



**Fayoum University**  
**Faculty of Social Work**  
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# **The Role of social worker in developing the Awareness of Family Communication Methods with Individual cases**

**As a prerequisite for getting Master Degree in Social work**

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## Summary

### **1<sup>th</sup> Problem of the study:**

Family social service aims to help individuals to enjoy a satisfying social and psychological life and work to increase their personal and family capabilities in the required adaptation processes. In an atmosphere dominated by love, tolerance, positive relationships between its members and achieving family harmony.

Thus, the individual's family service is considered to be looking at the whole family as a unit in itself and not as individuals, and thus the individual service in the family field aims to strengthen the building of the family as a whole socially, psychologically and economically and to reach the highest degree of compatibility and work to enable the family to develop events in accordance with the current variables and work with the family as it is a homogeneous group.

Social workers practicing in the service of the individual, especially unlike other social workers, are also considered from the human professions, as they do not rely on any kind of tools and tangible devices, but rather these social workers practicing in the service of the individual depend mainly on knowledge, values and skills.

The main factor in activating the professional practice and also activating the return of that practice with individual cases, thus working with individual cases is considered a mirror that reflects the nature of the social specialist's understanding and perception of the information and theoretical knowledge that he experienced about working with individual cases.

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Within the framework of the concept of working with individual cases and through the professional practice of the social worker in the various fields of practice in general and the field of the family in particular, the importance of educating and training the social worker to use the concept of working with individual cases in his practice with clients, especially clients who suffer from problems in family communication, becomes clear.

This understanding of family communication is a pivotal process for understanding family members and the existing family relations between them. By observing and interacting with family members, the individual learns the methods of communication and how it occurs, which later forms communication behaviors, in addition to that communication is the engine that enables family members to establish and maintain relationships. People make up their families for

The way of social interaction, so the relationships of children with their children are affected by every degree and type of interaction that takes place in these relationships.

Family communication is the method on which relationships are based. Successful people in the art of communication are those who are able to send and receive feelings, ideas and meanings, and effective communication is the search for all ways and means to improve the relationship with the other, as the concept of family communication refers to the network of social relationships between family members to the relationship between spouses Between them and the relationship between fathers, mothers and children on the other hand, family communication may take many forms, the most important of which are "understanding - cooperation - guidance, assistance and support - persuasion - dialogue."

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Family communication aims to find harmony and understanding among family members and develop common characteristics among its members to maintain positive interaction based on emotion and satisfy the different needs of its members, which helps to refine the personality of its members and give them values and how to control emotions in addition to acquiring the skill of listening

With the multiplicity of family communication methods, their use helps to meet the needs of the family and establish the pillars of affection and compassion between parents and the proper upbringing of children and not to fall into problems based on miscommunication.

Therefore, it becomes useful here to determine the nature of communication between children and their parents and its effect on it, which helps to define the nature of specific family issues and opens up family relations issues for family communication processes that aim to treat communication disorders, And the problems that could result from it within the family because communication was the main focus on which the theories dealing with the family in general were based, and there is no doubt that functional and relational studies can provide us with a basic and important database in this field, which highlights the need to study methods of family communication And its effects, especially on children, as it is possible to shed light on the processes of communication in its irregularity and disturbance and its effects on the family compatibility of children, in addition to what.

It can be provided by studying the methods of family communication and the factors that affect and are affected by it, and to reveal its social and psychological effects within the administrative system, with information that can help social workers to develop

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programs and strategies to improve the communication process within the family.

**2<sup>th</sup> Study goals:**

- a. Identify the role of the social worker in developing awareness of the methods of family communication in working with individual cases.
- b. Identify the obstacles that limit the social worker's role in developing awareness of the methods of family communication for productive families in social solidarity units.
- c. Identify the necessary proposals to face the obstacles that limit the social worker's role in developing awareness of the methods of family communication with productive families in social solidarity units.

**3<sup>th</sup> Study questions:**

- 1- What is the role of the social worker in developing awareness of methods of family communication in working with individual cases?
  - 2- What are the obstacles that limit the social worker's role in developing awareness of family communication methods for productive families in social solidarity units?
  - 3- What are the necessary proposals to confront the obstacles that limit the social worker's role in developing awareness of the methods of family communication with productive families in social solidarity units?
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#### **4<sup>th</sup> study concepts:**

(The concept of role, the concept of awareness, the concept of family communication, the concept of dialogue, the concept of encouragement, the concept of persuasion).

#### **5<sup>th</sup> methodology:**

**(A) Study type:** - This study belongs to the type of analytical descriptive studies.

#### **(B) Methodology:** -

The researcher adopted the comprehensive social survey method (for all social workers working in social units in Fayoum governorate centers, and also for all productive families in social units in Fayoum governorate centers)

#### **(C) Study tools:** -

In collecting data, the researcher relied on two main tools:-

**1- Questionnaire form:** applied to social workers working in social units in Fayoum governorate centers.

**2-Questionnaire form:** applied to productive families in the social units in Fayoum governorate centers.

#### **6<sup>th</sup> study fields:**

- a. **Place field:** Social units in Fayoum governorate centers.
  - b. **Human filed:** A comprehensive survey of (130) social workers working in the social units in the Fayoum governorate centers.
  - c. A comprehensive survey of the (225) productive families in social units in the Fayoum governorate centers.
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- d. **Time one:** - The period of conducting the study, both theoretical and field, from the learner's registration for the master's degree until the formation of the discussion and judgment committee.

### **7<sup>th</sup> study results.**

#### **Results related to answering the study's questions**

##### **A-The results of the first question: What is the role of the social worker in developing awareness of family communication methods?**

- 1- It is clear that the social workers working in the social units in the Fayoum governorate centers that the highest percentage of those whose responses were yes was (61%), and for those whose responses were not, their rate was (39%). Where the family dialogue method ranked first by (45.3%), while the second order was obtained by the method of counseling and guidance by (31.3%), while the method of encouragement and motivation ranked third by (29.7%), while the method of persuasion ranked fourth. By (20.3%).
  - 2- It is clear that the social workers working in the social units in Fayoum governorate centers the highest percentage of those whose responses were No, which amounted to (61.9%), while the percentage of those whose responses were yes reached (38.1%). Where he won the first order, the method of holding seminars and lectures to increase the awareness of families of the importance of family communication methods by (47.5%), while the method of providing families with knowledge and information about the importance of family communication by (32.5%), as for the method of preparing guidance programs aimed at educating families about methods of communication Families are ranked
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- second by (22.5%), while the method of implementing awareness programs related to the importance of family communication is (17.5%).
- 3- It is evident that the social workers working in the social units in the Fayoum governorate centers, it became clear that the respondents relied on a method of conducting a questionnaire for families to measure their awareness of the methods of family communication, which was ranked first by (41.9%), while the method of conducting dialogue sessions with families ranked second by ( As for the method of individual interviews with families, (20%).
- 4- It is clear that the social workers working in social units in Fayoum governorate centers the highest percentage of those whose responses were No, which amounted to (65.7%), while those whose responses were yes reached (34.3%). The method of conducting seminars and conferences on the importance of methods of communicating with children ranked first with a rate of (66.7%), while the method of strengthening family relations by using methods of correct use of communication ranked second with a percentage (16.7%), while the method of hosting prominent personalities in The family field to educate families about the methods of family communication in the third order by (13.9%), also the method of creating guidance panels to prevent problems from falling into problems due to poor family communication with their children on the fourth order by (2.8%)
- 5- It is clear that the social workers working in the social units in Fayoum governorate centers the highest percentage of those whose responses were No, which amounted to (64.8%), while the
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percentage of those whose responses were yes reached (35.2%). In the first order, helping families correct relations that were tainted by tension and instability (32.4%), while the second order was to help families strengthen their capabilities and strengthen family ties among their members by (24.3%), while the third order was to help families discuss their problems in an adequate manner. Periodicity rate (21.6%), As well as the fourth arrangement to help the family alleviate conflicts between parents and children that lead to abnormal family communication methods, at a rate of 18.9%. To help families discover the sources of weakness and strength among their members (13.5%).

- 6- It is clear that the social workers working in the social units in Fayoum governorate centers the highest percentage of those whose responses were No, which amounted to (66.7%), while the percentage of those who answered yes reached (33.3%). In the first order, the phrase "developing families' capabilities to deal with their problems resulting from poor communication with their children more effectively" by 37.1%, and the phrase "Use role play (psycho-drama) to develop families' awareness of different family communication methods" got On the second rank by (31.4%), while the phrase "Encouraging families to define their goals and focus on improving communication with their children" ranked third with a rate of (25.7%), while the phrase "Doing tasks for families helps to strengthen methods Family communication within the family "in the fourth order, at a rate of (5.7%).
- 7- It is evident that the social workers working in the social units in Fayoum governorate centers that the highest percentage was for good practical training that gives the practitioner the skills and
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practical experience, and it ranked first with a rate (44.8%), while some pointed out the importance of providing a broad scientific base of human sciences such as science. Sociology, self-health, economics, social legislation, and computers, where their percentage reached (33.3%), while the phrase "a comprehensive study of social service" ranked third with a rate of (21.9%).

- 8- It is evident that the social workers working in the social units in Fayoum governorate centers around their view of the skills needed for social workers working in the family field. The skill of communication and interaction with those around them came in the first order by (37.1%), while the skill of dialogue, discussion and analysis of reactions came in the second order by (27.6%). As for the skill of continuous knowledge of modern theory in the profession, it ranked third with a rate of (22.9%), and the skill of analyzing family problems ranked fourth at a rate (18.1%). As for the skill of using various scientific knowledge in solving family problems, it obtained On the fifth order
- 9- With a rate (16.2%), the skill of observation, recording and interviewing ranked sixth with a percentage (3.8%), while the skill of forming positive professional relationships with others came in seventh with a rate (2.9%).
- 10- It is clear that social workers working in social units in Fayoum governorate centers around their view of the values and principles that social workers working in the family field should adhere to. The value of respecting the confidentiality of information came in the first order by (34.3%), while the value of commitment to professional behavior In the second order by (31.4%), while the value of respecting the customer's right to self-determination was ranked third by (28.6%), while the value of
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accepting customers as they were ranked fourth at a rate of (17.1%), and the value of self-criticism ranked fifth. By (3.8%),

**B) The results of the second question: What are the obstacles that limit the social worker's role in developing awareness of family communication methods (obstacles related to the social worker).**

1- It is evident that the social workers working in the social units in Fayoum governorate centers around their view of the obstacles that limit the social worker's role in developing awareness of family communication methods (impediments attributed to the social worker), so he got the first place with an obstacle to the limited experience of social workers related to working with problems. Household rate (34.3%). As for the handicap of job instability for social workers, it ranked eighth with a rate (7.6%),

2- It is evident that the social workers working in the social units in Fayoum governorate centers around their view of the obstacles that limit the social worker's role in developing awareness of family communication methods (obstacles related to families), so the families 'lack of understanding of the nature of the social worker's role came in the first order by ( As for families 'reluctance to actively participate in the practice of awareness programs in the second order, at a rate of (27.6%), an obstacle is also hindered by the families' unwillingness to attend awareness programs using family communication methods in the third order by (22.9%). Social workers are in the fourth rank by (16.2%), while families are hindered by the non-conviction of the role of the social worker in the fifth rank by (12.4%).

3- It is evident that the social workers working in the social units in Fayoum governorate centers around their view of the obstacles that limit the social worker's role in developing awareness of family

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communication methods (obstacles related to the institution), where the limitations of the institution's capabilities for conducting awareness programs on family communication methods came first. By (41%), as for the limited time that the organization allocates to practice programs with productive families, it came in second order by (25.7%), while the hindrance of officials in the institution lack of interest in work programs with productive families came in the third order by (23.8%). An obstacle is the lack of suitable places in the organization to properly conduct family sessions to communicate with productive families. %), As for the organization's disabled person that does not provide sufficient opportunity to maintain the confidentiality of information and data on productive families, it came in fifth place with a rate (1.9%)

**(C) The results of the third question: What are your suggestions for facing the obstacles to the performance of the social worker for his role in developing awareness of family communication methods?**

- It is evident from the results of the study that social workers working in social units in Fayoum governorate centers around their proposals to confront the social worker's performance obstacles for his role in developing awareness of family communication methods. The proposal for training courses in productive family units came about the importance of family communication methods in the first order by (52.4%) As for the proposal to increase the number of social workers working in productive family units, it came in second order by (34.3%). As for the proposal to conduct specialized training courses in modern treatment methods.

In the individual's family service, it came in the third order by (29.5%). As for the proposal that social workers need to know all that is new in the family field, the second arrangement was for the proposal to "increase the

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number of social workers working in productive family units” by (34.3%), then The proposal, according to which “specialized training courses in modern treatment methods in the service of the individual family” came at a rate (29.5%), and came in the same order as the proposal that “social workers need to know everything that is new in the family field.” As for the proposal to provide Specialized training courses to raise the efficiency of social workers in productive families' units by (17.1%),As well as the proposal according to which the social worker performs an accurate description of the professional role with productive families at a rate of (9.5%), as well as the proposal for “educating productive families about the importance of awareness programs for family communication methods” at a rate (8.6%), In the same arrangement as the proposal for "creating places in productive families units for conducting interviews for families," the proposal for "encouraging productive families to practice activities that support family communication methods" by (7.6%), as well as the proposal for "spreading the spirit of cooperation between members of a team Work in the Productive Families Unit, at a rate of (2.9%).

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