

CHAPTER V  
SOCIAL INTERVENTION ROLE OF RESPONDENTS - II

Seek not every quality  
in one individual.

- Confucius.

Supportive functions of social intervention are those which are done as a part of the duties of the agency workers. They involve the type of work which helps in facilitating the treatment of clients which has been described in previous chapter. Hence, they are characterised by functions like administration and community contact work. These functions sometimes seem to be the sole domain of the administrator, particularly those having to do with administrative work. Therefore, there are times when the position of the administrator can be very unrewarding and frustrating. With a shift towards understanding and treatment, rather than commitment and punishment, the staff supporting the administrator have come into the picture in taking the responsibility of doing these functions.

According to their designations, the administrators and semi-administrators are directly responsible for functions like (i) other services on behalf of clients, (ii) Referral services for termination and community contact while the technicians are supporting them for doing these functions. For agency routine work, the administrators are mainly responsible and the others are supporting in carrying out the functions. Now let us see the role enacted and time devoted by workers in these job functions.

5.1 Other services on behalf of the clients

The tasks in this job function involves more of arrangement and organization of various facilities for clients, consultations with others etc.

Table XIV: Tasks/Activities performed by respondents  
in other services on behalf of clients.

Sr. No.	Tasks/Activities	Adminis- trators N=9	Semi- adminis- trators N=8	Techni- cians N=8
1.	Arranging and looking after food, clothing etc.	9	6	2
2.	Finding and providing resources for treatment/finance/equipment etc.	9	3	2
3.	Arranging entertainment and recreational programme.	5	8	8
4.	Arranging for leave/parole, etc.	9	8	1
5.	Arranging jobs for the clients.	9	5	2
6.	Investigating and reporting to court/attending court/visiting hospital/workshop.	8	5	2
7.	Consultation with doctors, Psychiatrist, Psychologist, experts, dist. probation officer etc. on course of treatment.	9	6	2

Tasks like arranging for food, clothing, leave/parole, jobs consultations with doctors etc. were unavoidable by the administrators. Being the head of the institutions, they were called upon to do these tasks. Eight of them investigated and reported to the court/attended the court/visited hospitals/workshops, while 5 from among them also arranged entertainment and recreational programmes.

Tasks like arranging entertainment and recreational programmes and also arranging for leave/parole was unavoidable for the semi-administrators. Six out of them arranged and looked after food and clothes of the clients. The same six also consulted doctors, psychiatrists, psychologists in the course of treatment of clients. Tasks like arranging job for the clients was done by the five respondents who belonged to the agencies where clients rehabilitation in terms of job security was very important. Five of them also investigated and reported to court/attended the court/visited hospitals/workshops in connection with the clients treatment. Three respondents were entrusted to find and provide resources for treatment/finance/equipment etc. Therefore, they also performed these tasks apart from the others, described earlier.

All the technicians were involved in arranging entertainment and vocational programme. Out of the 8 respondents, two of them arranged and looked after food and clothes of clients and also consulted doctors etc. with regards to clients progress or treatment plan. These same respondents also visited hospitals/workshop along-with the clients. Two others were required to find and provide resources for treatment/finance equipment etc. Two other respondents arranged jobs for clients and also leave/parole for client.

Time spent in other services on behalf of clients

The administrators spent approximately  $3\frac{1}{2}$  hours on an average in other services on behalf of clients. This time was distributed over 5 to 6 tasks of this function. The semi-administrators spent approximately 5 hours on an average. Their participation in the various tasks was less than the administrators, which indicates that the semi-administrators who participated, spent their time more significantly than just giving cursory attention to any tasks. The technicians also spent approximately 3.75 hours on an average and their participation was comparatively less. Therefore, the participating technicians also gave importance to these tasks. There

was variations in the range of hours spent by them. The respondents who spent more time than the rest of the respondents in their own category were from the agencies where they had no subordinates to share the load of works. The semi-administrators who spent 6 to 8 hours on an average mostly devoted their time in arranging and looking after food, clothing, etc. attending court once a week in relation to the client and consulting experts. The technicians who spent 5 to 6 hours, devoted majority of their time in arranging entertainment and recreational programmes. There were two who devoted more time in investigating and consulting experts regarding the clients.

Let us see now the role enacted by the respondents in referral services for termination.

#### 5.2 Referral services for clients rehabilitation

These services involved more of arranging for the client's future stay/training etc. after he leaves the agency. If the client was bright or talented, other agencies were contacted who could help the clients for further studies or training.

Table XV: The Tasks/Activities performed by Respondents  
in referral service for client rehabilitation

Sr. No.	Tasks/Activities	Adminis- trators N=9	Semi- adminis- trators N=8	Techni- cians N=8
1.	Interviewing and contac- ting, employing agencies/ training institutions etc.	9	5	2
2.	Directing and preparing for referral institutions/ agencies/departments.	8	2	2

The administrators participated the maximum in this function. All of them interviewed and contacted employing agencies/training institutions for referring the clients for further training. Except for one administrator, the rest also directed and prepared clients for referral to other institutions/agencies/departments.

Five of the semi-administrators performed the tasks of this function. All these five interviewed and contacted employing agencies/training institutions while two of them also directed and prepared clients for referral to other institutions/agencies etc. These respondents were from the agencies where clients rehabilitation in terms of further training or employment was possible.

Two technicians out of the eight participated in this job function. Both of them were from the agencies where respondents with the category of semi-administrators were not present and the services were catered to visually and mentally handicapped children. These two technicians were observed to take more interest than the others in the clients future prospects.

#### Time spent in referral services for clients rehabilitation

The administrators spent on an average 2.2 hours per week. The semi-administrators spent 0.87 hours while the technicians 0.37. The participation of administrators is more significant as compared to others.

#### 5.3 Agency Routine work

This function though very routine it is an important one. This involves tasks like planning budget and expenditure, supervision of staff, charts regarding diet, clients profiles etc. Without these tasks, the agency cannot run smoothly.

Table XVI: The Tasks/Activities performed by Respondents  
in Agency Routine work

Sr. No.	Tasks/Activities	Adminis-	Semi-	Techni-
		trators N=9	adminis- trators N=8	cians N=8
1.	Recording of information about clients, families, groups for higher offices.	9	8	8
2.	Staff meetings concerning institutional policies.	8	8	2
3.	Budgeting and expenditure.	9	1	-
4.	Attending all the institutional committee meetings.	9	-	-
5.	Supervision of staff.	9	3	2
6.	Prepare diet chart and expenditure	-	4	-

All the administrators performed tasks like recording information about clients, preparing budget and expenditure, attending all the constitutional meetings and supervision of staff. In one agency the administrator was the sole worker with only a clerk and peon as assistant, therefore, except for this

particular administrator, the rest held staff meetings concerning institutional policies. None of them prepared diet charts and expenditure for diet.

All the eight semi-administrators recorded information about clients and attended meetings concerning institutional policies. Four of them prepared diet chart and expenditure for diet. Three of them supervised other members. There was only one who prepared budget and expenditure.

All the technicians recorded the information about the clients etc. Two of them attended staff meetings concerning institutional policies and they also supervised other members.

#### Time spent in agency routine work

The administrators spent the maximum time (18.77 hours) in agency routine work as compared to the others. Their participation was also high. The semi-administrators spent more time in this function as compared to the technicians. They spent 11.81 hours on an average while the technicians spent 3.37 hours on an average per week. The respondents who spent 9 hours were involved only in maintaining inmates records, while respondents

who spent time in the range of 12 hours to 18 hours were involved in maintaining inmates records, diet, clients as well as administrative records. The technicians spent least of their average time in this function. There was one technician who spent 7 hours on an average. This respondent belonged to the agency where there was no assistant to the Superintendent. He has been working in the agency for a long time so the administrators involve him in maintaining the agency records also.

#### 5.4 Community Contacts

Community contact and relation is an important job function. It is the duty of the agency workers to project the image of the agency in the community at large. Many times, the surrounding community may not even know for what the agency exists. Therefore, besides their contacts with the people in relation to work with the clients, they may be required to talk to community groups to give information about their own agency and other agencies, about various problems existing in the community, how these could be solved and which are the agencies that can cater for solving them. They can also take part in professional associations, meetings and seminars where professionals and non-professionals like them get together for a common cause.

In the agencies under study, this function was one

of the most neglected, function. There was no joint effort by all the agencies to get together once in a while and discuss out the various problems existing in the agency or in the community. They had very little opportunities to take part in professional associations or meetings during the period of this study it was observed that only one seminar was held for the whole year and not all respondents or the agency workers could participate in it. The following table will show the participation of the respondents in this job function.

Table XVII: The Tasks/Activities performed by  
Respondents in Community contacts

Sr. No.	Tasks/Activities	Adminis-	Semi-	Techni-
		trators N=9	adminis- trators N=8	cians N=8
1.	Contact with people in work with clients.	7	4	2
2.	Speak to the community group.	-	3	-
3.	Take part in professional association meetings, etc.	9	-	2
4.	Represent agency in seminar	4	3	2

All the administrators took part in professional

association, meetings, visits etc. The meetings were usually held to discuss out agency problems, if it could not be solved on their own. Seven of them contacted people in work with the clients, while 4 of them represented the agency in the seminar held that year. Important task like speaking to the community group was neglected by them.

Four of the semi-administrators contacted people in work with the clients, 3 of them also spoke to community groups in order to inform them about the existing services in the agencies. Three of them also attended seminars to represent their agencies.

Two technicians participated in this job function. Apart from contacting people in relation to work with client and taking part in professional associated agency in the seminar, they also presented papers. These two respondents were also invited to give lectures on the handicapped children that they were dealing with.

#### Time spent in community contact

The administrators and semi-administrators spent approximately 1.66 hours and 0.75 hours respectively per week in community contacts and relations. The administrators spent most of their time in meeting people in

work with clients. While the semi-administrators spent time in contacting people in work with client and speaking to the community groups. The technicians spent on an average 0.25 hours, which was mostly for contacting people for the clients.

#### 5.5 Summary

1. Totally 19 respondents out of the 25 participated in the job function reception of clients. Total hours spent for this function was 1.2 hours on an average per week.

- 10 respondents showed greater concern for the clients while they received them.
- 7 respondents showed patience in asking relevant questions and listening attentively.
- 17 of the respondents showed concern for discussing the needs and other agencies that would cater.
- 9 respondents recommended and referred the clients to other agencies.
- The administrators spent on an average 2.2 hours per week which was comparatively more than the rest.

2. Totally 20 respondents out of 25 participated in intake of clients. Total hours spent was 1.9 hours per week.

- 12 respondents showed greater concern in interviewing the clients and persons accompanying them. These were 2 administrators, 7 semi-administrators and 3 technicians.
  - 4 administrators and 6 semi-administrators showed more concern in finding the psycho-socio-economic history of clients. While 2 technicians showed more concern for assessing the clients' residual abilities.
  - The administrators and the semi-administrators spent on an average 2.4 hours per week in intake of clients. Their participation in this function is significant, followed by the technicians spent on an average 0.75 hours.
3. 16 out of 25 respondents participated in introducing and orienting the clients to the agency system. Total hours spent on an average was 2.2 hours.
- 5 semi-administrators and 3 technicians helped the clients to transfer relationship with greater concern.
  - 8 semi-administrators and 3 technicians showed concern in helping out the clients to get adjusted to the agency. 5 semi-administrators showed further concern by allowing the clients to ventilate.
  - All the 16 respondents i.e. 8 semi-administrators and 8 technicians helped the clients to get involved

in the institutional activities.

- The semi-administrators spent on an average 4.12 hours per week. Their participation in all the three tasks also showed their significant contributions. The technicians spent 2.75 hours per week on an average. They participated more significantly in involving the clients into the agency system.
4. There were 14 respondents who participated in the clinical assessment of clients. Total hours spent on an average was 1.48 hours per week.
- There were 2 administrators and 8 semi-administrators (out of 12 respondents who participated) who showed concern in knowing more about the clients.
  - Only 2 technicians showed any concern for assessing residual abilities, interests, needs, potentials of the clients before assigning them any vocation.
  - Out of the 9 respondents who assessed educational/vocational aptitude, 5 semi-administrators and 2 technicians did this task with more concern.
  - Comparatively the semi-administrators spent more time i.e. 2.87 hours per week. Their role in clinical assessment was more significant. They were followed by 2 technicians who spent on an average

0.62 hours. The 4 administrators on the other hand spent 1 hour per week on an average but their role was limited to collecting background information of clients.

5. All the 25 respondents participated in the non-clinical assessment of clients. Total hours on an average was spent 2.36 hours per week.

- The 8 technicians spent on an average 3.25 hours per week. They had a significant role to play. The 9 administrators and 8 semi-administrators spent on an average 1.85 hours and 2 hours respectively.

6. 22 respondents out of the 25 participated in planning working agreement about clients goals. Total hours spent for this function was 2.04 on an average.

- 8 semi-administrators and 2 technicians prepared detailed informations about the clients treatment.
- 8 semi-administrators and 3 technicians contributed significantly in favour of clients in the committee meetings.
- 4 semi-administrators, 3 technicians and one administrator prepared operational procedures with an effort to see that there was no overlapping in the time table.

- 8 semi-administrators, 3 technicians and 2 administrators (Total 13) played an important role in conveying the decision to the clients.
- The administrators spent approximately 2.33 hours on an average, the semi-administrators 2.37 hours on an average and technicians 1.37 hours on an average per week. The significant role played by the respondents can be judged by the participation of respondents.
- 8 semi-administrators and 3 technicians played significant role in all the tasks of this function.
- All the 9 administrators played a significant role in the committee meetings and in preparing operational procedures.

7. All 25 respondents participated in implementing intervention plan, both life style in the agency and educational/vocational training programmes. The total hours spent was 9.4 hours on an average.

- 8 semi-administrators and 3 technicians played a significant role in supervising the clients over their daily activities.
- All the 25 respondents played significant role in helping the clients to solve their problems.

- All 25 showed concern for giving assistance to the clients in educational/vocational training. While 8 technicians and one semi-administrators conducted the educational/vocational training programme with great concern for clients learning abilities and potentialities.
- The technicians spent on an average 22.25 hours per week. They played the most significant role in the implementation of interventive plan, in terms of conducting them.
- The semi-administrators spent on an average 4.12 hours per week. They were significantly featured in the overall activities for supervising and helping in the smooth running of all the activities.
- The administrators on an average spent 2.67 hours per week. They played a significant role in terms of giving assistance whenever it was required.

8. All the 25 respondents participated in Evaluation of clients. Total hours spent was 1.76 on an average.

- 5 administrators, 6 semi-administrators and 8 technicians played a significant role in observing clients and noting their progress.
- 8 of the respondents i.e. 3 semi-administrators and 5 technicians contributed significantly in preparing their own observations in order to contribute towards the evaluation of clients.

- 14 of the respondents i.e. 3 administrators, 8 semi-administrators and 3 technicians prepared reports of the clients.
  - 13 of the respondents i.e. 2 administrators, 8 semi-administrators and 3 technicians contributed significantly in evaluation committee.
  - The semi-administrators spent on an average 2.25 hours per week, while both the administrators and technicians spent 1.5 hour per week.
  - The semi-administrators had more significant role to play in evaluation which was followed by the technicians.
9. All the 25 respondents participated in the function termination. Total average hours spent was 1.84 per week.
- 19 respondents conducted termination interview. The semi-administrators and the technicians had significantly shown concern for the clients feelings during the interview.
  - 16 respondents contacted resources for further training opportunities. All the administrators significantly contributed, followed by 5 semi-administrators and 2 technicians.
  - 14 respondents kept in touch with the family members of the client. 4 semi-administrators made home visits and two technicians gave advice for further

treatment.

- The semi-administrators spent the maximum time i.e. 2.38 hours per week on an average. The administrators spent 1.67 hours and the technicians 1.5 hours per week.
10. All the 25 respondents participated in the function other services on behalf of clients. The respondents spent on an average 1.2 hours per week.
- The administrators role was significant in this function as all the 9 participated in at least 5 important tasks of this function.
  - The next significant role was that of the semi-administrators. All the 8 participated in arranging the 2 important tasks i.e. arranging entertainment and recreation programmes, clients leave/parole etc. while their participation in other tasks was in varying degree.
  - All the 8 technicians participated in the important task of arranging recreational and entertainment programme. Two of them i.e. the 2 occupational therapists, participated in all the tasks.
  - The semi-administrators spent the maximum time as compared to others (approximately 5 hours a week on an average). This time was mostly spent in the two tasks mentioned earlier.

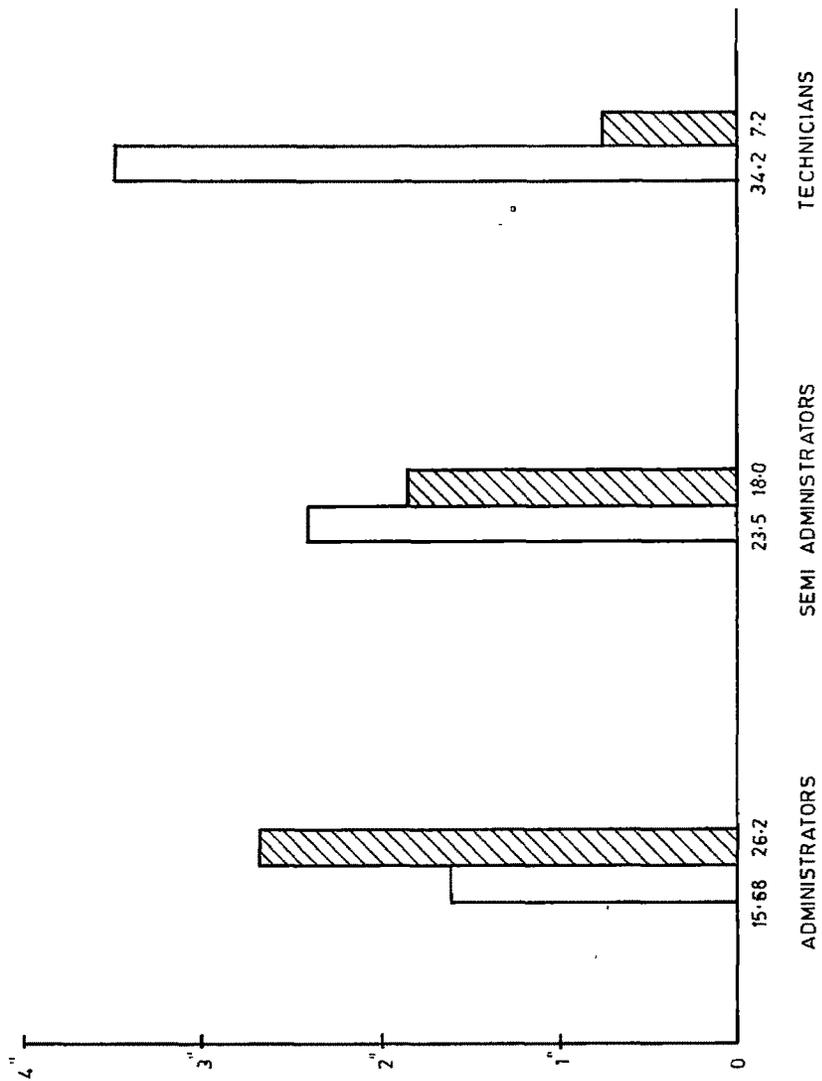
- Next were the administrators who spent approximately  $3\frac{1}{2}$  hours, per week on an average. They mostly concentrated on the tasks mentioned earlier.
- The technicians also spent approximately the same time as the administrators.

11. Sixteen out of the 25 respondents participated in this function. On an average they spent 1.2 hours per week.

- All the 9 respondents participated in this function. One of them did not perform the task of directing and preparing the clients to other referral agencies.
- Five out of the 8 semi-administrators participated in these functions. 2 of them performed both the tasks while 3 respondents only interviewed and contacted employing agencies on behalf of the clients.
- Only 2 technicians i.e. 2 occupational therapists participated in this function.
- The administrators spent maximum time as compared to others. On the whole, they significantly contributed in this function, followed by 5 semi-administrators and 2 technicians.

12. All the 25 respondents participated in the agency routine work. On an average, they spent 11.64 hours per week.

- All the 9 administrators participated in the various tasks except for in the preparation of diet and the expenditure chart.
- One administrator did not hold any staff meeting as there were no subordinates in that particular agency.
- All the 8 semi-administrators participated in recording of information about clients etc. and attending staff meetings. None of them attended institutional committee meetings held by all the agencies. 4 of them prepared diet charts and expenditure charts.
- All the 8 technicians participated significantly in recording information about clients and their families etc. 2 of them also attended staff meetings in the agency. They also took part in supervising other staff members.
- The administrators spent maximum time in agency routine work. The participation in various tasks was also observed to be very significant. The semi-administrators spent approximately 11.87 hours on an average. Their participation was more significant in the first two tasks. The technicians spent the least time as compared to the others. On an average they spent 3.37 hours per week. They participated significantly in recording the information.



BAR CHART

□ MAJOR FUNCTIONS OF SOCIAL INTERVENTION  
 ▨ SUPPORTIVE FUNCTIONS OF SOCIAL INTERVENTION

13. Fifteen of the respondents participated in community contacts. On an average they devoted 0.92 hours per week which is very negligent as compared to others.

- All the 15 respondents though participated in this function, their participation in actual sense was very negligent. Nine administrators and 2 technicians attended professional association meetings, which was held once in a while. Same was the case for attending seminar. Only 4 administrators, 3 semi-administrators and 2 technicians attended these seminars. During the study period only one such seminar was held. The time spent by the respondents does not account for these two tasks.
- Comparatively the administrators spent more time in community contact.

14. Overall time spent by the workers in major and supportive functions of social intervention are as follows:

- The administrators spent  $\frac{1}{3}$ rd of their average time in major functions of social intervention and  $\frac{2}{3}$ rd in supportive functions of social intervention.
- The semi-administrators spent a little more than  $\frac{1}{2}$  of the time in major functions and little less than  $\frac{1}{2}$  in supportive functions of social intervention.
- The technicians spent  $\frac{5}{6}$ th of their average time in

major functions and 1/6th for supportive functions of social intervention.

15. Following are the observations in tabular form drawn from the study, in terms of participation and time spent in each of the 13 job functions in descending order. The question was, which of the two elements should determine the classification of functions in terms of relative importance.-the participation of respondents in performing a function or average time spent? Since the time spent is a more positive indicator of the work performed, it was chosen as the criterion for classifying the functions in terms of relative importance given to them, where participation of respondents was equal. There were five functions where all the 25 respondents participated and more time was spent on those particular functions. These were classified in descending order according to the average time spent. There were other functions also which followed the similar pattern. The table XVIII gives the dichotomic categorisation of 13 job functions in descending order of priority of importance. Table XIX further gives the distribution of average time spent by the worker group in the 13 functions in descending order of the priority/importance.

Table XVIII - The Distribution of total participation and average time spent per weem on Functions in descending order of priority.

Sr. No.	Job Functions	Total participation	Average
1.	Agency routine work (S.F.12)	25	11.64
2.	Implementing interventive plan (M.F. 7)	25	9.40
3.	Other services on behalf of clients (S.F.10)	25	4.04
4.	Non-clinical assessment of clients (M.F. 5)	25	2.36
5.	Termination (M.F. 9)	25	1.84
6.	Evaluation (M.F. 8)	25	1.76
7.	Working agreement about clients goals (M.F. 6)	22	2.04
8.	Reception of clients (M.F. 1)	19	1.20
9.	Introduction and orientation of clients (M.F. 3)	16	2.20
10.	Intake of clients (M.F. 2)	16	1.90
11.	Referral services for clients rehabilitation (S.F.11)	16	1.20
12.	Community contacts (S.F. 13)	15	0.95
13.	Clinical assessment of clients (M.F. 4)	14	1.48

M.F. - Major Functions of Social Intervention.

S.F. - Supportive Functions of Social Intervention.

Table XIX - Respondent groups and average time spent  
per week on functions

Sr. No.	Job Functions	Adminis- trators N=9	Semi- adminis- trators N=8	Techni- cians N=8
1.	Agency routine work (S.F.12)	18.77	11.87	3.37
2.	Implementing interventive plan (M.F.7)	2.66	4.12	22.25
3.	Other services on behalf of clients (S.F. 10)	3.55	4.87	3.75
4.	Non-clinical assessment of clients (M.F. 5)	1.88	2.00	3.25
5.	Termination (M.F. 9)	1.66	2.37	1.50
6.	Evaluation (M.F. 8)	1.55	2.25	1.50
7.	Working agreement about clients goals (M.F. 6)	2.33	2.33	1.37
8.	Reception of clients (M.F. 1)	2.20	1.00	0.25
9.	Introduction and orientation of clients (M.F. 3)	0.00	4.12	2.75
10.	Intake of clients (M.F. 2)	2.40	2.40	0.75
11.	Referral services for clients rehabilitation (S.F. 11)	2.22	0.87	0.37
12.	Community contact (S.F. 13)	1.66	0.75	0.25
13.	Clinical assessment of clients (M.F. 4)	1.00	2.87	0.62

M.F. - Major Functions of Social Intervention.

S.F. - Supportive Functions of Social Intervention.