



Dissertation

By

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**UNIVERSITY OF NIGERIA
NSUKKA**

**Family role overload and casework treatment
techniques : an evaluative study in Enugu local
government area**

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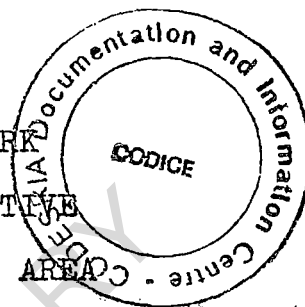
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N S U K K A

TOPIC: FAMILY ROLE OVERLOAD AND CASEWORK
TREATMENT TECHNIQUES: AN EVALUATIVE
STUDY IN ENUGU LOCAL GOVERNMENT AREA



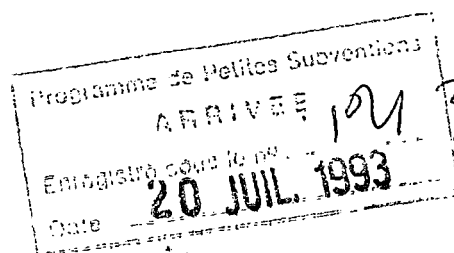
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PG/MSC/90/9605

A THESIS PRESENTED TO THE DEPARTMENT OF SOCIOLOGY/
ANTHROPOLOGY AND SOCIAL WORK, IN PARTIAL FULFILMENT
FOR THE REQUIREMENTS FOR THE AWARD OF M.Sc. DEGREE
IN MEDICAL SOCIAL WORK.

SUPERVISORS: REV. FR. DR. F.N. AKUKWE
DR. C.P. EKPE



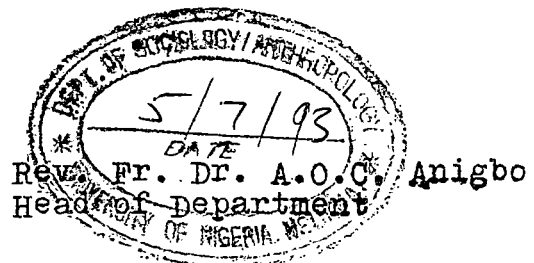
CERTIFICATION

Ezinna Enwereji, a postgraduate student in the Department of Sociology/Anthropology and Social Work, and with registration number PG/MSc/90/9605 has satisfactorily completed the requirement for course and research work for the degree of master of science (Medical Social Work). The work embodied in this report is original and has not, to the best of my knowledge, been submitted in part or full for any other diploma or degree of this or any other university.

Supervisors

Rev. Fr. Dr. F.N. Akukwe

Dr. C.P. Ekpe



DEDICATION

This work is fondly dedicated to my dear husband, children, brothers, sisters, my widowed mother, and also my late father who had the zest for success.

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I wish to express my gratitude to the entire staff of Ministry of Social Development, Social Welfare Office Enugu for the encouragement and contribution I got from the workers. I am particularly thankful to the two Social Welfare Officers, Mr. Okeke and Mr. Aneke. Their suggestions and moral support helped to make the research a reality.

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Abstract

The study is aimed at finding out the factors and conditions that would affect the clients' perception of the effectiveness of casework services in Nigeria.

The population for the study is 412 persons. This is made up of 400 couples from Asata, Uwani, New Heaven and Ogui New Layout who have received casework services from Enugu Welfare Agency from 1988 to 1991 as a result of family role overload. The population is also made up of all the 12 Social Welfare Officers from salary grade level 08 to 16, who are working in Enugu Welfare Agency.

The respondents are 212 persons, made up of a random sample of 200 spouses (100 couples), and the 12 Social Welfare Officers from grade level 08 to 16 working in Enugu Welfare Agency.

The questionnaire method of data collection is used. In addition, Enugu Welfare Agency case records are also utilized.

In the study, ~~four~~ hypotheses are used, hypotheses 1, 2 and 4 are supported, while hypotheses 3 is not supported.

The major findings in the study are that socio-economic level, type of casework services, and quality of interaction are not related to the respondents' perception of casework effectiveness, while the variable sex is related.

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Chapter I

Introduction

studies have shown that in societies where there are depressed economies, many spouses device the habit of abandoning majority of their roles for each other to perform. In this way, conflicts which may lead to divorce become the basic feature of those societies. To a great extent, the spouses who are forced by this circumstance to carry the family roles in their marriages see their conditions as unbearable and seek for social services, Haas (1983:75).

From the Researcher's practice experience in social work in Nigeria, the problem of some spouses abandoning all the family roles such as decision making, breadwinning and child rearing is on the increase, and this calls for the continued intervention by the caseworkers. For instance, the records in the Enugu Social Welfare Agency show that wives who come to receive casework services complain that they are being compelled to carry greater roles than their husbands in their marriages.

Earlier studies carried out by Ovie-Whiskey (1972) and Ibekwe (1980) in their radical approach to the status of women in Nigerian marriages, observes that as a result of the unsatisfactory state of marriage practices in Nigeria, most educated Nigerian women encounter a lot of

stress in their marriage relationships. This is because of the way Nigerian customary laws are practiced. Ibekwe and Ovie-Whiskey compared the practice of the Nigerian customary laws with a creed which seems to live in the minds of people. Ironically, one may agree that the Nigerian customary laws are unconsciously practised by almost every couple in Nigeria, irrespective of the educational and social status of the couples, without necessarily realizing what the outcome of the practice would be on the marriage relationship. For instance, a husband, as the head of the family, and the breadwinner, considers himself entitled to be unfaithful to the wife as and when he likes. In response, the wife dares not be unfaithful to the husband, if she does, this would earn her divorce, and the husband would withdraw from all financial and moral support in the marriage. Whereas the society would sternly rebuke the wife for such an aberration, the same society would consider her unreasonable if she makes much fuss about her husband's behaviour. Making fuss about her husband's action would worsen the condition of the marital relationship.

When such couples, including those who experience role overload, seek and get casework services, they may or may not evaluate the services received. Actually, it

is one thing for Social Workers to provide services to enable clients to cope with the problem of role overload, and also another thing for these clients to perceive the services received as effective by accepting that the services have helped them cope with role overload.

In Social work practice, the critical questions in the mind of any professional Social Worker are: Do clients view the services given to them by the professional Social Workers as helpful in coping with their problems? What are the objective and subjective criteria clients use in assessing the outcome of the services they received in the solution of their problems? How convincing is it to a Social Worker for clients to report that the problems the professional purported to help them solve are still persistent?

It is these types of questions that motivated the researcher, as a practising Social Worker, to research on the outcome assessment of casework services. Couples who have got casework services from the Ministry of Social Development, Enugu Social Welfare Agency, as a result of role overload are used for the research.

Statement of Problem:

One may agree that there are a couple of critical differences between a spouse who willfully opts to carry the major responsibilities in the home, and a spouse

who is forcefully caused to carry the responsibilities in the home. The former performs the family roles without any measure of strain or stress, and the latter performs the roles with some strains which may result to disorganization in the marital home. The former does not experience role overload, and therefore, does not seek for casework services, while the latter experiences role overload and therefore, seeks for casework services. Actually, many couples perform the major roles in their matrimonial homes, in association with role loss in their marriages without experiencing excessive conflict in the marital relationship, yet, others experience excessive conflict with the least additional roles they perform in their marriages.

It may be true that role loss appears to be a necessary consequence of role overload. Social Workers provide casework services to clients who experience conflict as a result of role overload. Casework services are methods or techniques of therapies or interventions which Social Workers give to clients who experience several family problems including role overload. In Enugu Social Welfare Agency, the Agency records show that the caseworkers utilize three different therapies, namely, crisis intervention, psychosocial therapy and family therapy in giving services to clients. The methods or techniques

employed by each caseworker depends on the caseworker's professional orientation, the nature of the problem, and the situation. However, it may be clear that one of the pressing changes casework services bring in role overload is the idea of discouraging unequal division of household responsibilities or family roles among couples.

Several studies have shown a lot of contradictions on the findings of the factors that contribute to the effectiveness of casework services on social welfare clients. For instance, Belsky (1976) and Lamb (1976) argue that there is a relationship between the client's perception of the effectiveness of casework services and the age, sex, profession, education, socio-economic status, number of children, nature of problem, type of service, length of marriage and the quality of interaction that occurred during service. In contrast, Harrison (1980) rejects the idea that there is any relationship between these variables as mentioned above, and the kind of outcome assessment social welfare clients give to casework services received. But rather, he attributes the perception of some social welfare clients to the inferiority of one casework service to another as a result of the influence of social forces on the clients which are subject to change with adequate treatment and education on the clients

by the professionals.

One of the major crucial concerns in this present research has been brought out so vividly by these authors. This is, the need to scientifically find out which of these variables mentioned earlier would affect the perception of the effectiveness of casework services to clients in Nigeria.

In evaluating the effectiveness of casework services to clients in Enugu Social Welfare Agency, this study examined the five distinct approaches of evaluating casework techniques as provided by Geyndt (1970) and Norman (1970), thus:

Content evaluation,
process evaluation,
assessment of structure evaluation,
outcome evaluation and,
impact evaluation,

This study addressed itself to the outcome evaluation of casework services of employed couples who have received casework services in Enugu Social Welfare Agency as a result of family role overload. This was carried out by observing the factors that influenced the effectiveness of casework services among these clients, and the conditions that resulted in higher outcome of casework services. The question now is,

what are the factors that helped these clients in Nigeria, (users of casework services in Enugu Welfare Agency) assess the effectiveness of the services they received from the caseworkers?

Research Questions:

In the research, attempt is made to provide answers to the following questions:

- 1) What effects have the casework services received by the clients, on the resolution of their problems of family role overload?
- 2) Which of the following factors such as: sex, quality of interaction, type of casework services, and socio-economic level influence the assessment of the effectiveness of casework services on clients who suffer family role overload?
- 3) Does the nature of interaction between the clients and the Social Workers determine the level of the clients' perception of the effectiveness of the casework services received?

Objectives of the Study:

The objectives of this study are:

- 1) To determine the success or failure of using casework services in solving family problems of clients who experience role overload.

- 2) To find out how the clients accept that the type of casework services they received helped them in coping with their problem of role overload, and the reasons for their saying so.
- 3) To identify the factors that make for a high degree of success in casework services among clients who suffer from family role overload.

Significance of Study:

Available studies in the area of the research are mainly concerned with western countries. In this study, an attempt is made to provide some empirical verification on the outcome of casework services in Nigeria. This means that the study made attempts to explain the factors and conditions (whether negative or positive) that determined the effectiveness of casework services in Nigeria.

The information gathered in this research could help to enrich the knowledge of the Social Workers regarding how clients they help, perceive the effectiveness of the casework services received. Also, the Social Workers and the group studied could, from the information in the research, know their areas of weaknesses and strengths in giving and receiving casework services.

Study Hypotheses:

- The following hypotheses are used in the research
- 1) There is no correlation between the degree of client's perception of casework effectiveness in solving immediate problems, and the type of casework services received.
 - 2) Clients of lower socio-economic levels are more likely not to perceive the effectiveness of casework services they received in solving their family problems than clients of higher socio-economic status.
 - 3) There is no relationship between sex and the client's perception of the ability to cope with immediate family problem.
 - 4) There is no significant relationship between the client's assessment of the outcome of casework services and the quality of interaction that occurred between the Social Worker and the client during intervention.

Definition of Concepts:

- 1) Low socio-economic level for the purposes of this study refers to couples whose educational qualifications range around Secondary School and Teachers' Certificate II and whose salary grade levels are between 4 and 6.

- 2) Higher socio-economic levels for the purposes of this study refer to couples whose educational qualifications range above Secondary School and Teachers' Certificate II, and whose salary grade levels are above 7.
- 4) Type of casework services refers to psychosocial, family, and crisis intervention techniques.
- 5) Ability to cope means the tendency of couples to view their problems as reduced and manageable by the percentage of usefulness they assign to casework services received.
- 6) Immediate problem in this research means the particular family problem that a client is encountering which necessitated the client to ask for casework services.
- 7) Assessment of the outcome of casework services here means the idea of clients feeling that a casework technique may or may not have helped in solving their problem of family role overload.
- 8) Quality of interaction here means the type of relationship that exists between the client and the Social Workers during intervention got from the client's rating of the relationship.
- 9) Games refer to purposeful behaviour people put up with a view to confuse their intentions. Games are

also sequential patterns of behaviour that possess antecedents with ulterior motives to give psychological pay-offs. Games provide adequate means for getting immediate satisfying needs desired for any action. (Eric Berne, 1964:25).

- 10) Clients are individuals receiving casework services with Enugu Welfare Agency.
- 11) Roles for this study means specific life tasks couples perform in order to get the marriage relationship functioning. This refers to the household division of labour based on gender, and includes specific behaviours of couples in a marriage to justify their social positions in the home, (Sargent, 1951:12).
- 12) Role loss means the conscious or unconscious negligence of the performance of specific life tasks which a spouse should have performed based on gender. It also includes failure of spouses to carry out certain behaviour patterns that would justify their social positions in the home (Bart, 1975:412).
- 13) Role overload refers to excessive performing of household labour and family tasks by a spouse thereby overlabouring the individual to his or her utter dismay. It may also mean the conflict between a spouse's conception of family obligations and expectations based on gender, (Radin, 1983:77).

- 14) Casework intervention is a human relation's services given to Social Welfare clients. It entails interpersonal interaction designed primarily to enable or encourage the individual in trouble to cope with the trouble and discover the objective ways or means of solving the trouble successfully (Turner, 1979:185).
- 15) Psychosocial approach or therapy is a social work service that seeks to interpret the aim of an individual's behaviour in any situation. It is concerned with the individual who is experiencing the trouble and the effects of his or her actions in the immediate environment. It concentrates on the causes and effects of any behaviour with the intention of determining where change could be effected, (Turner, 1979:185).
- 16) Family for the purpose of this study refers to a conjugal pair. But family therapy is a social work service that concentrates on all members of the family as a unit by encouraging cordial relationship between them. Family therapy advocates interdependency and respect for every individual in the family unit, (Turner, 1979:186).

- 17) Crisis intervention is a social work service designed to give immediate help to individuals in trouble in order to alleviate the stressful outcome of their hazardous conditions by reducing the environmental pressures on the trouble and mobilize resources and external support to enable them to cope with their trouble, (Turner, 1979:190).

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Chapter II

Literature Review

In this section, an attempt is made to review some relevant literature relating to the concept of family roles in Nigeria and Africa in general. The materials reviewed here also focused on the effects of family role loss, the factors that contribute to adequate family role playing and happy marital relationship.

The Concept of Family Roles In Nigeria and Africa.

Family roles are regulated by the society in Nigeria, in Africa and ~~everywhere~~. Such regulated duties in Africa entail that a husband should provide for the family upkeep and takes decision, while a wife takes the role of domestic and child caring. The traditional pattern of articulating between the male and female roles in marriages do not tolerate any spouse to neglect part or all of his or her roles. In the contemporary society, some spouses abandon their family roles or responsibilities in pursuit of personal gratification. The effect of this neglect is that some other spouses are forced to cope with the abandoned roles in the family, to the extent that conflict arises as a result of the role overload.

For instance, some husbands now perform such roles as: shopping, cooking, rearing of domestic animals, laundering, taking care of the major household repairs,

child-rearing, carrying out all financial responsibilities in the home, carrying out all the major decisions in the home, cleaning the house, providing emotional support to the wife and children, while their wives sit idly and watch their husbands physically and mentally exhausted. On the other hand, some housewives are forced to perform such roles as cooking, shopping, providing for all the financial responsibilities in the house, carrying out all the household repairs, taking the major decisions in the house, disciplining the children, providing emotional support to their husbands, child rearing, cleaning the house, and farming, while their husbands watch them struggling to cope with these excessive family responsibilities

A lot of studies have been carried out on the concept of family roles. The general assumption is that adequate family role playing is responsible for happy marital lives in any human society.

Viewing the Nigerian situation, Elias (1974:7) states that in the olden days, the enforcement and observation of the traditional regulated roles, which specified the roles a man and a woman should play, are responsible for the couples' consciousness to live happy marital lives by not desecrating their status as married couples. Also, Aniagolu (1975:9), feels that it is customarily an abomination for any married man to allow

a wife to feed and clothe the family, irrespective of her financial status. He explains that men who could not meet up with their obligations of being the breadwinner due to one reason or the other, sought several avenues of fulfilling this role by seeking for any paid job, irrespective of the nature of the job. This could be one of the major reasons many unemployed men in Nigeria, (and other West African countries), left for paid jobs in the Equatorial Guinea plantations.

Reviewing further, the factors that affect marriage stability in Nigeria, Olusanya (1970:77-89) Oppong (1970:57-65) and Olagunju (1987:81-83) examined several factors that cause most conflicts in Nigerian marriages. Olusanya (1970) found out that when five variables were measured, financial support, education, sexual satisfaction, emotional support and exclusive household work, it is discovered that 70 per cent of the respondents indicated that the cause of their marital instability is lack of financial support, while 20 per cent indicated exclusive household work. Oppong (1970), discovered that marital instability is significantly associated with age, educational attainment and exposure to new roles. Olagunju (1987), researched on the general knowledge of marriage instability, and established that income, education, and environmental influence have

independent positive influence on marital instability. Although there are inconsistencies noticed in the three findings as stated above, a critical analyses of the findings reveal that some factors encouraged more marriage instability in Nigeria than others.

In extensive studies carried out on the nature of marital obligations in African marriages, Shaapera (1969:44) compared marital relationships in Ashanti Ghana, Kgatha in Sierra-Leone, Uganda and Burundi in East Africa, and discovered that marital relationships in these African countries are essentially similar. Shaapera found out that roles are shared according to gender. The men are responsible for doing heavy manual work in the farms, rearing domestic animals, carrying out the breadwinner role, while the women do the domestic and child rearing functions. Abdullahi (1970:60-65), carried out similar studies in Yoruba in Western Nigeria, Fulani in Northern Nigeria, Benin in Bendel State of Nigeria, and Yako in Cross River State of Nigeria, and found out that, though roles are shared according to gender, but the rate in which these roles are successfully carried out depended on the conviction of the individuals performing the roles, and the way each spouse views his or her social positions. For instance, Abdullahi discovered that spouses who are convinced that their

social positions in the marriage are not at stake, and also had the expectations that each spouse should work hard to make the marriage relationship very harmonious are those who carried out their family roles very efficiently, and also the group who enjoyed happy marital relationship. Johnson (1970:88) did another study in African tribes such as: Zulu and Lozi in South Africa, Swazi in South Eastern Africa and observed that the men are responsible for carrying out heavy manual works in the home, while the women do the light jobs. The three studies came to similar conclusions that the levels at which most family roles are successfully carried out in African marriages, depend on the spouse's conception and expectation of each other's family obligations, and not by their socio-economic, and educational levels.

In relating the review in this section to what is happening in the present day Nigeria, especially in Igbo land, one may observe that men who provide the needs of the family by carrying out their specific tasks properly, enjoy happiness and respect in their marriages. Men who do not carry out their specific functions properly, and do not provide adequately for the family's financial needs; feel slighted, and not respected by their wives. The same is applicable to women. Women

who do not perform their expected family roles properly, experience a lot of conflict in their marriages. These are among the groups of couples who seek social work services with the Social Welfare Agencies.

The Nature of Casework Services

The purpose of the review in this section is to differentiate between the characteristics of the three casework approaches, psychosocial therapy, family therapy and crisis intervention, and show how they work on clients who receive them. The evidences in the review showed that the basic aims and objectives of the therapies, among other things, are to support and facilitate the coping capacities of clients who receive these services, by helping them to successfully settle their pressing family problems in order to live a harmonious life.

One of the most elaborate description of casework therapies and their functions have been provided by Turner (1979:180-195). According to him, family therapy is used to focus treatment on the family as a social unit. Family therapy ensures that the autonomy of each member of the family is respected, and that each member of the family relates to each other as a unique and different human being and not as a mass. Family therapy advocates the need for each member of the family unit to raise his/her consciousness in effective family interactions. It also

advocates the need to re-educate the family members on appropriate modes of behaving to ensure constant communication flow, and a more practical way of playing roles to avoid conflicts. The achievement of family therapy is based on smooth personal integration in the family unit, and this is regarded as treatment because the things successfully integrated include the individual and the social aspects of the problem presented.

In evaluating the effectiveness of the use of family therapy on clients who suffer from role overload, the researcher wanted to find out whether the individuals who received the family therapy developed the ability to cope with their immediate problems in their environment. The development of the individual's ability to cope with his/her family problem is determined by the way the individual perceives the effectiveness of the therapy used in aiding him/her cope with the problem.

Similarly, according to Turner (1979), crisis intervention is used to reduce the outcome of stressful events on clients so that immediate emotional first aid is given to help the individual cope with the problem. It is on-the-spot clarification of the problem and guidance in restoring the individual's normal functioning. The treatment is characterized by the ability to recognize and remove the immediate hazardous factors that are

causing the disequilibrium or vulnerable states. In role overload, the researcher assessed the effectiveness of crisis intervention on clients by observing whether the individuals after treatment, are enabled to understand the consequences of neglecting their family roles in order to recover fast from the hazardous effects of role overload. This understanding would be manifested by the ability of the individual to function in equilibrium.

In psychosocial therapy, according to Turner (1979), the professional Social Worker may act as a provider, a locator or an interpreter in order to aid the individual receiving treatment cope with the immediate problem. This therapy works by enabling the individuals experiencing the problems to understand and appreciate the consequences of their actions in normal life functioning. In this study, the researcher wanted to evaluate the effectiveness of psychosocial therapy by observing whether the clients were able to resolve their family problems after receiving the service. This would be done by finding out how the service helped the clients to set out strategies to tackle their problems and function properly in life.

Evaluation of Casework Effectiveness

This section mainly dealt with existing literature on the evaluation of casework services to clients. It

reviewed several factors that affect the perception of casework effectiveness in general, with particular reference to role overload. However, it should be noted that several studies available dealt with the evaluation of casework services to clients in the developed countries such as America, Britain and others, but very few dealt on developing countries such as Nigeria and others.

Few researches have been done on Social Welfare problems in Nigeria. But none has specifically investigated the impact or effectiveness of casework services on clients who suffer role overload. For instance, evaluative study was carried out by Akeredolu-Ale (1976:48-64) on the Social Welfare administration in Nigeria, and he came up with the conclusion that for Social Welfare services to be effective in Nigeria, the Social Workers should reduce the modes of operation based on West European conception. He advised that an indigenous African model of service should be used in solving family problems such as matrimonial conflicts, family squables, child neglect and juvenile delinquency among others. Using indigenous African models of service to solve family problems, he said, would encourage more effective social work technique, and also help the Social Worker to explore latent possibilities

in the African social structure in determining which Social Work technique would be more reliable than others. This he further added, would aid Social Workers to know which of the Social Work techniques would be adequate in helping them formulate Agency Policy.

Khinduka (n.d. 62-68) examined the problem of non-effectiveness of casework techniques in a developing country. His views supported the views of Akeredolu-Ale, in which he argued the need for casework techniques in the developing world to be largely patterned to the peculiarities of the culture which the individual is part of, in order to experience increased effectiveness of casework techniques in solving family problems. Khinduka concluded that the conception of giving casework techniques to clients in a developing world based on West European models is irrelevant and sometimes dysfunctional to the resolution of the major problems that beget the clients.

From the review of Khinduka and Akeredolu-Ale, one could argue that the tendency for Social Workers practising in a developing country such as Nigeria, to characterize their casework services to more of giving remedial services to clients than concentrating on the preventive aspect of the service, might be responsible for the idea of the clients not to perceive the exact

effects of the therapies they receive. For instance, social welfare clients in Nigeria are more concerned with coming to the Agency to receive treatments in order to help them cope with their immediate social problems, than coming to the Welfare Agency to receive counselling services to prevent the occurrence of a social problem. One could also argue that the practice of clients in Nigeria, to regularly seek for remedial services from the Social Workers rather than preventive services, could immensely contribute to the inability of some social welfare clients to constructively assess the effectiveness of the casework therapies they received.

The evaluation of casework services entails major responsibilities such as, describing the techniques of the models, measuring the attainment of the therapy objectives to determine the goals of the techniques, and also determine the observable achievements of the services by the way the clients cope with their immediate problems. However, Norman (1970), has shown that social work evaluation goes beyond the mere quantification of observable indices or consequences of services. He states that it is concerned with the critical assessment of the part social work services play in generating particular outcomes.

In assessing the effectiveness of social work interventions, Geyndt (1970) has described five different approaches in use thus:

Content evaluation: this looks at the quality of services given by the professionals.

Process evaluation: this appraises the manner in which services are given by the professionals.

Assessment of structure evaluation: this focuses on the facility and manpower provision in the Agency.

Outcome evaluation: this looks at the change in individual recipient in terms of how Agency goals are achieved.

Impact evaluation: focuses on the entire target population by dealing with availability, acceptability and accessibility of services provided, through measuring the success, the objective and subjective criteria for satisfactory service.

From the approaches described in this evaluation, this study has centred mainly on the outcome evaluation of casework services by looking at the factors and conditions that determined casework effectiveness to clients.

Studies have proved that casework interventions are very useful in giving services to American middle

aged families who suffer from several family conflicts. Lamb (1976:55-67) and Belsky (1976:70-79), have described American counselling centres as being very effectively manned by efficient Social Workers. Lamb (1976), carried out an evaluative study on the effectiveness of services received by a sample size of 300 middle aged American ladies, between the ages of 27-35 years, who utilized casework counselling services for four (4) consecutive months, and discovered that the respondents accepted the effectiveness of casework services according to the benefits they derived after the use of the services in coping with their immediate problems. Belsky (1976), feels that the perception of the effectiveness of the use of casework services in solving the respondent's problem is mainly influenced by the socio-economic status of the respondents. He discovered that 23 per cent of the respondents who are highly placed financially, positively rated the usefulness of crisis intervention. That 35 per cent of the respondents from egalitarian homes, who possess higher educational status, positively accepted the outcome of family therapy, while 42 per cent of the respondents from the lower socio-economic homes, who are very prone to constant family problems, perceived the outcome of psychosocial approach as providing satisfactory services

for helping them cope with their problems.

In another study carried out among the American working class couples, Bart (1975:60-88), in his study on the importance of hope in casework relationship, discovers that education, age of the couples, length of marriage, environmental limitations, social status, profession, sex and the number of children of the clients determined how they regarded the outcome of the casework services they received in coping with their problems. He found out that the larger number of the more educated clients, fluent in speech and of middle class, positively appraised psychosocial intervention as contributing more to the solution of their problems than others. Couples with high self-esteem perceived family therapy as more beneficial than others in helping them cope with their troubles, while clients who are financially poor positively appraised crisis intervention.

Contrary to the findings of Bart and Belsky, Harrison (1980:133-138), states that there is no relationship whatsoever observed between the age of the client, profession, education, socio-economic level, number of children, the nature of the family problem, and the way casework effectiveness was assessed. In spite of the contradictions in the findings of Bart, Belsky and Harrison, Harrison, in his research with the elderly

English couples, argues that the couples' rating of the effectiveness of casework services is influenced by their perception of the inferiority of one casework service over another. This according to him, was as a result of the influence of social forces on the clients, which are subject to change with adequate treatment and education on the clients by the professionals. The essence of this review by the researcher has been, to know the extent the factors which influenced casework effectiveness in developed countries such as America, Britain and others could affect the way clients rate casework effectiveness in Nigeria.

Chapman (1977:66-70) and Parker (1980:75-78) emphasize the need for caseworkers to help clients benefit and appreciate the outcome of casework services they received in coping with their family problems. Chapman suggested that caseworkers should present to their clients, a rich analytical and descriptive picture of the social services to be given, and the processes characterizing the changes the services would bring on the immediate problem. Parker also states that caseworkers should help clients to understand in detail, the step by step effects their problems would undergo after service. These they said, would enable the caseworkers to successfully include their clients as participants

and formulators of the change processes in their problems. This will also help the client to understand and comprehend the objectives of the services they got.

One may agree with the review of Parker (1980) and Chapman (1977) that, it would be more beneficial to the clients if the caseworkers should very clearly itemize the aims and objectives of any therapy used on clients. In doing this, clients could be aided to perceive the outcome of casework services. This approach could also help clients to grasp the details of the usefulness of the services they have received.

Smith (1988:79-89) likens role loss in the family to "games people play" in order to avoid or neglect their marital roles. By "games people play", we mean sequential patterns of behaviour that possess ulterior motives, psychological pay off, and adequate means of getting immediate satisfying needs desired for any action. The review of Smith showed that couples even play games when they receive professional social work intervention to cope with their family problems. Smith exemplified such games couples play as "see what you made me do", "kick me", "now I've got you, you son of a bitch", and "uproar", as popular games couples could play always. For instance, a client could play the game of "see what you made me do", with the professional Social

Worker during the course of the treatment by blaming the Social Worker or the interventive process for not helping him or her accomplish or cope with his or her problems. Smith further observes that this category of clients, who play games during treatment, always disagree with the accuracy of the therapist's interpretation of their problems. These groups of clients, normally perceive negatively, the effectiveness of casework interventions in coping with problems. Smith substantiates his claim by stating that, there is no significant relationship observed between the method of casework service delivery, and the satisfaction with the effective resolution of the family troubles of the group studied, who said their problems were not resolved.

Rosow (1967:27-41), and White (1977:44-65), studied 250 Indian working class adult couples between the ages of 30-35 years, who received casework counselling services for more than 7 interviews consecutively, using similar factors. The results of their findings showed some contradictions with some factors. For instance, while Rosow discovers some positive relationship with the age of the client, profession, socio-economic level and the extent of the family problem suffered, in the way Social Welfare clients rated casework effectiveness, White observes a negative relationship with the variables.

However, both Rosow and White came to similar conclusions that the nature of positive rating or acceptance of the outcome goal of casework therapy by social welfare clients, is mostly determined by the therapist style of giving the services, and the quality of the interaction between the therapist and the client.

In fact, these variables mentioned above, as used by Rosow and White, would be needed in this evaluative study in Nigeria. This could help to ascertain whether the variables would also affect the perceptions of the study group, in the nature of rating they would assign to the usefulness of casework services in coping with role overload.

According to Weiss (1972:3), if an interventive programme has the desired goal, there is also the possibility that it would have consequences that it did not intend. There are usually unanticipated results which could carry gloomy connotation of undesirable results, but there could also be unexpected good results and some that are a mixture of good and bad. Undesirable effects could come about for a variety of reasons. Sometimes, the interventive programme is poorly conceived by the client, sometimes, the effect of the interventive process could boomerang by bringing to light certain family problems that the client could

least expect would be needed during intervention. Sometimes, the client may over-estimate the effect of the service, and in these cases, the interventive approach exacerbates the very problem it aims to alleviate. However, Rossi (1979), has expressed some reservations in the use of certain concepts in the evaluation of social work services such as ego, self-esteem, satisfaction, success, effective and frustration. All these he maintained are very difficult to measure in social work services.

One may adopt the views of Weiss (1972), that all social work interventive processes given to clients produce both negative and positive results. For instance, clients who are very inefficient in making proper use of the skills given for the solution of their problems, would always complain of the ineffectiveness of the interventive programmes, instead of trying to adjust and grasp the skills provided.

Brieland (1971:83-84) also expresses the view that any interventive approach that invades the privacy of a client generates anger, frustration and competition that would lower the effectiveness of the services given. On this issue, Blenker (1985:55) concludes that there is the vital need for repeated investigation on the effectiveness of social work practices in order

to have confidence on the validity of the evaluation results of the services.

Mullen (1971:17) also confirms that repetition of the results of social work services is the basis for the scientific generalization in social work practice. This is because, through repeated investigations, Social Workers could specify the conditions under which clients accept that interventive programmes have succeeded or failed in solving their problems.

The contributions of Blenker and Mullen, as reviewed above are held valid by the researcher because, social work practice, as a dynamic service oriented profession, requires continuous investigation into the effectiveness of the services given to clients. This continuous investigation has helped in assessing the degree of benefit clients in Nigeria make of the services they receive from caseworkers. It has also helped in knowing the factors and conditions under which they benefit more.

Merton (1975:60-65) explains that social work evaluation compares "what is", with "what should be". It is concerned with the phenomena that demonstrate whether the interventive programme is achieving its intended goals or not. And the criteria for achieving the goals. This is what differentiates social work

evaluation from other kinds of evaluation research. He concluded that the most important thing in social work evaluation is that the interventive programme to be evaluated is serving people, and if there are conflicts on the effects of the services on the clients, priority is usually given to improve the effects of the services because the services are meant to make clients have a harmonious environment.

Bergin (1971:157-168) hypothesizes that the degree of the solution of the clients' problem in a casework service, depends on how the clients see their problems as being solved, and also the emotional condition of the individual client placed on any particular treatment at the time of the evaluation. For instance, he found out that female clients who are very open and prepared to have a new way of life were those who positively favoured the usefulness of psychosocial approach as contributing to the solution of their problems. Male clients who are close, very rigid to change, and do not value the importance of women in the family perceived crisis intervention as very useful in helping them solve their family problems. Men who believe in offering help and encouragement to women, perceived family therapy as very helpful. He advised that in evaluating the effectiveness of social work interventions, the openness and closedness of

clients in relationship with their sex and environment should be taken into consideration.

Bloom (1956:21-26) has stated that the goals of casework services should be clear, specific, and measurable so that the evaluators would know what to look for in evaluation. In another study, Reid (1986:99) suggests that if the results of the outcome evaluation on casework services would be more useful in planning effective service delivery in the Agencies, the client's emotional disposition and the environment must be taken into consideration at the time of the evaluation.

In summary, studies on the factors that influenced the perception of the effectiveness of casework services as reviewed in this section, showed that several variables are responsible for either the positive or the negative perception of casework effectiveness by clients. The variables reviewed, which contributed either negatively or positively to the client's manner of rating casework effectiveness were: age, sex, education, socio-economic level, profession, type of casework service, length of problem, quality of interaction, style of giving service, social forces and emotional condition of the clients. Among the variables mentioned, socio-economic level, profession, age and sex had a more positive relationship with the perception of casework

effectiveness than others. On the contrary, education, length of the problem, type of casework service, and the quality of interaction had more negative relationship with the perception of casework effectiveness than other variables. Also discovered in the review, were the negative relationship of social forces in the client's environment, and the emotional condition of the clients with the perception of casework effectiveness.

Theoretical Framework

General systems theory as postulated by James Miller in Turner (1979:342-351), was used as the theoretical framework for the study. General systems theory in this research served as both a product and a process for the study. As a product, systems theory acted as a unified body of theory for carrying out the research. As a process, it acted as an approach for analysing the research on the systems. A system here is a set of objects which have relationships with their attributes Turner (1979). Systems vary in terms of the models in which they employ for the purposes of symbolizing in their inherent openness and closedness. In social work practice, Social Workers work with client's systems which are seen to be too open or too close for their good and that of others. Openness here refers to the ability of the client's system to exchange information

in the environment, while closedness refers to the ability of the client's system to withhold information in the environment. The most important attribute of client's system as a living system is that they are open systems with important inputs and outputs.

Some concepts also associated with systems in systems theory include feedback, boundary, equifinality, multifinality, change, stability and driving force or energy. Feedback is the communication network which would produce some response to an information sent to the system.

Equifinality refers to the ability of the system to achieve identical results from different initial starting points in an environment.

Multifinality means the capacity of a system to arrive at different results from similar initial starting points in an environment.

Change means the internal effects (either positive or negative) that occur within a system as a result of some interactions with other systems outside the system.

Stability refers to the ability of a system to maintain a state of equilibrium in all effects in the environment.

Boundary means a closure which demarcates a system from other systems in the environment. Boundary enables

a system to exchange materials, and information with other systems within its environment.

Driving force refers to energies possessed by a system in the environment.

All systems in general systems theory contain a driving force or energy. In the case of the client's systems, they possess two different types of energy: potential energy, which is (capacity of the body due to rest or nonactivity), and Kinetic energy, which is (capacity of the body due to activity or motion). One of the most important elements in the client's system utilized in this study is the feedback channel, which permits the transmission of positive or negative information to the Agency. Clients' system for this study comprise the family, which is made up of husband and wife.

From the perspective of general systems theory for evaluating casework services in this study, the researcher would work with the client subsystem (husband and wife) who received casework therapy. The researcher would also work with the worker subsystem (Social Workers), who would deliver the casework services, and the control subsystem (Welfare Agency), which oversees the operation of the entire system, and determines when and how to increase or decrease the amount of services to be

received. This means that the researcher, in the study, would recognize that evaluation of casework services involves not only clients but also the social workers who work in the Agencies where casework services are given.

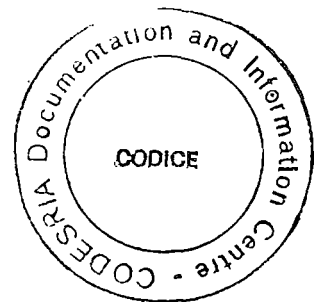
In evaluating casework effectiveness on the client subsystem in this research, some views of Gordian Hearn from Turner (1979), in his theory on general systems theory on social work interventions would be utilized. In Gordian Hearn's views, some factors operate both in the client and in the Agency to either retard or encourage the effectiveness of social work interventions. These factors, he identified are personal factors such as: age, sex, education, influence of peer group, socio-economic level, personal experiences and intervening obstacles such as: distance, cost, transport, restrictive Agency policies, cultural values, beliefs and others. For the purposes of this research, the personal factors which would either increase or decrease the perception of casework effectiveness on the client subsystem would be examined. Examining these personal factors would enable the researcher to find out the factors and conditions that would result in the clients' subsystem giving negative or positive feedbacks. Positive feedback would occur in this research if the

client subsystem perceives his or her immediate problem as resolved. Negative feedback would occur if the client subsystem did not perceive his or her immediate problem as resolved.

Using this theory in the research, the researcher would be enabled to identify the mechanism of adjustment in the client subsystem as soon as services have been received. Mechanism of adjustment in the client subsystem would be identified by the level of the client's coping capacity developed, which would reflect the degree of the client's family problem resolved. This would help the researcher to analyse the factors and conditions the clients' subsystem accept that have helped them in coping with their immediate problems, and reasons for saying so. There would be more in the analysis using this theory than just noting the positive and negative feedbacks in the client subsystem and worker subsystem. The researcher would also analyse the amounts of uncertainty in the responses the client subsystem gives to the usefulness of the casework techniques they received. These uncertain responses to be analysed, in addition to others, would include data from answers to our questions. As the researcher would analyse these data, the backgrounds and particular choices of the client and worker subsystems would be kept in mind.

Limitations of the Study:

The study could not include the clients whose educational attainments are below secondary school and whose salary grade levels are less than O4. This was done because of the length of time for the study. The researcher felt that this category of clients might not be able to answer the questions unaided. The researcher interpreting the questions might waste more time than required. It might also bias the minds of the clients on the study. The research did not include couples who are not living together in their matrimonial homes. This category of clients were excluded because of the inconveniences in having to locate them in their various locations. Also, the researcher felt that some of these clients might be located in places outside the boundary of the study.



Chapter III

Methodology

Study Design:

In this study, we are mainly concerned with observing the effects of using casework techniques to resolve the problem of ^{family} role overload on clients, knowing the type of casework services clients accept have helped them in coping with their immediate problems, identifying the factors and conditions that lead to a higher degree of casework effectiveness, and the client's perception of casework effectiveness.

Couples were randomly selected from the four layouts of Uwani, Asata, Ogui New Layout, and New Haven in Enugu metropolis. The clients chosen for the study were employed couples who have received casework services with caseworkers in Enugu Welfare Agency, as a result of family role overload. Crucial to the study was the idea of sampling each couple together. This was to help in drawing out each spouse's opinion and perception concerning the usefulness of the casework services they received in solving their problems. Each spouse was given a questionnaire to state as clearly as possible, his or her views concerning the outcome of casework services received. Each spouse gave independent views on the information sought in the questionnaire.

Also peculiar to the study was the selection of equal number of couples from each stratum. The researcher considered it necessary to have equal representation of couples from each of the four layouts. This is to enable the researcher to observe whether there are more specific but peculiar factors and conditions in each of the layouts than others that might affect the perception of casework services on the study group. The researcher was interested in knowing, whether there are some factors and conditions that are more dominant than others, in any layout which have helped either positively or negatively to affect the clients' perception of casework effectiveness in solving role overload. Secondly, the researcher considers it necessary to observe which of the techniques proved more effective than others in helping the couples in each layout resolve their family problems of role overload.

It should be noted that outcome evaluation of casework services on clients who suffer from family role overload could also be carried out on a wide variety of subjects. There are specific reasons why the researcher concentrated on employed clients. First, the use of employed clients, whose monthly incomes are known, would help us to realize an increase in the likelihood of the existence of family role overload.

The use of employed couples, whose salaries are determined and fixed by employers, would also help us to note the possibility of the employed couples undergoing more drastic family role overload than the self employed couples. It is also felt that, these working class clients might seek for more casework or human relations services with Enugu Welfare Agency as a result of role overload than the self employed clients.

Secondly, the researcher felt that it would be easier to use the educated clients than the uneducated clients, in order to help us identify easily, the factors and conditions that would enable the clients assess casework effectiveness.

Two (2) Social Welfare Officers, who are also part of our respondents, but are in charge of casework services were also used as collaborators. They helped in enumerating the names and current addresses of the 400 couples who met the description of the population.

Population:

The population being studied is 412. It is made up of all the 12 Social Welfare Officers from grade level 08 to grade level 16, who work in the Ministry of Social Development, Social Welfare Department, Enugu. It is also made up of 400 couples who have received casework services in Enugu Welfare Agency from 1988 to

1991. These couples live in Asata, Uwani, Ogui New layout, and New Haven in Enugu metropolis. They are also employed either in private sector or in public sector, and live together in their matrimonial homes. They must have received casework services as a result of family role overload, and have been married for not less than 6 years and not more than 28 years. The ages of the couples range from 20 years to 55 years, and they should possess secondary to university education, with their ranks ranging from office clerk to Director-General, on salary grade levels 04-16.

Below is the description of the population by tables.

Table I: Description of the population of the Social workers by salary grade level.

Salary grade level	Number	Percentage
08	1	8.3
09	3	25
10	2	16.75
12	1	8.3
13	2	16.75
14	1	8.3
15	1	8.3
16	1	8.3
Total	12	100

Source: Staff records in Enugu Welfare Agency, 1991-92.

Table I shows the salaries of the population of the Social Workers working in the Enugu Welfare Agency.

From this table, 8.3 per cent of the social workers are on salary grade levels 08, 12, 14, 15 and 16, while 16.75 per cent of the Social Workers are on salary grade levels 10 and 13. Also, 25 per cent of the Social Workers are on salary grade level 09.

Table 2: Distribution of the population of the Social Workers by rank.

Rank	Number	Percentage
Social Welfare Officer II	1	8.3
Social Welfare Officer I	3	25
Senior Social Welfare Officer	2	16.72
Principal Social Welfare Officer	1	8.3
Assistant Chief social Welfare Officer	2	16.75
Chief Social welfare Officer	1	8.3
Deputy Director	1	8.3
Director	1	8.3
Total	12	100

Source: Staff records in Enugu welfare Agency, 1991-92.

The ranks of the social workers, which invariably reflected their salary grade levels have been shown on

Table 2. From Table 2, 8.3 per cent of the population of Social Workers are in the ranks of Social Welfare Officer II, Principal Social Welfare Officer, Chief Social Welfare Officer, Deputy Director, and Director. Also, 16.75 per cent are in the ranks of senior Social Welfare Officer, Assistant Chief Social Welfare Officer, while 25 per cent are in the ranks of Social Welfare Officer I. From Tables 1 and 2, the greater number of the respondents from the social workers are in the rank of Social Welfare Officer I.

Table 3: Description of the client population by location

Location	Number	Percentage
Uwani	86	21.5
Asata	90	22.5
Ogui New layout	118	29.5
New Haven	106	26.5
Total	400	100

Source: Enugu Welfare Agency case records, 1988-91

Table 3 indicates that 21.5 per cent of the couples treated in the Enugu Welfare Agency came from Uwani, 22.5 per cent came from Asata, 29.5 per cent came from Ogui New layout, and 26.5 per cent came from New Haven. Looking at Table 3 critically, it shows that the greatest number of the treated couples in the population came from

Ogui New layout while the least came from Uwani.

This means that in the population, the couples from Ogui New layout received more social treatment from the Enugu Welfare Agency, as a result of family role overload, than the couples from the other layouts.

This is represented by 29.5 per cent.

Table 4: Description of the client population by Occupation

Occupation	Number	Percentage
Engineers	20	5
Police	4	1
Teachers	52	13
Nurses	38	9.5
Secretaries	6	1.5
Insurance Agents	50	12.5
Pharmacists	20	5
Bankers	32	8
Medical Doctors	40	10
Accountants	25	6.25
Sales Clerk	85	21.25
Lawyers	28	7
Total	400	100

Source: Enugu Welfare Agency case records, 1988-91.

Table 4 shows that 5 per cent of the client population came from Engineers, 1 per cent from police, 13 per cent from Teachers, 9.5 per cent from Nurses, 1.5 per cent from Secretaries, 12.5 per cent from Insurance Agents,

5 per cent from Pharmacists, 8 per cent from Bankers, 10 per cent from Medical Doctors, 6.25 per cent from Accountants, 21.25 per cent from Sales Clerks, while 7 per cent came from Lawyers. Table 4 indicates that the greatest number of the client population came from the occupation of Sales Clerks, while the least came from the police.

Table 5: Description of the client population by level of schooling

Level of schooling	Number	Percentage
Secondary school	66	16.5
Teacher Training	56	14
National Certificate of Education	30	7.5
Diploma Certificate	68	17
Degree certificate	180	45
Total	400	100

Source: Enugu Welfare Agency case records, 1988-91.

From table 5, it is shown that 16.5 per cent of the client population possess secondary school certificate, 14 per cent possess Teacher Training, 7.5 per cent have National certificate of Education, 17 per cent hold Diploma, while 45 per cent are with Degree certificates. This table shows the qualification of the client population

is widely distributed, but the greatest number of the client population have degree, while the least possess National Certificate of Education Certificates.

Table 6: Description of the client population by Age

Age	Number	Percentage
20-26	56	14
27-33	88	22
34-40	108	27
41-47	70	17.5
48-55	78	19.5
Total	400	100

Source: Enugu Welfare Agency case records, 1988-91.

Table 6 indicates that the ages of the client population are widely distributed. From Table 6, 14 per cent of the population are within the age range of 20-26 years, 22 per cent are within the age range of 27-33 years, 27 per cent are within the age range of 34-40 years, 17.5 per cent are within the age range of 41-47 years, while 19.5 per cent are within the age range of 48-55 years. This Table further, indicates that, the greatest number of the client population are within the age range of 34-40 years, while the least are within 20-26 years.

Table 7: Description of the client population by length of Marriage

Length of Marriage	Number	Percentage
6-11	160	40
12-17	120	30
18-23	90	22.5
24-28	30	7.5
Total	400	100

Source: Enugu Welfare Agency case records, 1988-91.

Table 7 indicates that the length of marriage of the client population are widely distributed. From this Table, 40 per cent of the population have been married for 6-11 years, 30 per cent have been married for 12-17 years, 22.5 per cent have been married for 18-23 years, while 7.5 per cent have been married for 24-28 years.

Table 7 further indicates that the greatest number of the population have been married for 6-11 years, while the least have been married for 24-28 years.

Table 8: Description of the client population by salary grade level

Salary Grade Level	Number	Percentage
4-6	118	29.5
7-9	105	26.25
10-12	102	25.5
13-16	75	18.75
Total	400	100

Source: Enugu Welfare Agency case records, 1988-91.

Table 8 shows that 29.5 per cent of the client population are on salary grade levels 4-6, 26.25 per cent are on salary grade levels 7-9, 25.5 per cent are on salary grade levels 10-12, and 18.75 per cent are on salary grade levels 13-16. The Table indicates that the greatest number of the client population are on salary grade levels 4-6, while the least are on salary grade level 13-16.

sample:

The subjects for the study are 212. This is made up all the 12 Social workers from salary grade level 08-16 in Enugu Welfare Agency, and a sample of 200 of the client population.

The client sample consists of 50 spouses or 25 couples each from the four layouts of Uwani, Asata, New Haven, and Ogui New Layout, who have received casework

services as provided by the 12 Social Welfare Officers in Enugu Welfare Agency. The ages of the client sample ranged from 20 years to 55 years, and have been married between 6 years to 23 years. Their levels of schooling ranged from secondary school to University certificates, on salary grade levels 4-16. Their ranks also ranged from Sales-Clerks to Director. Below is the description of the sample by Tables.

Table 9:

Description of the client sample by location

Location	Number	Percentage
Asata	50	25
Uwani	50	25
New Haven	50	25
Ogui New layout	50	25
Total	200	100

Table 9 indicates that the client sample had equal representations from all the four layouts. This means that the clients sample are evenly distributed in each of the four layouts.

Table 10: Description of the client sample by age

Age	Frequency	Percentage
20-26	15	7.5
27-33	58	29
34-40	77	38.5
41-47	37	18.5
48-55	13	6.5
Total	200	100

From Table 10, 7.5 per cent of the clients sample are within the age range of 20-26 years, 29 per cent are within the age range of 27-33 years, 38.5 per cent are within the age range of 34-40 years, 18.5 per cent are within the age range of 41-47 years, while 6.5 per cent are in the age range of 48-55 years. This table indicates that the greatest number of the clients are in the age range of 34-40 years, while the least are in the age range of 48-55 years.

Table 11: Description of the client sample by level of schooling

Level of schooling	Number	Percentage
Secondary School certificate	50	25
Teacher Training certificate	38	19
National certificate of Education	12	6
Diploma	45	22.5
Degree	55	27.5
Total	200	100

Table 11 describes the educational qualification of the client sample as follows: 25 per cent of the sample possess Secondary School certificate, 19 per cent have Teacher Training, 6 per cent possess National Certificate of Education, 22.5 per cent hold Diploma, while 27.5 per cent are with Degree certificates. A look at Table 11 reveals that the greatest number of the clients in the sample are those who possess degree, while the least are those who have National Certificate of Education.

Table 12: Description of the client sample by
Occupation

Occupation	Frequency	Percentage
Engineers	10	5
Police	-	-
Teachers	39	19.5
Nurses	22	11
Secretaries	-	-
Insurance Agents	24	12
Pharmacists	9	4.5
Bankers	20	10
Medical Doctors	16	8
Accountants	8	4
Sales Clerks	40	20
Lawyers	12	6
Total	200	100

Table 12 shows that 5 per cent of the client sample are Engineers, 19.5 per cent are Teachers, 11 per cent are Nurses, 12 per cent are Insurance Agents, 4.5 per cent are Pharmacists, 10 per cent are Bankers, 8 per cent are Medical Doctors, 4 per cent are Accountants, 20 per cent are Sales Clerks, while 6 per cent are Lawyers. This table shows that the Occupation of the client sample is widely distributed, but the greatest

number of the client sample are Sales Clerks, while the least are Accountants.

Table 13: Description of the client sample by length of Marriage

Length of Marriage	Number	Percentage
6-11 years	110	55
12-17 years	70	35
18-23 years	20	10
24-28 years	-	-
Total	200	100

Table 13 describes the length of time the client sample are married as follows: 55 per cent of the sample have been married for 6-11 years, 35 per cent have been married for 12-17 years, while 10 per cent have been married for 18 to 23 years. Table 13 reveals that the greatest number of the client sample have been married for 6-11 years, while the least have been married for 18-23 years.

Table 14: Description of the client sample by salary grade Level

Salary Grade Level	Number	Percentage
4-6	80	40
7-9	50	25
10-12	42	21
13-16	28	14
Total	200	100

Table 14 indicates that 40 per cent of the client sample are on salary grade levels 4-6, 25 per cent are on salary grade levels 7-9, 21 per cent on salary grade levels 10-12, while 14 per cent are on salary grade levels 13-16. This Table shows that the greatest number of the client sample are on salary grade levels 4-6, while the least are on salary grade level 13-16.

Sampling technique:

In selecting the 212 respondents for the research, the total population of the 12 Social welfare Workers from grade level 08 to 16 working in Enugu Welfare Agency was included.

Also, in selecting 200 spouses as respondents, comprising 100 couples from the 400 clients who live in Asata, Uwani, Ogui New Layout, and New Haven, the stratified random sampling method was used. Then the

simple random sampling technique is used to sample each area as mentioned above, in order to select 50 spouses. To do this, the researcher assigned numbers to the subjects in each of the four areas of Enugu. This means that the husband and wife were grouped together and sampled. Then using a table of random numbers, 50 spouses which comprised 25 couples were selected from each area, to give 200 spouses or 100 couples included in the sample.

Instrument for Data Collection:

The questionnaire method of data collection was mainly used. To supplement the data collected with the questionnaire, the Agency case records on each respondent were also examined. The Agency records examined helped us to know the type of operational statements the Social Workers used while treating the couples, and also the nature of services these couples received from the Enugu Welfare Agency.

The questionnaire contains questions that elicit information on the respondent's personal data, perceptions of the outcome of the casework services they received, how effective the services have been in helping the respondents cope with the problem of family role overload, how the respondents quantify the effectiveness of the casework services, and the factors and conditions that either encourage or discourage casework effectiveness.

The questionnaire contains close-ended questions such as: Have you received human relations services (casework) from Enugu Social Welfare Agency? (a) Yes No . It also contains open-ended questions such as: Give reasons why you do not tell the clients the type of therapy you use?

Different sets of questionnaire, as shown in the Appendices A and B were given to the clients and the social workers. The Social Workers were required to furnish the researcher with information regarding the nature of casework services in the Agency, and also the effects of using casework services to treat family role overload among the clients who received services in the Enugu Welfare Agency.

Data Collection:

During the research, the researcher notified the respondents in writing, of the intention to assess the casework services they received from Enugu Social Welfare Office.

Bearing in mind that the 212 respondents are all working, and also live in Enugu metropolis, the researcher planned on the appropriate time to meet the respondents. In respect of the 12 respondents from the Social Workers, the researcher distributed the questionnaire in their offices and collected them after they have answered the

questions. The distribution of the questionnaire to the 200 respondents from the clients took place in the evenings, from 4 p.m. to 8.30 p.m., when the respondents are back from their work places. This means that the researcher personally distributed the questionnaire by hand in the homes of the 200 respondents from the clients, and later collected them after completion. The questionnaires were therefore, self administered, since all the respondents are literate. This shows that the completed questionnaires were later collected by the researcher herself. This measure of distributing and collecting the questionnaires by the researcher was adopted in order to ensure the successful completion and collection of all the questionnaires distributed.

The research study lasted for five working weeks. The first two weeks were used in collecting data from the Social Workers, and also in examining the Agency case records. The remaining three weeks were used in selecting the client sample for the study, and also in collecting data from these respondents.

CHAPTER IV

DATA REPORTING AND ANALYSIS:

Our focus in this reporting and analysis would be mainly: to identify the factors that either encouraged or discouraged casework effectiveness on clients who suffer from family role overload, to find out the types of casework services the respondents accepted have helped them in coping with their family problems, to identify the conditions that influenced the respondents' rating of casework effectiveness.

The data reporting and analysis would be done in two sections. The first section is the data from the social workers, while the second section is the data from the clients. In order to do these, inferential statistics such as Chi square x^2 , and Phi coefficient Q would be used to verify our hypotheses. In addition, descriptive statistics such as percentages and frequency tables would also be used.

Responses to the questions asked the Social Workers as in appendix A, and the clients as in appendix B are presented in the following tables:

Responses from the Social Workers:

Social workers and Type of Casework Technique:

The 12 Social Workers, who were also respondents in the study, were asked, which types of

casework techniques or methods do they always use for treating the clients (item 1 appendix A).

Table 15 presents the Social Workers responses to this question.

Table 15: Type of Casework Techniques Used by Social Workers: (item 1 appendix A)

Type of Casework Technique	Number of Respondents	Percentage
Psychosocial	1	8.3
Crisis intervention	2	16.7
Family therapy	4	33.7
All of the above	5	41.7
Total Respondents	12	100

In Table 15, 8.3 per cent of the Social Workers indicated that they use psychosocial therapy, 16.7 per cent said they use crisis intervention, 33.7 per cent stated that they use family therapy, while 41.7 per cent indicated that they use all the three therapies or interventions. What this sums up to is that, a larger proportion of the Social Workers in Enugu Welfare Agency, 41.7 per cent, use all the three casework techniques or methods in treating clients who suffer from family role overload. Similarly, a larger proportion of the social

Workers who said they use only one therapy technique, 33.7 per cent, treat family role overload with family therapy technique, while the least, 8.3 per cent, use psychosocial therapy technique.

This suggests that each of the Social Workers made use of the therapy technique he/she liked in treating family role overload.

The conclusion to be drawn from the data in Table 15 is that less than half of the Social Welfare Workers in Enugu Agency, could be said to have been fully acquainted with the use of all types of casework techniques in treating family role overload. Much of this acquaintance would ensure normal progress in the use of all the casework techniques in treating social problems. This finding lends further support to the views of Mullen (1971), in which he stated that, even though all Social Workers are expected to be acquainted with all types of treatment techniques in Social Work practice, each Social Worker usually makes use of a more familiar but effective technique that would not threaten his or her professional competence during service delivery.

Clients' Knowledge of the type of therapy Received:

To probe whether the clients' knowledge of the type of the therapy the Social Workers use in treating their social problems, has any effect on the way the

clients rate the effectiveness of the services they received, the Social workers were asked whether they usually tell the clients the type of therapy or intervention they would use on them (item 2 appendix A). In response to this question, all the respondents answered in the negative, that they did not tell the clients the type of therapy they used.

Social workers' Reasons for Not Telling Clients
the Type of Therapy Used:

The Social workers were further asked to give the reasons why they did not tell the clients the type of therapy they used during service delivery (item 3 appendix A). In response to this question, the Social workers have given various reasons why they did not tell their clients the therapy they used, as presented in Table 16.

Table 16: Social Workers' Reasons for not telling clients the type of therapy used (item 3 appendix A).

Social Workers' Reasons:

Reasons	Number of Respondents	Percentages
It is not among the ethics of the profession	2	16.67
The type of therapy used may be meaningless to them	1	8.33
They will not understand the therapy, and this will make them under-assess the services	3	25
Clients tend to resist treatment when you reveal the type of therapy used	2	16.67
What the clients want is to get their problems resolved, and not knowing the type of therapy used	2	16.67
Our work needs confidentiality	2	16.67
Total Respondents	12	100

Table 16 summarizes the reasons the social workers had for not letting their clients know the type of therapy they used during treatment. In this table, 16.67 per cent stated that they did not let the clients know the therapy they used in treating them because "it is not in the ethics of the profession," 8.33 per cent stated that

"the type of therapy used may be meaningless to the clients," 25 per cent said that "the clients would not understand the therapy, and as such, it would make them under-assess the services they received," 16.67 per cent said that "clients tend to resist treatment when you reveal the type of therapy used," 16.67 per cent also stated that "what the clients want is to get their problems resolved, and not knowing the type of therapy used." Similarly, 16.67 per cent also stated that "they do not let the clients know the type of therapy in use because social work profession needs confidentiality."

Table 16 suggests that, the social workers in Enugu Welfare Agency, believe that telling their clients the type of therapy they used would have adverse effect on the clients' perception of the effectiveness of the casework therapies they received. Hence, in this Table, a greater number of the social workers in the Agency, represented by 25 per cent, stated that they did not tell the clients the type of therapy they used because they felt the clients would not understand the therapy, and also that it would result in the clients under-assessing the effectiveness of the services they received.

Clients' Information on the Goals of Casework Services:

To know whether the clients' information on the goals

of the casework services they received has any effect on the way the clients assessed the effectiveness of the services, the Social Workers were asked whether they informed the clients on what the goal of the services they received would be (item 4 appendix A). Table 17 presents the social workers' responses to this question. Table 17: Information of clients on service outcome (item 4 appendix A).

Information on Casework Goals	Number of Respondents	Percentage
Yes	3	25
No	9	75
Total Respondents	12	100

Table 17 indicates that 25 per cent of the social workers indicated that they usually inform the clients on the goals of the casework services they would receive during treatment. Also, 75 per cent admitted that they did not inform the clients on the goals of the therapy they would receive during treatment.

social workers' Reasons for Not Telling the clients the goals of the services:

The Social Workers who indicated that they did not inform the clients on the goals of the services they would receive, were asked the reasons for their action

(item 5 appendix A). The reasons given by the Social Workers are summarized in Table 18.

Table 18: Social Workers' Reasons for not informing the clients on the Goals of the services (item 5 appendix A).

Reasons	Number of Respondents	Percentage
Telling clients will make them not interested in the service	2	22.2
Will make them feel bad about their condition	2	22.2
Will make them not realize the usefulness of the services	2	22.2
Telling them will make the clients look down on the Social Workers	3	33.4
Total Respondents	9	100

Table 18 reveals the reasons the social workers have for not telling the clients the goals of the services they received. From this table, 33.4 per cent of the social workers said that they did not tell the clients the goals of the services used because "telling them would make the clients look down on the social workers." Also 22.2 per cent of this social workers said "telling the clients the goals of the services would make them not

interested in the services", 22.2 per cent indicated that "telling them would make the clients feel bad about their condition," while 22.2 per cent also indicated that "telling the clients would make them not realize the usefulness of the services they received." Table 18 shows that a good number of the Social Workers, 33.4 per cent, believed that the clients would look down on them if they should condescend to tell the clients the goals of the services they give to them.

However, a number of reasons have been enumerated by the Social Workers in Tables 16 and 18 on why they do not inform the clients on the type of therapy they use and the goals of the services, but the data on table 17 reveal that there are two categories of clients in the study group. The group that the Social Workers told the goals of the services they received, and the group that were not told the goals of the services they got. Although the question of the exact number of the clients in the study group who were told the goals of the services they received could not be readily answered from the data available, it seems that an even more important question than others (for the purpose of this study), is whether the knowledge of the type of therapy and the goals of the services received by the clients affected their pattern of assessing the effectiveness of the services. The answer to this question would be

got from the clients' responses.

The conclusion to be drawn from the data in Tables 16-18 is that a greater majority of the social workers did not accept the fact that the clients they served should have a clear knowledge of the type of therapy they would use and also the goals of the services they received. This finding however, appears to support the views of most social workers the researcher observed in the Enugu Agency, case records, regarding how the workers felt that casework services should be effectively given to benefit their clients, and contradicts the views of Parker (1980) and Chapman (1977), in their suggestion that in order to help clients benefit and appreciate the outcome of casework services in coping with their problems, the clients should be made to understand in detail, the step by step positive effects their problems would undergo after treatment.

Social workers' view on Clients' Education as factor of family role overload.

There is the need to observe the relationship between the clients' education and the extent of family role overload suffered. To this end, the social workers were asked the educational categories of clients who complain more of being overburdened by family responsibilities than others (item 6 appendix A). The responses to the question are contained in Table 19.

Table 19: Social workers Perception of the Clients' Education as factor of family role overload (item 6 appendix A).

Perceived Clients' Education	Frequency	Percentage
Secondary School certificate	3	25
Teacher Training	1	8.3
National certificate of Education	1	8.3
Diploma	2	16.7
Degree	5	41.7
Total	12	100

Table 19 shows the extent of family role overload each educational category of the clients suffered. From this table, 8.3 per cent of clients who possess Teacher Training and National Certificate of Education certificate were perceived by the social workers as having complained of being overburdened by family responsibilities. Twenty-five per cent of the clients who have secondary school certificate, 41.7 per cent of degree and 16.7 per cent with diploma certificates were also perceived.

The conclusion from this data is that the social workers perceived the education of the clients they have treated in Enugu Welfare Agency, who complained more of being overburdened by family responsibilities than others as

in the category of degree certificate.

Social workers' Responses on the Clients' Profession as factor of receiving casework services (item 7 appendix A).

So far, we have considered the clients' education as factor of family role overload as perceived by the social workers, there is also the need to consider the clients' profession as factor of receiving casework services. In doing this, the social workers were asked which profession among the clients receive more casework services than others as a result of family role overload (item 7 appendix A). The data for this question are contained in Table 20.

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Table 20: Social workers' perception of the clients' profession as factor of receiving casework services (item 7 appendix A)

Clients' Profession	Frequency	Percentage
Nurses	1	8.33
Teachers	1	8.33
Bankers	1	8.33
Medical Doctors	1	8.33
Pharmacists	1	8.33
Lawyers	1	8.33
Insurance Officers	3	25.7
Secretaries	1	8.33
Sales Clerk	2	16.7
Total	12	100

The data in Table 20 reveal that 8.33 per cent of Teachers, Nurses, Bankers, Medical Doctors, Pharmacists, Lawyers and Secretaries respectively, 16.7 per cent of sales clerks and 25.7 per cent of Insurance Officers were perceived by the social workers as having received casework services from the Agency. From this data the social workers perceived the Nurses, Teachers, Bankers, Medical Doctors, Lawyers, and secretaries as the profession of the clients who received less casework services, while the profession of the clients they

The conclusion here is that, every respondent identified having received one form of therapy or another, but the greater percentage, 50.5 received family therapy.

Clients' view on type of casework services as a factor of casework effectiveness.

One important question that has been asked in this section is whether the respondents perceived any relationship with the type of casework services they received as having determined how they coped with their immediate family problems. To this end, the respondents were asked whether they would accept or reject the fact that the way they perceived the effectiveness of casework services in solving their immediate problems depended on the type of casework services they received (item 9 appendix B). The data to this question are contained in Table 23.

perceived received more is the Insurance Officers.

The conclusion here is that the profession of clients who received more casework services than others as perceived by the Social Workers, is Insurance Officers.

Social Workers' Responses on the Type of Relationship Perceived with Clients.

There is the need to assess how the social workers perceived the type of relationship that existed between them and the clients they serve in Enugu Welfare Agency. To do this, the Social Workers were asked what type of relationship existed between them and the clients during service (item 8 appendix A). The data from this question are contained in Table 21.

Table 21:

Social Workers by Perceived Type of Worker - Client Relationship (item 8 appendix A).

Perceived Type of worker-client Relationship	Number of Respcndent	Percentage
Very cordial	2	16.7
Cordial	10	83.3
Conflictual	0	0
Very conflictual	0	0
Total	12	100

Table 21 reveals the type of relationship which the social workers perceived existed between them and the categories of the clients they served. It shows that 16.7 per cent of the Social Workers stated that they enjoyed "very cordial" relationship with their clients, while 83.3 per cent stated that they enjoyed "cordial" relationship.

The conclusion to be drawn from the foregoing data is that, the social workers in Enugu Welfare Agency enjoyed cordial relationship with all the categories of clients they served, irrespective of their educational attainment and profession. However, the views of these clients served, on how they also perceived their relationship with the social workers would be got from the clients' responses.

Responses from the Clients:

So far, we have reported and analysed the data on the impact of casework effectiveness as perceived by the Social Workers who gave the casework therapies; there is also the need to report and analyse the impact of casework effectiveness as perceived by the clients who received the treatment services.

Responses from the clients on the type of casework services received:

To ascertain the type of casework services the clients received from Enugu Agency, the clients were asked to

identify how the services were carried out (item 8 appendix B). The responses to this question are contained in Table 22.

Table 22:

Clients by type of casework services received (item 8 appendix B).

Type of casework service	Number of Respondent	Percentage
Helping me understand the causes and the effects of my problems (psychosocial therapy)	25	12.5
Helping me understand the usefulness of having cordial relationship in the family unit (family therapy)	101	50.5
Helping me reduce environmental pressures affecting my problems (crisis intervention)	74	37
Total	200	100

Table 22 presents the type of casework services the respondents identified they received in Enugu Welfare Agency. This Table shows that 12.5 per cent of the respondents identified they received psychosocial therapy, 50.5 per cent received family therapy, while 37 per cent got crisis intervention.

Table 23:

Perceived casework effectiveness by type of casework services received (item 9 appendix B).

Perceived category	Frequency		
	Male	female	Total
Yes	89 (89%) cell a	87 (87%) cell b	176(88%)
No	11 (11%) cell c	13 (13%) cell d	24 (12%)
Total	100(100%)	100(100%)	200(100%)

$$\text{Phi } Q = 0.015$$

$$X^2 = 0.188$$

From Table 23, it could be seen that the respondents are divided into two groups. A group which agreed that the way they perceived casework effectiveness in solving their immediate problems depended on the type of casework services they received, and another group which disagreed to this. This Table reveals that out of 100 male respondents, 89 per cent accepted that their assessment of casework effectiveness in coping with immediate problems depended on the type of casework services received, while 11 per cent did not.

Similarly, out of 100 female respondents, 87 per cent accepted that their perception of casework effectiveness

in coping with immediate problems depended on the type of casework services received, while 13 per cent rejected it.

Using the data in table 23, it is discovered that altogether, 88 per cent of all the respondents agreed that the way they perceived casework effectiveness in coping with their immediate problems depended on the type of the casework services received.

The conclusion here is that a greater percentage of the male clients, 89 per cent, perceived that there is a relationship in the way they assessed casework effectiveness and the type of casework services they received.

This means that the data showed that the male respondents perceived more that there is a relationship between their assessment of casework effectiveness in solving family problems and the type of casework services received than the female respondents in the study group.

Clients' view on socio-economic level as factor of Casework Effectiveness.

So far, we have considered the type of casework services received as one of the possible factors that could influence the respondents' assessment of casework effectiveness in coping with immediate problems, there is also the need to consider the respondents' socio-economic level as one of the factors that could also

influence the respondents' perception of casework effectiveness in coping with family problems. To this end, the respondents were asked whether socio-economic level influenced how they perceived casework effectiveness (item 10 appendix B). The responses to this question are summarized in Table 24.

Table 24: Clients' Socio-economic level and perception of casework Effectiveness (item 10 appendix B)

Response category	frequency and socio-economic level		
	High socio-economic	Low socio-economic	Total
Yes	25 (21%)	18(22.5%)	43(21.5%)
No	95(79%)	62(77.5)	157(78.5%)
Total	120(100%)	80(100%)	200(100%)

It is necessary to mention here that out of the three factors that determine socio-economic levels such as rank, income and education, income and education were used to determine the socio-economic levels of the study group. In this study therefore, low socio-economic

levels are termed as those whose salary grade levels fall between 4-6, and their level of schooling between secondary school and Teachers' Training Certificates. High socio-economic levels are those above salary grade level 7 and whose levels of schooling are also above secondary school and Teachers' Training Certificates.

Table 24 indicates that 21 per cent of the respondents' in the high socio-economic level stated that socio-economic level influenced their perception of casework effectiveness, while 79 per cent did not. Also 22.5 per cent of the respondents' in the low socio-economic level opted that socio-economic level influenced their perception of casework effectiveness, while 77.5 per cent did not.

Respondents' Perception of the effects of Casework Services in solving family problems

One important question that has been raised in connection with the respondents' perception of casework effectiveness in solving family problems is whether the respondents in various socio-economic levels perceive the effectiveness of the casework services differently. To tap this information, the respondents of the two socio-economic levels were asked to state how they perceived

the effectiveness of casework services received in solving their family problems (item 12 appendix B). Table 25 contains the data for this response.

Table 25: Socio-economic level as a factor of perceived casework effectiveness (item 12 appendix B).

Response Category	Frequency and Socio-economic levels		
	High socio-economic	Low socio-economic	Total
Successful	65(54%)	42(52.5%)	107(53.5%)
Unsuccessful	55(46%)	38(47.5%)	93(46.5%)
Total	120(100%)	80(100%)	200(100%)

$$\text{Phi} = 0.017$$

$$\chi^2 = 0.06$$

Table 25 shows that 52.5 per cent of the low socio-economic level and 54 per cent of the high socio-economic level perceived casework services as successful in resolving family problems. Also, 47.5 per cent of the low socio-economic level, and 46 per cent

of the high socio-economic level perceived the effects of the casework services as unsuccessful. This means that the clients in the high socio-economic level perceived the effectiveness of casework services they received as successful more than was perceived by the clients in the low socio-economic level, while the respondents in the low socio-economic level perceived the effectiveness of casework services they received as unsuccessful more than was perceived by the clients in the high socio-economic level.

The Table shows that there is a difference in the perception of casework effectiveness in the two socio-economic levels of the respondents. However, the significance of the difference in this perception would be later tested statistically.

Clients' Reasons for Perceiving the Effectiveness of Casework Services:

Considering the fact that the respondents must have various reasons why they perceived the effectiveness of casework services, they were asked to give reasons for their answer (item 11 appendix B). Table 26 contains the responses to this question.

Table 26: Clients' Reasons for Perceiving casework effectiveness (item II appendix B)

Clients' Reasons	Frequency and rating of casework effectiveness	Percentage
My social status is low, so I do not want treatment processes that are too long and expensive for my meagre income.	60	30
My social status is high, so I do not want slow treatment processes that will not help me cope immediately with my family problems	36	18
The treatment processes I received did not benefit my high socio-economic status in the society	18	9
The treatment processes I received did not benefit my low socio-economic status in the society	5	2.5
The treatment processes I received befitted my high socio-economic status in the society	14	7
Even though my social status is low, it has no effect on the rating of the treatment processes I received to solve my family problems.	7	3.5

Clients' Reasons	Frequency	Percentage
Even though my social status is low, it has no effect on the rating of the treatment processes I received to solve my family problems	22	11
Though I occupy a high social status it has no relationship on the rating of the social services I received to solve my family problem.	38	19
Total	200	100

Table 26 summarizes the clients' reasons for perceiving the effectiveness of casework services. From the data in this Table, 30 per cent of the respondents had the opinion that "their social status is low, and as such, they do not want treatment processes that are too long and expensive for their meagre income;" 18 per cent felt that "their social status is high, and as such, they do not want slow treatment processes that would not help them cope immediately with their family problems." Also, 9 per cent stated that "the treatment processes they received did not benefit their high socio-economic status in the society," while 2.5 per cent felt that "the treatment processes they received did not benefit their low socio-economic status in the society." Further, 7 per cent of the respondents accepted that "the treatment processes they

received befitted their high socio-economic status in the society;" while 3.5 per cent also accepted that "the treatment processes they received befitted their low socio-economic status in the society." Again, 11 percent of the respondents stated that "even though their social status is low, it had no effect on the rating of the treatment processes they received to solve their family problems," while 19 per cent stated that "though they occupy a high social status it had no relationship on the rating of the social services they received to solve their family problems."

Looking at the data in Table 26 generally, and viewing the responses given by the clients, it is observed that the respondents perceived the effectiveness of casework services by considering their socio-economic levels. However, comparing the data in Table 25 with the data in Table 26, one could notice some seeming inconsistencies in the manner the respondents responded. For instance, some respondents who perceived the effectiveness of casework services as either successful or unsuccessful in Table 25, later in Table 26 remained neutral. This neutral attitude in their response could

be attributed to the fact that some respondents were confused in their manner of rating the success or failure of casework services. It could be obvious that some respondents might not have known exactly when the services they received could be regarded as effective. This is because, while some individuals view any slight difference in their life style as effective, others might not. Also some would only accept effectiveness when there is a total change in their life style.

Perception of Casework Services According to Sex:

Having considered the socio-economic level of the respondents as a possible factor that affected the perception of the effectiveness of casework services, it is also considered necessary to determine whether sex is a factor in perceiving the effectiveness ^{of} casework services. In doing this, the respondents were asked how they perceived the casework services received as effective in solving their family problems? (item 12 appendix B). The respondents would respond "successful" or "unsuccessful." If the response is "successful", the services are taken to have empowered the respondents to cope with the family problems, while if the response is "unsuccessful" the services are taken to have not enabled the respondents

to cope with immediate family problems. The responses were however grouped according to sex.

Table 27: Perception of Casework effectiveness according to sex (item 12)

Response category	Frequency and Sex		
	Male	Female	Total
Successful	39(39%)	56(56%)	95(47.5%)
Unsuccessful	61(61%)	44(44%)	105(52.5%)
Total	100(100%)	100(100%)	200(100%)

$$\Phi = - .161$$

$$\chi^2 = 5.8$$

Table 27 presents the respondents' view on their perceived ability to cope with immediate family problems according to sex. From the data in Table 27, 39 per cent of the male respondents, and 56 per cent of the female respondents perceived casework services as effective in solving their immediate family problems, while 61 per cent of the male respondents and 44 per cent of the female respondents perceived casework services as not effective in solving their immediate family problems. Based on the above

facts, it seems that casework services enabled more female respondents to cope with their immediate family problems than the male respondents.

Respondents' Reasons for Accepting or Rejecting sex as a factor in Perceiving their ability to cope with Immediate Family Problems

Bearing in mind the observation the researcher made from the Agency case records, where it was observed that some clients were not satisfied with the effects of the casework services they got from the social workers in the Agency, as shown by the letters they wrote, and also the nature of the responses the respondents gave in Table 27, it is necessary to verify the reasons the respondents had for their responses. To do this, the respondents were asked to give reasons for their responses (item 14 appendix B). The data for this question are contained in Table 28.

Table 28: Reasons for Accepting or Rejecting sex as a factor in perceiving ability to cope with immediate family problems (item 14 appendix B).

Clients' Reasons	Frequency	Percentage
Receiving treatment processes from the Social Workers of opposite sex made me unhappy so I did not benefit from the services.	39	19.5
Receiving services from the Social Workers of opposite sex made me happy, so I benefitted from the entire service.	50	25
The treatment services I received from the Social Workers of similar sex made me comfortable, and so my problems were resolved	38	19
The treatment services I received from the Social Workers of similar sex made me sober, and so my problems were not resolved	38	19
I could receive treatment from anybody, so I was not bothered about my sex or that of the Social Workers when I received casework services.	35	17.5
Total	200	100

Table 28 shows the responses the respondents gave for accepting or rejecting sex as a factor in perceiving the ability to cope with immediate family problems.

The data in Table 28 show that 19.5 per cent of the respondents gave the reason that "receiving treatment processes from the social workers of opposite sex made them unhappy, and so they did not benefit from the services." Twenty-five per cent of the respondents stated that "receiving services from the social workers of opposite sex made them happy, and so they benefitted from the entire service." Thus, 19 per cent of the respondents gave the reason that "the treatment services they received from the social workers of similar sex made them comfortable, and so their problems were resolved." Also 19 per cent felt that "the treatment services they received from the social workers of similar sex made them sober, and so their problems were not resolved." Again 17.5 per cent said that "they could receive treatment from anybody, and so they were not bothered about their sex or that of the social workers when they received casework services."

The data in Table 28 reveal that the respondents perceived the ability to cope with immediate family problems with sex by relating the satisfaction or dissatisfaction they got from the social workers during treatment services. Looking at the data in Tables 27 and 28 and analysing the responses given by the clients more critically, the conclusion is that there is a relationship between the respondents' perception of the ability to cope with immediate family problems and sex. However, the significance of this relationship would be later tested statistically.

Respondents' Perceived Quality of Interaction with the Social Workers.

At this juncture, it is considered relevant to examine the quality of interaction the respondents perceived has existed between them and the Social Workers. This is in order to determine whether the quality of interaction the respondents experienced during treatment, influenced their perception of casework effectiveness. In this regard, the respondents were asked to state what quality of interaction that existed between them and the Social Workers during service (item 15 appendix B). The responses to this are contained in Table 29.

Table 29:

Respondents by Perceived Quality of Interaction with the Social Workers (item 15 appendix B).

Perceived Quality of Interaction	frequency	Percentage
Very cordial	10	5
Cordial	143	71.5
Conflictual	44	22
Very conflictual	3	1.5
Total	200	100

As shown in Table 29, 5 per cent of the respondents perceived very cordial interaction with the Social Workers during the treatment services, while 71.5

per cent perceived cordial interaction. Also, 22 per cent perceived conflictual interaction, while 1.5 per cent experienced very conflictual relationship. The data reveal that the respondents perceived various kinds of interaction with the social workers, but the greater percentage, 71.5 per cent perceived cordial interaction, while a lesser percentage 1.5 perceived very conflictual interaction.

Looking at the data in Table 29 very critically, and putting together the respondents who perceived cordial interaction, and those that perceived conflictual interaction, the Table reveals that altogether, 76.5 per cent of the respondents perceived cordial interaction, while 23.5 per cent perceived conflictual interaction.

Viewing the data on interactions or relationships as perceived by the clients and the Social Workers further, the data in Table 29 which summarized the perceived interactions or relationships of the clients, and Table 21 which also summarized the relationships perceived by the Social Workers, show some variations. While the social workers perceived 100 per cent cordial relationship with the clients they served, the clients who received the services perceived only 76.5 per cent cordial relationship or interaction.

The conclusion to be drawn from this seeming inconsistency is that the differences in the data in Tables 21 and 29 could be attributable to the way most clients perceive their interactions with the social workers during casework services. While some clients are very good in establishing good relationship with the Social Workers who help them cope with their immediate family problems, others find it extremely very difficult to establish good relationship. Most clients tend to transfer the anger and frustration they carried from their homes to the Social Workers who are prepared to help them resolve their family problems. This category of clients, find it most difficult to establish good relationship with the therapists. This is confirmed by the researcher's observation from the Agency case records, where it was observed that, some clients wrote letters of appreciation (positive feedback), thanking the Social Workers for helping them resolve their family problems, while some others wrote letters of accusation (negative feedback), accusing the Social Workers for being partisan by aiding their spouses to worsen their family problems.

Clients' Reasons for the Perceived Quality of
Interaction with the Social Workers.

Realizing the influence these perceived interactions could have on the assessment of casework effectiveness by the clients, the respondents were asked the reasons that determined the type of interaction they feel they experienced (item 16 appendix B). The summaries of these reasons are contained in Table 30.

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Table 30:

Clients' Reasons for the Quality of Interaction Perceived (item 16 appendix B).

Reasons	frequency	Percentage
The social workers were too harsh and unfriendly with me.	14	7
I could not comprehend the step by step process of the treatment, and so, it became very complex for me to follow	19	9.5
My partner could not quickly resume all the lost roles	18	9
My friends told me that the treatment processes do not help in solving family problems.	16	8
I experienced unanticipated results that made me gloomy.	22	11
I wanted to protect my self-respect in the society	20	10
I have suffered from the problem so long and there was no sign of immediate relief.	14	7
The Social Workers have done their best to help me, I am satisfied by their aid	77	35.5
Total	200	100

The summaries of the reasons the respondents gave for experiencing the quality of interaction they accepted in Table 30 show that, 7 per cent of the respondents states that, "the Social Workers were too harsh and unfriendly with them." 9.5 per cent accepted that "they could not comprehend the step by step process of the treatment, and so it became very complex for them to follow." Also 9 per cent of the respondents felt that their partners could not quickly resume the roles, while 8 per cent said that their friends told them that the treatment processes did not help in solving family problems." 11 per cent stated that "they experienced unanticipated results that made them gloomy," while 10 per cent stated that "they wanted to protect their self-respect in the society." 7 per cent said "they have suffered from the problem so long that there was no sign of immediate relief," while 38.5 per cent accepted that "the Social Workers have done their best to help them, that they are satisfied with their help."

The data in Table 30 show two categories of the respondents. The category that was satisfied with the help given by the Social Workers, and the category that was dissatisfied with the Social Workers' services. From the data in this section, the conclusion is that the respondents perceived the quality of relationship

or interaction with the Social Workers according to the satisfaction or dissatisfaction they got from them during treatment service.

Clients Responses on the Perceived Percentages of Problems Solved.

Bearing in mind our earlier findings in Tables 29 and 30 on the clients' perceived quality of interaction with the Social Workers, and the influence this might have on the respondents' perception of casework effectiveness, the respondents were asked, based on the quality of interaction they perceived, what percentage of their problems they consider were solved (item 17 appendix B). The responses to this question are contained in Table 31.

Table 31:
 Clients by Perceived Percentages of Problems
 solved (item 17 appendix B).

Perceived Percentages of Problems Solved	frequency	Percentage
0-15%	11	5.5
16-31%	30	15
32-47%	50	25
48-63%	56	28
64-79%	44	22
80-95%	9	4.5
96-100%	0	0
Total	200	100

Table 31 presents the percentage of the family problems the respondents perceived were solved with the casework services they got from Enugu Agency. According to this data, 5.5 per cent of the respondents perceived 0-15% of their problems as solved, while 15 per cent felt 16-31% were solved. Also, 25 per cent of the respondents agreed that 32-47% of their problems were solved, while 28 per cent perceived 48-63% as solved. Twenty-two per cent of the respondents perceived 64-79% of their problems solved, while 4.5 per cent felt 80-95% were solved. Table 31 shows that the respondents perceived a certain percentage of their family problems as solved based on

the quality of interaction the respondents experienced with the Social Workers during treatment services.

Assessment of casework effectiveness by perceived relationship with quality of interaction.

Realizing the need to identify the significant relationship between the respondents' assessment of casework effectiveness in solving their family problems by the quality of interaction they experienced with the Social Workers during service, the respondents were asked whether they would say there is some relationship between the way they assessed outcome of casework services in solving their family problems and the quality of interaction they experienced during service (item 18 appendix B). The data for this question are given in Table 32.

Table 32: Relationship between outcome assessment and quality of interaction (item 18 appendix B).

Response category	frequency and perceived quality of interaction		
	Female	Male	Total
Yes	84(84%)	83(83%)	167(83.5%)
No	16(16%)	17(17%)	33(16.5%)
Total	100(100%)	100(100%)	200(100%)
Phi = .008			
$\chi^2 = .036$			

The data in Table 32 present the views of the respondents on their perception of the outcome of casework services by the perceived quality of interaction they experienced with the Social Workers during intervention. From the data in this Table, 84 per cent of the female respondents and 83 per cent of the male respondents indicated that they assessed the outcome of casework services they received by the quality of interaction they experienced with the Social workers during treatment services. Alternatively, 17 per cent of the male respondents and 16 per cent of the female respondents rejected this

idea. Altogether, 83.5 per cent of the respondents accepted that there is some relationship between the way they assessed the outcome of casework services in solving their family problems and the quality of perceived interaction experienced during service, while 16.5 per cent disagreed to this. From this data, the conclusion is that the female respondents were more influenced by the perceived quality of interaction in assessing the outcome of casework services than the male respondents in the study group.

Respondents' Suggestions on further Improvement on the Effectiveness of casework services.

Having considered the factors and conditions that either encouraged or discouraged the respondents' perception of casework effectiveness, the respondents were asked, based on the services they received, which of the following they would suggest to be done to further improve the effectiveness of casework services on clients (item 19 appendix B). Table 33 contains the responses to this question.

Table 33:
 Respondents by suggestions on further improvement
 of casework services (item 19 appendix B)

Suggestions	frequency	Percentage
Train the Social Workers on the proper manner of approach	15	7.5
Make the treatment easier and cheaper.	40	20
The Social Workers should be non-partisan when giving services.	26	13
The client's social status should be respected during service.	24	12
Make the welfare Agency a more comfortable place for clients to relax during treatment, so that their prestige would be raised.	95	47.5
Total	200	100

Table 33 contains the respondents' various suggestions on how to further improve casework services in the Agency. From Table 33, 7.5 per cent of the respondents suggested that "the Social Workers should be trained on proper manner of approach," and 20 per cent suggested that "the services should be made easier and cheaper." 13 per cent felt that "the Social Workers should be non-partisan when giving services," while 12 per cent viewed that "the client's social status should be respected

during service". 47.5 per cent suggested that "the Welfare Agency should be made a more comfortable place for clients to relax during treatment, in order to raise the client's prestige".

A critical analysis of the data here reveals that the respondents had various views on how they felt the casework services could be improved to enable them to cope better with their family problems. One important aspect of the data in Table 33 that requires mentioning is the aspect that the respondents perceived the effectiveness of casework services by relating effectiveness with their experiences in the Agency during treatment. This made the respondents to suggest ways of improving casework services based on the various perspectives of their experiences in the Agency. For instance, 47.5 per cent of the respondents suggested that the Agency should be made a more comfortable place for clients to relax during treatment, so that their prestige would be raised. The feelings of this category from their responses show clearly their experiences and how they would want the Agency to look like for their optimum benefit of the services. This means that some respondents who received services from the Enugu Welfare Agency felt that at the Agency, they should be able to enjoy enough comfort and relaxation which they feel have eluded them in their

various homes. In other words, these clients had expected the atmosphere and condition of this Agency to be very serene and conducive enough to enable them to relax well in order to forget most of their family problems. This of course, should be the practical thing obtainable in any Agency.

Regarding the respondents' suggestion to train the Social Worker on proper manner of approach, training is supposed to be part of the work system. Each Social Worker is expected to be trained professionally in order to acquire the proper code of conduct in giving professional services. However, the extent of professional training required by these Social Workers, and also the details of the conditions of service to be modified in this Agency are not within the scope of this study. They will be a matter for investigation in a future research.

In respect of the respondents' suggestion to make the treatment services easier and cheaper, this shows that the respondents felt that the casework services they received are expensive and difficult for them. However, there are no data in this study which could show how difficult and expensive the casework services were to the respondents. This will also be a matter for further study.

The idea of the respondents' suggestion that the social workers be non-partisan when giving service, indicates that most clients who received services from Enugu Agency, appear ignorant of the dilemma of the social workers in their professional functions as mediators and advocates. However, clients who are open to receive treatment services might appreciate the social workers' condition.

The suggestion by the respondents that their social status should be respected during treatment services shows that these respondents might be ignorant of one of the professional social work ethics which advocates that clients should be accepted in order to establish rapport during treatment. Trained social workers are very conscious of this acceptance so as not to threaten the clients coping capacity with his/her immediate problem by non-acceptance. However, there is really the dire need for practising social workers to accept their clients in order to accord respect to their social status.

The prime objective of seeking for these suggestions from the respondents is the underlying assumption that clients who received the services in the Welfare Agency would be in a better position to suggest how the services should be carried out to enable them have optimum benefit of the services. However, with constant research and follow-up recommendations to this Agency, it is hoped that most of the suggestions made by the respondents will be better modified to further soothe the clients' desire.

Hypotheses Testing

At this juncture, it is considered relevant to examine the significant relationship of the factors and conditions we observed in the study, which either encouraged or discouraged casework effectiveness in the study group. To do this, four hypotheses are utilized in the study. In testing the hypotheses, we made use of Chi square χ^2 and Phi coefficient Q statistical tests at .05 level of significance and 1 degree of freedom.

Hypothesis I:

"There is no correlation between the degree of client's perception of casework effectiveness in solving immediate problems and the type of casework services received."

In testing this hypothesis, we made use of the data in Table 23 using item 9 appendix B, which stated: would you say the way you perceived the effectiveness of casework services in solving your immediate problem depends on the type of casework services received? (a) Yes (b) No. First, we use phi coefficient Q , in measuring the degree of relationship between the perception of casework

effectiveness and the type of casework services received.

Phi coefficient test Q using data in Table 23 would be

$$\text{Phi } Q = \frac{(ad-bc)}{\sqrt{(a+b)(b+c)(a+c)(b+d)}}$$

where a, b, c, d represent the cells as indicated in Table 23.

Phi coefficient Q value obtained is 0.015. This phi coefficient correlation is positive. As measured by the Phi statistics, the index of relationship 0.015 between the perception of casework effectiveness and the type of casework services received, showed a low positive relationship. This means that there is a low positive relationship existing between the two variables in the study group. Since there is a positive relationship between the variables as predicted, the hypothesis as stated above is supported. Therefore, the specific deduction is that the degree of the client's perception of casework effectiveness in solving immediate problem is not correlated with the type of casework services received.

We further measure the statistical significance of this relationship with Chi square statistical test using the data in Table 23.

Chi square $X^2 = \sum \frac{(O-E)^2}{E}$, the significant level for the test is .05 at 1 degree of freedom.

Where O is observed cell frequencies

E is expected cell frequencies

\sum is summation.

Computing the value of X^2 from Table 23:

Perceived Category	O	E	$O-E$	$\frac{(O-E)^2}{E}$
Yes (male)	89	88	1	.011
Yes (female)	87	88	-1	.011
No (male)	11	12	-1	.083
No (female)	13	12	1	.083
				$X^2 = 0.188$

At .05 level of significance, and 1 degree of freedom, the critical value of X^2 is 3.84. The computed value of X^2 is 0.188, which is less than the critical value of X^2 , and therefore, it falls within the acceptance region. The Chi square measure of relationship between the degree of client's perception of casework effectiveness and the type of casework services received, which yields a $X^2 = 0.188$ is not statistically significant at .05 level and 1 degree of freedom. Since the X^2 value is not statistically significant, we further support our hypothesis 1 as stated above.

The conclusion is that there is no correlation between the degree of client's perception of casework

effectiveness in solving immediate problems and the type of casework services. This finding is of immense value in social work practice in Nigeria and goes further to support the views of Lamb (1976), that the perception of casework effectiveness by clients is independent of the type of casework services they received.

We further conclude and therefore uphold the statement that there is no correlation between the degree of client's perception of casework effectiveness in solving immediate problems and the type of casework services received.

Hypothesis II

"Clients of lower socio-economic levels are more likely not to perceive the effectiveness of casework services they received as successful in solving their family problems more than clients of higher socio-economic status."

To test this hypothesis, we use the data in Table 25 utilizing item 12 appendix B which stated: "Based on your personal experiences in your respective socio-economic levels, how do you perceive the effectiveness of the casework services you received in solving your family problem? (a) Successful (b) Unsuccessful."

With the data in Table 25, Phi coefficient test Q would be,

$$\text{Phi } Q = \frac{(ad - bc)}{\sqrt{(a+b)(b+c)(a+c)(b+d)}}$$

Where a, b, c, d represent the cells as indicated in Table 25.

The value of Phi coefficient obtained is 0.017. This Phi coefficient correlation has a low positive value, and therefore, possess a low positive relationship with the degree of measured relationship between socio-economic levels and the perception of the effectiveness of casework services as successful in solving family problems as shown by the Phi statistics index of relationship 0.017. Since the index of relationship is positive, hypothesis II as stated above is supported.

Therefore, the specific deduction is that clients of lower socio-economic levels are more likely not to perceive the effectiveness of casework services they received in solving their family problems than clients of higher socio-economic status.

We further measure the statistical significance of this relationship using Chi square statistical test with the data in Table 25.

Chi square $X^2 = \frac{(O-E)^2}{E}$, the significant level of the test is .05 at 1 degree of freedom.

Where O is observed cell frequencies

E is expected cell frequencies

\sum is summation

Computing the value of X^2 from Table 25:

Perceived effectiveness of casework services	O	E	O-E	$\sum \frac{(O-E)^2}{E}$
Successful (High socio-economic)	65	64.2	0.8	.01
(Low socio-economic)	42	42.8	-0.8	.02
Unsuccessful (High socio-economic)	55	55.8	-0.8	.01
(Low socio-economic)	38	37.2	0.8	.02
				$X^2 = .06$

At .05 level of significance, and 1 degree of freedom, the critical value of X^2 is 3.84. The computed value of X^2 is .06 which is less than the critical value of X^2 , and therefore, falls in the acceptance region.

The conclusion is that the Chi square measure of relationship between socio-economic levels and the perception of the effectiveness of casework services

in solving immediate family problems is not statistically significant at .05 level and 1 degree of freedom. Since the χ^2 value is not statistically significant, we further support our hypothesis II as stated above.

The finding in this section is of great use to social work practice in Nigeria, and goes further to enlighten the social workers on the socio-economic status of the clients who are more likely than others to perceive the effectiveness of casework services received as successful in solving immediate family problems.

Also, the finding contradicts the views of Rosow (1967) and Belsky (1976), in which they asserted that the clients' perception of casework effectiveness in solving family problems, is mainly dependent on their socio-economic levels. In the alternative, the finding upholds the views of Harison (1980), in which he observed no relationship whatsoever between the socio-economic status of the client and casework effectiveness.

Hypothesis III

" There is no relationship between sex and the client's perception of the ability to cope with immediate family problems."

In testing this hypothesis, we use the data in Table 27 utilizing item 12 appendix B which stated: "based on your personal experiences in your respective socio-economic levels, how do you perceive the effectiveness of casework services you received in solving your family problems? (a) Successful (b) Unsuccessful." (item 12 appendix B).

First we measure the degree of relationship between the variables ability to cope with immediate family problems and sex with Phi coefficient test Q .

With the data in Table 27, Phi coefficient test would be:

$$\text{Phi } Q = \frac{(ad - bc)}{\sqrt{(a+b)(b+c)(a+c)(b+d)}}$$

where a, b, c, d represent the cells as shown in Table 27.

The value of Phi coefficient obtained is - .161. This Phi coefficient correlation is negative, and therefore has a negative relationship with the degree of relationship between the variables mentioned above as measured by the Phi statistics index of relationship - .161. Since the degree of relationship is negative, the deduction here is that

our hypothesis III as stated above is not supported.

To test this hypothesis further, a measure of the statistical significance of this relationship using Chi square statistical test is utilized with the data in Table 27.

$$\text{Chi square } X^2 = \sum \left(\frac{O-E}{E} \right)^2, \text{ the}$$

significant level for the test is .05 at 1 degree of freedom.

Where O is observed cell frequencies

E is expected cell frequencies

\sum is summation

Computing the value of X^2 from Table 27:

Response category	O	E	O-E	$\left(\frac{O-E}{E} \right)^2$
Successful (Male)	39	47.5	-8.5	1.52
(Female)	56	47.5	8.5	1.52
Unsuccessful (male)	61	52.5	8.5	1.38
(Female)	44	52.5	-8.5	1.38
				5.8

At .05 level of significance, and 1 degree of freedom, the critical value of X^2 is 3.84. The computed value of $X^2 = 5.8$,

which is more than the critical value of χ^2 , and therefore, it falls on the rejection region. The Chi square measure of the relationship between the two variables mentioned above, which yields a $\chi^2 = 5.8$ is statistically significant at .05 level and 1 degree of freedom. Since the χ^2 value is statistically significant, we conclude that our hypothesis III as stated above is further not supported.

The conclusion is that sex has relationship with the respondents' perception of the ability to cope with immediate family problems. This finding is of great relevance in increasing the knowledge of the social workers practising in the Agencies that, in Nigerian context, sex or gender is related to the client's perception of the ability to cope with immediate family problems.

Our finding here therefore, supports the views of Bart (1975), and Belsky (1976), in their postulation that sex has a relationship with the clients' perception of casework effectiveness in coping with family problems.

Hypothesis IV:

"There is no significant relationship between the client's assessment of the outcome of casework services and the quality of interaction that occurred between the social workers and the clients during intervention."

To test this hypothesis, we use the data in Table 32 item 18 appendix B which stated: "Would you then say there is some relationship between the way you assessed the outcome of casework services in solving your family problems, and the quality of interaction you experienced during services? (a) yes (b) No."

First we use Phi coefficient statistical test Q to measure the degree of relationship between assessment of casework effectiveness and the quality of interaction. With the data in Table 32 phi coefficient test Q, would be

$$\text{Phi } Q = \frac{(ad-bc)}{\sqrt{(a+b)(b+c)(a+c)(b+d)}}$$

where a, b, c, d, represent the cells as shown in Table 32.

The value of Phi coefficient obtained is .008. This phi coefficient correlation is positive. The value has a very low positive relationship between the two variables measured above. Since the correlation between the two variables as predicted by the measured phi statistic index of relationship .008, has a positive relationship, hypothesis IV as stated above is supported.

We further measured the statistical significance of this relationship using Chi square statistical test with the data in Table 32.

Chi square $\chi^2 = \sum \frac{(O-E)^2}{E}$, the significant level for the test is .05 at 1 degree of freedom.

Where O is observed cell frequencies

E is expected cell frequencies

\sum is summation.

Computing the value of χ^2 from Table 32

Response category	O	E	O-E	$\frac{\sum (O-E)^2}{E}$
Yes (female)	84	83.5	0.5	.003
(male)	83	83.5	-0.5	.003
No (female)	16	16.5	-0.5	.015
(male)	17	16.5	0.5	.015
				$\chi^2 = .036$

At .05 level of significance, and 1 degree of freedom, the critical value of χ^2 is 3.84. The computed value of χ^2 .036 is less than 3.84, and therefore, falls in the acceptance region. The chi square measure of relationship between the two variables as mentioned above, which yields a $\chi^2 = .036$ is not statistically significant at .05 level and 1 degree of freedom. Since the χ^2 value is not statistically significant, we conclude that our hypothesis IV as given above is further supported.

The conclusion is that there is no significant relationship between the client's assessment of the outcome of casework services and the quality of interaction that occurred between the social workers and the clients during intervention.

This finding is very relevant to social work services in the Nigerian situation because it has given some weight to the social work professional ideals of giving high quality services by establishing rapport with clients. The finding here has however, contradicted the findings of Rosow (1967), and White (1977), where they observed that casework effectiveness is related to the quality of interaction that transpired between the clients and the social workers during intervention.

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CHAPTER FIVE

Summary, Conclusion and Recommendation

In this chapter, an attempt is made to highlight, summarize, and synthesize the findings of the study, and also make some recommendations based on the findings. In doing this, our verified hypotheses, the research questions and the objectives of the study are considered. In addition, any other issue discussed in the report, which is regarded necessary to highlight the study will be included.

Summary:

In summary, we would consider our four hypotheses and the three research questions to ascertain the extent the findings of our study support them. However, our purpose is to identify the effects casework services had on the solution of the respondents' family role overload, and examine the factors that influenced the clients' perception of casework effectiveness.

Our study on the clients' perception of casework effectiveness in treating family role overload is narrowed by verifying the effects of four (4) variables such as: sex, quality of interaction, type of casework services and socio-economic level.

The principal findings in this research has to do with identifying the factors and conditions that either

encouraged or discouraged the respondents' perception of casework effectiveness in the study. Thus:

- (a) Sex or gender in the study is related to the respondents' perception of the ability to cope with immediate family problems. This was indicated by the non-acceptance of hypothesis III, which showed a statistical significant value of X^2 at .05 level and 1 degree of freedom and also, gave a negative relationship when correlated with the two variables sex and ability to cope with immediate family problems.
- (b) Socio-economic level, quality of interaction, and type of casework services are found to be independent of the respondents' perception of casework effectiveness. This was proved by the acceptance of hypothesis 1, 2 and 4, which gave non statistical significance and also a positive relationship when these variables as mentioned above were measured at .05 level and 1 degree of freedom.

It has been pointed out that the findings in this study tended to support some of our hypotheses. The results as enumerated above can be compared with the findings from other studies. For instance, Bart (1975), identified seven (7) factors that are related to the assessment of casework services by social welfare clients,

such as; age, sex, length of marriage, environmental limitations, social status, profession and number of children. Belsky (1976), used the seven factors utilized in Bart's experiment as mentioned above, and discovered that all the factors used by Bart are not related to the respondents' assessment of casework effectiveness except the socio-economic level.

Harrison (1980), used six (6) factors such as: age, profession, education, socio-economic level, number of children, and nature of family problem, and discovered that the variables are not related to the clients' perception of casework effectiveness. Lamb (1976), utilized ten (10) variables such as: age, sex, profession, education, socio-economic status, number of children, nature of problem, type of service, length of marriage and the quality of interaction, and observed that all the variables are related to the clients' perception of casework effectiveness.

Rosow (1967), researched on four (4) variables such as: age, profession, socio-economic level and length of family problem, and found that all the variables are related to the clients' rating of casework effectiveness. White (1977), used the four factors as utilized by Rosow and observed that all the variables are not related.

Here, the findings in this study are similar to some of the findings of Rosow (1967), Belsky (1976), Lamb (1976) and White (1977).

Conclusion:

The idea that the study discovered that the type of casework services, socio-economic level, and quality of interaction are not related to the respondents' perception of casework effectiveness, indicates that these variables did not influence the respondents' perception of casework effectiveness in the Nigerian situation. The conclusion is that the respondents had other views which influenced their perception of casework effectiveness in solving their family problems.

Also, the finding of the study that sex or gender is related to the clients' perception of the ability to cope with immediate family problems indicates that this variable influenced the clients' ability to cope with their family problems. We infer that the difference in this finding with other researches can be attributable to the sampling procedure or the variations in criteria used in the study sample selected from Enugu metropolis and the selection factor based on equal representation of both sexes.

The respondents' data which showed that they received more of family therapy from the Enugu Agency than other forms of casework therapy, could mean that the clients are more familiar with family therapy than others. The implication could be that since the clients are more familiar with the use of family therapy techniques, the introduction of any other form of therapy technique, would be regarded as not effective for solving family problems.

However, the research could not include the illiterate and self-employed clients in the study. Also, the study failed to identify the specific type of casework services that the respondents perceived which helped them to cope with their problems more than others.

Recommendations:

The recommendations given are based on the findings of the study. These will serve the useful purpose of increasing the effectiveness of casework services in order to enable many clients have optimum benefit of the services they receive in Social Welfare Agencies.

- (1) Since the type of casework service is independent of the clients' assessment of casework services, it is recommended that, all the three casework services be extensively utilized by all social

workers in treating clients. The extensive use of all the three casework services in treating clients will help to familiarize the clients with the usefulness of all the techniques in solving family problems thereby reducing the clients' dependence on the use of the technique of family therapy. The extensive use of the three casework techniques can also help the social workers to identify the calibre of the clients who may respond more favourably to the use of any of these techniques than others in solving family problems. This will also help them to concentrate on the use of the favourable technique on these clients for their optimum benefit.

- (2) Also, quality of interaction is not related to the clients' perception of casework effectiveness. In this respect, it is recommended that there be regular in-service training and retraining programmes for serving staff in order to equip them continuously, with the dynamics of giving professional services to clients. This will help the social workers to be very conscious of encouraging the clients to receive treatment services under a more serene and conducive atmosphere, where both the client and the social worker will not feel threatened. If clients are encouraged to receive casework services under a

relaxed and conducive atmosphere, the clients will be helped to forget most of their family problems and cope faster with the immediate family problems.

This process can encourage the clients' positive perception of casework effectiveness in solving family problems.

- (3) Since sex or gender is dependent on the clients' perception of casework effectiveness, it is recommended that the sex of the social workers should be fairly represented during employment. If the sex of the social workers is fairly represented during employment of the social workers, it will encourage the clients to receive services from any sex of the social workers they desire. If clients are satisfied that their respective choice of the sex of the social workers they wish to receive services from is met, it can encourage the clients to feel that the Agency has placed them (clients) on the most appropriate technique to cater for their special needs in solving their family problems. This could enable the clients to cope faster with their family problems, and also encourage the perception of casework effectiveness.
- (4) Finally, a similar but more consistent study which will include the non-educated and self-employed

couples is recommended. This is to enable the researcher to identify the observable differences in the perception of casework effectiveness by clients in various categories. This will help the social workers to pattern their services to suit each category of client for the worker-client benefit.

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- "Enugu Welfare Agency Case Records," (1988-91).

Appendix A

Department of Soc/Anth.
and Social Work
University of Nigeria
Nsukka.

Dear Colleague,

I am a student of the University of Nigeria, Nsukka, assessing the outcome of casework services on clients who have received casework services in Enugu Welfare Agency from 1988 to 1991. Please you are requested to answer the questions in the questionnaire as clearly as possible.

Thanks for obliging.

Yours sincerely,

Mrs. E. Enwereji.

Appendix A

Questionnaire for Social Workers

Tick (✓) for any answer chosen in the boxes

- (1) Which of the following types of casework techniques or methods do you always use for treating the clients?
- (a) Psychosocial therapy
- (b) Crisis intervention
- (c) Family intervention
- (d) All of the above
- (2) Do you tell the clients the type of therapy or intervention you are using on them?
- (a) Yes (b) No
- (3) Give reasons for your answer in question 2
- (4) Do you inform the clients on what the goal of the services they receive would be?
- (a) Yes (b) No
- (5) If No, what are your reasons?
- (a) telling clients will make them not interested in the service
- (b) telling clients will make them not interested in the service
- (c) Will make them feel bad about their condition
- (d) Will make them not realize the usefulness of the services they received
- (e) telling them will make the clients look down on the Social Workers
- (f) Any other, specify.....

- (6) Which of the following educational categories of clients complain more of being overburdened by family responsibilities than others?
- (a) Secondary School holders
 - (b) Teacher Training holders
 - (c) National Certificate of Education
 - (d) Diploma holders
 - (e) Degree holders
 - (f) Other, specify.....
- (7) Which profession among the clients receive more casework services than others as a result of family role overload?
- (a) Nurses (b) Teachers
 - (c) Bankers (d) Medical Doctors
 - (e) Pharmacists (f) Lawyers
 - (g) Insurance Officers (h) Secretaries
 - (i) Sales Clerk (j) Any other, specify.....
 -
- (8) What type of relationship exists between you and the client during service?
- (a) Very cordial (b) Cordial
 - (c) Conflictual (d) Very conflictual

Appendix B

Department of Soc/Anth
and Social Work
U.N.N.

To Social Work Clients

Dear Sir/Madam,

I am a student of the University of Nigeria Nsukka, assessing the outcome of Social Work services on clients. Please answer the following questions as clearly as possible. All the answers you give will be treated confidentially, so do not write your name on the questionnaire.

Thanks for your co-operation.

Yours sincerely,

Mrs. E. Enwereji

Appendix B

Questionnaire for clients

Tick (✓) where appropriate

Personal data

- (1) Sex: (a) male (b) female
- (2) Age:
- (a) 20-26 (b) 27-33
- (c) 34-40 (d) 41-47
- (e) 48-55 (f)
- (3) How long have you been married?
- (a) 6-11 years (b) 12-17 years
- (c) 18-23 years (d) 24-28 years
- (4) Your educational qualification
- (a) Secondary School
- (b) Teacher Training
- (c) National Certificate of Education
- (d) Diploma (e) Degree
- (f) Any other, specify.....
- (5) Profession:
- (a) Accountancy (b) Banking
- (c) Insurance (d) Medicine
- (e) Pharmacy (f) Sales Clerk
- (g) Secretaryship (h) Nursing
- (i) Law (j) Engineering (k) Teaching
- (l) Police (m) Any other, specify
-

- (6) Your salary grade level
- (a) 4-6 (b) 7-9 (c) 10-12
(d) 13-16 .
- (7) Have you received human relations service (casework) from the Enugu Social Welfare Agency?
- (a) Yes (b) No
- (8) If yes, identify how they were carried out?
- (a) By helping me understand the causes and effects of my problem
(b) By helping me understand the usefulness of having cordial relationship in the family unit
(c) By helping me reduce environmental pressures affecting my problems
- (9) Would you say the way you perceive the effectiveness of casework services in solving your immediate problem depends on the type of casework services received?
- (a) Yes (b) No
- (10) Would you say your socio-economic level influenced the way you rated casework effectiveness?
- (a) Yes (b) No
- (11) Which of the following reasons influenced your answer in question 10?
- (a) My social status is low, so I do not want treatment processes that are too long and expensive for my meagre income
(b) My social status is high, so I do not want slow treatment processes that will not help me cope immediately with my family problems
(c) The treatment process I received did not benefit my high socio-economic status in the society

- (d) The treatment process I received did not benefit my low socio-economic status in the society
- (e) The treatment process I received befitted my high socio-economic status in the society
- (f) The treatment process I received befitted my low socio-economic status in the society
- (g) Even though my social status is low, it has no effect on the rating of the treatment processes I received to solve my family problem
- (h) Though I occupy a high social status, it has no relationship on the rating of the social services I received to solve my family problem
- (12) Based on your personal experiences in your respective socio-economic levels, how do you perceive the effectiveness of the casework services you received in solving your family problems?
- (a) successful (b) unsuccessful
- (13) Based on who you received the services from the Agency, would you agree that sex is related to how you coped with your immediate family problems?
- (a) agree (b) disagree
- (14) Which of the following reasons determined your answer in question 13?
- (a) Receiving treatment processes from the social workers of opposite sex made me unhappy, so I did not benefit from the services
- (b) Receiving services from the social workers of opposite sex made me happy, so I benefitted from the entire service
- (c) The treatment services I received from the Social Workers of similar sex, made me gay and so my problems were resolved
- (d) The treatment services I received from the Social Workers of similar sex made me sober, so my problems were not resolved

(e) I could receive treatment from anybody, so I was not bothered about my sex or that of the Social Worker when I assessed how my family problems were resolved

(15) What quality of interaction existed between you and the Social Workers during service?

(a) Very cordial (b) Cordial

(c) conflictual (d) very conflictual

(16) Which of the following reasons determined the type of interaction you feel you experienced in question 15?

(a) The Social Workers were too harsh and unfriendly with me

(b) I could not comprehend the step by step process of the treatment, and so, it became very complex for me to follow

(c) My partner could not quickly resume all the lost roles

(d) My friends told me that the treatment processes do not help in solving family problems

(e) I experienced unanticipated results that made me gloomy

(f) I wanted to protect my self-respect in the society

(g) I have suffered from the problem so long and there was no sign of immediate relief

(h) The Social Workers have done their best to help me, I am satisfied by their help

(17) Based on the quality of interaction you perceived, what percentage of your problems do you consider were solved?

(a) 0-15% (b) 16-31 % (c) 32-47%

(d) 48-63% (e) 64-79% (f) 80-95%

(g) 96-100%

(18) Would you then say there is some relationship between the way you assessed the outcome or effectiveness of casework services in solving your family problems, and the quality of interaction you experienced during service?

(a) Yes (b) No

(19) Based on the services you received, which of the following would you suggest should be done to further improve the effectiveness of casework services on clients?

(a) train the Social Workers on the proper manner of approach

(b) Make the treatment easier and cheaper

(c) The Social Workers should be non-partisan when giving services

(d) The client's social status should be respected during service

(e) Make the Welfare Agence a more comfortable place for clients to relax during treatment, so that their prestige would be raised

