission of every NGOs are almost the same , to serve the society ; however their management system their way of working and approach to work are different (Jackson, 2003).Challenges are on the way of every NGO very much and thsi profession is losing their identification to the great extent and the aim of this paper is to reveal them. The challenges face NGO are many but the major challenges to not lose their credibility and survival.

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'Crisis' in social work, can be seen in many forms.

- A crisis in professional identity and recognition ;
- The corrosion of professional boundaries;
- The lack of professional acknowledgment and recognition;
- A scarcity and shortage of competent and qualified social workers;
- The growth and development of Para-professionals is major concern;
- The failure to have the proper recruitment;
- Migrating of professional and skilled social worker that means the high rate of turnover is the major concern ;
- Working conditions;
- Most of the 'social work' is actually carried out by non qualified and non professional workers/carers;
- The lack of capital and resources required to allow social work to be effectively and efficiently practiced;
- Grass roots problems

The 'crisis' in social work is mainly a matter of professional recognition and identity that has a great impacts on recruitment, retention and the understanding of the profession's basic aims.

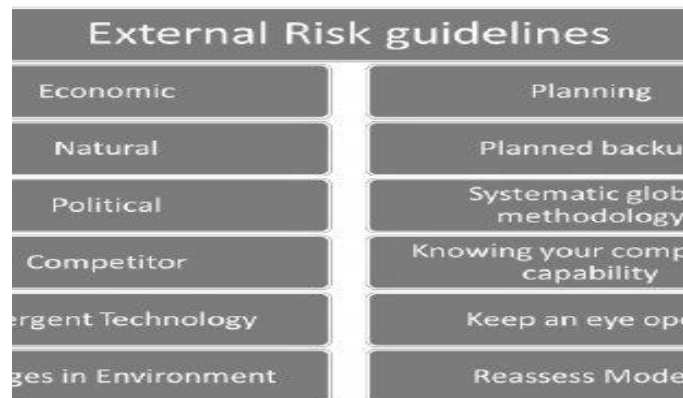
- Social workers are very much required and needed to support those affected by poverty, disadvantage and social elimination.
- There is an urgent need for social work to clarify its professional identity and its distinctiveness compared with other professions. This needs to be viewed with reference to the changing nature of the relationship between worker and client.
- The professional recognitions and identity of social should be based on its core values and principles.
- The research that organisational structure for social worker is not as important as the core professionals values and commitment are important for them so there is no any logical need or reason for a single structure social work department . some research evidence suggests that social workers can do work well efficiently and effectively in a variety of multi-disciplinary contexts and different organizational settings
- Social work has gradually more moved away from its promises and commitments to direct work with folks, families and communities and away from a preventive role. Social workers may requisite to accomplish an organizational function that clash with professional values , policy and principles and with the reasons that provided their motivation to enter social work in the first place.

The tension for social work has of course always been linking the tension between the personal and the political (Halmos, 1965); between supporting clients and controlling them or subjecting them to forms of surveillance; between meeting the needs of clients or addressing the social and political situation in which they find themselves.

**Major Challenges**

Successful NGOs has to provide high quality services to recipient. To accomplish success, NGOs have to repeatedly progress and professionalize their work, which puts more and more demands on the management and leadership of an organization. In the following we will examine the challenges facing NGOs from three perspectives.

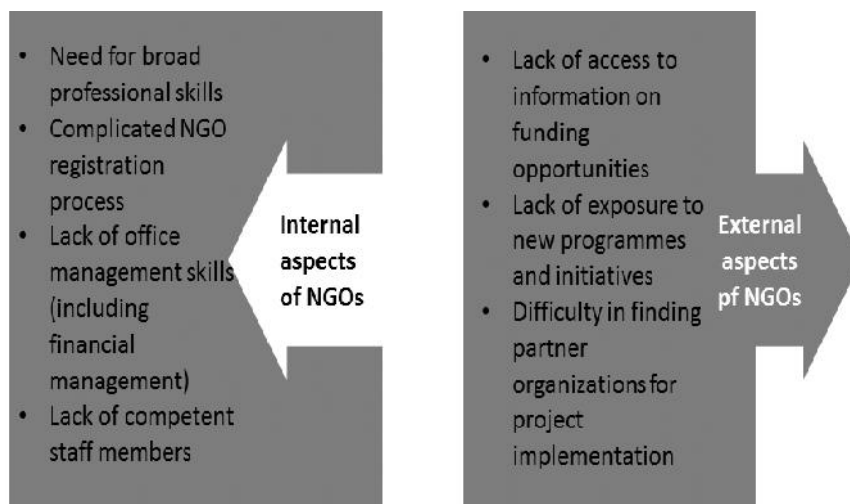
- Challenges at Internal level ( NGO level)
- Challenges at external level
- Challenges at National level
- Challenges at International level



**Challenges at Internal Level ( NGO Level)**

At the time of starting NGO registration is the major challenging difficult and bureaucratic process. without having the registration it is difficult to operate the NGO. but no Doubt the process of Registration is hectic and difficult.

- Major internal issues
- HR and staff training and development
- Finance ( budgeting)
- organizational management
- Strategical planning and planning implementation



**Challenges at External Level**

The major challenges at external level are

- Registration process
- Association with government
- Linkage with private sectors
- Get the donor

During the research many Professional from NGOs said that despite of having all the five authorities it is still difficult to get the registration for the NGOs

*"It was really major challenging for me and my Board member to get the registration of my NGOs, It took almost a month to get the completion in the process of registration"*

**Syed Amir Hassan**

**Trustee (Amir Helpline welfare and charitable trust)**

"The absence of well defined objectives and goals, vision, mission and even values is another issue facing NGOs".

Without having the proper Goal , objective and mission it is really very difficult to work . I am really still confused regarding the mission and vision of my organization where i am working

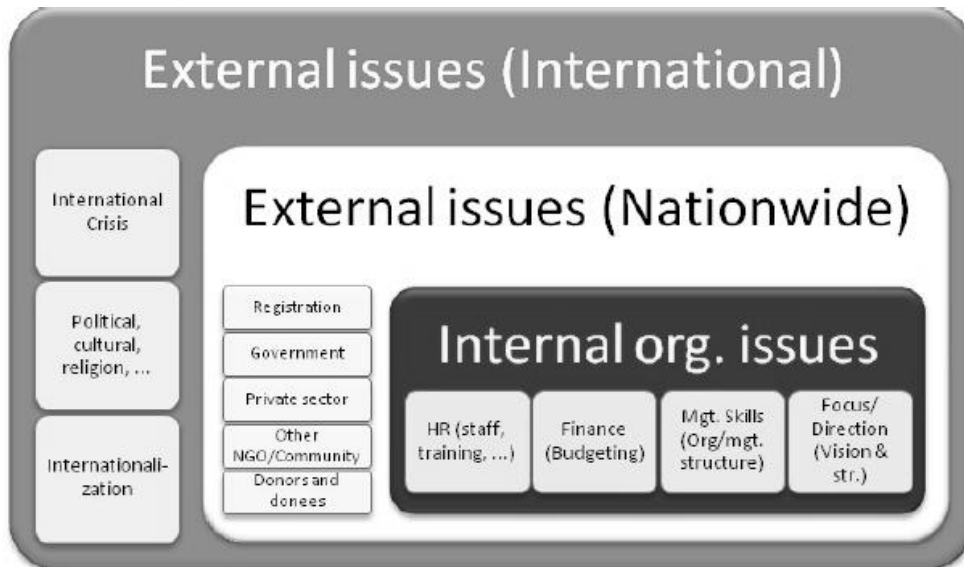
**Volunteer ( NGO )**

**Recruitment Training and Development**

It is also a major challenges of the NGOs to recruit effective and efficient staff and regularly train them according to the requirement

**Challenges at External Level**

It is also a major challenges for the NGO to deal with the external factor. Dependency for fund to the fundraiser is the major problem for them



**Challenges at National Level**

Maintaining good relationship and repo with government as well as with privates enterprises to get their support is also a major success element for every NGO. Most NGOs face problem to keep relationship with them.

"To be connected and linked with the governmental organization, we need to add their delegates.

**Associate Person ( NGO )**

### Challenges at International Level

According to the many NGO's Professionals, internationalization and being a member of an international NGO is a challenging desire because they to deal with expertise as well as they have to deal with many controversial issues. They have to face the political challenges, religious challenges, cultural challenges and many more

The major challenges at international level are

- Political Challenges
- cultural challenges
- Religious challenges etc

## International NGOs: Benefits and Challenges

- Benefits:
  - Filling a gap
  - Expertise
  - Dealing with controversial issues
  - Geneva base for lobbying
  - Solidarity
- Challenges:
  - Dilution of Pacific human rights stories
  - Formal limitations of rights of actual reported violations
  - Approach to understanding of rights
  - Single issue focus
  - Int'l NGOs regarded as more credible than national NGOs?

### Statement of Many Social Workers

After 24 years in the same job and loving most of them, the last few have been the hardest due to lack of leadership, support of my manager, and back stabbing from a co-worker. It does no good to try to resolve issues because not sure who to trust. Pretty sad.

**NGO' Associate**

It is harder than I ever thought it would be I am newly qualified and do have a good team around me but some days I feel like running for the hills back to the comfort of support work.

**NGO' Associate**

Do more with less and being at risk of losing your job when you can't meet administration's impossible demands.

**NGO' Associate**

### Recommendations

- More and more research are needed to be focused on retaining of social workers for the profession.
- It is advised that more needs assessments and evaluation should be done on regular basis to create awareness and consciousness in order to prevent burnout and retain social worker and to reduce stress levels among social workers.
- Better wages, remunerations, salaries as well as working conditions should be given to the social workers to keep social workers in the profession.

- It is advised that organisations should give much and more emphasis on providing continuous professional development opportunities as well as the career development opportunities for their employees.
  - They should be provided more supervision and support group
  - More awareness and alertness needs to be created in welfare organisations regarding their influence
  - More search and investigation is really needed regarding the dissatisfaction of the employees.

It is recommended that an empowerment programme be developed that addresses the needs identified by the social workers province to enhance their work engagement and job satisfaction and to prevent burnout, stress and possible turnover.

### Conclusion

Due to not get proper recognition, Due to not get proper remuneration and identification as well as due to not getting the proper trust of the donor the profession of social work is really in crisis. Overall we can say that it is very important to secure the social worker to support NGOs. Endurance Sustainability and survival of every Non Government Organization is basically dependent on the trust and relationship with its donors they are very much dependent on the donor to run their organization. Many NGOs professional said that unfortunately we cannot concentrate on our primary work because we have give our concentration on the fund raising activities.

This subject is really the subject to concern to secure the social worker and their profession. It is really advised that they should get some support from the government and should get some monetary assistance from the government so that they can concentrate on their primary work and more needs assessments and evaluation should be done on regular basis to create awareness and consciousness in order to prevent burnout and retain social worker and to reduce stress levels among social workers. as well as Better wages, remunerations, salaries as well as working conditions should be given to the social workers to keep social workers in the profession.

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