THE CHALLENGES FACED BY SOCIAL WORKERS IN THE KAVAL PROJECT
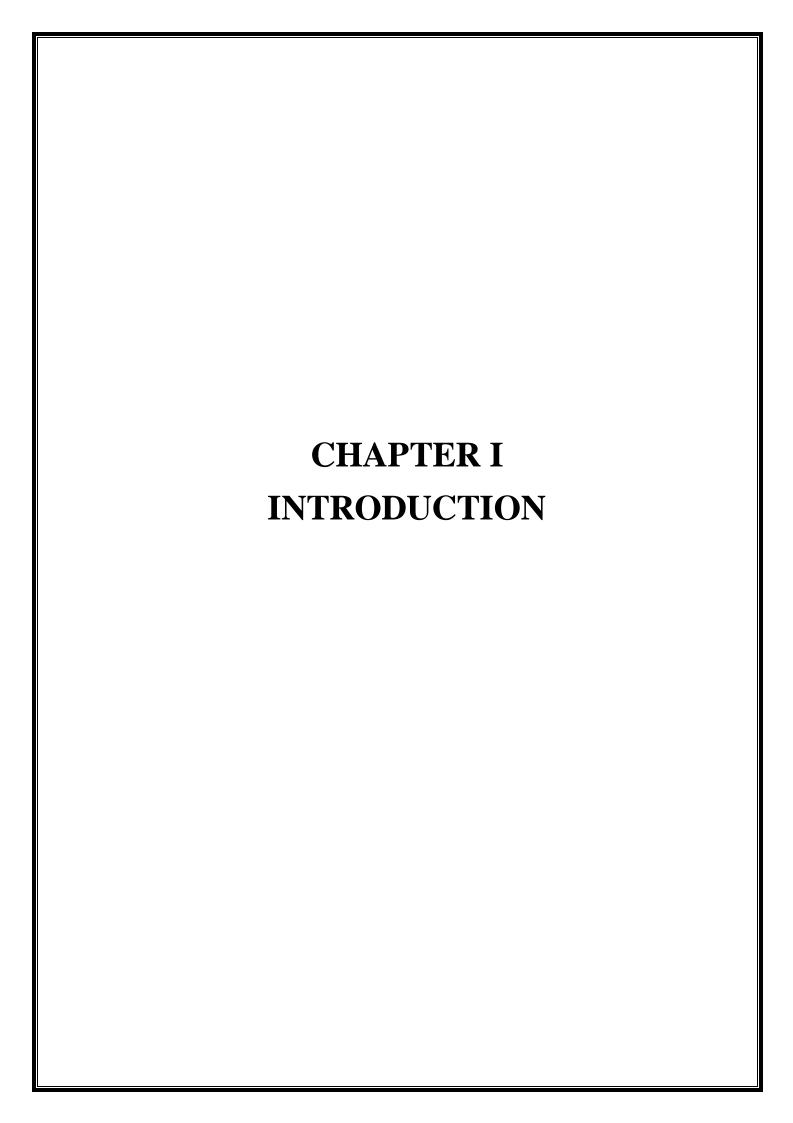
MASTER OF SOCIAL WORK

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ABSTRACT

Social work profession addresses the inequities and injustices that exist in society. Its focus is to help people to develop their full potential, enrich their lives, and prevent the social dysfunction. Professional social work is focused on problem solving and change in the society. Social workers are change agents in society, in the lives of the individuals, families and communities they serve. It responds to crises and emergencies as well as to everyday personal and social problems. Social work interventions range from primarily person-focused psychosocial processes to involvement in social policy, planning and development. Kaval, is a project aimed at the integration of children in conflict with the law into the mainstream society, has gathered momentum in the state. Through kaval project a systematic and structured methodology is developed in the state to support children in conflict with law there by reducing the potential danger of being labelled and isolated from society. This reduces the chances of the child to trap in the antisocial gangs and causing potential harm to society. Identifying this kind of children at high risk at a young age and supporting them by providing holistic care through psychosocial intervention would help them to keep away from un-lawful activities.

The study was qualitative in nature, the method used to select the sample for the study was the purposive sampling method. The participants were the five social workers in the 'kaval' project for the correction and rehabilitation of the children in conflict with law in particularly in the Thiruvananthapuram district. The study used semi-structured interview for collecting the data from the social workers. After collecting the data from the respondents the thematic analysis of the case studies was done. The thematic analysis helped to understand the challenges that the social workers faced in the profession and in the field, and also the ways that they are dealing with them and the coping mechanisms that they used to overcome this challenges.

The findings of the study reveals that the social workers are facing challenges within the professional setting and outside the professional settings. Within the professional setting they used to face the problem of lack of fund, professional knowledge and material resources. Outside the profession they are facing the challenges in the field such as the challenge in rapport building with the children and family, children are ignorant about the social workers and about their services, challenge of relapse of the children in the termination and follow up phase, the absence or non-cooperation in the counselling process, their assertive behaviour towards the workers and also the non-cooperation from their parents and the care takers. Sometimes early night calls comes complaining the suicide or the runaway of the children. Everything will affect the social workers personal life adversely, in their personal life. But while facing all this struggles they are seeking time and ways to self-care through the participation in stress relieving activities and programs. It helps them to increase the efficiency and the effectiveness of them in the profession and also in the field.

Keywords: social worker, kaval project, challenges, intervention, self-care.

CHAPTER I
INTRODUCTION

1.1 INTRODUCTION

The primary mission of the social work profession is to enhance human well-being and help meet basic and complex needs of all people, with a particular focus on those who are vulnerable, oppressed, and living in poverty. Social work is different from other professions, because we focus both on the person and their environment. Social workers deal with the external factors that impact a person's situation and outlook. And we create opportunities for assessment and intervention, to help clients and communities cope effectively with their reality and change that reality when necessary. Social workers help clients deal not only with how they feel about a situation but also with what they can do about it. In thousands of ways, social workers help people of every age and background, all across the country. The most well-known aspect of the social work profession is providing direct services or therapy directly to clients. Social workers help relieve people's suffering, fight for social justice, and improve lives and communities. Most people think of social workers when they think of poverty alleviation and child welfare. Some of society's most notable helpers were social workers. Jane Addams is the founder of social work profession. Frances Perkins was President Franklin D. Roosevelt's Secretary of Labour, and Dorothy Height and Whitney Young were both civil rights legends. All of these people were social workers. They made great contributions to the social work society. These pioneers laid the path for social workers of today. They set a great example for the commitment to advocacy, social justice, and helping individuals, families, and communities. (NASW, 2020)

Social work grew out of humanitarian and democratic ideals, and its values are based on respect for the equality, worth, and dignity of all people. Since its beginnings over a century ago, social work practice has focused on meeting human needs and developing human potential. Human rights and social justice serve as the motivation and justification for social work action. In solidarity with those who are disadvantaged, the profession strives to alleviate poverty and to liberate vulnerable and oppressed people in order to promote social inclusion. Social work profession addresses the barriers, inequities and injustices that exist in society. Its mission is to help people to develop their full potential, enrich their lives, and prevent dysfunction. Professional social work is focused on problem solving and change. As such, social workers are change agents in society and in the lives of the individuals, families and communities they serve. It responds to crises and emergencies as well as to everyday personal and social problems. Social work utilizes a variety of skills, techniques, and activities consistent with its holistic focus on persons and their environments. Social work interventions range from primarily person-focused psychosocial processes to involvement in social policy, planning and development. These include counselling, clinical social, social work, group work, social pedagogical work, and family treatment and therapy as well as efforts to help people obtain services and resources in the community. Interventions also include agency administration, community organization and engaging in social and political action to impact social policy and economic development. The holistic focus of social work is universal, but the priorities of social work practice will vary from country to country and from time to time depending on cultural, historical, and socio-economic conditions. (Anupama, 2016)

Social work profession in India

Social Work as profession in India has already passed its infancy long back and in the last few decades it has emerged as one of the most demanding profession in India. In India a person- holding a Bachelor (BSW) or Master (M.A in Social Work/MSW) degree in Social Work is generally considered a professional social worker. As far as Indian scenario is concerned professional social workers can be found in direct practice in administrative, management and policy planning positions in various Government and Non-Governmental Organizations (NGOs) as well as in government ministries. Both Governmental and Non-Governmental Organizations (NGOs) have a lot to offer, if you are willing to work hard and in any given conditions. International organizations too are socially aware and hence a number of opportunities are available in international social work. Industrial and commercial units too are looking to hire social workers. A degree or diploma in Social Work is creating a large number opportunities for the millions of Indian youth in various sectors. Social Work is a really vast field and the job prospects of a social worker is not specific to a particular field. Social workers deal with persons, families, organizations and groups. They try to minimize and prevent social problems caused by factors such as poverty, unemployment, alcoholism, lack of health services, family maladjustments, physical, mental and emotional handicaps, anti-social behaviour and poor housing. Professionally, Social workers may be classified as three types namely Macro, Mezzo and Micro. Macro social workers deal with Social work nationally and internationally, by making policies and sponsorships; while Mezzo workers handle social work with small organizations, agencies and groups. Micro social workers work with individuals and families. There are ample job opportunities for MSW degree holders in both the government as well as non-governmental sectors. Opportunity in the governmental sector is mainly in the community development projects pertaining to health, education, rural development, child, woman and tribal welfare etc. Work in NGOs' can be specific to either urban or rural area. Postgraduates in Social Work also have job opportunities in the industrial and corporate sector. Students opting social work as career may find job in child welfare and family service agencies for providing mental, health, medical, educational and correctional services. (Jacob, 2016)

Social work profession in Kerala

Kerala Association of Professional Social Workers (KAPS) is the registered professional organization for the Social Workers in Kerala formed on 09 Dec 2012. KAPS has been registered as a society under the Travancore-Cochin Literary, Scientific and Charitable Societies Registration Act, 1955. The formation of KAPS has fulfilled the dream of many veteran Social Workers to unite their voices to deal with issues of professional interests. The association is formed with the purpose of promoting the quality and effectiveness of social work practices in Kerala. This Association will be the common platform for all professionally trained social workers in Kerala. KAPS also intent to take up continuing education programmes for the practicing professionals KAPS is promoted by the Association of Schools of Social Work in Kerala (ASSK), a registered body of all the schools and departments of social work in Kerala and has the support of professional social

workers in PROSA (the association of professional social work educators in Higher Secondary), Social Workers working as Counsellors in schools, Kudumbasree, NRHM etc. (KASW, 2014)

Social worker

Social workers comprise a profession that had its beginnings in 1889 when Jane Addams founded Hull House and the American settlement house movement in Chicago's West Side. The ethics and values that informed her work became the basis for the social work profession. They include respect for the dignity of human beings, especially those who are vulnerable, an understanding that people are influenced by their environment, and a desire to work for social change that rectifies gross or unjust differences. The social work profession is broader than most disciplines with regard to the range and types of problems addressed, the settings in which the work takes place, the levels of practice, interventions used, and populations served. It has been observed that social work is defined in its own place in the larger social environment, continuously evolving to respond to and address a changing world. Although several definitions of social work have been provided throughout its history, common to all definitions is the focus on both the individual and the environment, distinguishing it from other helping professions. Social workers may be engaged in a variety of occupations ranging from hospitals, schools, clinics, police departments, and public agencies, court systems to private practices or businesses. They provide the majority of mental health care to persons of all ages in this country, and in rural areas they are often the sole providers of services. In general, they assist people to obtain tangible services, help communities or groups provide or improve social and health services, provide counselling and psychotherapy with individuals, families, and groups, and participate in policy change through legislative processes. The practice of social work requires knowledge of human development and behaviour, of social, economic and cultural institutions, and of the (Mental Disorders, 2021)

Social case worker

Social case work, a primary method of social work, is concerned with the adjustment and development of the individual towards more satisfying human relations. Better family life, improved schools, better housing, more hospitals and medical care facilities, protected economic conditions and better relations between religious groups help the individual in his adjustment and development. Social case work is art of bringing about better adjustment in the social relationship of individual men or women or children. Social case work means that process which develops personality through adjustment, consciously effected, individual by individual, between men and their social environment. Social Case Work is concerned with enhancing an individual's capacity for appropriate adjustment to attain more satisfying human relationships. It is a primary method of social work that involves a process of one-to-one relationship that helps the individual in effecting better adjustment in his/her family and social milieu. As every person is unique, he/she develops a specific pattern of behaviour in his/her socio-economic cultural dimensions. Hence, the problems of one individual differ from those of another. Social Case Work is seen as a humanistic attempt to help persons who have difficulties in coping with the problems of daily living. Social Case Work is not only a tool but also an area of work that

consists of processes that help to develop personality of individuals through meaningful adjustment between themselves as well as their social environment One group of social case work thinker believes that purpose of social case work is to help individual to make adjustment with their social environment. The other group believes that the purpose of social case work is to give solution to social and physical problems as a process of treatment and third group excepts the purpose of social case work in the form of giving solution to the problems to personality and behaviour. The components of social case work emerged from the work of Helen Perlman, who incorporates them in her definition of case work and portrays them as active elements in her problem-solving model of case work practice: a person weighed down by a problem seeks help for it from a place (either a social agency or some social institution) and is offered such help by a professional social worker who uses a process which simultaneously engages and enhances the persons own problem–solving resources. (Amit, 2017)

Social casework in India

Social casework practitioners in India view the concepts of casework differently. According to them, social casework can be practiced successfully in a democratic society only. In the context of social casework practice, democracy implies freedom and self-fulfilment. In the Indian context the concept of self-fulfilment and self-expression go hand in hand with the concept of conformity to the group norm. It is believed that an individual does not have a right to express himself/herself, to decide upon an action he/she will like to undertake or which he/she is capable of undertaking. In Indian society the individual remains, more or less, a participating member bound to his/her original group. His/her group teaches him/her how he/ she should restrain himself/herself and what characteristics he/she should suppress in order to be acceptable to other members. He/she can be rejected or ridiculed by his/her group if he/she does not conform to the social norms. In other words, in Indian context, the client will not have the right to individualism or the right to self-determination. The emphasis on right is limited to the comforts of the physical self. In the practice of social casework, time and again, one sees that the needs of the clients are not limited to their material wants only. If that were the case, perhaps, this emphasis on rights would have served the purpose. But it has been 9 Social Case Work Practice in Indian Context observed in the casework practice that material benefits alone cannot ensure human happiness. It can only create conditions for man's happiness; but it cannot ensure that man shall be happy or the person's wishes will be really fulfilled. It is observed that happiness is ensured when the material comforts are accompanied by fulfilment of emotional needs. But rights cannot ensure the emotional needs of a client. The emotional needs can be met only if one focuses on the concept of duty. Social work especially social casework has its roots in charity and derives its inspiration out of the human sentiment of duty towards one's fellow beings. An attitude to help others is a commendable attribute of human character. But across time and space, it has been seen that some sections of the society have provided assistance to the needy in terms of material goods without recognizing the worth of the individual. In such a situation it was felt that the individual who was in need is solely responsible for his own conditions through his /her negligence, ignorance or incapacity. The basic

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premise was to meet the need as sparingly as possible, relief was not to be attractive enough to tempt people to try to take undue advantage of it. Indian tradition does not primarily seem to subscribe to the concept of right. The concept of duty to one's fellow beings has run through ages. In his/her relation to the rest of the society, the Indian scheme lays stress upon his/her duties-dharma by which he/she is to secure his/her own advancement and thus he/she may be distinguished from his/her western counterpart who emphasizes his/her rights. Although, one implies the other, right emphasizes power and comforts for the physical self, and duty emphasizes debts which a person owes to all conscious beings. (Archana, 2009)

KAVAL

 KAVAL is an innovative program implemented by Government of Kerala through the Department of Women and Child Development with technical support from Dept. of Psychiatric Social Work, NIMHANS, and Bengaluru. A systematic and structured methodology is developed in the state to support children in conflict with law there by reducing the potential danger of being labelled and isolated from society. This reduces the chances of the child being absorbed to antisocial gangs and causing potential harm to society. Identifying children at high risk at a young age and supporting them by providing holistic care through psychosocial intervention would help children to keep away from un-lawful activities. KAVAL is a community based approach to reach out to children in bail and providing psychosocial interventions through trained social work professionals in NGOs by entering to a working partnership with the Non-Governmental organisations. Multiple stake holders in the Juvenile Justice System such as Juvenile Justice Board, Special Juvenile Police Unit, District Child Protection Unit ,Non-Government Organisation , District Legal Service Authority, Education Department, Mental health professionals and Child care institution are sensitized on the bio psychosocial problems and needs of the children in conflict with law . This is followed by a 15 days training of the multiple stake holders in juvenile justice system to build   skills to identify the psychosocial problems among children and provide interventions. Each child as he /she comes in to the Juvenile Justice System undergoes a psychosocial assessment to identify their psychosocial problems,   followed by developing Individual Care Plan by the observation home counsellor and legal cum probation officer with support from NGO, medical officers and other professionals as per the need of the child. The cases of children will be transferred by JJB to NGO through District Child Protection Unit for psychosocial intervention. NGO as they receive the case start their intervention as per the ICP prepared and the emerging needs. The NGO reports and provide services for children in conflict with law as per the guidelines from DCPU. Regular and systematic reporting is carried out on a daily, weekly, monthly and quarterly basis. Monthly evaluation of KAVAL activities in the district is carried out by District Juvenile Justice Team consisting of JJB, SJPU, DCPO, LCPO, OH counsellor, Probation Officer and NGO staff. Quarterly meetings are conducted at SCPS to evaluate the district level activities and activities of NGOs. (Department of Women and Child Development, 2020)

1.2. BACKGROUND OF THE STUDY

CIR (Crime in India Reports) 2018 highlights that the conviction rate at an average remained stagnant at around 40% from 2009-2013. However, ever since, the rate has shown a significant increase. Also, in case of the cognisable crime rate crime per lakh population there is a sudden dip from 2016 onwards (from 581.8 in 2015 to 379.3 in 2016), with only a marginal increase in 2018. When comes to the total IPC (Indian Penal Code) and SLL (Special and Local Law) crimes' cognisable rate, Kerala (1463.2) is the state with the most crime rate, followed by the capital Delhi (1342.5). On the contrary, the numbers show a growth. Data indicates that conviction rate in crimes against women was less than half the total conviction rate at 21.7%. Pendency rate cases pending for trial at the end of the year/total cases per trial was a high 90.7%.In case of children, the crime rate was 31.8%, and for conviction was 37.8% in IPC cases. The pendency in such cases was 89.8%. (FE Bureau, 2020)

Analysing this facts there is a huge rehabilitation is required and the need of awareness is required for solving this issue. Children those who are through the peer influence and through the influence of the social media will fell into this traps. Sometimes the parents are also responsible for this. So the social workers not only focus on the children but also the family of the children for the complete rehabilitation of the children. Thus the social workers counsellors and the case workers has to work twenty four hours for their help. And they youngsters are really dedicated to their profession also. Their efforts are considerable and well appreciable one.

1.3. STATEMENT OF THE PROBLEM

Social employees support people and their families through troublesome times and make sure that vulnerable folks, together with kids and adults, are safeguarded from damage. Their role is to assist improve outcomes in people's lives. They maintain skilled relationships and act as guides and advocates. They generally ought to use their skilled judgment to form powerful selections that may not perpetually be received by those they're attempting to assist.

A social worker is a professional who helps individuals and families improve their quality of life by ensuring access to basic needs such as food, shelter and safety. They work to achieve better lives for their clients by analysing the environment, relationships, systems and policies that impact their clients' lives. Common challenges that social workers must help their clients overcome include poverty, abuse, unemployment, mental illness, addiction and trauma. Social workers meet with clients and build relationships based on trust and compassion. They identify the issues their clients are facing and implement solutions such as physical relocation, therapy, coordinating medical treatment and assisting with employment. Social workers assist people with a range of educational backgrounds, socio-economic statuses, cultural origins, religions and disabilities. They recognize how varying backgrounds affect a client's mental and emotional well-being and can guide how the client might respond to treatment methods. Social workers understand the unique needs of

the lifestyle sectors in their area and engage with their clients in a culturally-respectful way. (Indeed Editorial, 2021)

When a problem is ongoing, social workers develop a case management plan that outlines the goals and they lists resources available to the client. The job of a social worker is challenging due to the competing demands of their position. Social workers manage a heavy caseloads including dozens of emails, phone calls and letters. They must be prepared to handle tough issues in the society. A social worker may need to drop everything to handle an emergency, when they investigating a report of child endangerment.
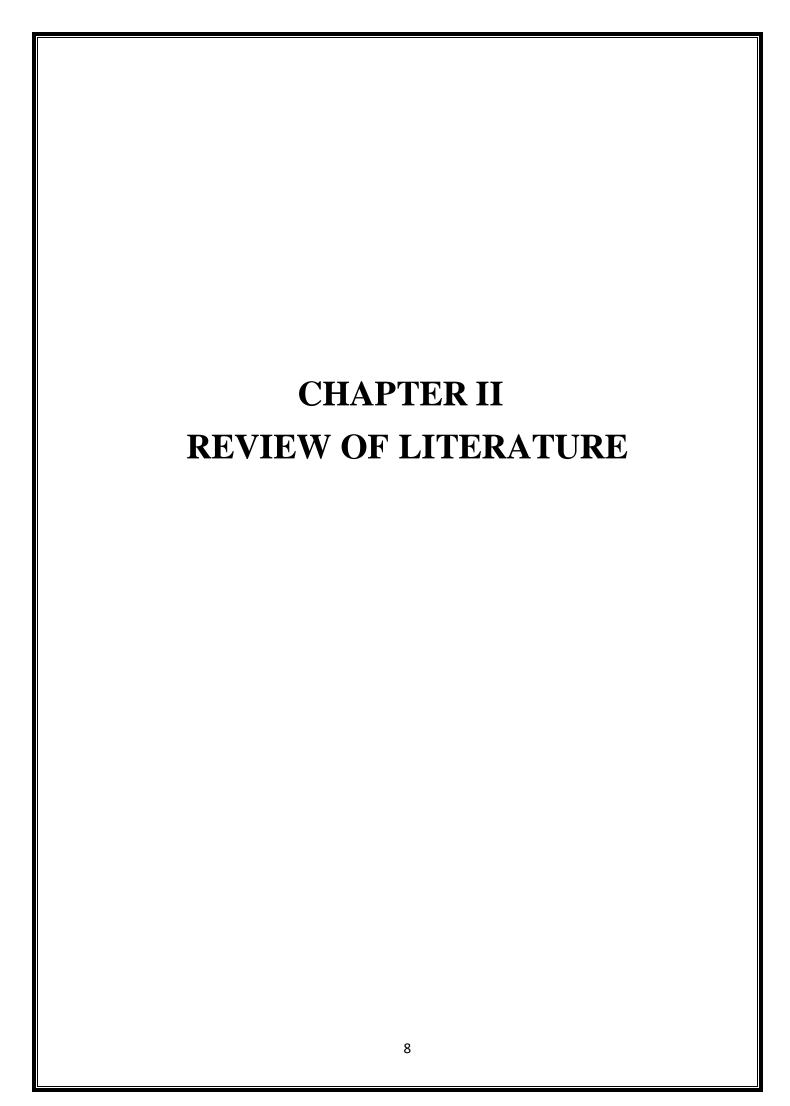
Juvenile delinquency is one of the burning issues all over the world and reform initiatives are going on in many countries. Children in conflict with law are the central subject of juvenile justice systems. This study attempts to explore the challenges faced by the social worker while dealing with the children in conflict with law in the 'kaval' project of Kerala Government.

While there are studies related to the challenges of social workers but currently there are not many studies related to the challenges faced by the social or case workers while dealing with the child delinquents or the children in conflict with law. This study attempts to explore the types and areas of challenges that they are facing while dealing with the children and the hurdles that they face during the social rehabilitation or intervention process. It also attempts to study the coping mechanisms that they used to overcome this challenges. In this context the researcher proposes to understand the social rehabilitation phases that he/she undergoes, the types of challenges that they usually face during profession and in the intervention process, how far this challenges affecting their personal and professional life and also the coping mechanisms they seek and practicing.

1.4 RELEVANCE AND SIGNIFICANCE

Kaval, is a project aimed at the integration of children in conflict with the law into the mainstream society, has gathered momentum in the state. Earlier, no effective steps had been taken to track the fate of the children in conflict with law once they were set free. As a result, many of them often turned repeated offenders after being turned away by their respective families or society after the rehabilitation process. But now it is solved and the social workers in the kaval project are properly keeps a follow-up with both the children and their family members.

The project, being emulated by other States owing to its success in bringing down the habit of continuing to commit crime in Kerala, has managed to stay on course despite the staff of NGOs through whom the project is implemented not getting paid for months. Sometimes the twenty four hours works are done by the social workers without any payment from the government due to the lack of fund. Thus their dedication to the work and the commitment to the society is notable one.

CHAPTER II
REVIEW OF LITERATURE

2.1 INTRODUCTION

Child protection and rehabilitation is one of the major and important elements in social work like any other element, it has got its challenges, which include clashes between social workers and clients who are parents or guardians of children. Several studies have shown some challenges faced by social workers while protection or rehabilitation of children. Social workers can prevent crimes by confronting the root causes of the problems that committed by the child delinquents , provide individual therapeutic intervention by improving the child's environmental conditions, change their behaviours by creating opportunities for them, reintegrating them back in to their family and community by modifying family structures and engaging in lobby and advocacy. Thus the social workers dealing with children are dealing with so many things still they are suffering with some issues. Here is an attempt to understand the situation of the social workers who are dealing with child in conflict with law. The review of literature is a helping hand to understand the current situation of the current knowledge to find out the research gap.

Some literatures reviewed by the researcher are included in the following pages:

2.2 History of social work profession in International Level

Since the first social work class was offered in the summer of 1898 at Columbia University, social workers have led the way developing private and charitable organizations to serve people in need. Social workers continue to address the needs of society and bring our nation's social problems to the public's attention. Today, Americans enjoy many privileges because early social workers saw miseries and injustices and took action, inspiring others along the way. Many of the benefits we take for granted came about because social workers working with families and institutions spoke out against abuse and neglect. The social work profession celebrated its centennial in 1998. That year, several important artefacts from across the country were donated to the Smithsonian Institution to commemorate 100 years of professional social work in the United States. Social work pioneer Jane Addams was one of the first women to receive a Nobel Peace Prize, which was awarded in 1931. Known best for establishing settlement houses in Chicago for immigrants in the early 1900s, Addams was a dedicated community organizer and peace activist. Frances Perkins, a social worker, was the first woman to be appointed to the cabinet of a U.S. President. As President Franklin D. Roosevelt's Secretary of Labour, Perkins drafted much of the New Deal legislation in the 1940s. Social worker and civil rights trailblazer Whitney M. Young, Jr. became the executive director of the National Urban League while serving as dean for the Atlanta School of Social Work. He also served as president of NASW in the late 1960s. A noted expert in American race relations, Time Magazine acknowledged Young as a key inspiration for President Johnson's War on Poverty. Other famous social workers include Harry Hopkins (Works Progress Administration), Dorothy Height (National Council of Negro Women), and Jeanette Rankin (the first woman elected to the U.S. Congress). (NASW, 2020)

United Kingdom is Great Britain and Northern Ireland, but generally this is abbreviated to the United Kingdom or sometimes just to England.) The complex history of the two islands makes it difficult to provide a general overview of social work in the United Kingdom per se. A complex set of relations marked the individual countries' histories over a number of centuries and is explained in the more detailed histories of the jurisdictions in other entries. In terms of the modern history, from 1800 the four countries England, Wales, Scotland, and Ireland were unified. After the war of independence and subsequent civil war in Ireland between 1919 and 1921, twenty-six counties of Ireland became a Free State, and six-Northern Ireland-remained part of the United Kingdom. The history of social work spans over 150 years, though the period covered in this entry is roughly 1870 to 1980. Each section of this entry has a mixture of retrospective histories written in the present or the recent past and samples of important resources from different periods that reflect the nature of social work at particular moments in time. Where possible, major policy documents and archival sources are also cited. A complex set of relations marked the individual countries' histories over a number of centuries. In terms of the history of social work, practice in the United Kingdom shares many common features in terms of models of practice, development of the profession, dominant theories, legislation and policy, and training approaches. The vast majority of literature on which an understanding of United Kingdom social work is built within national and international contexts derives from histories relating to Great Britain or England. The diversity of history within the broader United Kingdom is highlighted in this general entry and in the more specific entries on Northern Ireland and the Republic of Ireland. (Caroline, 2017)

2.3 History of social work profession in National level

History of social work education goes back to 1936 when Tata School of Social Work was established. Sir Clifford Marshardt an American Marathi Missionary thought of empowering and giving training to the manpower who will be equipped and trained with the knowledge, skills and training for should bring different kinds of responsibilities in the field of social work. This school was based on the patterns of social work schools in USA but it had characteristic features in respect of social work interventions in industries to improve the conditions of workers Placed in industrial settings. It is noteworthy that UGC started its first short-term course in social work in collaboration with Social Service League in Bombay in 1920. In this course voluntary workers engaged public welfare work. The first -training in for social workers started in 1936 by the establishment of Sir Dorabji Tata Graduate School of Social Work, 1936 in Bombay, now Mumbai. It was the only institute which gave social work education till independence. After independence, Kashi Vidyapeeth started its course in Ahmedabad who gave social work education since 1947. In 1948, Young Women's Christian Association of India started Delhi School of Social Work with financial assistance from foreign division of American Young Women's Christian Association and it got its recognition from University of Delhi. Baroda also started teaching social work as a part of university system. Lucknow University also started its Diploma in social service in the J.K. Institute of Sociology and human relations which was then replaced by Master of Social technique and then finally it started Master of Social Work. Subsequent to freedom, in

Varanasi a new college of social work was opened up which became famous with the name of Kashi Vidyapeeth. In 1947, in Ahmedabad social work education began by the University of Gujarat. North Young Women's Christian Association in India started up Delhi School of Social Work in the year 1948. This institute got affiliation from University of Delhi in the year 1961. In Baroda, M.S. University stated teaching social work as an integral part of the university system from the year 1949. Lucknow University also started up its diploma program in social service with the efforts and help from J.K. Institute of Sociology and human relations. (Owlgen, 2020)

Children are the valuable resources of any country. A conducive environment is needed for their holistic growth and development. Children in various difficult circumstances are subjected to difficulties at Individual level such as poor academic performances, intellectual deficiencies, learning difficulties, poor health, developmental disorders, malnourishment, substance use including conduct and emotional problems and poor or mild cognitive development. In Family children experience poverty, lack of parental care and affection, poor parenting, parental psychopathology, illness in family, overcrowding in the family. Social problems experienced by these children are high risk social environment, social isolation, discrimination, high risk antisocial gangs all these will affect the children. Problems children face at various levels are beyond their coping. This will induce multiple stressors among children wherein they adopt wrong ways of coping, which will be manifested as behaviour problems and ends up in the child coming in to conflict with law.

Kerala has over 100 years of history in juvenile justice care with commencement of a home for the Children at Trivandrum by the rulers of erstwhile princely state of Travancore in 1894. In 1897 a Reformatory School Act was enacted in India. Enactment of the Children's Act in Madras, Cochin and Travancore marked a new beginning in the field of the Juvenile Justice System Kerala. Kerala Children's Act was enacted in 1972 under the charge of the Prisons Department. In 1986 Government of India passed a Central Juvenile Justice Act. India ratified the UN Child Rights Convention in 1992; The Government of India came up with the Juvenile Justice (Care & Protection of Children) Act 2000, which was amended in 2006 and in 2015. (Department of Women and Child Development, 2020)

2.4 Challenges faced by social workers

This research aimed to investigate the staff mental health at the Specialized Reference Centre for Social Assistance (CREAS), Corumbá, State of Mato Grosso do Sul, in 2014. For this, we adopted the theoretical-methodological approach of work psychodynamics to focus on the experiences of pleasure and suffering at work, starting from the hypothesis that the care of individuals in vulnerable situations and violation of rights requires a cognitive and emotional over-investment, causing suffering and psychic wear. Ten professionals of CREAS with elementary and higher education participated in ten meetings for collective interview, which proposed the following questions for discussion and analysis: conditions, organization and labour relations, recognition and valuation, and feelings generated on cases of violence. The experiences of suffering were attributed to lack of infrastructure and equipment, the work overload caused by the demand from other

institutions, leading to feelings of anguish, helplessness, sadness and professional devaluation. The pleasure at work was observed by the appreciation for the work done on the part of the users and identification with social work. We concluded that working with the violation of rights affects social and personal relationships of workers, as the discrepancy between prescribed (design) and the actual (implementation) showed reactions of anguish, tearfulness, sadness, helplessness and negative thinking. (Silva & Vasconcellos, 2018)

The economic rationalist inspired marketization of human services in Australia has increasingly compromised the professional values of social work by focusing social work roles and functions on policing social deviancy, rather than alleviating social distress, as the profession seeks to protect itself in an era of declining welfare resources. Yet the logic of economic rationalism suggests all social spending is likely to continue to decline over time and social work may need to refocus on fighting for social justice if the profession is to avoid becoming marginalised. This article calls for social workers to mobilise both physically and intellectually with likeminded groups and individuals to develop and implement policies and language which are oppositional to economic rationalism and which assist those most vulnerable in the community. (Crimeen & Wilson, 1997)

To social workers, extreme economic inequality is primarily a violation of social justice, but this article shows how growing economic inequality since the mid-1970s was not only unjust, but also dysfunctional to the U.S. economy and linked to the recent economic crisis with its devastating effects, particularly on the social work clientele. The article identifies interrelated changes in ideology, the market economy, and government policies since the mid-1970s; contrasts the political economy of this period with the preceding post-World War II decades when the trend was toward a "shared prosperity"; and shows how increased economic inequality and political consequences that undermined democracy itself contributed to the economic meltdown. The analysis has implications for the direction of social reform and for broadening the constituency of social movements in pursuit of the social work mission of social justice. How social workers can contribute to such movements and to a reduction of economic and political inequality is explored. (Goldberg, 2012)

Twenty-five social work members of the Society of Teachers of Family Medicine responded to a survey in which they identified their chief concerns and challenges encountered in family practice. Of nine areas of concern to social workers in interdisciplinary practice identified from the literature, respondents viewed as most important the achievement of acceptance and regard among other disciplines for the social worker and the value of his/her contribution to family practice. This was followed closely by the associated challenges of developing interdisciplinary relationships and fostering an accurate understanding of the role functions of the social worker in family practice. To confront these and other concerns, careful attention to three major needs suggested by the survey results is advocated: (1) the need for social workers to maintain high standards of performance in family practice, (2) the need for family physicians and other health care personnel to understand the role functions of the social worker and examine their attitudes toward collaboration with social workers, and (3) the need for regular and constructive dialogue between all personnel in family practice. (Bergstrom, 1979)

Social workers employed in Child Protection Organisations (CPOs) are frequently confronted with child sexual abuse cases. This paper aims to determine the challenges faced by social workers employed by CPOs when dealing with allegations of child sexual abuse. A qualitative study was done using focus group discussions with 71 social workers as participants. The social developmental welfare approach and legislative mandates were used to analyse the research problem of challenges that social workers experience when dealing with allegations of child sexual abuse allegations. The findings indicate that existing South African policies, conventions and legislation do not always complement each other, but rather create challenges and uncertainties amongst social workers in this field. This, together with insufficient resources for service delivery, often leads to re-victimisation of the child who has been sexually abused. This paper concludes with recommendations based on the social developmental principles that suggest integrated and collaborative partnerships to ensure effective responses to child sexual abuse cases. Secondly, it urges universities to relook their curricula to ensure sufficient training for undergraduate social worker students takes place to deal with sexual abuse allegations. (Schiller, 2017)

This qualitative study presents the experiences of social workers whose clients are the inhabitants of unrecognised Bedouin Arab villages in Israel. It used in-depth, semi-structured interviews with 25 participants, recruited by the snowball method. These social workers reported that they are caught between their personal and professional values, on the one hand, and employer regulations, government policy and government law, on the other which greatly limits their ability to fulfil their professional role. The social workers also comment that they are working in a 'grey area' in which the government's policy is unclear. This adds another layer of complexity to their work and reveals the differential implementation of critical social work principles by social workers with different cultural identities. (Alhuzail Allassad & Mahjana, 2020)

The flood, which happened in Kerala, has had a huge impact on the people. Young people had played a vital role in the management of the disaster. In spite of their readiness to act, they lack the proper training, which may sometimes worsen the situation. The youth mainly worked for the rescue services and the support mechanism. They contributed their valuable time, corporeal help, and even financial support for the benefit of the people who were affected. While involving youth in disaster rescue services the social workers faced a challenges like they don't know how to deal the situations properly but they are willing to do whatever it. They don't know how to manage the rescue camps but they are ready to work in the camps. People providing a lot of funds for the rescue services but they don't know how to manage it. The disaster management is a precarious option because the people who go for it may lose their siblings, spouse, children, house, and all their properties. Objectives: To study the challenges faced by social workers while involving the youth in disaster rescue services. To study the involvement of youth in the disaster rescue services. Methodology: A quantitative study about the challenges facing by social workers while involving the youth in disaster rescue services special reference of Kerala flood 2019 with the sample size of 50. Sample of the study is youth social workers from Kerala those who worked in rescue services in Kerala flood 2018. Self-prepared questionnaire is used to collect

the data. The method of in-depth interview will be used to elicit data. Findings: The present youth is very supportive and helpful for the disaster rescue services. But lack of the proper training was makes their supports and helps as unevaluable. If the government providing a training services for youth based on the disaster rescue services. This class want to give for the members of such organization. Conclusion: The disasters are increasing day by day, and people are ready to work for overcoming the situation. However, the lack of training and inability of manage the disasters cause further problem. (Pottippara, 2020)

Finding its roots in philanthropy, social work germinated from voluntary service-delivery activities into a profession. However, the case of professional status for social work has been perennially debated on in social work, especially in India. This debate is rooted in the different viewpoints that exist vis-a-vis the purpose of social work practice and the role played by social work education and training in developing different perspectives on it. Historically, after social work started to emerge as a scientific activity (later developing into a profession especially in the West), it developed different methods of intervention. The theoretical domain always played a supportive role in providing an understanding of the different situations that social workers encountered in practice. The dominance of a particular ideology and forms of society during different points in time has influenced the development of social work whether it was the functionalist perspective in the Victorian England, or community living in India, or the individualistic spirit in USA, or the plurality propagated by postmodernist ideologues in current times. Social work fraternity being a part of the larger society has time and again adapted to the changes in the existential conditions. However, in India social work is not yet fully recognised as a profession. Different people (both within and outside the social work fraternity) share different opinions with respect to the professional status of social work. But, despite this, efforts have been made to establish professional bodies of social work to promote the growth and development of social work as a profession. The different roles of these professional bodies have been identified as follows: (a) maintaining and enhancing the quality of social work education in India, (b) promoting the establishment of a national council of social work, (c) developing a code of ethics for the professional social workers, (d) facilitating training of para-professionals, and (e) creating employment opportunities for social workers. Simultaneously, these bodies have also faced numerous challenges, as there are many people who do not support the view of developing social work as a profession. Some of these arguments or apprehensions include: (a) creation of hierarchy among educators, trained practitioners, and para-professionals, (b) lack of space for creativity and innovation in social work as professionalization would set boundaries for social work practice, (c) professional bodies catering more to individual interests rather than promoting the goal of social justice, and (d) lack of rigour in these bodies to promote academic interests of the educators. Thus, the development of social work as a profession can be analysed with regard to the role played and challenges faced by institutions of social work education and training on one hand, and professional bodies/organisations of social work on the other. The purpose, the historical development of social work education and training, the professional characteristics of social work, and the challenging viewpoints from both people within social work fraternity and outside of it on the professional status of social work; highlight the challenges faced by

social work profession and the need to redefine its boundaries in the light of changing existential conditions. (Desai, 2018)

With a history of almost 90 years, professional social work in Romania once flourished up until World War II. The Communist Party disbanded the profession in 1968 and it was reinstated after the fall of the Iron Curtain in 1989. Within the context of the socio-economic transition from a centralised to a free-market economy, Romanian social policy and social work have evolved from a Marxist/socialist-type ideology, one that advocates for state intervention, to a libertarian/neo-liberal-type ideology, which promotes both state withdrawal from welfare provision and individuals taking responsibility for their own welfare. These two trends continue to co-exist subject to sometimes divergent forces such as international institutions and internal Romanian social pressures. Using a qualitative approach, we explore how Romanian social workers are adapting to the neo-liberal realities and identify three types of perceived challenges: 1. those related to regulation, 2. linked with collaboration in social work activity and 3. Those related to the social worker-client relationship. Under neo-liberal pressures, the social worker's role of agent of social change becomes marginalised in daily practice, leaving little power to influence agency policies that negatively impact clients. (Lazar, et al., 2018)

2.5 Challenges while dealing with children in conflict with law

A social rehabilitation program for children in conflict with law is an effort of the government to fulfil the basic rights of those children during the determination process at Children care Institution of Bina Remaja Budi Utama Lubuk Alung. However, there are some problems found in a rehabilitation program. This research aimed to investigate the problems in rehabilitating children in conflict with the law. The theory used was based on Anthony Giddens theory in which focuses on double relationships between agent and structure. This research was conducted by using double hermeneutics as a sub-type of the qualitative research. This article showed that the problem faced by the Children care Institution of Bina Remaja in rehabilitating children in conflict with the law were the lack of human resources, the lack of the financial budgeting for this program, unsupported facilities, the lack of experience in handling children in conflict with the law. (Ningrum, Elfitra, & Alfiandi, 2019)

South African legislation has mandated new roles and responsibilities for probation officers working with children in conflict with the law. These children who engage in criminal behaviour have been used or coerced by adults and sometimes by peers. In addition, sometimes the children commit crimes out of their own agency based on rewards gained. The crimes they commit range from petty crime such as begging, vagrancy, substance use to serious offences such as murder, rape and robbery. This was a qualitative study on the experiences of probation officers working with these children. The findings reveal that the environments in which the probation officers work under are often traumatic, lack resources and are few thus impacting efficient delivery of services. In addition, the implementation of the Child Justice Act (CJA) is hampered by abuse of the system by parents/caregivers and the child offenders. In as much as South Africa has made strides

in protecting children in conflict with the law, these challenges should be addressed urgently in order for the successful implementation of the legislation, for children to be better protected and ultimately for safer communities. (Sibisi & Warria, 2020)

This study aims to examine how the knowledge and skill of Social Workers in handling Children against Law (ABH) in Indonesia. Social Worker is a profession mandated by Law No. 11 of 2012 concerning the Juvenile Criminal Justice System has some duties, among others, such as assisting the recovery process and changes in Children behaviour; giving consideration to law enforcement officers for handling children social rehabilitation; accompany the delivery of Children to their parents, government agencies or community institutions; and approach the community to be willing to accept the children in their social environment. This study used a qualitative approach with descriptive methods for six social workers who carried out tasks in Cianjur regency, West Java. Data collection techniques used interviews, observation and documentation studies. The results indicated that the knowledge and skills of Social Workers in carrying out the tasks of handling ABH still had some limitations, especially in the application of working skills with ABH. The recommendations of this study are: 1) Education and Training Centre in the ABH training for Social Workers needs to increase knowledge and skills about social rehabilitation; 2) Children social workers conduct regular discussions and sharing on the competence of social work related to the handling ABH. (Susilowati, 2018)

Research studies and inquiry reports in the UK have consistently highlighted children's wishes for social workers to demonstrate honesty, reliability and continuity in their relationships with them. Despite this awareness, social workers continue to struggle to exhibit these qualities. The literature on social workers' communication with children portrays it as a complex, partial and fragmented aspect of practice, with a lack of research that directly explores how social workers communicate with children. This paper reports on a 'practice near' research project, informed by psycho-dynamic, systemic and ecological approaches to social work practice in general and to communication in particular. The project involved social workers participating in reflective case discussions that explored their experiences of working with children and identified the obstacles to and opportunities for child-centred communication. The findings highlight how practitioners' commitment to child-centred practice was constrained by contextual factors relating to the physical, relational and emotional dimensions of practice. The paper concludes with key recommendations to enhance child-centred responses to the unpredictable and uncomfortable realities of practice. These recommendations make an important contribution to dialogues across national settings about child-centred approaches in contexts where home-based working is a central feature of practice. (Ruch, 2013)

Methodological and ethical challenges that researchers face when they conduct research with children are the focus of this article. The discussion is based on a study conducted with 2–6 year-old children in Iceland, where the purpose was to shed light on children's perspectives on their early childhood settings. The study is built on the conviction that children, just like adults, are citizens who hold their own views and perspectives, they have competencies and the right to be heard, and they are able to speak for themselves if the appropriate methods

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are used. The article reflects on methodological dilemmas and challenges as well as ethical issues related to informed consent, confidentiality, protection and interactions. (Einarsdottir, 2007)

The publication of Working Together to Safeguard Children (DoH, 1999b) and the new Assessment Framework for Children in Need (DoH, 1999) pose considerable challenges for inter-agency work in the child protection field. This paper explores the core themes and objectives of these two policy frameworks. A number of critical tensions within these policy documents are identified particularly with regards to the definition of 'children in need' and the quality of inter-agency working outside the child protection system. The paper explores the challenges for the inter-agency community of making the shift to a more needs-led approach. A key theme in managing this change is the inter-relationship of three domains of partnership: partnerships with service users, partnerships between agencies/disciplines, and partnerships within agencies/disciplines. Using an adapted version of Howe's (1992) matrix of partnership, these inter-relationships are examined. It is argued that increasing the levels of co-ordination between agencies will only reap benefits if this is based on intra-agency clarity and commitment to child welfare work. The paper concludes by identifying eight implementation issues for Working Together to Safeguard Children. (Morrison, 2009)

Personality is the unique way by which individual think, feel and act. Juvenile delinquency is one of the burning issues across the globe. Studies also revealed that personality traits are the major contributors in the lives of an individuals which turns them into delinquency. An attempt was made to study the personality traits of children in conflict with law. Expost facto research design was adopted. The sample comprises 30 adolescent boys in conflict with law and staying in Government Observational Homes for Boys. The sample was selected through purposive random sampling method. Big Five Inventory schedule was used for the study. Data was analysed by using frequencies and Percentages. The results revealed that most of the juvenile delinquent boys were highly extroverts and antagonists. They were lack in direction of life, cessation to experiences and possess neuroticism traits. (Samhitha & Pettugani, 2021)

The magnitude of the problem is put up front. The factors responsible for children coming in conflict with law are discussed. The concept and principles on which juvenile justice rests are presented, describing the difference between restorative justice and retributive justice. Children in conflict with law and children in need of care and protection are differentiated. The salient features of the Juvenile Justice act (1986 and 2000) are discussed in detail and the loopholes also are critiqued. The proposed Juvenile Justice 2014 bill which is pending with the parliament is also presented. The contentious issue of whether the age of juvenility must be brought down is dispassionately presented, along with the findings of adolescent brain research. The chapter outlines the institutional provisions like shelter homes, children's homes and observation homes for children in conflict with law and children in need of care and protection. The chapter also briefly sketches non-institutional care options like adoption, foster care and sponsorship for children. (Chopra, 2015)

India is household to the largest child population in the world. The Constitution of India guarantees Fundamental Rights to all children in the country and empowers the State to create special provisions for

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children. The Juvenile Justice (Care and Protection of Children) Act is the governing legislation for 'Juveniles in Conflict with law' in India. The main objective of this act was to set up substitute justice system for Children rehabilitation. The onus of its implementation is on the Department of Women and Child Development and the Juvenile Justice Boards. The India will protect the legal rights of all children throughout the India and take necessary steps to ensure their rehabilitation, safety, including meeting their physical, psychological and social needs. Objectives of the study are understanding the rehabilitation of children in conflict with law, study the significance of law and acts while control the offence and know the shapes of rehabilitation pertaining to the children in conflict with law in India. In this paper the analysed details are from the secondary data collected from various source in India. (Alur & B, 2019)

The aim of this module is to learn about children in conflict with law and the need for child protection services. It first recapitulates the conceptual framework of children in conflict with law and reviews the retributive versus the rights-based approach to justice for these children. It then recapitulates the rights of children accused of conflict with law in the pre-trial and trial stages at the police stations, courts and Juvenile Justice Boards. It focuses on learning about rights-based purpose and principles of sentencing for convicted children, which mainly comprise community-based alternative diversion for petty offences, rights-based detention for violent offences and the restorative justice approach. It finally facilitates learning about the need for child protection services comprising prevention, assessment, treatment, restorative justice and rehabilitation, for children in conflict with law. (Desai M. , 2020)

The Juvenile Justice (Care and Protection of Children) Act, 2000, is the main legislation which provides a legal framework for children in the country. This legislation is a move towards inclusion and mainstreaming, getting children's participation and finding alternatives in the form of family and community-based care for these children. This article highlights certain inherent limitations of the Act along with administrative bottlenecks faced while implementing it. The article, however, limits its focus to the children in conflict with law only and also highlights the initiatives taken up at various levels to bring significant changes in the juvenile justice system. (Sharma, 2010)

The current study analyses the effect that rehabilitation and reintegration of children in conflict with the law have on the life of the children. It traces the history of deviant behaviour of the child and the causes that lead to deviancy. For the purpose of this study, two institutions were selected from Karnataka and Telangana, because of geographical and social-economic similarities. A sample of 10 (5 from each state) children who had undergone rehabilitation and reintegration process were selected between the age of 12-18 years and the interview was conducted. The interview shed light on the rehabilitation and reintegration process that exists in the two states and their institutions from the perspective of the participants and their struggles and challenges were also recorded. Thematic analysis by Braun was loosely followed. The analysis brought out major themes in the experience of the participants and the changes that they had undergone. The research concludes by

listing out the characteristics of the respective institutions in the state of Karnataka and Telangana and their impact on the participant in the aspect of rehabilitation and reintegration. (Alex, 2019)

The purpose of this study to know and analyse the mechanisms used in the investigation of children in conflict with the law against narcotic crime, the provision of diversion for children who are in conflict with the law in narcotic crime, obstacles and solutions in the process of diversion for children who are in conflict with the law in narcotics. This research uses the approach method of normative juridical and sociology juridical methods, the specifications in the study are analytical descriptive, population and sampling methods are all objects or all symptoms or all events or all units to be studied, data collection techniques using literature studies and interviews, analysis the data used are qualitative, using the theory of law enforcement, the theory of expediency and the theory of justice. Research result: Act No. 11 of 2012 on the Child Criminal Justice System. Giving diversion for criminal acts without victims also must be diversified. Crimes without victims such as narcotics abuse, children who become narcotics abusers are categorized as victims. Internal barriers, agreement between the victim and the child in conflict with the law; Human Resources (HR). External barriers, limited facilities and infrastructure; Different understandings; Lack of coordination; Community understanding of diversion; Regulation regarding supervision of the implementation of the agreed version of the agreement. Efforts to overcome internal barriers: Develop a work plan, include training investigators and educate. Efforts to overcome external barriers: Optimize facilities and infrastructure; using social welfare personnel in the diversion process; Establish intensive communication with other law enforcement officers; Improve coordination with community mentors; hold socialization. (Setjo & Ma'ruf, 2020)

Children engaged in offences tend to share certain common features: they are victims of multiple deprivations; most come from poor or dysfunctional families and had parents with lower levels of education. This does not mean, however, that deviant behaviour is the monopoly of children from lower-income groups. Evidence shows that children from middle- and high-income families also commit offences, but these tend to remain hidden in the data as most such cases are settled before they come to court. The law appears to be harshest, therefore, to those who are the most socially and politically vulnerable. Nevertheless, poverty cannot be considered as the root cause of offences by children as there are millions of poor children who are law-abiding. It is best regarded as one among many risk factors. The focus of this chapter is to conduct a critical analysis of the profile of children in conflict with law and to find a correlation between offences and socio-economic variables. (Parackal & Panicker, 2019)

2.6 Coping mechanisms

The article explores, using the strengths perspective as a theoretical framework, the challenges faced by social workers rendering services in a maximum correctional facility. Social workers employed by the Department of Correctional Services are involved in the rehabilitation of those incarcerated by offering a range of professional services. A qualitative study was conducted utilising a review of the literature and interviews with social workers employed at a maximum correctional facility in order to explore the challenges they face in

rendering services to offenders incarcerated in a maximum correctional facility. The findings reveal that social workers' challenges include a lack of proper physical facilities, misunderstanding of the social worker's role, a lack of support and professional relationships with offenders. Based on these findings, recommendations are made that these social workers receive additional training together with the generic social work training they have already undergone. (Mnguni & Mohapi, 2015)

The burden from depression is affected by the public's beliefs, stigma, and resulting behaviour. Lack of knowledge, misunderstanding, and stigma about depressed people and their surroundings are barriers to improving their mental health, and that is why this research was conducted. This research aims to know the perception of depression among Egyptians and how would they treat depressed people. This research used a long online survey as its instrument to conduct results, and it was shared among Egyptians. 61 Egyptian participated in this survey, and from their data it showed that most Egyptians think that depression is being spoiled and just a little sad, however; some of them believe that it is an important topic and it should be known. Most Egyptians do not care for depression and think that it is just a phase that will eventually pass, but if someone close to them were to get depressed they would help with all they can to be with him and to encourage him/her to fight this depression and to make this person laugh as hard as they can. At the end, it is found that Egyptians are not likely to get depressed, and if they got depressed, they would have their friends and family to rely on them. (Abelrahman, 2020)

Stereotypic behaviour is prevalent in a number of domestic animal species and Equus caballus is no exception. In the past causal theories to explain development of equine stereotypic behaviour have included; the 'coping' hypothesis, frustrated motivation theory, and reward-reinforcement. Studies also made a tentative link between some stereotypic behaviour and weaning, specifically the introduction of 'hard feed'. However more recent advances have led to a change in the way that stereotypic behaviours are defined; whilst they are still referred to as repetitive and relatively invariant in form, they are now recognised more as frustrated attempts to cope with the environment or central nervous system dysfunction rather than appearing as having no obvious goal or function . This is an important step forwards in addressing perceptions of stereotypic behaviour in order to optimize the management and welfare of horses displaying such behaviours. Implicating the involvement of the central nervous system may also lead on to addressing the way in which we train our stereotypic horses, due to preliminary research which links stereotypic and learning behaviour. (Greening, 2012)

The purpose of the study was to describe the managers coping mechanisms to burnout; the causes of burnout and the extent they were experienced in the workplace; how they coped with the challenges of burnout experiences; and the insights they can share to avoid burnout. Phenomenological approach was utilized with seven (7) top and middle managers from medium enterprises in General Santos City, Philippines who were picked to undergo focus group discussion. The results of the discussion were transcribed, translated and coded to produce themes. As regards to causes and extent of burnout, the following were the themes: unclear work expectations and lot of workloads, work-life imbalance, lack of organizational support, and disengaged

subordinates. As to how they coped with challenges of burnout, the themes were created: seeking support; evaluating options and priorities, communicating with the boss, and motivating subordinates. As to their insights, the themes were generated: commitment to the job, balancing work and family life, and high engagement to the job. (Juevesa, Rapatan, Galigao, & Juevesa, 2020)

Financial stress is a tight cash situation in which an individual cannot pay the owed amount on the due date. It is a common problem affecting every household to some degree. Tormenting about money can affect you in more ways than you may realise. Recent studies have found that the risks of several significant health problems increase when people worry about their financial situation. Financial stress can have a direct impact on your family's health also. According to the 'Survey of attitudes towards the Australian health system' carried out by the Menzies Centre for Health Policy at the University of Sydney, families under financial stress are more likely to suffer poorer health. Financial stress not only affects the ability to function and avoid bad habits, it also affects a person's ability to think clearly. High financial stress levels and concerns over debt are associated with increased risk for ulcers, migraines, depression, muscle tension, lower back pain, heart attacks, and sleep disturbances, according to the American Psychological Association (APA). The main causes of financial stress are high debt levels, low saving rates, volatile stock markets, demographic factors, lack of financial education, etc. The present study is undertaken to analyse the impact of financial stress on health and to suggest remedial measures to reduce financial stress. In order to accomplish the objectives of the study secondary data has been collected from various sources concerning financial stress and its impact on health from journals, books, magazines, organisational reports and internet etc. (Sharma & Bhat, 2020)

Conflict and misunderstanding were continuous possibilities in the negotiation of parental behaviour. Schutz indicated that this was a feature of any process of constructing reality. Speaking of the 'recipe knowledge' which provides the meanings at hand in everyday life he said: It embraces the most heterogeneous kinds of knowledge in a very incoherent and confused state. Clear and distinct experiences are intermingled with vague conjectures; suppositions and prejudices cross well-proven evidence; motives, means and ends, as well as causes and effects, are strung together without clear understanding of their real connections.1 In this chapter I shall consider how, at the level of everyday behaviour, respondents developed 'coping mechanisms' to deal with contradictions, dilemmas and problematical elements involved in their mutual development of parental behaviour. (Kathryn, 1982)

The purpose of the present study was to assess the coping mechanism of the deprived adolescents. The sample of the study comprised of the socially and economically disadvantaged adolescents aged between 13 and 19 years studying in different organizations and educational institutions looking after the welfare of the deprived adolescents (poor socio-economic group). The sample was drawn by stratified random sampling technique. The strata were done according to gender and age (13-15 years and 16-19 years). The size of the sample was 400. Standardized questionnaires were administered to assess social disadvantage, prolonged deprivation and Coping mechanism of the deprived adolescents. In this study, Descriptive Statistics, Correlation and One-Way

ANOVA were computed in SPSS-16. The result revealed that for both the age category and gender, use of Somatization coping mechanism among the deprived adolescents was high in stressful situation. ANOVA results showed that gender had no influence on the use of coping mechanism of deprived adolescents but the age-category significantly influenced the coping mechanism at 0.01 level. The correlations between social disadvantage and emotional coping as well as somatization coping were positive as well as significant at 0.01 level. Among the different areas of prolonged deprivation significant correlations were found between childhood experiences and somatization coping, emotional experiences, travel and recreation and religious experiences were correlated with all three mechanism of coping. Thus findings of the study highlight that social disadvantage and consequent deprivation in some areas were significantly associated with the coping mechanism of the deprived adolescents. These findings imply that different kinds of opportunities should be provided for the deprived adolescents so that they can learn to cope with life situations in healthy way. (Neogi, 2020)

The work presented here is an attempt to describe a characteristic phenomenon which is depression in the context of mechanisms of coping with stress, conditioned by the strategy of coping relations and hidden anger. The variables of importance for creating depression and its course have been assumed as modifying factors for stress coping strategies. The main aim of the presented work was an attempt to define tendencies in the use of stress coping strategies in patients suffering from depression while faced with stressful situations, and their connections with hidden anger, being decisive factors in the role of stress coping mechanisms. The research material was selected as a result of tests made in two groups of patients. The first group (35 people) consisted of persons suffering from depression who were qualified on the basis of clinical diagnosis contained in the patient's history and age. The placebo group consisted of healthy volunteers (35 people) who were never treated because of psychological disorders and did not use doctor's or psychologist's advice. The statistical analyses carried out gave results which partly confirm the data present in professional publications and explain the main research problems. Persons suffering from depression differ considerably from healthy people in their structure of stress coping strategies. They much more often activate avoidance strategies, such as cognitive avoidance (UP) and acceptance/ resignation (AR). They less often apply most part of strategies belonging to the confrontational group: logical analyses (AL), finding positive evaluation of stressful situation (PP) and action aiming at solving a problem (DR). Therefore, patients suffering from depression more often avoid stressful life situations denying problems and accepting a given state of affairs, at the same time they analyse the situation less, they have problems with finding its positive aspects as well as present less readiness to undertake problem solving actions. Patients with depression show a higher level of hidden anger as compared to 'healthy' people. Anger remaining out of control (expressed in the form of clinical symptoms of depression) determines their behaviour to a much greater extent. Any avoidance strategy used by patients with depression remains in a certain relationship with hidden anger. Hidden anger has influence on bigger readiness to avoid stressful life situations. At the same time, it lowers the degree of a tendency to develop problem solving behaviour (DR) and similarly lowers readiness to look for other sources of life satisfaction (PW). The

changes described in professional publications as those having importance for the creation of depression symptoms and its course, remain in a certain relationship to stress coping strategies. This correlation concerns life changes which lessen readiness to find positive aspects of stressful situations (PP) and increase readiness to withdraw through resignation (AR) as well as enhance tendency to openly react to emotions (WE). The last strategy (WE) decreases in its intensiveness in case of a loss caused by a death in the family. (Benedysiuk & Tartas, 2006)

Stress represents a negative life experience, closely followed by physiological, cognitive, emotional, and behavioural changes that focus on changing the event or adapting to its effects. Any situation or occurrence that requires adaptation can be experienced as a stress, even positive situations and circumstances may be stressful, and whether they come from the outside world, or the sources of stress is internal. While acute stress does not necessarily have a negative effect, if it lasts for a long time, or is frequently repeated, it becomes chronic, and can cause various serious disorders. During chronic stress, there is an exhaustion of the body's capacity for an adequate reaction, which can lead to long-lasting immunological dysfunction, which significantly impairs health and quality of life. According to the WHO stress is one of the causes of even 60% known diseases, and in a number of mental disorders a direct connection with stress has been reported: in acute stress reactions, "posttraumatic stress disorder", adjustment disorders and other reactions to severe stress. In addition, in all categories of mental disorders (ICD-10), the stressful situation or event plays a significant role in occurrence of the symptoms. A particular category of stress-related disorders are psychosomatic disorders. These are functional disorders in which there is no pathoanatomic substrate. In contrast to these, psychosomatic diseases are the type of illness in which there are structural changes of tissues and organs, the etiology of which is based on chronic stress, in addition to a number of other factors and which occur when there is a biological predisposition. The paper presents the mechanism of development of these diseases and some of the ways of coping with stress. According to the DSM-V, psychosomatic diseases are divided into skin diseases, gastrointestinal diseases, respiratory diseases, heart and blood vessel diseases, disorders of endocrine glands, rheumatoid diseases, gynaecological diseases and others. In order to overcome stress and preserve health, psychological strategies for coping with stress play an important role. Multiple strategies are used, which include various stress control techniques: relaxation techniques, meditation methods, and assertive training, biofeedback and stress inoculation techniques. Successful mastering of coping stressful situations, constructive problem solving in life crisis, relaxation techniques and contributions to better adaptation to unexpected changes in life are of key importance for both mental and physical health. (Bosnjak, Dobovski-Poslon, Bibic, & Bosnjak, 2019)

This study examined the moderating role of personality in the relationship between perceived parenting type and personal coping style. One hundred and fourteen women and 30 men, aged between 16 and 71 years old, participated in the present study. The instruments used were the Parenting Style Inventory-II (PSI-II), the COPE inventory, and Big-Five IPIP-50. Results showed that social coping was the only coping style that was

significantly predicted by parenting dimensions. It was found that extraversion negatively moderates the relationship between mothers' and, respectively, fathers' parenting styles and social coping. Emotional stability also negatively moderates the link between parenting and social coping, but only for the mother's parenting. When analysed the separate dimensions of the parenting styles, it was found that emotional stability also negatively moderates the relationship between mother's, respectively father's warmth and social coping. Agreeableness was found to moderate the positive link between maternal parenting style and social coping, more specifically, maternal control. Openness to experience negatively moderated the relationship between maternal warmth and social coping. No significant relationships were found for conscientiousness. The present study can contribute to clinical practice by the insight it provides on the interaction between personality and environmental factors in the development of coping styles. This information can be used in tailoring the psychological interventions so that they can best suit each personality type. (Popescu, 2020)

The purpose of the current study was to examine the moderating role of social support in the association between self-efficacy and psychological distress among social workers. The data were collected through a structured questionnaire administered to a sample of 726 social workers in Israel. Selected variables, found in previous studies to correlate with psychological distress, served in the current study as covariates: gender, years of professional experience, self-rated health, self-defined burnout, and self-reported loneliness. Findings The hierarchical multiple regression revealed that social workers who had more years of professional experience, better self-rated health, lower levels of burnout and of self-reported loneliness, reported lower levels of psychological distress. Higher levels of self-efficacy were found to be associated with lower levels of psychological distress only among social workers with lower levels of perceived social support. Application In the absence of adequate social support, self-efficacy can be an important resource for social workers, since it is related to lower levels of psychological distress. Hence, it is recommended that action be taken to promote awareness and enhance social workers' self-efficacy at the academic level, from the initial stages of their socialization into the profession and at their work places. Also, action should be taken on the policy level to provide assistance with developing and maintaining social workers' support mechanisms. (Kagan & GreenblattKimron, 2020)

This study aims to describe the coping mechanisms among health workers when dealing with situations where having to provide satisfying services while faced with limited resources provided by management of Community Health Centre (CHC). Methods This study uses a qualitative approach and employs three data collection techniques, namely in-depth interviews, observations, and documentary study. This study interviewed 24 informants. Results the findings in this study indicate that all informants interviewed generally did coping mechanisms to deal with the conditions of work they faced due to limited resources. Most of the coping mechanisms used by health workers have a positive impact on patients. The study identifies three positive impacts as follows: (1) ease of access to services, (2) speed of obtaining services, as perceived by patients who do not need to queue to obtain services due to emergency conditions, (3) improvement of service

facilities, as perceived by patients who request referrals to hospitals due to limited facilities at CHC, (4) patients' satisfaction improvement. Conclusion The authority to do coping mechanisms is inherent as long as health workers are confident in their abilities. Confidence and sincere intentions to help others will help health workers to handle every problem they encounter due to limited facilities. (Hasniati, et al., 2020)

Professional activity is one of the main components of human life, such things as formation and development of abilities, cognitive processes, realized potential and extension of personal qualities take place here. Besides, each profession, being a sort of labour activity, demands a certain preparation, both theoretically, and in acquisition of practical skills. However, despite the importance of the profession for the person, its role can be not only forming, but also deforming. Inability to cope with the destructive components of one's work causes professional stress. The world health organization classifies professional stress as a global disease of the twenty-first century because it is widespread throughout the world and manifests itself in a large number of employees in any field of activity. In this regard, the problem of stress resistance is relevant, especially for representatives of social professions, whose professional activities involve numerous risks and psycho-emotional stress. (Pankratova, Zaglodina, Kurchina, & Falaleeva, 2018)

2.7 Social rehabilitation

Social rehabilitation is one of the most important means of integrating people with disabilities. It provides them not only with individual pleasure, support and self-realization, but also better integration into a small or larger group of people, whether with a similar or the same disability, or into the group of people who are without a disability.

The basic definition of the provision of social services in nursing homes is based on a holistic approach to clients. The paper identifies and compares the provision of social services in individual regions of the Slovak Republic. The provision of social services on the basis of founding competences in Slovakia was also presented. In the final part of the work, the possible methods and techniques of social rehabilitation in social services homes and the specificity of the professional practice of a social worker were indicated. (Cintulová, Budayová, & Rottermund, 2021)

Individuals with physical disabilities constitute a social group that is very diverse in terms of the type of body dysfunction, degree of impairment, time and causes of the emergence of disability, and the possibility of independent functioning in the local environment. Common features of physical disabilities include the threat of marginalization, poverty, and social exclusion, which are often based on stereotypes. Most individuals with physical disabilities require rehabilitation, and not only medical rehabilitation. Individuals with physical disabilities also need social rehabilitation which is important for quality of life. An effective rehabilitation process needs to be adapted to the individual capabilities and needs of the patient, ensuring respect for his/her subjectivity and dignity during the therapy process. The rehabilitation process will need to overcome psychological barriers that hinder the creation of positive motivation for perseverance and effort in striving

for the fullest possible participation in community life at local, family, and professional levels. Contemporary active social policy, as well as, scientific and technical progress, and widespread computerization of life in all areas means that people with physical disability have more opportunities for professional work and comprehensive personal development. These opportunities are particularly important for individuals within the so-called 'working age', and will provide richer involvement in the mainstream of social life. (REJMAN & ŻEJEWSKI, 2020)

The comprehensive approach to social rehabilitation combines problem-oriented, environmental-oriented and development-oriented approaches that are applied at individual level, at the level of its environment (living environment, work environment, care facilities) and macroeconomic level (government policy, structure of the mental health care sector). Rehabilitation is a dynamic, continuous process that works in three dimensions: relationship, action and time. Mental health professionals should focus on the quality of life of mentally and socially impaired people in a vulnerable situation, and this is a key objective of the global approach as well as the quality of the environment in which the client lives. Methods: We have applied the Global Approach methodology in our work with patients with chronic mental illness, following the next three areas: meeting wishes, and goals related to quality of life, addressing vulnerability and strengthening strengths and gaining access to desired environments. The methodology includes the following six steps and activities: building and maintaining an "effective" relationship; gathering information and developing a personal profile with the client; helping the person to formulate wishes, make decisions, and set goals; helping the person to develop a personal plan (including the Support Plan); helping the person to implement the plan; following the process, learning, evaluation and adjustment. Results and discussions: What we know about recovery comes from both research and many customer accounts and it is proved that recovery is a difficult and painful process that necessarily involves a lot of work from both patients and mental health professionals, as well as a lot of acceptance, increasing tolerance and commitment, a process in which both medication and social interventions must be combined. The Global Approach facilitated the complex intervention and helped in managing in a more accessible and secure way the recovery process for the patient. (Pavel, Mihalcea, Onofreiu, & Purnichi, 2018)

Social rehabilitation is conceived to encompass services that concentrate specifically on the social aspect of the rehabilitation process. This interpretive qualitative meta-synthesis of 25 social scientific research papers published between 1980 and 2019 dealing with the concept of social rehabilitation aims to unpack the different dimensions of the social within social rehabilitation in different contexts. Findings In most of the articles, the causes for social rehabilitation are located in the rehabilitee's social environment, community, or structure, and for the rehabilitation to be successful, a change is expected to take place also in these parties. Moreover, personally significant values and wishes are emphasized in many approaches viewing the rehabilitee as an agent in his/her own rehabilitation process. In a few articles, however, the individual is viewed as aberrant, and his/her conforming to societal norms is seen as forming the core of social rehabilitation. In this approach,

the individual is viewed as the object of rehabilitation without much control over his/her own rehabilitation process. Applications The results of our study suggest that, to improve existing social rehabilitation practices, more effort should be put into acknowledging and considering the rehabilitee's autonomy as a relational concept. Also, the needs for, foci, and aims of social rehabilitation should not be reduced to a certain kind of practice directed to certain kinds of client groups, but, rather, social rehabilitation should be understood as an entity consisting of interrelated and interdependent components forming a constantly shifting assemblage. (Kataja, Lantela, & Romakkaniemi, 2020)

The purpose of this article is to present scientific papers setting the development direction of social rehabilitation theory and practice in Poland. The presentation begins with the classic theory of Czesław Czapów, the creator of the Warsaw school of social rehabilitation, because this theory has been used in practice and continues to inspire young generation researchers. Most space was devoted to cognitivist-oriented resocialization, using the principles of cognitive-behavioural therapy. Dynamically developing social rehabilitation based on the paradigm of positivity was also presented, including the concept of resilience and the concept of creative resocialization, which postulate working on potentials and developing strengths factors protecting the individual against pathologies. (Mudrecka, 2020)
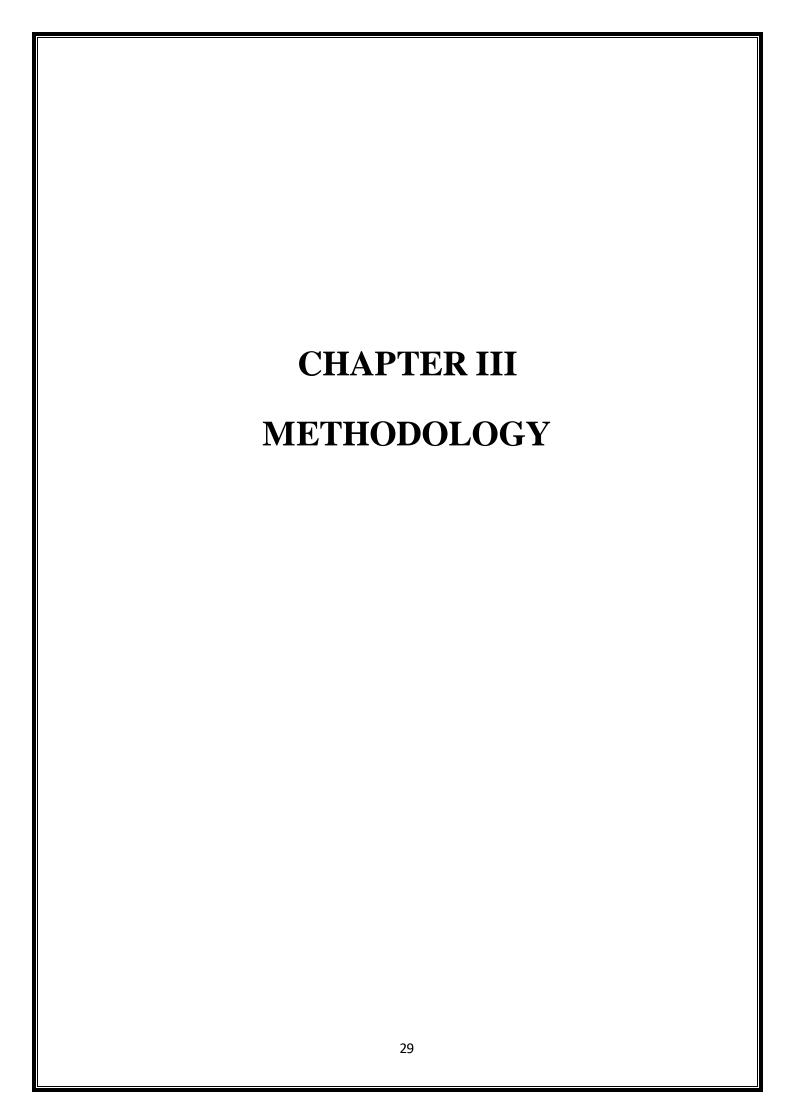
The aim of this article is the presentation and analysis of the selected ethical dilemmas and legal problems of a researcher in the study of the difficult way of life. There are a lot of questions about the ethical, decent and legal manner of research and behaviour in relation with the participators of the research. The practical aim of this article is the answer to the question what should we do when we have various ethical dilemmas in our studies. A special difficult situation concerns the researcher a pedagogue of social rehabilitation, because by conducting research on the phenomena of social exclusion or social pathology, he/she describes and analyses situations related to crime, para-criminal behaviours, addictions, touches the problems of deep diagnosis of disorders or therapy. During scientific research, he/she 'goes deeper' into difficult situations, ethical dilemmas, and brushes against legal problems. The guarantee of his/her safety, but above all the safety of respondents, is the legal awareness and ethical responsibility of the pedagogue. Although the article is not a complete and comprehensive study, it responds to the needs of researchers who themselves have to answer many questions about legal issues and solve any ethical dilemmas themselves in the process of collecting and developing data. (Ciechowska & Kusztal, 2020)

Social work literature includes many publications on risks, dangers and protective factors of children and families who are involved with child protection services. Less is known about risk and protective factors of social workers who work in the complex child protection system to address others' suffering, wishes, needs and hopes. Starting from a brief literature review, this article presents the findings of quantitative research conducted in the Italian child welfare context. Positive and negative factors that support and affect child protection practices emerged from a survey that was conducted through the collaboration of 300 child protection social workers. Their opinions show issues that shouldn't be neglected. Child protection social

workers identified the mission to help families as a non-protective action for themselves. Protective factors among social workers concerned the intrinsic value of the profession and peer-to-peer support and mutual actions within the team. Main risk factors concerned the high workload and the sense of perceived danger for their own life. The findings of this study could inform social work managers, educators and practitioners with the intent to support child protection social workers so that they can manage professional troubles more effectively and avoid the paradoxical risk of forgetting their own wellbeing (Cabiati, Raineri, & Folgheraiter, 2018)

2.8 RESEARCH GAP ANALYSIS

The above mentioned most of the studies focus on the challenges faced by the social workers in various settings and the challenges faced while dealing with the child delinquents. International studies are more in relation to the theme that related to the challenges faced by the social workers and the dealings with the Juvenile delinquency. Hardly any study has conducted related on national and state level about the challenges of social workers in dealing with the children in conflict with law. There have been studies regarding the challenges faced by social workers in various sections and the challenges of the workers while handling the child delinquents. Moreover the studies related to the 'kaval' project are less in number. As the social workers working day and night for the support of the children without proper recognition need to be considered. Sometimes they required to work for twenty four hours without any payment. Considering this as a research gap, the researcher found that there is a need to study on the challenges that are faced by the social workers while dealing with the children in conflict with law in 'kaval' project. The study mainly focuses on the difficulties that the social worker used to face while the social rehabilitation process among the children, the stages that they are passing through, the dealings with the child's parents and care takers the hurdles they face during that phase, their cooperation with the social workers, the common challenges that they face during while the implementation of the project, the factors that affect and how far this challenges will affect their personal and professional life and finally the coping mechanisms that they practise while dealing with this challenges in the life.

CHAPTER III

METHODOLOGY

3.1 INTRODUCTION

This chapter provides an outline research methods that followed in the study.it provides the information on the criteria for inclusion in the study, the participants in the study who were they and how they are sampled. The researcher describes the research design that was used for the purpose of the study and the reason for the choice of this study. The instruments that are used for the data collection is described and the procedure that were followed to carry out this study is also included. Along with that the method to analyse this data are added. Finally the ethical issues that were followed in the process as well as assumptions, limitations and scope are also discussed.

3.2 TITLE OF THE STUDY

The study was titled the "challenges faced by the social workers in the 'kaval' project"

3.3 RESEARCH QUESTIONS

General Research Question

- To understand the challenges that faced by the social workers as a part of the 'kaval' project.

Specific Research Questions

- What were the types of challenges that you face in the social rehabilitation process in 'kaval' project?
- Which were the areas in which the challenges are faced by the social worker in the process of social rehabilitation in the 'kaval 'project?
- How far the challenges in the social rehabilitation process affecting the social workers life?
- What were the coping mechanisms used by the social workers to face the challenges?

3.4 DEFINITION OF CONCEPTS

Challenges

- Conceptual definition: The situation of being faced with something that needs great mental or physical effort in order to be done successfully and therefore tests a person's ability. (Cambridge Dictionary, 2021)
- Operational definition: the new and difficult problems that want to face by the social worker during the intervention or the rehabilitation process from the profession.

Social worker

- Conceptual definition: Social workers are professionals who aim to enhance overall well-being and help meet basic and complex needs of communities and people. (Social work License Map, 2020)

- Operational definition: social workers are educated and trained to address social injustices and to rehabilitate the children in conflict with law by considering the overall environment that he/she belongs.

Child in conflict with law

- Conceptual definition: Child in conflict with law means a child who is alleged or found to have committed an offence and who has not completed eighteen years of age on the date of commission of such offence. (Medcrave, 2017)
- Operational definition: child who have committed an offence and has not completed eighteen years of age need rehabilitation from the kaval project by its social workers.

Social rehabilitation

- Conceptual definition: Social rehabilitation aims at getting people back into society. (Pam, 2013)
- Operational definition: The services and assistance given by the social workers to help child delinquents to establish new ways of life under the kaval project.

3.5 RESEARCH DESIGN

Research design is not associated to any particular technique of data collection or any particular type of data. When designing research it is necessary that we recognize the type of evidence required to answer the research question in a reasonable way. Research design can be considered as the structure of research it is the "Glue" that holds all of the elements in a research project together, in short it is a plan of the proposed research work. Research design is the plan, structure and strategy and investigation concaved so as to obtain ensured to search question and control variance. Henry Manheim says that research design not only anticipates and specifies the seemingly countless decisions connected with carrying out data collection, processing and analysis but it presents a logical basis for these decisions. A research design should be based more or less on some methodology the research design should be made once the topic and problem of research have been selected and formulated, objectives have been properly outlined, concepts have been properly defined and the hypothesis have been properly framed. Research design is necessary because it makes possible the smooth sailing of the various research procedures, thereby creation research as professional as possible, yielding maximum information with a minimum expenditure of effort, time and money. For better, economical and attractive construction of a house, we need a blueprint (or what is a community called the map of the house) prepared by an expert architect, similarly we need a research design or a plan in advance of data collection and analysis for four research projects. Research design stands for advance planning of the methods to be adopted for collecting the relevant data and the techniques to be used in the analysis, keeping in view the objective of the research and the audibility of staff, time and money. Designing the research project may result in rending the research exercise unsuccessful. It is, therefore, imperative that an efficient and appropriate design must be prepared before starting research

processes. The research design helps the investigator to organize his ideas in a shape whereby it will be possible for him to look for errors and shortages. (Inaam, 2016)

The Research Design adopted in this study is 'Case Study Research Design' considering that researcher's need to explore and collect in depth knowledge about the challenges faced by the social workers while dealing with the children in conflict with law. Case study approach explore through one or more cases within a bounded system to gain in-depth understanding. The study is descriptive in nature and entitles the detailed and intensive analysis of five cases.

3.6 PILOT STUDY

Pilot study is an attempt to a small scale research to understand the feasibility of the work and also to understand the mistakes in the study. It is trial to understand to frame better questionnaire, apt person for data collection, possibility of challenges that occurred in in the future.

Pilot study has conducted through the telephonic conversation with one of the case worker in the 'kaval' project and asked the question that prepared based on the objectives of the study. Then the researched analysed the response and prepared for the study.

3.7 DESCRIPTION OF RESEARCH SITE AND PARTICIPANTS

The research site include the description of the location and the condition of the study that conducted by the researcher. The research site include the Nongovernmental organisation that the social workers working and the state government office that they are dealing with. The study was conducted among the social workers including the case workers were the social rehabilitation of the child in conflict with are undertaken. These respondents were of different age group, caste, religion, economic status etc. the respondents for the study was collected from the state coordinator of the 'kaval' project.

3.8 SAMPLING STRATEGY & CRITERIA/SELECTION OF RESPONDENTS

The method used to select the sample for the study was the purposive sampling method. The participants were the social workers in the 'kaval' project for the correction and rehabilitation of the children in conflict with law in particularly in the Thiruvananthapuram district. They have selected using the below criteria.

3.8.1 Inclusion criteria

The criteria for selecting the respondents was as follows:

- The social worker should working under the 'kaval' project of the Kerala government.
- The social worker should at least have one month experience with the 'kaval' project.
- The social worker should have participated in or undertaken any social rehabilitation of the children in conflict with law.

3.9 DATA COLLECTION

3.9.1 Sources of Data

The primary data was collected from the social workers in the 'kaval' project who are dealing with the child in conflict with law.

3.9.2 Tool for Data Collection

The study used semi-structured interview for collecting the data from the social workers. The semi-structured interview helps in the extraction of proper information regarding the study. The researcher also able to observe and analyse the samples during the data collection through the face- to- face interaction. The researcher communicated with simple language that the respondents can easily understand what the researcher expects from them. Hence the research question is asked in Malayalam and converted into English for the convenience of the study.

3.10 PRE- TEST

In order to validate the accurate use of the methodology, a pilot semi structured interview guide was tested with the first respondent in the 'kaval' project. Accordingly the questions were adjusted and modified for the following interview.

3.11 DATA ANALYSIS

The data collected through face-to-face interview is subjected to the process of analysis in qualitative research with the primary aim to understand the research concern. Thematic analysis is used as the approach to qualitative data analysis. Data analysis was done based on the research question which includes:

- Types of challenges
- The challenges faced in each stage
- Challenges affecting their life
- Coping mechanisms that used

3.12 ETHICAL CONSIDERATION

Ethics are broadly the set of rules, written and unwritten, that govern our expectations of our own and others' behaviour. Research ethics are the set of ethics that govern how scientific and other research is performed at research institutions such as universities, and how it is disseminated. Research ethics involve requirements on daily work, the protection of dignity of subjects and the publication of the information in the research. Ethical Considerations can be specified as one of the most important parts of the research. Research is a delicate but rigorous endeavour which calls upon thorough presentation and analysis of information. Hence, researchers should be held accountable to the public. According to the present study the questions were formed in such a way that will not hurt the emotions of the person and the information collected for the specific purpose only.

The participants were asked for their consent to participate in the research before they were involved in the study. Their names and other details were kept confidential expect their place of residence, educational qualification and previous work experience. The participant's wellbeing and dignity were valued by the researcher.

3.13 LIMITATION OF THE STUDY

- Lack of previous experience.
- Researcher could the conduct the study to a large population, as the study also can be conducted in a quantitative manner.
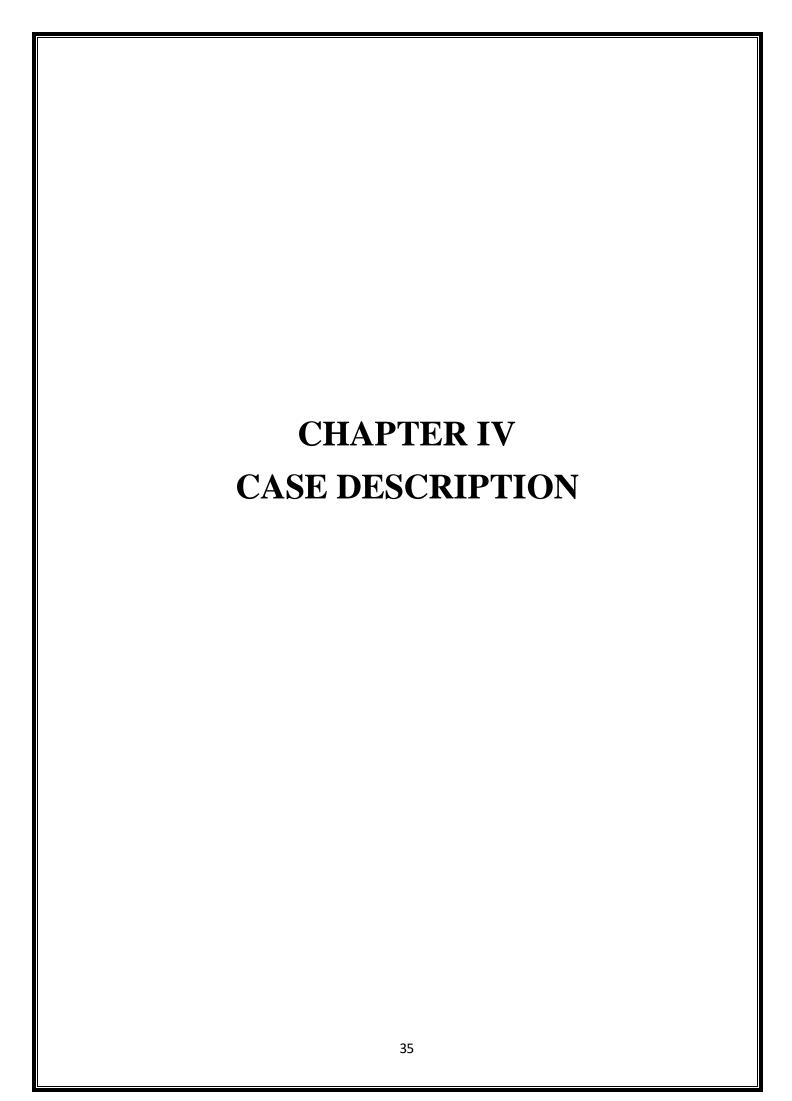- Lack of clarity in certain concepts related to the methodology.

3.14 CONCLUSION

The researcher was able to include and showcase, how systematically and properly the study taken place, through this methodology chapter. This chapter helps to overview the methods that used in the research for selection of samples, collection of data and for analysis of the data. Using this methods the researcher was able to conduct the study in more systematic and scientific manner.

3.15 CHAPTERIZATION

Chapterisation of this research dissertation is as follows:

- Chapter I: introduction
- Chapter II: Literature review
- Chapter III: Methodology
- Chapter IV: Case description /Narratives
- Chapter V: Discussions
- Chapter VI: Findings, Suggestions and Conclusion
- Bibliography
- Appendix

CHAPTER IV
CASE DESCRIPTION

4.1 CASE A

Socio-demographic profile of the respondent:

Case	A
Age	43
Place	Thiruvananthapuram
Year of service	5 years (in kaval)
Previous work experience	Hindustan latex family promotion techniques, HIV prevention project among sex workers
Marital status	Married
Educational qualification	PG psychology, Journalism Diploma, Diploma in public Relation & Administration Diploma

Case presentation:

Mr.A is 43 years old man, the kaval co-ordinator in a Non-Governmental Organisation in Thiruvananthapuram district. He shifted from Kozhikode (his native place) to Thiruvananthapuram. Now he is staying in the capital city.

He has been working in the NGO for five years; he has previous work experience with the Hindustan latex and HIV prevention project among the sex workers. He has qualified in post-graduation in psychology, a diploma in Journalism, and a diploma in public relation and administration.

4.1.1 Types of challenges faced by the social worker

His shares that his previous work experiences are helping him to coordinate the kaval project very effectively and lead the team members well. Regarding the challenges faced in the social rehabilitation of children in conflict with law he says:

> *"In the kaval project the financial challenges I face are the funding issues and the service staff salary just like the lack of financial resources the; lack of self-care is the another vulnerability"*

Another big challenge he reported is the relapse of children once they return to the causative environment. After the social workers undertake the required intervention and rehabilitation, these children return to their families if the family was the primary reason behind their unethical behaviours then the case will relapse.

> *"Even if the children are properly rehabilitated with a good effort by the social workers, they are returning to the same family and environment that causes the problem, and the case will relapse. And we have to attend them again"*

4.1.2 Challenges faced within the rehabilitation process

He also pointed out the challenges faced by the social workers in the process of social rehabilitation:

> *"Even at the initial, middle or final phase the children can be easily handled and rehabilitated with adequate parental support. But children from slums and backward families are more risky and difficult for intervention; if they are substance addicts too then the family interventions are also difficult, so the issues such as substance abuse, lack of family support and frequent run away from the home will need more concern, thus slums and colonies are challenging for the case workers."*

The social workers who are working in this area also need to intervene with the parents or the caretakers of the children to whom they are dealing with. As they are not adults, any of the adults that are related to that child will have to deal with the issue at hand.

In some cases the parents or caretakers will have some psychological issues which means the social workers has to make more efforts for the rehabilitation process of the children, because the social workers have to initially convince them before the intervention process.

> *"Another challenge that we have to face is the psychological health of the parents of children in conflict with law. It will affect the follow up process, and the environment modification, so that we have to spend so much time and energy to these cases."*

He also spoke about parental influence on the behaviour of the children:

"The parents with psychological illnesses such as depression, bipolar disorder, and anxiety will have behavioural issues so the child will not have a personal or emotional bonding with the parents. In such situation worker will require more time for rapport building"

4.1.3 Challenges affecting personal and professional life

As a project coordinator, he lists his personal struggles as follows:

> *"In personal life I am suffering from fund issues, and in the casework intervention we are facing problems such as early night calls such as the suicide attempts or runaways from the home. This kind of late night suicide attempts require medical care and in case of runaways we have to inform police and find the child immediately, in such occasions we have to renounce our sleep. Thus so many days we suffer from lack of sleep."*

The problems in the personal life of these social workers also affect the professional life, how these loss of sleep and funds influence the case intervention is a notable aspect.

> *"In professional life, the relapse of the case after giving due care and support makes us emotionally sick; another threat in the social aspect is issues faced while dealing with the parents and neighbours."*

There is a saying that society has a major role in exerting a great pressure on the life of a child and sometimes it may affect their life for the worse. From the words of Mr.A it is visible how far it is affecting a child's life.

> *"When a child that we appropriately rehabilitated face issues such as the streaming of videos related to that child (uploaded by his/her neighbours for instance) will negatively affect the child. It will also affect the future, especially the career of the child. It is the threat that we are facing from society which makes all our efforts worthless."*

As a project coordinator Mr.A's challenges are not limited to the field; challenges at the administration level include:

> *"The paper works and the documentation works will sometimes go on till late nights, which will further affect our sleep. The increase in number of cases will increase the number of reports that have to be submitted."*

4.1.4 Coping mechanisms used

When asked about the mechanisms that Mr.A used to cope with all the challenges that he is facing as part of the work, he replied:

> *"In many of the cases we will get the help of the community leaders to address the social issues and the help of the counsellors for the rehabilitation of the children. As a part of the self-care I used to take a walk and interact with the community members."*

"It helps in the intervention process and also to study more about the community; in such situations I used to interact with them not in relation with the project. This will help to learn more from them and will be helpful for the intervention procedure also."

As a project coordinator, along with all the administration works he undertakes, and the sharing of the duties and responsibilities with his co-workers he is succeeding well. He knows every case that the workers are dealing with. Moreover he is concerned with the duties of the co-workers and what were the areas that they are dealing with. He is maintaining a good relation with his colleagues, and they are also glad to keep the relation well. The co-workers keep reporting everything about the case to Mr.A and he has an overall picture of the cases. Thus as a project coordinator he is coordinating every work with due care and dedication and also he is a good model to other workers also.

4.2 CASE B:

Socio-demographic profile of the respondent:

Case	B
Age	25
place	Karyavattom
Year of service	3 months(in kaval)
Previous work experience	Nil
Marital status	Not married
Educational qualification	Master of Social Work

Case presentation:

Ms.B is a 25 year old young lady from karyavattom, she had qualified in the Master of social work. She has been working in the NGO for three months without any previous experience. It was the first organisation that she is working. Her family consist of parents and one sibling. During the discussion Ms.B shared that, as a kaval project caseworker she had learned so many things from the field. As a beginner the challenges really hinders her in the initial stages of the intervention process. Now she is overcoming them with the continuous learning from the field work and also through learning from the seniors working in the project. Ms.B is young blood so she ready to accept the changes and also very dedicated to the work that she is doing as a part of the project.

4.2.1 Types of challenges faced by the social worker

There will be challenges in every field, it will depend on the occasions and the people, When the researcher asked Ms.B about the types of challenges faced in the field and also while dealing with the people in the field she answered that:

> *"There is lack of economic fund and material resources faced in the project, and currently there are more than hundred cases in here, it require one coordinator, one caseworker, and one social worker to deal with case."*

> *"In such situation were the cases are increasing in number then it will affect the self-care of the case workers or the social worker who are dealing with the project. This are the challenge that we are facing."*

When the researcher asked about the different types of cases and the handling of this cases in the project by the social workers, in this situation of the increased number in the project and the chance of relapse among them and how they handle all of them for that, she replied that:

> *"At a time so many cases will arrive when one case become stable then the other case will be proceeded or concentrated. The most vulnerable or the challenging case will need more concentration and required more effort"*

4.2.2 Challenges faced within the rehabilitation process

If the cases are proceeded in this manner then it is important to consider that the phases that they are dealing with .Thus challenges faced in various phases by the social worker in that social worker practice for the intervention need to be highlighted, were Ms.B replied to that is:

> *"During the initial phase of the intervention I struggled to build the initial rapport with the children and to the family members. When we approach for a smooth intervention then they used to believe that we are there to gather evidence related to the case for them and we are in association with fulfilling*

the legal procedures relating to the case. But in the reality we are there to help them not only with the legal aspect but also to give them psychological support and along with that for the social wellbeing among them."

The approach and the support from the parents and the care takers are considered in the intervention process, when Ms.B is began to talk about the parents their attitude towards the social workers and how far the economical aspect will affect in the social rehabilitation process or the intervention procedure become evident.

"The problems that we faced in the middle phase is the acceptance from the parents. The family will hesitate to cooperate with us due to their socio-cultural differences."

The socio-cultural aspects in the family will affect the children and that will influence the unethical background of the children. So when the researcher asked Ms.B about the attitude of the parents towards the workers when it comes to the dealing with the parents of the children under this project, she replied that:

"If the economically dominant people get into any case they feel ashamed in our approach, but some people used to see our approach as a fortunate one and treat us as God for tackling their problems and for providing a better life. Their respect and gratitude towards us is a real inspiration for us social workers."

When the researcher asked about the challenges in the final stage, she replied that:

"In the final stage I don't face any difficulties or any notable challenges in there, only in the follow up stage we face the difficulty of the availability of the children in time for counselling them."

The children those who are properly rehabilitated, a certain percentage will choose a better path in their life and other cases will relapse. It will caused by various reasons which are easy for the children to relapse. So it requires due care and caution for each and every cases. The children are vulnerable to delinquency were if the parents are failed to pay attention in their child's activities.

"The cases that are once intervention done properly after a time period they will not cooperate with us at all and it is difficult to access them further. In such situation there is a chance of the relapse of the case in such situation and it requires the repetition of the rehabilitation process again for such cases."

4.2.3 Challenges affecting personal and professional life

The common type of challenges that are faced in the social rehabilitation process and the hurdles in different phase are shared by Ms.B. But how this challenges that affect the social workers life want to be assessed, so its effect in the personal and professional life is shared includes:

"In my personal experience the challenges that affect emotionally includes the relapse of the case. The relapse of the cases of children that we moulded with due care and consideration in the project, will

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hurt us very much. We need to handle the children with utmost care and properly want to follow up with their parents and the care takers. Thus the efforts that we give will become worthless by a single relapse of the case. There may be a chance of counter transference. We always have a fear about their future, because we act as a guardian for them if, the child don't have any family support."

When the researcher asked about the attitude of the children towards Ms.B and will she have to face any challenges while approaching them or during the counselling sessions she replied that:

"The children are not aware of us social workers, usually they see the officials, police officers and other higher authorities. So they consider us as one among them and used to believe that we are there to enquire more about the case and working to strengthen the case."

The social workers have to perform multiple roles for the betterment of the society. In this project it will depend on the objectives of the project. Here the role of the social worker includes the social rehabilitation of the child delinquents. When the researcher asked about this, she replied that:

"But we have no dealings with the legal proceedings and no relation to the legal side. We are there to support them and make them not to repeat the crime again through building a rapport with them, proper counselling , environment modification and awareness creation."

4.2.4 Coping mechanisms used

When the researcher asked about the coping mechanism she said, she had no time for any self-care, but there are some coping mechanisms or the self-care techniques she used to practice such as outing with friends and travelling with them are practiced by Ms.B.

Ms.B is a young social worker who handle every cases that allotted to her in her best. Also she used to learn new things from the project and understanding the situations properly and accepting the good from them. She one of the active social worker in the NGO.

4.3 CASE C:

Socio-demographic profile of the respondent:

Case	C
Age	32
Year of service	1 year and 1 month(in kaval)
place	Alappuzha
Previous work experience	Christ university research associate, Department of social work and Justice and Care anti human trafficking
Marital status	Not married
Educational qualification	Master of social work, M A English

Case presentation:

Ms.C is 32 years old lady from Alappuzha district working as the kaval plus co-ordinator. Currently living in the Trivandrum district. She has previous work experience in the Christ university research associate, Department of social work and Justice and Care anti human trafficking. Her educational background is post-graduation in English literature and post-graduation in social work. She is not married. She got the capacity to manage the children from the previous experience in the kaval project then after that she shifted to the kaval plus project.

4.3.1 Types of challenges faced by the social worker

When the researcher asked her about the types of challenges that faced in the project. Initially she talked about the financial struggles that have to face in the initial stages when she joined in the project.

> *"During the beginning stages I really used to manage with the mere income, sometimes literally there is no income for the hectic works that we are undertaken in the project. But there is no issue in relation to the material resources in the project."*

> *"The fund for the project arrived after months, so we want to adjust to live with the mere money. Other material resources are already existing in the project so we take from there."*

While dealing with the children it requires the use of the professional knowledge in the intervention process and also dealing with the children. The professional knowledge that gained from the books and filed work practices will help a lot in the project. During the intervention process it is an asset to the social workers. When the researcher asked about the use of the professional knowledge in the project she replied that:

> *"While dealing with the children the professional knowledge helped me a lot, were social work methods like casework, group work everything are applied in the intervention process and the skills in me are developed along with its application in the field and thus got an opportunity to learn more while dealing with children. "*

The children want to handle with support and care, but the child who have unethical background need more care and support than the other children. During the intervention there need a psychological approach with them for the success of the case.

> *"It is different from other profession because, to deal with children in conflict with law need more care and diligence , so we want to be more equipped and have to know about the principles of social work such as non-judgemental attitude, empathy, and acceptance etc. "*

4.3.2 Challenges faced within the rehabilitation process

After enter into the project there requires so many things for the intervention process and for its fulfilment so many challenges and factors to be considered. Thus the areas in which the challenges faced in the process of rehabilitation according to Ms.C is depends.

> *"In the initial stage of my career, rapport building is bit difficult thing for me"*

Another challenge that used to face is the absence of children in the counselling procedure. The children want to be systematically monitored and taken care. Thus the social workers are providing individual counselling sessions and activities to the children. But sometimes the parents will not bring the children for the counselling or the children will not voluntarily come for this counselling or follow up procedures. From her words:

"Children in conflict with law are not predictable one, whatever can be happen in their case, sometimes they will relapse in the follow-up stage."

"When a child successfully went through all the sessions and the activities are actively undertaken will suddenly relapse and it will make us stressful one. We social workers become motivated by the success in each and every sessions and the successes in the intervention processes, but if it relapse and the child continue the same mistake again then it will affect us"

4.3.3 Challenges affecting personal and professional life

The peer influence is the dominating aspect in the children's life. When look into a child's life other than the usual interactions with the family remaining time are spend in the school and with the peer groups. Thus the child's behaviour and the activities will depend on the interaction with them. The acceptance and consideration that lacks from the family will get from his/her friends. So it should controlled properly unless it may leads to unethical way of living.

"We want to approach in a friendly manner to the children in conflict with law. And we want to concern their feelings also. So, just don't tell them the word 'no', because if we tell them not to do a particular thing then they will have a tendency to do that. The cases may vary were some may come in the case accidently or some may come voluntarily. So their own awareness about their crime they have committed will be helps in the intervention. If it is accidently comes in the case it is easy for the intervention and the rapport building. But the children are intentionally doing the crime it is difficult in rapport building and intervention. Sometimes the children will become assertive and have mood swings it will affect in the intervention and with the professional self"

The problems that discussed were somehow influenced in Ms.C's life from her words and the way that she expresses her thoughts. When the researcher asked about the influence of the profession in her life, she replied that:

"The personal life is more affected when the early night calls comes complaining the suicide or the runaway of the children, thus the professional life clashed with the personal life in the initial days. The field works as a part of the work makes health issues, such as back pain, headache and the climate change affected the health."

4.3.4 Coping mechanisms used

When asked about the self-care she said:

"There is lack of time for self-care due to work overload. Sometimes it makes really stressful and there are days with twenty four hour calls in a day will make us really exhausted. The early night calls that comes like a child ran away from the house, or they take by the police or he attempted suicide were

the challenges. The intervention want to be even provided through telephone also, but sometimes it can't be managed and will affect the self-care."

When researcher asked about the current situation she has no issues currently and her family provides a good support to her. While dealing with all this things when she is asked about the solution that she used for dealing with challenges she said that:

"As a coping mechanism I used to spend the leisure time with my family members. And it is a great relief to spend time with them. "

Ms.C is a passionate social worker with a dedicated mind. Her dedication is visible in the time were she works without any fund. At that time she used to adjust her life with the mere income and her family also supported her a lot in that time. In the profession she used to practice all the professional knowledge and also she is good in the rehabilitation and counselling of the children in the project.

4.4 CASE D:

Socio-demographic profile of the respondent:

Case	D
Age	27
place	Vellanad
Year of service	1.5 years (in kaval)
Previous work experience	Counsellor in Bodhi de-addiction centre
Marital status	Married
Educational qualification	Master of Social Work specialisation in medical and psychiatry.

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Case presentation:

Mr.D 27 years old, married young man is the coordinator in the kaval project from vellanad, Thiruvanathapuram. He has previous two years' experience as counsellor in the Bodhi de-addiction centre. He has completed post-graduation in Master of Social Work, specialisation in medical and psychiatry. As a social worker he is very concerned about others and very friendly to others and trying to maintain a good bond with others at his best.

4.4.1 Types of challenges faced by the social worker

The challenges are of different types, were according to the projects it may differ. So initially when the researched asked about the types of challenges that Mr.D is facing in the profession, he replied that:

> *"In the financial aspect the expenses for travelling is one of the major issues that I have to face. The follow-up of the case require financial resources is the challenge I have to face in the initial days of my career."*

In a project there not only includes the financial resources there also includes the material resources and other resources. So when comes to that aspect it requirements may depend. When the researcher asked about it, he replied that:

> *"When comes to the material resources there is no challenges or shortage that we have to face in the project. In the case of the application of the professional knowledge, no challenges are required to face for me by the experience in the field."*

> *"Another challenge th1at can be said is the lack of self-care, were my daily life routine was affected by the roles and responsibilities that want to be taken as part of the project"*

4.4.2 Challenges faced within the rehabilitation process

Sometimes the intervention want to be undertaken in the phases. Because it is better to keep an order. So when comes to the challenges that want to be deal with the phases of the intervention process may include so many things.

> *"During the initial phase the responsibilities that are assigned to us and the authorities that we are dealing with want to be concerned. During the final phase the challenge that we have to face is the relapse of the case by their peer group influence. Other challenges that want to be faced is the ignorance from the family and run away from the caretakers. It will cause more stress in us."*

4.4.3 Challenges affecting personal and professional life

If this challenges that mentioned will not managed properly it will affect the personal and professional of a social worker, as the social workers are committed to the society and want to forbid the food and sleep there

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is a chance for the clash between personal life and professional life. For the question that how he used to manage the marital life when the problems occur, for that he replied that:

"In personal life the financial issues in the initial stage of my career was very much affected in my life in the role of a breadwinner. In such situation my wife wanted handle them all. In professional life some aspects emotionally influenced in the initial stage in the career but now, the experience in handling the cases it can be solved. But the other challenge includes the cooperation of children towards the worker. Some children will not cooperated with us at all. Among 125 cases only a few children are cooperated with the workers. Their uncooperative attitude is a challenge to us."

The challenges want to be considered in the administrative level also. The administration is one of the success factor in every project. If a project is not administered properly then it will affect the project and the workers also the objectives of the project will not get achieved. Thus its challenges or the hurdles in its implementation also want to be considered.

"The challenge in the administrative level is the documentation of all the cases in time. The report want to be submitted to the higher authority in time."

4.4.4 Coping mechanisms used

While tackling with all this issues definitely the social workers want to suffer a lot which makes them stressful. For coping with this stress the workers want to seek any coping mechanism. When the researcher asked about any of the coping mechanism or self- care activities that he undertaking, he replied that:

"I used to go in the gym it is a great relief and there are stress management activities in the state level as a part of the project in the state level."

Mr.D is a dedicated social worker who undertakes dual role in the personal life and professional life. He is struggling to manage in both roles. As a project coordinator he undertakes all the activities with responsibility. He is capable of managing the children and helping them at any point of time that they need. If the case is relapsed one then also he used to proceed the case. Thus he is a model for the young social workers.

4.5 CASE E:

Socio-demographic profile of the respondent:

Case	E
Age	28
place	kattakada
Year of service	2 years (in kaval)
Previous work experience	Program trainee in Amrita centre for international program
Marital status	Not Married
Educational qualification	Master of Social Work specialised in Medical and Psychiatry

Case presentation:

Ms.E is 28 year old young lady who is the case worker in kaval project from kattakada Tiruvanathapuram, who has two years of service in the kaval project. She didn't have any previous work experience. She is not married. Her educational background is Master of Social Work specialised in Medical and Psychiatry. She is young and a dedicated social worker. During the discussions her dedication and the enthusiasm to the work was very well visible.

Ms.E has just come from the field when the researcher was there. And enquired about the purpose of the researcher. In spite of being tired, she was happy to share her experience with the researcher.

4.5.1 Types of challenges faced by the social worker

There will be some common challenges in the project. But it will differ with the person. Because how they see this challenges and their dealings with this challenges makes it a different one. When the researcher asked about the types of challenges that she faced in the career, she replied that:

> *"In the early stage of the career I have to face the issues of financial resources, that is the shortage of income. The material resources for the project that are used by our own."*

Other than the financial issues there will be non- financial issues the social worker have to face. It includes the challenges related to lack of professional knowledge, lack of experience, lack of support etc. when the researcher asked about the challenges that she use to face in the intervention process while dealing with the children she replied that:

> *"When come to some complicated cases such as children with schizophrenia and psychological issues sometimes its intervention process want to discuss with the senior. Otherwise the case are deal without any consultation with others. Another challenge that have to face is the lack of self-care and lack of time for personal recreation."*

4.5.2 Challenges faced within the rehabilitation process

The children are of different types, their attitude will not be a predictable one. It will evident only when the social worker get interacted with the child. So it is easy to deal with the children in phases. There also will be challenges while dealing with children in phases. When the researcher asked her about the challenges that the workers want to face during the intervention phase, she replied that:

> *"In the initial phase of interventions I don't have to face any notable challenges. In the termination phase there may be confusions and in the follow up phase there is challenge of relapse."*

During the intervention phase the reaction of the children will differ. The children are always anger to the advices of the adults, if the children are coming from a poor and unethical background with lack of familial care and support then they maintain an assertive behaviour towards others.

> *"Sometimes the children become assertive on us. And sometimes they will insult us by complaining that why we are following them and why we are concerned about them. In some rare cases parents will also behave in a rude way towards us. In such situation we want to control our personal feelings and approach in a professional way."*

4.5.3 Challenges affecting personal and professional life

While dealing with the children along with good care and support, there will be chances of transference and counter transference. Thus it will affect the personal life also there are some other factors will affect the personal life of the social worker. When the researcher asked about this, she replied that:

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"In some cases we can't control our emotions and get anger. Sometimes we get hurt also, even in rare cases from the side of parents also we want face this issue. In the initial days of my career the behaviour of children makes high stress in me, but now it is solved by the experience with them. And even sometimes I want to face the financial crisis, but my family give me a better support in such situations."

While dealing with the project not only the personal life is affected for a social worker, sometimes there will be challenges in the professional life also. There will so many factors will affect the professional life. It will depend on the social worker. Some are administrative level challenges and some are non-administrative level challenges.

"When comes to the professional life when a problem arise only, the parents will cooperate with the social worker till that movement they will not cooperate with us in some cases. If the case become really worse only, they will call the workers and will report. In that condition the case will be very violent. But if they call initially before worsening the situation it will be more manageable one. It is the social aspect, when we talk about the administration process the auditing procedure and the maintaining of the daybooks and the operation of the 'tally' software are challenging one."
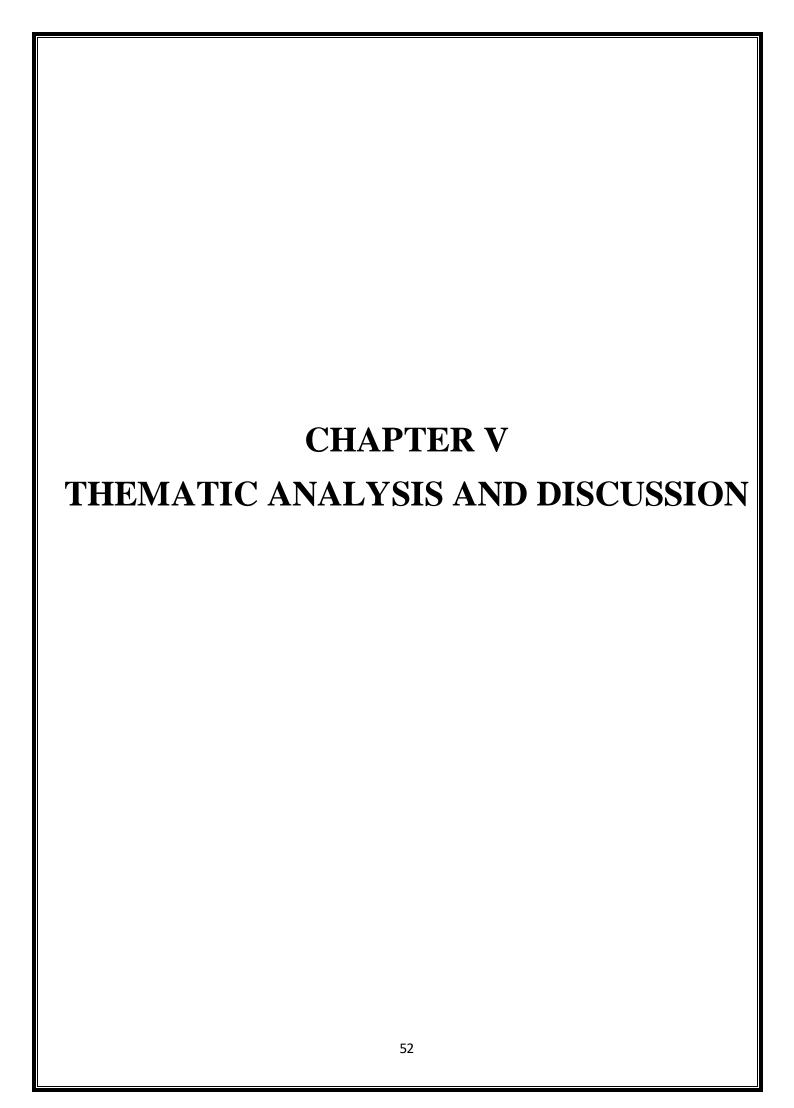
"After reaching the home also the parents or even children themselves will call me with new cases or with the relapse case, in such cases there is no time concerns, when we return after hectic work we want to attend that calls even in late nights also. Thus sometimes it will affect the personal life also."

4.5.4 Coping mechanisms used

The important thing that a social worker want practice in life along with their work is the self-care techniques and the coping mechanisms. If the social worker didn't practice in their life their life will starts to worsen. When the researcher asked Ms.E about the self-care techniques that she used to practice, she replied that:

"My self-care is my friends because I used to chat with them. Also I seek advice from them in situation were it requires in the initial stage there is stress, but now it is solved."

Ms.E is a talented social worker who has a well insight about the activities that are to be undertaken in the project. Without any previous work experience she is undertaking all activities like an experienced person. Through the experience with the cases that already deal with provided a great insight that to which extent a case will go. In the needy time she also used to consult with her seniors for the better intervention of the cases. Almost every challenges that she used to face in the initial phase of her career is not repeated again in the field. The emotional issues that arise in the time of the intervention that affects personally is recognised by her and she herself saying that she will not repeat it and want to be practical in such situation. Ms.E is a dedicated social worker who trying to practice the things that she studied.

CHAPTER V
THEMATIC ANALYSIS AND DISCUSSION

5.1 INTRODUCTION

Qualitative data analysis is the conversion of the qualitative data that have been collected into the form of explanation, understanding or interpretation of people and situation. It focus to examine meaningful and symbolic content of qualitative data. Qualitative data analysis is to examine the meaningful and symbolic content of qualitative data. Thematic analysis emphasis on identifying, analysing and interpreting patterns of meaning within the qualitative data. Thematic analysis can be used to analyse most types of qualitative data including qualitative data collected from interview, focus group, surveys, solicited diaries, visual methods, observation and field research, action research, etc.

5.2 SOCIO DEMOGRAPHIC PROFILE OF THE RESPONDENTS

Case	Age	Place	Year of service	Previous work experience	Marital status	Educational qualification
A	43	Thiruvananthapuram	5 years	Hindustan latex family promotion techniques, HIV prevention project among sex workers	Married	PG psychology, Journalism Diploma, Diploma in public Relation & Administration Diploma
B	25	Karyavattom	3 months	Nil	Not married	Master of Social Work
C	32	Alappuzha	1 year and 1 month	Christ university research associate, Department of social work and Justice and Care anti human trafficking	Not married	Master of social work, M A English

D	27	Vellanad	1.5 years	Counsellor in Bodhi de-addiction centre	Married	Master of Social Work specialisation in medical and psychiatry.
E	28	kattakada	2 years	Program trainee in Amrita centre for international program	Not Married	Master of Social Work specialised in Medical and Psychiatry

5.3 THEMATIC ANALYSIS

Sl No:	Themes	Sub- Themes
1	Types of challenges faced by the social worker	1. Financial Resources 2. Material Resources 3. Professional Knowledge 4. Self -Care
2	Challenges faced within the rehabilitation process	1. Initial Phase 2. Termination and Follow up Phase
3	Challenges affecting in the workers life	1. Challenges affecting personal life 2. Challenges affecting the professional life
4	Coping mechanisms used	1. Physical Aspects 2. Psychological aspect

5.4 OBJECTIVE WISE ANALYSIS AND DISCUSSION

5.4.1 RESEARCH QUESTION 1

What were the types of challenges that you face in the social rehabilitation process in 'kaval' project?

Theme 1: Types of challenges faced by the social worker

Through this theme the researcher is trying to explore the types of challenges the social workers wanted to face in the project like the challenges in financial resources, material resources, professional knowledge, and self-care. By exploring this challenges the researcher got an idea about the factors that to be considered while dealing with a project.

Sub Theme 1.1: Financial Resources

All the five respondents point out the challenge of the financial resources they have to face in the project in one way or another way. When the researcher asked about the challenges most of them initially said challenge is the challenge of the financial resources. Some of them are overcomes it, in the initial days of their profession only they have to face the issue of the financial resources.

The challenge of financial resources faced by Mr.A is the lack of salary in certain times and also as a project coordinator he also want to concern about other members salary too while dealing in a project.

> *"In the kaval project the financial challenges I face are the funding issues and the service staff salary just like the lack of financial resources* "

Thus as a leading person Mr.A always wants to consider others members welfare in the project. The problem of fund issues leads to lack of salary and if they didn't get enough salary it will affect their smooth life process.

In the case of Ms.B also used to face the lack of fund. Sometimes she wanted to face the issues related to the fund for satisfying her personal needs. In the case of Ms.C she faces the problem of lack of financial resources. Sometimes she wanted to adjust with the mere income from the project. She says that:

> *"During the beginning stages I really used to manage with the mere income, sometimes literally there is no income for the hectic works that we are undertaken in the project."*

In the case of Mr.D he used to suffer in the travelling issues in the initial days of his career, and he has a family consist of his wife and a child. So from his words in the early days of his career, he used to suffer a lot for the smooth running of the family life and his wife was handling everything on that time.

"In the financial aspect the expenses for travelling is one of the major issues that I have to face. The follow-up of the case require financial resources is the challenge I have to face in the initial days of my career."

The challenge of lack of financial resources also affect in the case of Ms.E also. In her as mentioned in other cases only in the initial stage of the career she wanted to face the challenge of the financial resources.

"In the early stage of the career I have to face the issues of financial resources, that is the shortage of income."

Discussion: The financial resources are one of the important aspect in everyone's life just like any other aspects. From the responds of the all five cases they have to face the challenge of lack of the financial resources in any of the stage in their career. They all in one way or in another way facing the problem of the funding in the project. And they are adjusting with the mere resources that they are getting.

Sub Theme 1.2: Material Resources

Just like the financial resource another important resource in the project is the material resources. When the researcher asked Mr.A about the material resources he said that, sometimes there is lack of material resources otherwise it is not a big issue at all in the NGO.

In the case of Ms.B she used to face the challenge of material resources in the project in the time of the intervention process of the case. In that time they will adjust with the resources they already have.

In the case of Ms.C, she had any notable challenges needs to face related to the lack of material resources. There always find a way to the material resources.

When look into the case of Mr.D, just like Ms.C he also didn't face any issues related to material resources in the project.

"When comes to the material resources there is no challenges or shortage that we have to face"

In the case of Ms.E, she also don't had any issues related to the lack of material resources. The material resources for the intervention process is used by their own.

"The material resources for the project that are used by our own."

Discussion: The material resources are very crucial for the intervention process in the project. The counselling and the individual activities are based on this material resources also. From the respond from all the five cases they don't need to face the issues of the material resources at all in the project. In one way or another way the material resources will become available on the intervention process.

Sub Theme 1.3: Professional Knowledge

Just like the challenges in financial and material resources the challenges due to the lack of professional knowledge also want to consider in the project. The professional knowledge that gained from the books and filed work practices will help a lot in the project. During the intervention process it is an asset to the social workers. Sometimes the social workers wants to deal the case by handling the children and their parents in a professional manner. Thus professional knowledge is important in the intervention process.

In the case of Mr.A, he handle the cases in a professional manner and utilizing the professional knowledge in the field also. Because he is the project coordinator and has five years of experience in the kaval project. But the only challenge they have to face is the relapse of the case after the smooth intervention

> *"Even if the children are properly rehabilitated with a good effort by the social workers, they are returning to the same family and environment that causes the problem, and the case will relapse. And we have to attend them again"*

In the case of Ms.B, she has not much experience in the project when compared to Mr.A but she has considerably no challenge have to face in the aspect of lack of the professional knowledge. When the researcher asked about the different types of cases and the handling of this cases in the project by the social workers, in this situation of the increased number in the project and the chance of relapse among them she replied that it is the use of the professional ways in the intervention process.

> *"At a time so many cases will arrive when one case become stable then the other case will be proceeded or concentrated. The most vulnerable or the challenging case will need more concentration and required more effort"*

When the researcher asked Ms.C about the application of the professional knowledge in the field, she replied that the theories and principals helped her a lot in the field and the intervention process and she is practicing every theory directly into the field by understanding its importance well.

> *"While dealing with the children the professional knowledge helped me a lot, were social work methods like casework, group work everything are applied in the intervention process and the skills in me are developed along with its application in the field and thus got an opportunity to learn more while dealing with children. It is different from other profession because, to deal with children in conflict with law need more care and diligence , so we want to be more equipped and have to know about the principles of social work such as non-judgemental attitude, empathy, and acceptance etc. "*

In the case of Mr.D he is the project coordinator, so he know the use of the professional knowledge in the field and the experience in the field helped him a lot to understand the areas that the professional knowledge required to be applied.

"In the case of the application of the professional knowledge no challenge are required to face for me by the experience in the field."

In the case of Ms.E, sometimes she faces the lack of professional knowledge in the field but, it is overcomes by the consultation with the seniors. While discussing with the seniors she used to overcome the challenge of the lack of professional knowledge in the field.

"When come to some complicated cases such as children with schizophrenia and psychological issues sometimes its intervention process want to discuss with the senior. Otherwise the case are deal without any consultation with others."

Discussion: Putting knowledge into practice is one of the most important tasks of any profession. Gaining knowledge involves using our "head." Responding to emotion involves our "heart". The social work principles and theories are coined for the application in the field. All the five cases are practicing the professional knowledge in the field. Among the five cases none of them are facing the challenge of the lack of the professional knowledge.

Sub Theme 1.4: Self -Care

Sometimes the social workers wants to face the problem of the lack of self-care while dealing in the project. When the social workers comes to the filed, they undertakes his/her effort in their maximum and will not concern about their personal aspects at that time. In the case of Mr.A self-care is a major issue. Sometimes he will not concern about the personal problems and will spend more time with the case and in the field. Also in the role of a coordinator he wants to undertake many roles and fulfil many responsibilities in the project. Thus he wants to compromise his self-care for the project.

In the case of Ms.B, she face the problem in the self-care. The increase in the number of the cases require more effort and work in the field and in the intervention process. It will leads to lack of self-care. Sometimes the vulnerable and challenging cases need more concentration and effort which will affect the self-care.

"currently there are more than hundred cases in the project, it require one coordinator, one caseworker, and one social worker to deal with case In such situation were the cases are increasing in number then it will affect the self-care of the case workers or the social worker who are dealing with the project. This are the challenge that we are facing. At a time so many cases will arrive when one case become stable then the other case will be proceeded or concentrated. The most vulnerable or the challenging case will need more concentration and required more effort"

For Ms.C also used to face the problem of the self-care. The early night calls from the parents regarding the children complaining about the suicide attempts and runaways will makes more stress. It will affect their sleep and leads to other problems.

In the case of Mr.D, he has to fulfil the role as a breadwinner in the family and as the coordinator in the kaval project. So the workload in the project will affect his personal life and the daily life routine.

> *"Another challenge that can be said is the lack of self-care, were my daily life routine was affected by the roles and responsibilities that want to be taken as part of the project"*

For Ms.E, she also have to compromise the time for personal recreation and the calls from the parents and children even after the work time will affect the self-care. And the time for relaxation will not get for her in such occasions.

> *"I have to face the challenge of the lack of self-care and lack of time for personal recreation. After reaching the home also the parents or even children themselves will call me with new cases or with the relapse case, in such cases there is no time concerns, when we return after hectic work we want to attend that calls even in late nights also"*

Discussion: Self-care encourage to maintain a healthy relationship with our self so that we can transmit the good feelings to others also. Self-care at the simplest level is making sure that we are doing the things that we need to do in order to stay healthy physically and mentally. Thus for everyone's life self-care is very important. From all the five respondents they are not getting enough time for the self-care. And they want to compromise their time for personal recreation and relaxation for the works and the phone calls in the project.

5.4.2 RESEARCH QUESTION 2

Which were the areas in which the challenges are faced by the social worker in the process of social rehabilitation in the 'kaval 'project?

Theme 2: Challenges faced within the rehabilitation process

If the cases are proceeded in this manner then it is important to consider that the phases that they are dealing with. Sometimes the intervention want to be undertaken in the phases. Because it is better to keep an order. After enter into the project there requires so many things for the intervention process and for its fulfilment so many challenges and factors to be considered. So when comes to the challenges that want to be deal with the phases of the intervention process may include so many things.

Sub Theme 2.1: Initial Phase

Initial phase is the beginning part of the intervention process were, rapport building and initial interaction with the child takes place. Here the social worker get an overall idea about the case. Aim of this stage is to develop a working relationship with the client and enough shared understanding, or an agreed-upon assessment, that initial planning and goal setting can occur.

For the case of Mr.A in his opinion on the intervention process, the social workers who are dealing with children needs to deal with the parents or the caretakers of the children. As they are not adults, any of the

adults that are related to that child will have to deal with the issue at hand. About the initial phase his opinion is that if the child has any behaviour issues then it will affect in the initial rapport building.

> *"The parents with psychological illnesses such as depression, bipolar disorder, and anxiety will have behavioural issues so the child will not have a personal or emotional bonding with the parents. In such situation worker will require more time for rapport building. The children can be easily handled and rehabilitated if they have adequate parental support. But children from slums and backward families are more risky and difficult for intervention; if they are substance addicts too then the family interventions are also difficult, so the issues such as substance abuse, lack of family support and frequent run away from the home will need more concern, thus slums and colonies are challenging for the case workers."*

In the case of Ms.B, she used to face the challenge of initial rapport building with children and with their family. From her words the children are ignorant about the social workers and about their services. They used to believe that social workers are doing the same work as the police officers and other authorities doing. Thus it will affect the initial rapport building.

> *"During the initial phase of the intervention I struggled to build the initial rapport with the children and to the family members. When we approach for a smooth intervention then they used to believe that we are there to gather evidence related to the case for them and we are in association with fulfilling the legal procedures relating to the case. But in the reality we are there to help them not only with the legal aspect but also to give them psychological support and along with that for the social wellbeing among them."*

For Ms.C, she face the challenge of the rapport building same as case B. But for case C it was only in the initial period of her career, now it is not a problem at all for her.

> *"In the initial stage of my career, rapport building is bit difficult thing for me"*

In the case of Mr.D, in the initial phase while dealing with the children their roles and the responsibilities want to be concerned.

> *"During the initial phase the responsibilities that are assigned to us and the authorities that we are dealing with want to be concerned."*

For Ms.E, she don't have any notable challenges that to face in the initial phase of the intervention process from her response.

> *"In the initial phase of interventions I don't have to face any notable challenges."*

Discussion: The children are of different types, their attitude will not be a predictable one. It will evident only when the social worker get interacted with the child. So it is easy to deal with the children in phases. There

also will be challenges while dealing with children in phases. Initial phase is which the phase which the social worker will get an image about the case on a first hand and according to that the further planning are happening. But they want to face challenges also in this face except one case others had faced one or more challenge in the initial phase. Some are facing the challenge in rapport building with the children and family, some face the problem in further dealing with them.

Sub Theme 2.2: Termination and Follow up Phase

Termination is the social worker and the client ending the therapeutic alliance. The termination stage can be as important as the initial stage in that it is the last interaction many client or children will have with the social worker. The Follow Up phase is when the social worker reaches out to the client to make sure they are still following their goals, using their skills, and making sure the client is doing well. Here the social workers want to face some challenges were in the case of Mr.A, the challenge that he has to face in the field is psychological health of the parents. Because after the intervention process the children are returning to the same environment which the children are dealing with the parents. If they are reason behind their unethical character then the case will relapse and the social worker want to attend the case again.

> *"The challenge that we have to face is the psychological health of the parents of children in conflict with law. It will affect the follow up process, and the environment modification, so that we have to spend so much time and energy to these cases."*

For case B, the challenge that she has to face in the termination and the follow up stage is the acceptance from the parents to the approach of the social workers for the intervention process and along with that another problem that they face is the non-availability of children for counselling sessions for the follow up process. And also the non-cooperation of children for the intervention and follow up process is a great challenge to them.

> *"The problem that we faced is the acceptance from the parents. The family will hesitate to cooperate with us due to their socio-cultural differences. In the follow up stage we face the difficulty of the availability of the children in time for counselling them. The cases that are once intervention done properly after a time period they will not cooperate with us at all and it is difficult to access them further. In such situation there is a chance of the relapse of the case in such situation and it requires the repetition of the rehabilitation process again for such cases."*

In the case of Ms.C, she also face the challenge of the relapse of the children in the follow up stage. The children will be actively undertaking all the sessions but will relapse. It will affect the social workers emotionally very much.

> *"Children in conflict with law are not predictable one, whatever can be happen in their case, sometimes they will relapse in the follow-up stage. When a child successfully went through all the*

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sessions and the activities are actively undertaken will suddenly relapse and it will make us stressful one. We social workers become motivated by the success in each and every sessions and the successes in the intervention processes, but if it relapse and the child continue the same mistake again then it will affect us"

Same as in the case of Ms.C, Mr.D is also facing issue of relapse of the case in the follow up stage. Here he complaining the relapse due to the peer group influence. Another challenge he used to face in the termination phase is the ignorance from the family and the runaway of the children from the caretakers.

"During the final phase the challenge that we have to face is the relapse of the case by their peer group influence. Other challenges that want to be faced is the ignorance from the family and run away from the caretakers. It will cause more stress in us."

For Ms.E, the issues and the challenge that she face in the termination and follow up phase is same as other two cases mentioned earlier. She face the challenge of the relapse of the case and along with that the rude behaviour of the children towards the social worker when they approach for the intervention is another problem that they are facing.

"Sometimes the children become assertive on us. And sometimes they will insult us by complaining that why we are following them and why we are concerned about them. In some rare cases parents will also behave in a rude way towards us. In such situation we want to control our personal feelings and approach in a professional way. In the termination phase there may be confusions and in the follow up phase there is challenge of relapse."

Discussion: The termination and the follow up phase is the stage were the social worker wants to assess that the goal of the intervention is achieved or not. But in this phase they want to face so many challenges and sometimes they need extra effort or the rework of the cases. All the five respondents face the challenge of relapse of the children in the follow up phase, the absence or non-cooperation in the counselling process, their assertive behaviour towards the workers are the other challenges they are facing in this phase.

5.4.3 RESEARCH QUESTION 3

How far the challenges in the social rehabilitation process affecting the social workers life?

Theme 3: Challenges affecting in the workers life

If the challenges that will not managed properly it will affect the personal and professional of a social worker, as the social workers are committed to the society and want to forbid the food and sleep there is a chance for the clash between personal life and professional life.

Sub Theme 3.1: Challenges affecting personal life

In the case of Mr.A, the challenges that he used to face in the field and in the project are affecting the personal life of Mr.A. From the response he said that the fund issues leads to the economic crisis and the late night calls that affect the sleep and the mental health of Mr.A.

> *"In personal life I am suffering from fund issues, and in the casework intervention we are facing problems such as early night calls such as the suicide attempts or runaways from the home. This kind of late night suicide attempts require medical care and in case of runaways we have to inform police and find the child immediately, in such occasions we have to renounce our sleep. Thus so many days we suffer from lack of sleep."*

For case B, the relapse of the cases in the project, that she properly rehabilitated and undertaken the intervention process will affect emotionally. Because the efforts that they made in the case become worthless will affect them adversely. They have a hope in the intervention process in their rehabilitation. It is affected by the case's relapse.

> *"In my personal experience the challenges that affect emotionally includes the relapse of the case. The relapse of the cases of children that we moulded with due care and consideration in the project, will hurt us very much. We need to handle the children with utmost care and properly want to follow up with their parents and the care takers. Thus the efforts that we give will become worthless by a single relapse of the case. There may be a chance of counter transference. We always have a fear about their future, because we act as a guardian for them if, the child don't have any family support."*

In the case of Ms.C, the challenges that affect her in the personal life is the early night calls which she want to compromise her sleep, and the field work which are the part of the project leads to the physical issues in course of time.

> *"The personal life is more affected when the early night calls comes complaining the suicide or the runaway of the children, thus the professional life clashed with the personal life in the initial days. The field works as a part of the work makes health issues, such as back pain, headache and the climate change affected the health."*

For Mr.D, in the initial days of his career the financial issues affect a lot in the personal life and in the early period of his career some aspects in the case and the involvement affect him emotionally. But now the experience with so many case made this not an issue at all.

> *"In personal life the financial issues in the initial stage of my career was very much affected in my life in the role of a breadwinner. In such situation my wife wanted handle them all."*

While dealing with the children along with good care and support, there will be chances of transference and counter transference. Thus it will affect the personal life also there are some other factors will affect the

personal life of the social worker. In the case of Ms.E, sometimes the involvement in the case affected her emotionally. Because the attitude of the children involved in the case and their parents sometimes will be very assertive and they will ignore the social workers. So their approach with a dedication will be personally affected by such kind of experience from the field.

> *"In some cases we can't control our emotions and get anger. Sometimes we get hurt also, even in rare cases from the side of parents also we want face this issue. In the initial days of my career the behaviour of children makes high stress in me, but now it is solved by the experience with them. And even sometimes I want to face the financial crisis, but my family give me a better support in such situations. After reaching the home also the parents or even children themselves will call me with new cases or with the relapse case, in such cases there is no time concerns, when we return after hectic work we want to attend that calls even in late nights also. Thus sometimes it will affect the personal life also."*

Discussion: The rewards of helping clients can outweigh the problems faced by social workers in this potentially stressful occupation. Social workers advocate for children, elders and vulnerable adults while empowering others to take charge and overcome obstacles to personal goals. From all the five responds, in one way or in another way they are facing the issues in personal life from the profession they are dealing with. In some cases they want to control their emotions, want to face the financial crisis, early night calls comes complaining the suicide or the runaway of the children. Everything will affect the social workers personal life adversely.

Sub Theme 3.2: Challenges affecting the professional life

The social workers have to perform multiple roles for the betterment of the society. In this project it will depend on the objectives of the project. Here the role of the social worker includes the social rehabilitation of the child delinquents. Social workers spend their days helping people with complicated psychological, health, social, or financial problems. They provide counselling, advice, and direction for people who would otherwise have no way of bettering their situations. Thus sometimes they want to face some ethical issues in their professional life also.

In the case of Mr.A, the challenges that he used to face in the professional life are the relapse of the cases, the streaming of the videos of the children under the case by his/her neighbours or friends, and in the administration level the challenge they used to face is the paper works and the documentation process in the project.

> *"In professional life, the relapse of the case after giving due care and support makes us emotionally sick; another threat in the social aspect is issues faced while dealing with the parents and neighbours. When a child that we appropriately rehabilitated face issues such as the streaming of videos related to that child (uploaded by his/her neighbours for instance) will negatively affect the child. It will also affect the future, especially the career of the child. It is the threat that we are facing from society which*

makes all our efforts worthless. The paper works and the documentation works will sometimes go on till late nights, which will further affect our sleep. The increase in number of cases will increase the number of reports that have to be submitted."

For Ms.B the professional challenge that she faces in profession is the ignorance of the children about the social workers and the services that they provide. Along with that the relapse of the case will leads to the repetition of the intervention process is another challenge they want to face.

"The children are not aware of us social workers, usually they see the officials, police officers and other higher authorities. So they consider us as one among them and used to believe that we are there to enquire more about the case and working to strengthen the case. But we have no dealings with the legal proceedings and no relation to the legal side. We are there to support them and make them not to repeat the crime again through building a rapport with them, proper counselling , environment modification and awareness creation."

In the case of Ms.C, the cases may vary were, some children may come in the case accidently or some may come voluntarily. So according to Ms.C, their own awareness about their crime that they have committed will be helps in the intervention. If the child intentionally committed the crime, then it will affect the intervention process and is a hurdle to the work.

"We want to approach in a friendly manner to the children in conflict with law. And we want to concern their feelings also. So, just don't tell them the word 'no', because if we tell them not to do a particular thing then they will have a tendency to do that. The cases may vary were some may come in the case accidently or some may come voluntarily. So their own awareness about their crime that they have committed will be helps in the intervention. If it is accidently comes in the case it is easy for the intervention and the rapport building. But the children are intentionally doing the crime it is difficult in rapport building and intervention. Sometimes the children will become assertive and have mood swings it will affect in the intervention and with the professional self"

For Mr.D, the issues that faced in the professional life is the non-cooperation of children towards the workers. And also the documentation works as a part of the case work in time is another challenge they face.

"In professional life some aspects emotionally influenced in the initial stage in the career but now, the experience in handling the cases it can be solved. But the other challenge includes the cooperation of children towards the worker. Some children will not cooperated with us at all. Among 125 cases only a few children are cooperated with the workers. Their uncooperative attitude is a challenge to us. The challenge in the administrative level is the documentation of all the cases in time. The report want to be submitted to the higher authority in time."

There will so many factors will affect the professional life. It will depend on the social worker. Some are administrative level challenges and some are non-administrative level challenges. In case of Ms.E, the non-cooperation of the parents of the children with conflict with law is one issue, sometimes the children with behavioural issue make issues in the house and only after the case become uncontrollable one only the parents will inform the social workers is another issue that she is facing.

> *"When comes to the professional life when a problem arise only, the parents will cooperate with the social worker till that movement they will not cooperate with us in some cases. If the case become really worse only, they will call the workers and will report. In that condition the case will be very violent. But if they call initially before worsening the situation it will be more manageable one. It is the social aspect,*
>
> *When we talk about the administration process the auditing procedure and the maintaining of the daybooks and the operation of the 'tally' software are challenging one. "*

Discussion: While dealing with the project not only the personal life is affected for a social worker, sometimes there will be challenges in the professional life also. The peer influence is the dominating aspect in the children's life. When look into a child's life other than the usual interactions with the family remaining time are spend in the school and with the peer groups. Thus the child's behaviour and the activities will depend on the interaction with them. The acceptance and consideration that lacks from the family will get from his/her friends. Sometimes their frustrations are reacted to their family members. Thus there are so many problems that the social workers wanted to face from the field. All the five respondents have some issues in the field and they are affecting their profession and the attainment of the project objective.

5.4.4 RESEARCH QUESTION 4

What were the coping mechanisms used by the social workers to face the challenges?

Theme 4: Coping mechanisms used

Sub Theme 4.1: Physical Aspects

While tackling with all this issues definitely the social workers want to suffer a lot which makes them stressful. For coping with this stress the workers want to seek any coping mechanism. The important thing that a social worker want practice in life along with their work is the self-care techniques and the coping mechanisms. If the social worker didn't practice in their life their life will starts to worsen.

In the case of Mr.A, the coping mechanism that he used is the interaction with the community in the leisure time, it also helps to understand their problems.

> *"In many of the cases we will get the help of the community leaders to address the social issues and the help of the counsellors for the rehabilitation of the children. As a part of the self-care I used to take*

a walk and interact with the community members. It helps in the intervention process and also to study more about the community; in such situations I used to interact with them not in relation with the project. This will help to learn more from them and will be helpful for the intervention procedure also."

In the case of Mr.D, when the researcher asked about any of the coping mechanism or self- care activities that he undertaking, he said that there are some state level stress management activities as a part of the project.

> *"I used to go in the gym it is a great relief and there are stress management activities in the state level as a part of the project in the state level."*

Discussion: The coping mechanism used by the two cases are in the physical aspect giving them great relief from the work pressure it also help them to work efficiently in their profession. In the first case the evening walk and the interaction with the community members helps him in the better intervention process in the field.

Sub Theme 4.2: Psychological aspect

Some social workers use the coping mechanisms that are refreshing the mental health of them. It will help to revive from the problems that are facing in the profession and from the field. So some of them that mentioned include the self-care technique that resolve their problems.

When the researcher asked about the coping mechanism to Ms.B she said, she had no time for any self-care, but there are some coping mechanisms or the self-care techniques she used to practice, such as outing with friends and travelling long distance with them which are practiced by Ms.B.

In the case of Ms.C, when researcher asked about the current situation she has no issues currently and her family provides a good support to her. While dealing with all this things when she is asked about the solution that she used for dealing with challenges she said that she used to spend the leisure time with her family members.
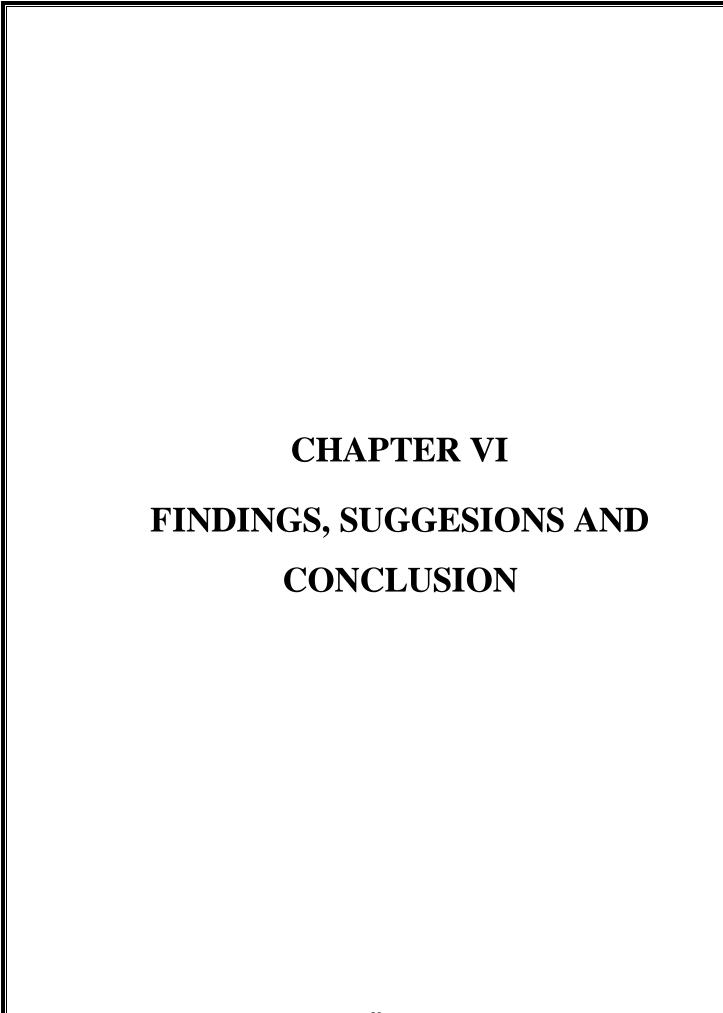
> *"As a coping mechanism I used to spend the leisure time with my family members. And it is a great relief to spend time with them. "*

The important thing that a social worker want practice in life along with their work is the self-care techniques and the coping mechanisms. If the social worker didn't practice in their life their life will starts to worsen. Thus the self-care measures that used by Ms.E, is the hangout with the friends, and also spending time with them.

> *"My self-care is my friends because I used to chat with them. Also I seek advice from them in situation where it requires in the initial stage there is stress, but now it is solved."*

Discussion: All the five respondents are practicing the coping mechanisms in one way or another way in their life. Case A is practising the self- care in an efficient manner that will also contribute to the project. Case D is

using the self-care practices which require physical effort. In the case of case B, case C and case E they are practicing the self-care techniques which helps to refresh the mind or in the psychological aspect.

CHAPTER VI

FINDINGS, SUGGESIONS AND CONCLUSION

6.1 INTRODUCTION

In this chapter the researcher focusing on the findings, suggestions and conclusions of the study. Challenges are the problems faced by everyone in anywhere in the society. It will hinders the efficiency and the effort of the workers. The challenges faced by the social workers may vary. The rewards of helping clients can outweigh the problems faced by social workers in this potentially stressful occupation. Social workers sometimes become helpless with the problems they face.

This chapter enables a leader to understand the overall objective and purpose of the study. The study followed the qualitative research method which help the reader to get an in-depth understanding about the objective. The researcher aimed to study the challenges that faced by the social workers in the kaval project. The data was collected from the respondents through interview and the findings from them are discussed in this chapter.

The findings have been in organised manner according to the research question. The analysis from each sub heading, under each question was combined together to give the findings for every research question. Through this chapter the findings says the challenges that have to face for the social workers while dealing with the child in conflict with law in the kaval project.

This chapter also helps to reveals various factors that influence the challenges faced by the social workers in their personal and professional life and how they are practically seen by the social workers are also included in this chapter.

6.2 FINDINGS

6.2.1 What were the types of challenges that you face in the social rehabilitation process in 'kaval' project?

- All the five respondents point out the challenge of the financial resources they have to face in the project in one way or another way.
- In three cases only in the initial days of their career they have to face the challenge of the financial resources later it is solved.
- In other two cases they faced the problem of finance in all stages of their life.
- In the aspect of the challenges in the material resources only two cases needs to face it as a challenge in the profession, in other three cases it is not a challenge at all they have one way or in another way it is resolved.
- All the five cases are practicing the professional knowledge in the field. Among the five cases none of them are facing the challenge of the lack of the professional knowledge.
- In one case the lack of professional knowledge in the field has been overcomes by the consultation with the seniors

- From all the five respondents they are not getting enough time for the self-care. And they want to compromise their time for personal recreation and relaxation for the works and the phone calls in the project.

6.2.2. Which were the areas in which the challenges are faced by the social worker in the process of social rehabilitation in the 'kaval 'project?

- In the intervention process, the social workers who are dealing with children needs to deal with the parents or the caretakers of the children. In the initial phase, if the child has any behaviour issues then it will affect in the initial rapport building.
- Some says that the children are ignorant about the social workers and about their services. It sometimes will becomes a challenge.
- In three cases they don't need to face any challenge in the initial phase of intervention. In it some are facing the challenge in rapport building with the children and family, some face the problem in further dealing with them.
- All the five respondents face the challenge of relapse of the children in the termination and follow up phase, the absence or non-cooperation in the counselling process, their assertive behaviour towards the workers are the other challenges they are facing in this phase.
- Other challenge that they has to face in the field is psychological health of the parents. Because after the intervention process the children are returning to the same environment which the children are dealing with the parents. If they are reason behind their unethical character then the case will relapse and the social worker want to attend the case again.

6.2.3. How far the challenges in the social rehabilitation process affecting the social workers life?

- From all the five responds, in one way or in another way they are facing the issues in personal life from the profession they are dealing with.
- In some cases they want to control their emotions, want to face the financial crisis, early night calls comes complaining the suicide or the runaway of the children. Everything will affect the social workers personal life adversely, in their personal life.
- All the five respondents have some issues in the field and they are affecting their profession and the attainment of the project objective.
- The challenges that used to face in the professional life are the relapse of the cases, the streaming of the videos of the children under the case by his/her neighbours or friends, and in the administration level the challenge they used to face is the paper works and the documentation process in the project.
- The non-cooperation of the parents of the children with conflict with law is one issue, sometimes the children with behavioural issue make issues in the house and only after the case become uncontrollable one only the parents will inform the social workers is another issue that she is facing.

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6.2.4. What were the coping mechanisms used by the social workers to face the challenges?

- The coping mechanism used by the two cases are in the physical aspect giving them great relief from the work pressure it also help them to work efficiently in their profession. And there are some state level stress management activities as a part of the project.
- In the first case the evening walk and the interaction with the community members helps him in the better intervention process in the field.
- All the five respondents are practicing the coping mechanisms in one way or another way in their life. The fourth case is using the self-care practices which require physical effort.
- In the other three cases they are practicing the self-care techniques which helps to refresh the mind or in the psychological aspect.

6.3 SUGGESTION

- The government should ensure that every social worker under the kaval project are getting proper and stable income in a timely manner.
- The government should undertake training programs that will enhance the efficiency of the social workers and the effectiveness in the current activities in the field. It may also help to increase the professional knowledge in the work.
- There should undertake a familiarising session for the new coming social workers to overcome the challenge in the initial phase of intervention.
- There should be classes that will educate the children and care takers about the probability or the causes of child in conflict law and also the role and importance of the social workers under this project.
- The administration works and the paper workers should maintain under different department.
- There should be a centralized telephone system for the social workers to avoid the late night phone calls.
- There should undertake self-care mechanisms from the part of the authority to their workers, including recreational facilities.
- The social workers should participate and attend the online and offline classes related to the children and issues faced by them.
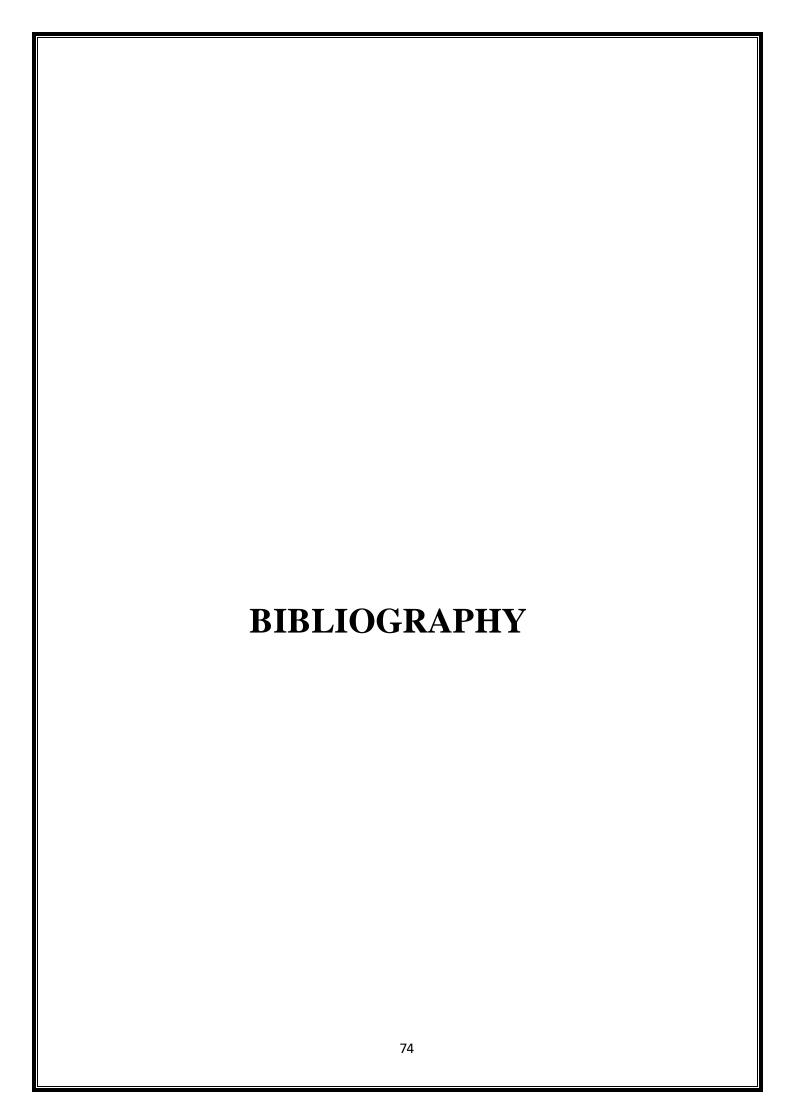
6.4 CONCLUSION

The social work profession is broader than most disciplines with regard to the range and types of problems addressed, the settings in which the work takes place, the levels of practice, interventions used, and populations served. This study explores the challenges faced by social workers in the kaval project were the social workers are dealing with the child in conflict with law. Children those who are through the peer influence and through the influence of the social media will fell into this traps. Sometimes the parents are also responsible for this. So the social workers not only focus on the children but also the family of the children for the complete

rehabilitation of the children. Thus the social workers counsellors and the case workers has to work twenty four hours for their help. And they youngsters are really dedicated to their profession also. Their efforts are considerable and well appreciable one.

Kaval, is a project aimed at the integration of children in conflict with the law into the mainstream society, has gathered momentum in the state. Earlier, no effective steps had been taken to track the fate of the children in conflict with law once they were set free. As a result, many of them often turned repeated offenders after being turned away by their respective families or society after the rehabilitation process. But now it is solved and the social workers in the kaval project are properly keeps a follow-up with both the children and their family members.

This study attempts to explore the types and areas of challenges that they are facing while dealing with the children and the hurdles that they face during the social rehabilitation or intervention process. It also attempts to study the coping mechanisms that they used to overcome this challenges. In this context the researcher proposes to understand the social rehabilitation phases that he/she undergoes, the types of challenges that they usually face during profession and in the intervention process, how far this challenges affecting their personal and professional life and also the coping mechanisms they seek and practicing.

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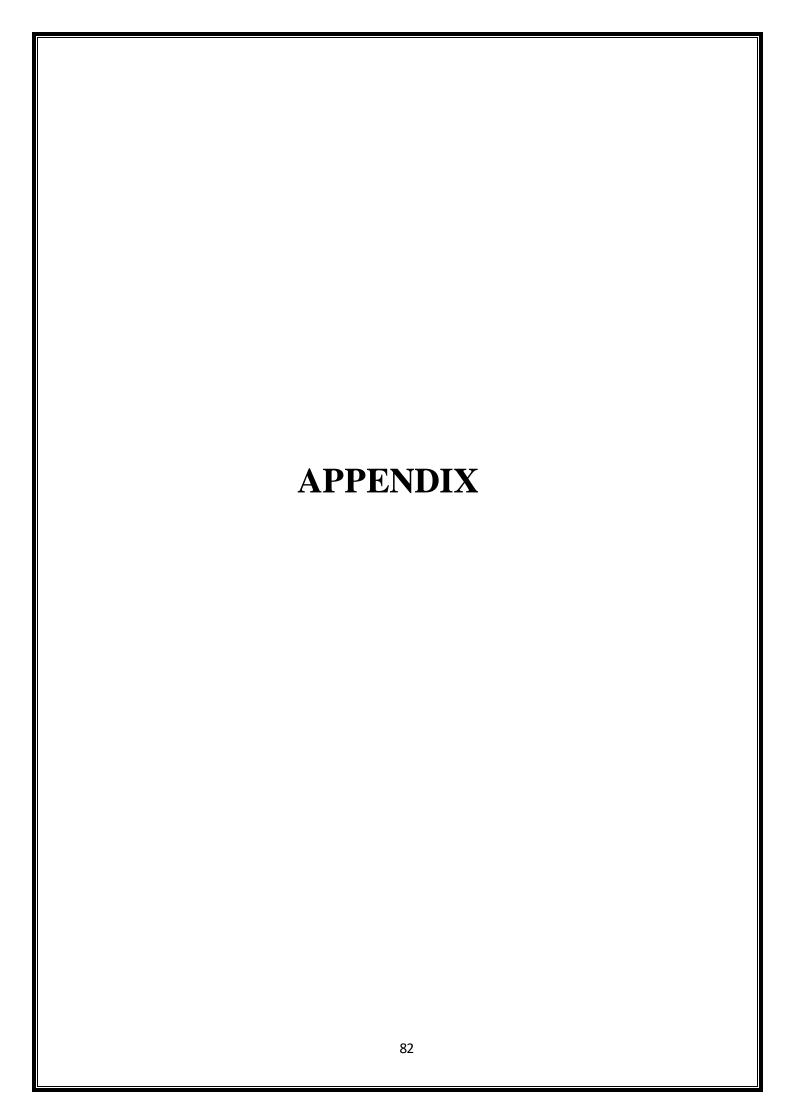
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APPENDIX

TOOL FOR DATA COLLECTION

Basic demographic data

Name:

Age:

Place:

Year of service:

Previous Work experience:

Marital status:

Educational qualification:

RESEARCH QUESTIONS:

1. What were the types of challenges that you face in the social rehabilitation process in 'kaval' project?

    - Lack of financial resources during the intervention and follow up stage
    - Lack of material resources during the intervention stage and counselling stage
    - Lack of professional knowledge/competence while performing the rehabilitation strategies
    - Lack of self-care during the project goal attainment

2. Which were the areas in which the challenges are faced by the social worker in the process of social rehabilitation in the 'kaval 'project?

- During the initial phases of social rehabilitation
- During the final phase or termination phase of social rehabilitation
- During the follow up phase

3. How far the challenges in the social rehabilitation process affecting the social workers life?

- In personal life

    ✓ Emotional aspect such as the practice of principle of controlled emotional involvement
    ✓ Physical aspects such as health issues, stress, diseases
    ✓ Economic challenges such as lack of adequate salary
    ✓ Interpersonal related matters

- In professional life

  - ✓ Emotional aspects such as the practice of principle of controlled emotional involvement and reminding of early trauma
  - ✓ Social aspects such as issues faced while dealing with the parents, guardian or the neighbours of the child in conflict with law
  - ✓ Physical issues such as chance of cause of diseases, health issues
  - ✓ Economic issues such as lack of financial support during the intervention process and follow up stage.
  - ✓ Administration related aspects

4. What were the coping mechanisms used by the social workers to face the challenges?

- Economical: Fringe Benefits, allowances, TA & DA
- Social: Soft skills in dealing with the colleagues, clients and their family
- Emotional: controlled emotional involvement
- Physical/psychological: stress management, healthy habits, self-care techniques, recreational space & timing