
THE EFFECTIVENESS OF DEVELOPMENTAL PRACTICE IN SOCIAL SERVICE

Zina Benhacene^{1*}

¹ University of 8 may 1945 Guelma, Laboratory of Philosophy, Human and Social Studies and Media and Communication Problems (SOPHILAB), (Algeria)

The Email Author: benhacene.zina@univ-guelma

Received: 15/03/2023

Published: 04/01/2024

Abstract:

Social service has become a profession practiced by social specialists in various fields, aimed at the advancement and development of society. Hence, social service is linked in one of its most important dimensions to development as a basic and fundamental issue that constitutes a bet and a challenge for all societies.

The developmental dimension of social service is reflected in its actual practices in social and economic institutions. The effectiveness of this practice is linked to the extent to which the objectives of social service are achieved and the implementation of its preventive, curative and developmental programmes.

In this article, we will try to answer the following question: What is the philosophy on which social service is based, what is the link between it and the subject of development, and how can the developmental dimension be achieved as one of the most important dimensions of social service.

Keywords: Social service, Social welfare, Social service philosophy, Development, Developmental social service.

Introduction:

Social service is based on a humane and social moral philosophy based on belief in the value and dignity of the individual, and the right of societies to develop and advance them. As a professional activity, it is concerned with the prevention and treatment of individuals and groups. On the other hand, it is concerned with how societies can be developed and developed.

From this point of view, the developmental dimension has become necessary and important in the professional practice of social service. In particular, development is a necessity for the advancement of contemporary societies, so it has received increasing attention at the present time, by all disciplines, as it is a deliberate process of change, covering all social, political, economic and cultural fields. What is the relationship between social service and development? How can the developmental dimension of social service be achieved?

1- Social service between charitable action and professional practice

1-1- The emergence and development of social service

Humanitarian and religious motives have been linked to the process of assisting and providing support to others who are vulnerable and in need. Caring for and supporting others is as old as human existence. With the development of societies and science, the process of assistance and service delivery has evolved to manifest itself in the form of professional practices, supervised by social specialist in various fields. The emergence of social service through its various stages of development was linked to the idea of social solidarity.

Scientific concepts of work in social service have emerged, and the practice in social service has been based on a scientific framework of knowledge from various scientific fields, such as

economics, law, medical sciences, sociology, anthropology, psychology. Signs of a theoretical framework for practice in social service are emerging. As well as the development and multiplicity of social service models.

Scientific development has had a significant impact on the development of the social service profession, through the introduction of different approaches and models of field work, and the study of the effectiveness of practices in social service.

Through the process that social service has gone through, it is clear that it has witnessed a development at the level of the concepts used from the mere process of providing assistance in the form of charity and charity to relatives and families, to organized and systematic assistance to all segments of society. The development of these concepts was followed by the development of the objectives of social service. After aiming to help the poor and meet their needs, it became interested in working to achieve the social development of society as a whole. Social service emerges as a profession that expresses modern welfare developments. Therefore, social service is a modern profession, with its old extensions.

Social welfare services and institutions vary according to the nature, growth and development of societies, depending on the philosophies and beliefs from which they are based, and include social welfare services in modern and contemporary societies, especially industrial societies, such as social insurance services, family care, childhood, youth and health, and social assistance for the purpose of achieving the social welfare of their citizens. Developing countries face great difficulties in this area due to the backwardness they have suffered, which necessitated them to seek social planning to get rid of the burden of the problems facing the

human being and provide social welfare services to him as the element and tool of development (Al-Maghrabi, 2014, p. 193).

1-2- Theoretical foundations of social service

It is difficult to establish a precise and comprehensive definition of social service for several considerations, including the novelty of the profession and the breadth of its fields that affect different groups and sectors.

The National Association of Professionals in the United States defines social service as: "Professional activity practiced to assist individuals, groups, or communities and help increase and restore their abilities in social functioning"(Al-Maghrabi, 2014, p. 196).

Social service is a modern profession that works to achieve the causes of social welfare in a systematic scientific manner that renews the energies of individuals, groups and communities to help themselves within the framework of the philosophy of society(Al-Maghrabi, 2014, p. 221).

Social service has objectives and philosophy, social service aims to achieve a number of objectives represented in:

- Instilling social values such as justice, security and respect for work and time as values that drive development.
- Facing social problems such as addiction, crimes and others.
- Increasing the volume of productive and effective energies in society.
- Contribute to the development of human resources (Al-Maghrabi, 2014, p. 4).

As for the principles on which it is based, which illustrate the philosophy of social service, it stems from the aforementioned objectives. It proceeds from the belief in the right of individuals and communities to an adequate standard of living based on social justice and development in all fields. Especially the belief in the

value of the human person, the belief in the right of the individual to self-determination, equal opportunities for all, and the social responsibility of the individual towards others.

These principles help in achieving the development process according to its requirements and conditions.

2- The developmental dimension of social service

Before talking about the dimensions of social service, especially the development dimension and its effectiveness, we will address the topic of development. Which has received the attention of many disciplines, due to their importance in building societies and changing them for the better. What is development? What are its objectives?

The concept of development has known a lot of controversy at the theoretical and empirical levels, and its definitions have varied with the multiplicity of intellectual affiliations and theoretical visions. According to economists, development is "achieving a continuous increase in real national income and increasing its per capita, as well as making many changes to the structure of production and the quality of goods and services produced, in addition to achieving greater equity than the distribution of national income, i.e. a change in the structure of income distribution in favor of the poor"(Attia & Nassef, 2007, p. 34).

Hobbhouse defines development as: "a process of progress for gratification, whose goal is to achieve a welfare society as a method of social service that operates according to special systems, in addition to that it is a social movement whose goal is to create, consolidate and change a clear and drawn development in the society to be developed"(Juwaid, 2011, p. 3).

This definition linked the concept of development to social work, i.e. social service.

In another definition, it is "the dynamic, intentional, multidimensional process that involves radical changes in social, behavioral, cultural, political, economic and administrative structures, aimed at a better life materially and humanly"(Ben Soucha, 2019, p. 105).

Through the previous definitions, it can be said that the concept of development has evolved in its course, after development was limited to the material dimension represented in profit and earning money, and then developed to take into account human values and the human element. "The development phenomenon has taken into account real dimensions and took into account the social, political and cultural dimensions, and everything related to the human aspects from which the productive reality emanates"(Ben Soucha, 2019, p. 108).

It is also seen as a planned scientific activity for a set of social and economic processes aimed at achieving the desired change and moving society from an undesirable state to a desirable state to reach, raising the level of man and working to advance life to the maximum extent possible(Khater, 2002, pp. 19,35).

"It is the process of revitalizing the national economy, transforming it from a state of stagnation and stability to a stage of movement and dynamism,... etc"(Rashad, 2002, p. 7).

The latter definition considered that one of the main indicators of development is a significant increase in gross national product and average per capita income.

The previous definition and the extracted indicators are limited to economic development.

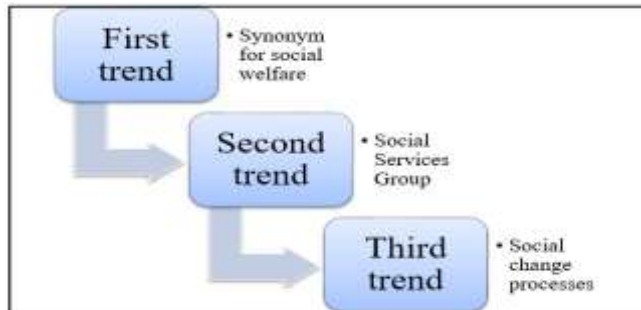
In social terms, development was defined as: "the process of providing basic human needs, food, housing, health, education, work and moral aspects that are summarized in the need for self-realization through production, participation in self-determination,

freedom of expression and thought, security, a sense of dignity and pride in the spirit of citizenship"(Rashad, 2002, p. 8).

"It is the bringing about a set of radical changes in a given society, with the aim of giving that society the ability to continuously develop itself at a rate that ensures a further improvement in the quality of life for all its members, ... etc (Rashad, 2002, p. 9) ".

Social development means not only satisfying the basic needs of the masses, but also social welfare that completes the individual's personality culturally and spiritually, as well as the capacity for innovation, quality of life and human rights (Rashad, 2002, p. 9).

Figure 01 Trends in the definition of social development



Reference of figure: by the researcher

Through development definitions, there are three trends:

- The first trend sees social development as a concept synonymous with social welfare.
- The second trend refers to the range of social services provided by the State to its citizens, in the field of education, health, housing and vocational training.
- The third trend: Development is a process of social change that follows the social structure and its functions, in order

to satisfy the social needs of individuals(Khater, 2005, pp. 38-39).

The development goals are summarized in the following points(Salameh, 1990, pp. 110-111):

- **Satisfying the basic needs of individuals:** The basic needs of individuals vary between food, clothing, treatment and protection, and development is a necessity to meet these needs by providing treatment, raising the standard of living, and providing job opportunities... etc.
- **Self-realization and affirmation of the sense of humanity in everyone:** Achieving development for man means providing all opportunities to feel his dignity and humanity.
- **Freedom and the ability to choose:** Through freedom from force majeure and the domination of others.

After presenting some of the theoretical literature of social service as well as development, we wonder what is the relationship between social service and development and how is the developmental dimension achieved in its practices?

Development is not a subject of a particular discipline but rather the meeting point of many disciplines, including social service. Since its early beginnings, social service has paid special attention to helping people who face problems and difficulties in performing their social functions, whether they are an individual, group or society. This represents the therapeutic dimension of the professional intervention of social service.

As for the preventive dimension, it consists in working to remove all circumstances and influences that could lead to delinquency, crimes and various problems.

In addition to providing opportunities for individuals and groups to invest in their energies and employ them in positive

ways, which represents the developmental dimension of social service. (Al-Maghrabi, 2014, p. 73)

Social service has become a profession with a dual professional activity that aims not only to provide assistance to individuals, groups and communities, but also to promote societies and improve their conditions by raising the economic, cultural and social level, improving working conditions and seeking urgent social legislation, which is known as the developmental trend of the social service profession (Mohamed Abdallah, 2007, p. 265).

The interest of social service in its practice in the development direction is due to the following reasons:

- The process of change experienced by societies, especially developing societies, requires comprehensive development.
- The current trend to improve the conditions of vulnerable, vulnerable and disadvantaged groups.
- The contribution of developmental social service in advancing the effectiveness of citizens' participation in development, through the intervention of social service to spread awareness among people. Achieving cooperation between citizens and the government.
- The contribution of social service in identifying the needs and problems suffered by the population and developing their capabilities to face these problems.(Mohamed Abdallah, 2007, p. 267)
- Social services are seen not merely as infrastructure but as an essential part of development (Rashad, 2002, p. 25).

The link and mutual influence between social service and development results in what is known as developmental social service. So what is this area of knowledge? And what are his interests?

Moral and Brad Ford argue that developmental social service can help communities provide and improve social and health services(Mohamed Abdallah, 2007, p. 266).

Developmental social service is defined as "that type of professional practice that deals directly with the challenges of development and contributes positively and effectively to raising the level of citizens economically and socially steadily, increasing the average per capita income denominated in the goods and services per capita(Mohamed Abdallah, 2007, p. 266).

Where developmental social service is a type of professional practice that deals directly with the challenges of development, and contributes positively and effectively to raising the level of citizens economically and socially steadily in increasing the average income per capita, and from it we can define social service as a professional practice that takes the goals of development in society goals that it also seeks to contribute to its achievement(Mohamed Abdallah, 2007, p. 268).

3- The relationship between social service and social development

Considering that social service is a professional practice, and a tool to achieve community development in various fields, it is clear that it is linked to the subject of development.

Both are based on a set of principles, ethics and core values in the practice of work. The latter is embodied in the recognition of the dignity of the individual and cooperation between all human units, and it is controlled by both the social service specialist and the development specialist in his dealings with social units, and this recognition of the dignity of the individual is the basis on which the changes that are desired to be made in the attitudes, values and behavior of humanitarian units, as well as in determining the role to provide opportunities for the growth of individuals and increase

their capabilities so that each individual feels the importance of his effectiveness within society." (Mohamed Abdallah, 2007, p. 270)

Social service is a tool for achieving development, and the common foundations between social service and social development are based on similar philosophical foundations, such as belief in the right to self-determination, giving importance to self-efforts, and recognizing the dignity of the individual, as a basis for bringing about the necessary changes in the values and behaviors of individuals. Participation and a sense of belonging. and the right to self-determination. Both are aimed at achieving the social well-being of society.

The philosophy of social service also emphasizes the need to pay attention to the development of societies, to achieve well-being and improve the surrounding environmental conditions, whether health, psychological, social and economic.

Social service and development also have common objectives, including:

- Addressing social problems that hinder development, such as passivity, apathy, individualism, overpopulation, and low standard of living.
- Supporting production in all fields by providing human relations within production units.
- Returning all disabled people to the wheel of production by helping them to treat their problems and benefit from their abilities.(Mohamed Abdallah, 2007, p. 271)

4- Theoretical framework for developmental practice in social service

Practice in social service employs the theoretical framework according to the reality of practice. "Especially since most practitioners apply theories or theoretical frameworks derived from other sciences, such as psychology or sociology, because the

inability of theories to address social reality has a significant negative impact on the effectiveness of practice."(Khater, 2007, p. 13)

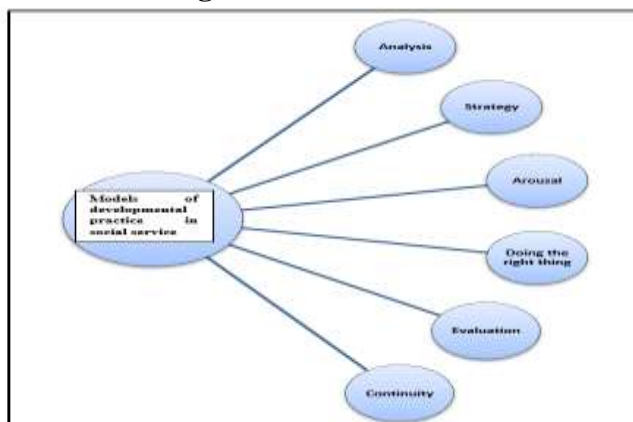
For example, for the method of developing society, reaching a theory of its own, based on analysis and cumulative organization.

The process of practice in community development depends on a diverse knowledge structure, and it is necessary to be based on:

- Development variables according to the social fabric of a particular society.
- Familiarize yourself with all concepts related to the theoretical framework of development as a whole. (Khater, 2007, p. 196)

The effectiveness of practice in social service requires a theoretical and cognitive framework that guides real practice. As an example, we will present a model of practice in local development programmes. This model guides the social specialist in the way to work with the community, especially when the social specialists acting as a militant or advocate(Khater, 2002, pp. 79-89).

Figure 02 Models of developmental practice in social service according to theoretical frameworks



Reference of figure: by the researcher

The model in Figure 2 depends on a set of operations, namely: analysis, strategy, facilitation or stimulation, doing appropriate action, evaluation, and continuity.

- **Analysis:** It is the first step in the role of the social specialist as an advocate, and he must take into account the following questions when carrying out the analysis process:

- What are the problems of society?
- What current policies have given rise to the problems and how can they be used?
- To what extent do these issues need to change policies?
- What kind of policies do we need to change, are they procedures policies, new decisions, or the formation of specialized committees?
- Where can I get wholesale defense funding to change care or service policies?
- What is the target organization for change to be achieved?(Khater, 2002, p. 80)

And other questions that guide the social specialist in the analysis process.

- **Strategy:** The choice of the appropriate strategy is based on the analysis stage, and in order for the specialist to succeed in this choice, it requires:

- Formation of the appropriate working group.
- Identify primary working groups (community of need or problem, and secondary groups affected by problems).
- Setting goals in a realistic, measurable way, ... etc.
- Determine the method of presenting the problem, the model for solving it, as well as identifying the available resources, and developing the appropriate plan.(Khater, 2002, p. 83)

- **Arousal:** or the so-called building of power in society, and requires the following:

- Design the plan in a procedural and descriptive manner, convince the public of the importance of the project, encourage participants to distribute roles, and related tasks.
- **Doing the right thing:** This process consists of pooling efforts, within a single team. And work on everything that achieves unity and the spirit of cooperation.
- **Evaluation:** Any work must be done in an objective manner.
- **Continuity:** Ensuring continuity requires long-term planning. (Khater, 2002, pp. 88-89)

These theoretical models and visions must be followed with operational methods and approaches to achieve the developmental dimension in social service. By following basic processes and methods:

- **The developmental dimension of the method of serving the individual:** Serving the individual is the first method of social service, intervening at the level of the individual to help and support him. It has a developmental role of contributing to facing the problems of social change, facing some individual problems of dependence, helping individuals to be positive and effective elements.
- **As for the way of serving the group,** dealing with groups, the first roots of the developmental approach to serve the group appeared, in the writings of Grace Coyle, and Helen Philips, the developmental dimension of the way of working with groups is concerned with raising performance, and developing feelings of loyalty and belonging to group members. It also focuses on social responsibility and achieving social control. (Mohamed Abdallah, 2007, p. 281)
- **The developmental dimension of community service:** Community organization is one of the professional methods of social service, seeking to help the local community by

identifying its problems and preparing to meet its needs and development.

The roles of the way society is organized and its developmental functions are:(Mohamed Abdallah, 2007, p. 285)

- Work to create a public opinion ready to assume the responsibilities of comprehensive development.
- Provoking citizen participation to influence social policy, social planning and decision-making on social development plans.
- Contribute to the provision of socialization directed to the acquisition of modern values and trends and the preservation of the heritage of society.
- Helping citizens acquire behavioral skills that make them more self-reliant in the face of their problems.
- Contribute to increasing the per capita national income by providing tangible material services.
- **Initial stage:** characterized by the lack of experience of the local community, and questioning its ability to solve its problems. Emphasizing the role of government in achieving development. As for the role of social service at this stage, it is directed and intentional based on instilling confidence in individuals.
- **Start-up stage:** characterized by the emergence of the entrepreneurial spirit of individuals, and the belief in their ability to change. As for the role of social service, it is illustrated by the following points:
 - o Also the advances made by the community.
 - o Instilling self-confidence among members of society
 - o Facing any counter-media obstacles that may lead to a decrease in morale.(Rashad, 2002, pp. 12-13)

Conclusion:

The development of the concepts and objectives of social service from spontaneous assistance in the form of charity or charity to the needy and the poor, to the provision of targeted programs and services that work to achieve development for society as a whole without being limited to specific cases. Help achieve continuous interaction between social service through its real-life practices, and development as a fundamental challenge for all societies, at all levels of progress.

Although the first concerns in social service focus on the therapeutic and preventive dimensions, the modern strategy is based on the development of the development strategy. Which has become a priority practice in social service. The goals and conditions of development proceed from the principles and values of social service, but rather frame and define its objectives.

Development has a great link to social service, but is its primary and ultimate goal. The provision of social services has the first and last objective of achieving comprehensive development. At the same time, development goes through a process of beginning with the provision of social services.

References:

1. Al-Maghrabi, A. M. (2014). *Social Service and Achieving Social Justice for the Community*. Alexandria: Dar Al-Wafa for the World of Printing and Publishing.
2. Attia, I., & Nassef, A. (2007). *Economic development between theory and practice*. University House.
3. Ben Soucha, M. (2019). *The Problem of Financing Local Development: Reality and Prospects*. Amman: Dar Al-Hamid for Publishing and Distribution.
4. Juwaid, J. (2011). *The Role of Leadership in Local Development and its Impact on Activating the Local Administration System in*

- the Republic of Yemen*. Algier: Unpublished PhD thesis in (Political Science and International Relations), University of Algier.
5. Khater, A. M. (2002). *Social Development: Basic Concepts and Models of Practice*. Alexandria: Modern University Office.
 6. Khater, A. M. (2005). *Community Development: Contemporary Trends _ Strategies _ Work Research and Community Diagnosis*. Alexandria: Modern University Office.
 7. Khater, A. M. (2007). *The Use of the Scientific Method in Social Service Research*. Modern University Office.
 8. Mohamed Abdallah, M. A. (2007). *Practice of developmental social work in local communities (traditional and new)*. Alexandria: Modern University Office.
 9. Rashad, A. L. (2002). *Social Development within the Framework of the Social Service Profession*. Alexandria: Dar Al-Wafa for the World of Printing and Publishing.
 10. Salameh, R. A. (1990). *Development Economics*. Alexandria: University House.