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***Social worker's commitment to professional values ”
toward client violence in working with individual cases”***

Within the requirements to obtain the Philosophical D.
in social work

By

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Introduction:

Client violence is a problem that greatly hinders professional intervention efforts. Resistance and violence are the reaction of some clients. They are the set of negative behaviors, thoughts and feelings that keep the client in mind in order to maintain the status quo and the desire not to change.

The violence of clients appears with large categories of clients, whether the customer is a selected client or a malicious customer, and the violence of customers is more pronounced with the pattern of the impugned customer, especially as the impulsive customer feels many negative emotions and aggressive trends, especially after it is thought that the family and the family has They gave up the forms of resistance and violence towards the social worker. The resultant resistance of the client to professional intervention results in many reasons, such as inability to take advantage of the professional services available, which can affect the growth of his abilities and skill and make him continue the behavior of deviation as a result of this resistance, which greatly affects the professional interventions with the client.

The theoretical frameworks emphasize that there is a relationship between the role of social workers and the mitigation of violence and resistance of customers, and customer resistance can always be observed and shown in different forms, and expressed by each client in his own way. The reasons behind resistance and violence should therefore be studied and understood and discussed with the social worker.

The social worker, whatever he may be, is ultimately a person like a client. He is not bound by infidelity or has exceptional or miraculous abilities, so his activity will also be affected by feelings, trends, prejudices, and anxieties. Towards the client.

In order to practice social service, the social worker must be prepared to accept and understand the violence of the clients, and the social worker must take the values of the profession as a "moral charter" as a guide. These values are not limited to the social worker but are held by many other professionals so that he can perform his professional performance optimally. But to what extent ???

First: Statement of the Study:

The professional practice of the social work is based on a set of human, religious and ethical ideals and values and is applied at the global level to satisfy the human needs arising from personal and societal interactions, in addition to achieving human development in its various aspects. To human well-being and self-realization and to develop and organize the use of scientific knowledge on human and societal behavior.

This can only be achieved through a combination of ethics, professional values and the rules on which social workers are based and committed, as they

help to achieve high professional performance that is better than mistakes and abuses that harm the profession or the workers or the person who is the focus and objective of the professional work.

Hence the importance of commitment to professional competence and professional specialization, ie practicing the profession in the light of the teaching and specialization of the academic profession, and to ensure the application of the ethics of the profession, including the acceptance and respect of customers in a decent manner, and the use of any language of humor or satire during conversation and dealing.

In spite of the many types of clients dealt with by the social worker, the social service has been practiced with many groups, and surrounding these categories of different risks according to different problems and different types of customers, which took the social worker in the professional practice of the possibility of exposure to multiple risks, where the implications of those risks To which a social worker is exposed may affect his or her work methods, principles and professional values in dealing with these groups.

The recognition that the profession of social work is a safe profession whose practitioners are not at risk compared to other professions has become a misnomer. The social worker has become subject to various forms of violence and danger.

Many studies have confirmed that the reality of professional practice in the work environment of the social worker shows us a variety of risks during the work of the social worker in these environments in different areas of professional practice.

Second: Concepts of the Study:

- 1 - the concept of professional values
- 2 - the concept of client violence

Third: Study Objectives:

The main objectives of the study are:

Identify the extent to which a social worker is committed to professional values towards customer violence in working with individual cases

This objective is achieved through a set of sub-objectives:

1. Determine the level of the social worker's commitment to apply the professional relationship as a professional value to the violence of the client in working with individual cases.
2. Determining the level of the social worker's commitment to apply acceptance as a professional value to the violence of the client in working with individual cases.
- 3 - Determining the level of commitment of the social worker to apply confidentiality as a professional value to the violence of the client in working

with individual cases.

4 - Determining the level of commitment of the social worker to apply the right of self-determination as a professional value to the violence of the client in working with individual cases.

5 - Determining the level of commitment of the social worker to apply individual as a professional value to the violence of the client in working with individual cases.

6 - Develop mechanisms to work with client violence through the commitment of social worker professional values in working with individual cases.

Fourth: Questions of study: Questions of study

The study questions are as follows:

1. What is the level of commitment of the social worker to apply the professional relationship as a professional value to the violence of the client?
2. What is the level of the social worker's obligation to apply acceptance as a professional value to client violence?
3. What is the level of the social worker's obligation to apply confidentiality as a professional value to customer violence?
4. What is the level of commitment of the social worker to apply the right of self-determination as a professional value to the violence of the client?
5. What is the level of commitment of the social worker to apply the individual as a professional value to the violence of the client?

Fifth: Type of study and methodology used: -

The current study belongs to the pattern of analytical descriptive studies. This study describes quantitatively and qualitatively the extent to which a social worker is committed to professional values towards client violence in working with individual cases.

The researcher used the comprehensive social survey method for each of the social workers working in the schools social service offices (West Administration - East Administration) in Fayoum city and the social survey in the sample on a sample of the social workers working in the preparatory and secondary schools in Fayoum city, Identify these schools through the exploratory study carried out by the researcher and through which to identify those schools.

Sixth: Study Tools:

This study is based on a set of quantitative and qualitative tools that can contribute to achieving the objectives of the objectives.

The process of identifying the study tools as a step of the methodological procedures for any scientific study includes two basic types of tools:

1. Data collection tools.

A measurement form for social workers working on social workers in the school field

2. Data analysis tools.

- 1- The arithmetic mean.
2. Standard deviation.
- 3-Pearson correlation coefficient.
- 4- The statistical packages program applied in the social sciences SPSS.
5. Ka2 test.
6. Frequency, percentages, weighted weights, weighted average and relative strength.
- 7- The statistical equations of truth and stability.

Seventh: Fields of Study:

(A) Human domain:

Determines the human field according to the objectives of the study and its questions and the methodology used. The human scope of this study is as follows:

General framework for inspection:

All social workers working in public secondary schools (general + technical) and preparatory in Bandar Fayoum (Fayoum city) number: 235 social workers.

Divided between (170 social workers) by the Department of the West, and (65 social workers) in the administration of East.

With a total of 46 schools, divided between (33) schools under the management of the West;

The study sample :-

1- A comprehensive social survey for all the social workers working in the school social service offices (West Administration - East Administration) in Fayoum city.

The number of them is (8) administration east, (10) west administration.

2- A social survey in the sample on a sample of social workers working in preparatory and secondary schools (general + technical) in Fayoum City, where social workers were exposed to violence by students of the school or by the students' families. These schools were identified through the exploratory study carried out by the researcher

B) Spatial area of study:

Due to the nature of the study and its application to all the social workers working in the school social service offices (West Department - East Department) in Fayoum city, the number of (8) administration east, (10) West administration.

In addition to a sample of social workers working in preparatory and secondary schools (general + technical) in the city of Fayoum, which was subjected to social workers to violence from school students or parents of students. These schools were identified through the exploratory study conducted by the researcher, which reached a number of schools The field of study is represented in (18) schools in Bandar Fayoum in addition to the school social service office (East Department), the school social service office (West Administration).

(C) Time zone for study:

The period of the study

Eighth: The general results of the study and the proposed scenario

First: The results of the general study related to the level of commitment of the social

worker to apply the professional relationship as a professional value with cases of client violence in light of the results of the first main question.

Second: The results of the general study related to the extent of the social worker's commitment to apply acceptance as a professional value with cases of client violence in view of the results of the second main question

Third: The results of the general study related to the degree of commitment of the social worker to apply confidentiality as a professional value with cases of client violence in view of the results of the third main question.

Fourth, the results of the general study related to the extent of the social worker's commitment to apply the right of self-determination as a professional value with cases of client violence in light of the results of the fourth main question.

Fifth: The results of the general study related to the extent of the commitment of the social worker to apply the individual as a professional value with cases of client violence in light of the results of the fifth main question