

SOCIALTJÄNSTENS FÖRUTSÄTTNINGAR FÖR BARNAVÅRDSARBETE

En studie om villkor, påfrestningar och resultat

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Abstract

Gabriel Oxenstierna: On conditions of work with child welfare families within the social services – A study of the obstructions, job strains, goal fulfilment and client satisfaction.

The purpose of the study was to analyse the conditions under which the social services work with different types of child welfare families. The questions are:

What conditions within the social services itself and what factors pertaining to the child welfare families are important for 1) the social workers' experience of strains occasioned by the job, 2) social workers' chances of achieving set goals, and 3) the satisfaction of clients with the help they received?

The situations of the child welfare families, the organisational preconditions for the work, and the families' opinions of the social services and the help they received were investigated in child welfare groups in two districts of Botkyrka Municipality. Factors that might have an effect on the results of the social workers input were reviewed. The results of the study are presented within a framework of organisational theory.

The empirical basis of the study was a mail questionnaire to 153 clients (shortfall 19.5 per cent) together with another 140 questionnaires, answered by 13 social workers (no shortfall), concerning the child welfare families.

Three input-process-output models of handling child welfare families were created – one for each dependent factor. The data were processed with the aid of canonical correlation analysis. The main results were the following:

- Social workers experience of job strains came primarily from four sources:
 - 1 Job demands and difficulty of tasks
 - 2 The character of the contact with clients
 - 3 Families with children taken into care
 - 4 Risk assessment of a negative prognosis for juveniles. No other single factors could be directly connected to the experience of job strains.
- Five factors turned out to have an effect on goal fulfilment:
 - 1 Juveniles' problems
 - 2 The contact between social worker and client
 - 3 Regular social services cases
 - 4 Own and colleagues' proficiency
 - 5 Administrative resources.
- Three main sources of client satisfaction could be identified:
 - 1 Influence over decisions and processes
 - 2 The help they received
 - 3 The subsequent situation of the family.
- The power resources that social workers have at their disposal and client influence were identified as crucial factors.