

# The Role of the Social Worker in Solving Family Problems

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## Abstract

The current study aims to know the role of the social worker in solving family problems, what is the role of the family socially and intellectually towards sons and daughters, what is the reason for the existence of family problems, this questionnaire was prepared via Google Drive and distributed to the population between the ages of 25-55 years, men and women in The city of Mecca and Buraydah. The questionnaire was distributed via the social networking program (WhatsApp). 500 questionnaires were distributed, and 490 responses were obtained via email to the main researcher.it concluded that the role of the social worker is very important in solving family problems. He must be given the greatest amount of attention to move forward in solving family problems so that family problems do not develop and become intractable.

**Keywords:** the role, of the social worker, in solving family problems.

## 1. Introduction

A social worker is a person qualified to work in any field of social and educational fields, regardless of their developmental, preventive, or therapeutic goals, within the concepts included in social service, despite its philosophical differences, With his adherence to the ethical principles and standards on which it is based, in addition to his commitment to the scope of work drawn up for him by the institution or association to which he belongs in his field of work, without violating any of the agreed upon work texts, or transgressing or interfering in other areas that complement the institution's work (1). The family is a social institution. It is the first form

of life, and the first social cell that a person is connected to from childhood. It is a necessity for his survival. It is the one that takes care of him physically, intellectually, and socially. As a primary group, it is characterized by direct and deep interaction among its members; The family is “the institution around which people’s lives revolve, and it constitutes the mediator between the individual and society (2). The son needs help in learning behavioral standards towards his family and others through the process of socialization, which helps him achieve psychological and social compatibility. If a problem occurs within the family structure, it is expected that this structure will be disturbed and disintegrated, leading to the disintegration of family relationships. That's what this was confirmed by Abdel-Hay’s study (3), which aimed to evaluate the programs provided to families in Australia, and its results confirmed the necessity of Interest in the dynamics of family life and social relationships and roles within the family, Family disintegration is one of the most serious problems facing the family currently, as it is due to the failure of relationships the family and its dissolution, and this is evident in the turmoil in the relationship between the spouses and the difference in thought, culture, and inclinations of each of them the other, The difference in educational level between them and family disintegration have become visible signs in contemporary social reality ,which witnesses a gap between Islamic values, Sharia controls, what God Almighty wanted for the family atmosphere, and the current reality ,which bears witness to numerous examples of the fracturing of families, the disappearance and absence of an atmosphere of affection, compassion and social warmth, and shows disintegration in the family, there is a disturbance in the relationship between parents and children for one reason or another, and a lack of understanding and conflict between roles as well. Social service as a humanitarian profession is considered one of the first professions interested in the field of prisoners since its inception, and this has extended attention is paid to professional practice in all family guidance and counseling offices, which aim to treat and investigate family problems, Its causes, and working to create a healthy family atmosphere, which guarantees the children a healthy and sound social upbringing, in addition to guidance the family towards various sources of social services in the local community to benefit from them. these goals are achieved by There are two methods, the first of which is the preventive method, which is done through social and family awareness through communication with specialists Social workers at work sites in family guidance and counseling offices, in order to increase prisoners' awareness and avoid problems Before it happens, the second is the therapeutic method, which is done by studying the cases presented to social workers and researching them about its causes, diagnosing it, working to treat it, and taking the necessary solutions to provide services that help avoid it family problems, The success of this method depends on the variety of treatment methods that social workers rely on, it includes the following: family sessions, which are characterized by positive support, in addition to training courses, which include education Positivity for children, modern trends in treating family problems, the most important of which is family counseling (4)

## 2. Material and Methods:

The study began in (the cities of Mecca and Buraidah in the Kingdom of Saudi Arabia), and the study ended with writing the data collection in August 2024. The researcher used descriptive

analysis, an approach that uses quantitative or qualitative description of the social phenomenon (the role of the social worker in solving family problems). The independent variable (the percentage of family problems reported to the social worker as a whole) and the dependent variable (the percentage of family problems that were solved by the social worker). This type of study is characterized by analysis, reason, objectivity, and reality. It is also concerned with individuals and societies, as it studies the variables and their impact on the health of the individual, society, and the consumer, and the spread of diseases and their relationship. For demographic variables such as age, gender, nationality, and marital status. Status and occupation (5), and use the Excel 2010 Office suite pie chart or histopragraph sort the results (6). The questionnaire is a wonderful and useful tool for collecting a huge amount of data, but the researchers were not able to conduct personal interviews with the participants in the online survey, the questionnaire was only answered electronically, because the questionnaire consists of ten questions, all of which are closed-ended.

### **3. Results and discussion:**

The percentage of approval to participate in the questionnaire was 100%, and the percentage of participants' ages was as follows: 14.3% from 25-34 years old, 78.6% from 35-44 years old, and 7.1% from 45-55 years old. The gender and nationality of the participants were They were all 100% male, and their professions were as follows: careerist, private sector employees 7.1%, student, freelancer, and housewife. 0%, while the vast majority of participants were government employees, 85.7%. As for the participants' answers to the questionnaire questions, they were: the first question: does the social worker contribute to solving family problems in a sound and significant way? Yes 100%, the second question: the role of the social worker in the educational field is different from his role in the field of women's rights and children's rights? Yes 78.6%, No 0%, and I don't know 21.4%. Question three: the social worker plays three main roles in solving family problems? Preventive - social - developmental? Yes, 78.6%, No, 7.1%, and I don't know, 14.3%. Question four: the social worker's mission is based on improving society, reducing the social problems that it suffers from and preventing it from developing and progressing, achieving justice for all marginalized groups living within this society, helping them obtain their various rights, and providing them with all the special social services they need in the field. Medical, social, psychological care, and other fields? 85.7%, 14.3%, and I don't know 0%. Question five: ESOCW is an electronic platform for social workers, e- Social Worker Platform. It is a scientific reference and a forum for those belonging to the social service profession. The platform aims to work on reaching social awareness to all segments of society in addition to exchanging experiences with local, Gulf, Arab and international bodies and those interested in the social field, in addition to solving Social problems and issues from a scientific perspective? Yes, 50%, No, 7.1%, and I don't know, 42.9%. Question Six: A social worker is a person qualified to work in any of the social and educational fields, regardless of their developmental, preventive, and therapeutic goals? Yes 92.9%, No 0%, and I don't know 7.1%. Question Seven: Anyone who holds the title of social worker is required to have an academic qualification of at least a bachelor's degree and up to a doctorate degree in the field of social service from an accredited university? Yes 85.7%, No 0%, and I don't know 14.3%. Question

eight: Does the social worker obtain a license from the private unions for social workers to practice the profession in its various fields, with strict conditions for the degree of education and practical experience? Yes, 71.4%, No, 7.2%, and I don't know, 21.3%. Question 9: Studying social cases is one of the methods used by social workers to help individuals find solutions to social adjustment problems that are difficult for individuals to overcome on their own? Yes, 92.9%, No, 0%, and I don't know, 7.1%. Question 10: The profession of a social worker is based on one main goal, which is to promote human well-being and help meet the basic human needs of all people, with a focus on empowering vulnerable, oppressed and poor people? Yes 85.7%, no 7.2%, and I don't know 7.1%. Last question: the social worker maintains the following values: each individual has an inherent value and dignity within him. Each individual has the right to choose his own destiny. Each individual is considered an object of primary concern to society, as he possesses potential and the right to development. Each individual must contribute in turn to the development of society by assuming social responsibility. It connects the individual and society. Symbiotic relationship? Yes 86.7% No 0% I don't know 13.3% .

Table.1:

| The role of the social worker in solving family problems according to participates                                                                                                          | Yes   | No   | I don't know |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|------|--------------|
| the first question: does the social worker contribute to solving family problems in a sound and significant way                                                                             | 100%  | 0%   | 0%           |
| Is the role of the social worker in the educational field different from his role in the field of women's rights and children's rights?                                                     | 78.6% | 0%   | 21.4%        |
| The social worker plays three main roles in solving family problems: Preventive - social - developmental                                                                                    | 78.6% | 7.1% | 14.3%        |
| Social case study is one of the methods used by social workers to help individuals find solutions to social adjustment problems that are difficult for individuals to overcome on their own | 92.9% | 0%   | 7.1%         |

There is a study entitled (The role of the social worker in dealing with family disintegration) (7) by Sarah Al-Ahmadi 2023, the study reached a number of results, the most prominent of which are: the results showed that the prevailing opinion of the majority of the study sample members agree that the social worker can play a significant role in reducing the phenomenon of family disintegration, the results showed that the prevailing opinion of the majority of the study sample is that they agree that there are factors and reasons for family disintegration, the results showed that the prevailing opinion of the majority of the study sample members agreed on the effect of family disintegration on the upbringing of children within the family.

#### 4. Conclusion:

According to the opinions of the participants in the questionnaire, we find that Is the role of the social worker in the educational field different from his role in the field of women's rights and children's rights? 78.6% yes (mostly), the role of the social worker plays three main roles in solving family problems? Preventive - social - developmental? The same percentage as before (78.6%). Therefore, the role of the social worker is very important in solving family problems. He must be given the greatest amount of attention to move forward in solving family problems so that family problems do not develop and become intractable.

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