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The need to improve social work services in day-to-day life: An image of Tehran, Iran

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Abstract

The paper investigates the state of social work in Tehran City where social change is appearing more than anywhere else in the whole country. In Tehran City, more resources need to be created and put into effect in order to respond to the emerging welfare needs of various classes of individuals with special reference to lower-class people. Social work services need to be provided to the people at all stages of life in the home, hospital, place of employment, school, or any environment where it is needed to be applied. The present research is based on the main hypothesis that: *Quality social work improves the quality of life of the clients*. The data presentation is almost descriptive; reflecting the dimensions and qualities of social work services in Tehran, that could be generalized to Iran as a whole.

Keywords: Social work. Emerging needs. Social services Well-being. Welfare

Introduction

Social work such as a new profession has found its identity in the post-industrial revolution era. It has developed in parallel with industrialization and urbanization of societies with special reference to the Western world. Social work such as nursing seeks to diagnose and treat the response to the problems. Social workers quite similar to nurses are guided by an ethical and humanitarian philosophy in which every human being deserves respect, regardless of social, cultural, racial, economic, religious or other factors. Social workers as social nurses practice in the context of relations with the clients, families, or groups. In principle, social work services are given to people at all stages of life in the home, hospital, place of employment, school, or any environment where social work is needed. However, the progress or lack of progress towards the goal is determined by the client and the social worker, or so to say social nurse. Therefore, social work/social nursing is protective and preventive, and can lead the individuals to have healthy lives.

Research Methodology

Research is defined as the application of the scientific method in the study of problems. At moments, the terms research and scientific method are used interchangeably. In the present work, the research is based on a combination of theoretical frameworks and empirical realities. For the empirical part of the study 343 social workers out of about 500 stationed in welfare departments and hospitals were randomly selected from different parts and neighbourhoods of Tehran City. They were approached through direct interviews with the help of pre-designed questionnaires. Eventually, the filled-in questionnaires were edited, and electronically extracted to reach the findings. The author also reviewed the background literature on social work service from different societies of the world. The present research is based on the main hypothesis that: *"Quality social work improves the quality of life of the clients"*. In the theoretical part, the author tried to refer to, and make use of relevant theories within reach. Similarly, in the empirical section the data collected were processed, and the results of which are presented as findings. The data presentation is almost descriptive; reflecting the dimensions and qualities of social work in Tehran which is generalizable to Iran as a whole. The theme of the research being the first of its kind, could be interesting to those keen about social work in Iran. It also would add to social work literature in Iran which is not rich enough.

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Social Work Global Perspective

Social work is a profession for those with strong desire to help improve people's lives in different ways. Social work is a professional discipline pursuing development and promotion of social welfare (Ghandi, 2009:55). Similarly, social work has been defined as being concerned with the interactions between people and their environment which affect the ability of people to accomplish life tasks, alleviate distress and realize their aspirations and values, and the quality of which must ever be improving (Pincus and Minaham, 1973:9). Social workers assist people how to cope with and solve issues in their everyday lives, such as family and personal problems and dealing with relationships. Social workers establish a helping relationship with a client system (individual, family, small group, community), using their assessment skills and knowledge of helping resources to identify alternatives that may improve a situation. In this way, the author tries to prove the hypothesis. They may also conduct research, advocate for improved services, or become involved in planning or policy development. They provide social services and assistance to improve the social and psychological functioning of children, families, the elderly people, lonely widows etc. Similarly, in schools, social workers often serve as the link between students' families and the school to ensure the academic success of the students. While in the developed countries there are types of social workers who are trained and made ready to serve in specialized fields, the shortage of such professionals is easily felt in the developing countries such as Iran. Similarly, while employment of more social workers is expected in the West due to the growing ageing population, and the ageing baby-boom generation, developing countries such as Iran lack it due to limited resources.

Social workers are found in a wide range of settings such as family centres, schools, mental health centres, social welfare departments etc. in the developed countries. In the developed countries some are self-employed; preferring to set up their own private practice in a manner similar to many physicians and lawyers. They usually work with all kinds of people including the poor, substance abusers, minority groups etc. While the developed countries are very experienced in the field, the developing countries including Iran still have a long way to go to be able to cope with their social work and social welfare needs in their societies.

Social Work vs Growing Needs

As the human needs are ever increasing due to social, industrial and cultural change within the individuals and communities, social work services must expand in parallel as well. The concept of common human needs and social welfare as articulated by Towle (1965) includes those basic common needs which are necessary for the survival and development of all human beings. According to Towle those include physical well-being, personality development, emotional growth, development of intellectual capacity, relationship with others, and spiritual needs which are highly concerned with the functions of social work. It is worth mentioning that early social work was characterized by two streams of activity: social reforms and direct assistance to individuals and families. In case of Iran, more social reform is accomplished rather than direct assistance to clients.

Due to the specific circumstances, human needs may increase or decrease. Helen Harris Perlman (1957:31), a social worker like Towle, emphasized the holistic nature of common human needs as such: "The person is a whole in any moment of his/her living. He/she operates as a physical, psychological and social entity, whether on the problem of his/her neurotic anxieties, or of one's inadequate income". He/she is highly affected by his/her physical and social environment. Therefore, it is the social work which can intervene and solve the person's problems. While all people seek to meet their needs for growth, development and survival, the way they do so varies. Common needs are expressed and met in different ways by different groups of people (Berger: 1985). Human diversity refers to the biological, psychological, social and cultural differences as observed among different people. However, some of the most significant types of diversity are gender, age, race, ethnicity, physical or mental ability, socio-economic level etc. All these create functions for social workers.

Social Work Profession in Tehran

Social work as an academic and professional discipline always attempts to improve quality of life and increase well being of citizens, families and communications through various professional ways. The present research examines the nature of social work, and the role and function of social workers in Tehran mega-city. It explores and identifies the skills, knowledge and expertise as acquired by social workers in this city. While the society has undergone much changes in the second half of the 20th century; followed by changes in the family system, social institutions, culture etc., the paper will measure the quality and functioning of social work as reflected by the social workers in Tehran. Though social workers are more to do with the regulation and monitoring of professional activity" (Banks, 2003), yet it is increasingly emphasized on the core values on which social work as an activity should be based on. Social work as proposed by IFSW contains reference to human rights, and social justice (IFSW,2004). Social work is a necessity today, and it should be meaningfully practiced to have a high turnover rate. Social work is practiced in order to alleviate crises (Jones et al.,2004). Similarly, "the idea of the social worker as someone who works with or counsels individuals has been a recurrent and powerful notion in social work throughout its history (Younghusbands, 1959).

Social work being a board profession, it exerts its activities in fields such as health, mental health, social services administration, families, social justice etc. Though there are constancies in terms of the assumed function of social work and the role of the social workers, it is nevertheless important to understand the socio-economic context in which they are situated. Understanding the socio-political factors which have influenced the development of social work or social services across Europe is necessary to know (Evers, 2003; Munday, 2003). Developing countries including Iran as well could follow suit. Therefore, social work does not operate in a vacuum. There are a number of contextual factors to be acknowledged in our understanding of the role to be played by social work and social workers. To further clarify the matter, Iran needs to employ relevant social action and social planning in order to improve its social work activities. However, many developing countries

including Iran need to develop relationship- building, interviewing, community assessment, decision-making and task planning in social work (Hardina, 2012).

Social workers can actively be engaged in helping others to help themselves. The function of social work and the role played by the social worker in the contemporary society has of course been influenced by major social changes which have occurred over the past two-three decades. Major demographic change such as the increasing low birth rate in Iran, and as a result, a move to a much older age structure, has changed the functioning of social work not only in Iran, but to some extent in other developing countries as well. As Munday (2003) points out, the significance of low birth rate means that in the future there will be a shortage of adult children to look after elderly relatives; the phenomenon which is almost appearing in Iran. This will have an obvious impact on the provision of not only social work, but further provision of social services. The rise in drug-related problems, youth-related problems, elderly problems and the like; all need social work interventions.

Similarly, the appearance of increasing poverty and social exclusion in different forms as some commentators argue (Jordan and Parkinson: 2001; Unison, 2004; Jones et al., 2004) need to be tackled through social work interventions. However, the operation and use of social work would prevent individuals, families and the communities that are at risk. In the meantime, the identity crisis of social workers in a local authority setting are no longer able to effectively carry out preventive work is there (Jordan and Parkinson:2001:217 ; Jones, 2004). Therefore, there is yet a lot to be done to familiarize the roles and functions to the social workers with special reference to countries like Iran.

A Cross-cultural Focus

Compared with the South Korean state of social work practice, Iran has still a long way to go to improve its social work practice. As far as Iran is concerned, much remains to be done both to increase its focus on intervention research, and to unravel the complexity of practice issues across the country. Over the past 20 years, the South Korean government has expanded its expenditure on social welfare from 2.90 percent in 1986 to 6.66 percent of the total annual government budget in 2006 (Choi et al.,2009). In addition, South Korea has at present a national pension, national health insurance, workers' compensation insurance, unemployment insurance, and long-term care insurance. The five social insurance systems are major components of the South Korean welfare state.

What Iran has to do is to improve its potentialities and focus on:

- Social security
- Family and child welfare services
- Medical social services
- Services for people with disabilities
- Services for elders
- Services for young people
- Services for offenders

In Iran though annually over 300 thousand students are graduated from public and private universities, yet they are not well distributed and accommodated according to their expertise (Shargh Newspaper, 2006). Such a situation resulted in shortage of social work practice in the country

as compared with South Korea. In Iran, municipality department has the potential to handle and steer the social work practice through its prepared and educated human power. At the time being, municipality is running new institutions called "*health houses*" in all the 22 districts of Tehran City. These health houses deal with the social needs of the elderly people, disable children, other vulnerable people, environmental issues etc.

However, both Iran and South Korea have almost common social issues such as unemployment, digital gap, immigrant labour, poverty, financial instability, national pension system, caring for refugees, public health, family problems and so on, of which some are related to Iran and some are common for both. South Korea that started investing in social work timely, currently faces fewer social problems, whereas Iran is yet to invest in social work practice and other related social services to solve the emerging problems of different kinds.

While in 2015, South Korea stood at the state of purchasing power per capita of US \$34620, Iran was placed at purchasing power per capita position of US \$ 16080 (WPDS,2015). So, the country (Iran), has to endeavour and be more active in all dimensions including social work and problem-solving strategies.

Validity

The value of social work is generally associated with; working with individuals, face to face work, working with communities and community work, prevention and the like. In addressing developments in social work in countries like USA, Australia and New Zealand, Patron and O'Byrne (2000) outline the notion of constructive social work. Within the notion of value-based social work, various concerns related to the crisis in social work are reviewed and underpinned. Account for problem-solving situations are found through dialogue with the worker and joint efforts are made to negotiate the financial and human resources needed to effect meaningful life changes.

To solve social problems and alleviate or weaken social crises, social work and social workers are very much needed in order to fulfill the function and role of supporting those who are in need; largely because of poverty, disadvantage and social exclusion. However, without the role being played by social work, large sections of the population would have little protection from the negation impact of the growing social and economic inequalities which will continue to characterize life for many individuals, the elderly, families and communities in the 21st century.

The ultimate goal for nursing and social work leaders is to develop skills that will support their ability to lead effectively through complex challenges such as working within the constraints of tight budget, initiating health care policy change to eliminate health disparities, and improving health care outcomes at all levels of care (Marshall,2010). Based on this perspective, Iran also has initiated its Family Doctor Plan (FDP); through which family members and households will be covered by designated health and medical practioners.

Professional identity of social work is needed to be established in order to reflect clear roles of the social workers. The identity of social work and the role to be played by the social workers has to be viewed in reference to the changing nature of the relationship between social

worker and client (users). Similarly, social work is a confusing term and contributes to the lack of clarity between social work, social care, social services, social the critical situation in which social work finds itself. However, social workers confront various cases/problems during their professional careers. Those may include hunger, shortage of affection, problems of habitation, marriage-related issues, infertility-related issues, income/occupation problems and the like (Montakhab,1992:31).

Responsibility of Social Worker

Social workers must uphold public trust and confidence in social work services, and whose primary role is to protect and provide the welfare and well-being of the children, youth, the vulnerable adults and communities. Social workers reserve certain functions, and should act in terms of regulations, in a way to ensure the protection of the public. Social workers should have access to professional consultation, support and advice from appropriate, experienced and higher social workers. The intended consultation and management should focus on assisting social workers to reflect critically on their practice, use their powers effectively and make complex decisions. Similarly, social workers constantly manage the double roles of care and control in discharging their duties in a varied and complex environment. It is important that the service users and the general public understand the complexity of balancing the two roles. There must also be collaboration, transparency and openness with clients particularly in association with using statutory powers.

Social workers must be aware of society's values and operate in accordance with the legal obligations. They must be able to balance the needs of the clients/ service users. As communities always include people who are vulnerable and who pose challenges for themselves and others, social workers intervene in situations where not to do so, could lead to a continuation or escalation of harm. They may even work with people who have no wish to use social work services. On the other hand, social workers may be involved in cases where a wide-range of resources may be needed. However, they have a role to play in promoting social justice, and in identifying and addressing obstacles to social inclusion.

Social work skills are often deployed to good effect in collaboration with other professionals, either in on-going multi-disciplinary terms, or in ad hoc joint work around the needs of an individual or family. The distinctive social work contribution combines a developing body of knowledge and skills; a set of core values and priorities, and a range of personal qualities, and it includes working through the medium of a qualitative personal relationship. It is worth mentioning that though the primary responsibility of the social worker is the protection and promotion of the welfare and well-being of children, vulnerable adults, the elderly, and communities, yet in a wide-range of developing countries it does not happen so. Social workers should use their professional knowledge and expertise to make due judgments and decisions to solve problems.

To improve the quality of social work, the link between sociology and social work must be strengthened. There can be little doubt, however, regarding the importance of sociological theory and research for the development of the knowledge and theoretical base of social work practice. For

example, social stratification, conflict theory, deviance, community development and dynamics, family studies, of the areas are some of the sociological theories/perspectives that have informed and directly influenced both the theory and the practice of social work (Meyer and Borgatta,2012). Social workers are likely to work with people who have no wish to engage with social work services, but at the same time are required to do so for their own interests, or others' interests/safety. This will bring a positive change in their lives. Similarly, social workers are needed to have appropriate access to technical and professional consultations; get the necessary support and advice from experienced social workers in order to effectively make complex decisions.

Social workers are therefore responsible for the assessment and management of complex and inter-connecting risks rather than simply risk avoidance. This needs social workers to work with individuals to help them assess the risk they face, and may present to others, and to promote the independence of service users while helping them as far as possible from danger of harm. Similarly, social workers need to be able to develop and maintain their skills in this field throughout their careers, and in all settings. Therefore, the social worker's task is to work alongside the people to help them build resilience, maintain hope and optimism and develop their strengths and abilities. They must detach uncertainty from the approaching clients.

Social Work as Profession

Social work is a profession for those with a strong desire to help improve people's lives. The functions of social workers is to assist people by helping them cope with issues in their everyday lives, deal with their relationships, and solve personal and family problems. Some social workers help clients who face a disability, such as a life-threatening disease, or a social problem such as inadequate housing, unemployment and the like. However, many social workers specialize in serving a particular population or working in a specific setting. Yet, some who conduct research and advocate for improved services, are involved in planning or policy development.

As far as the work environment is concerned, social workers usually spend most of their working time in an office, they may travel locally to visit clients, meet with service providers, or attend meetings. Social work, while satisfying, can be challenging too. For example, understaffing arrangements and caseloads may add to the pressure, and ultimately affect social workers.

Problem-solving

Social work is an art, a science, or a profession that helps people solve personal, group (especially family), and community problems, and to attain satisfying personal, group and community relationships through social work practice (Farley and Smith,2007:9). Social work promotes social change, problem solving in human relationships, and the empowerment and liberation of people to enhance well-being. Social work utilizes theories of human behavior and social systems. It contributes to the points where people interact with their environments. However, principles of human rights and social justice are fundamental to social work (International Association of Schools of Social Work, 2001).

Development vs Social Work

While development is a complex concept both in theory and practice, it is very much associated with social work. At the individual level, development has the implications of increased skill and capacity, freedom, creativity, self-discipline, responsibility and material well-being. Similarly, at the level of society, the concept connotes increasing capacity to regulate internal as well as external relations (Rodney, 1972). Other scientists relate it much to gross national product (GNP). Thus, any nation may be said to be achieving some level of development, if its per capita output is growing faster than its population (Todaro and Smith, 2003). Economic development has further been seen in terms of the planned alteration of the structure of production and employment, and the whole process is very much subject to the application of social work.

Additionally, Stutz and De Sousa (1998:543) note that the United Nations has devised a Human Development Index (HDI) to measure national human development of both developing and developed countries. The HDI comprises of demographic, social and economic factors such as life expectancy, literacy rate and per capita purchasing power, respectively. The improvement of all these indicators are very much concerned with the operation of the role and function of social work.

In a nutshell, development is both material and social; material in terms of economic growth and increased productivity, and social in terms of qualitative changes in people's lives, attitudes, institutions and external relationships. In this process, social work helps the individuals identify themselves as community, and are collectively empowered to use the necessary knowledge, values and organizational skills to sustainably share and enhance the available resources in order to bring about positive change in favour of all members of the society. Thus, through the application of social work, while different dimensions of development are achieved, poverty, inequalities, sufferings and injustice are aimed to end (Oxford Community Aid Abroad, 2001).

Not only in Iran, but all nations need both social and economic resources to achieve national development. In this regard, social work can generally contribute to the process of development through enabling individuals and the society. Thus, social workers are mandated to mobilize and deliver a wide range of services to their clients (Bernstein, 1995:54).

Theoretical Perspectives

Social work needs to express and articulate the theoretical frameworks which inform, structure and facilitate its operation (Coulshed and Orme, 1993). Social work discussions about theory have tended to be reactive. Similarly, theories in social work often include approaches such as person-centered counseling, family therapy, cognitive-behavioural therapy, anti-discriminatory practice

theory etc. (Davies, 1997). Another perspective is expressed as such; traditionally in social work as in other social policy areas, the social work profession tends to be interpreter of such knowledge at theoretical as well as practice levels. In social work, a distinct area of research developed which came to be called "client studies", pioneered by the book "The Client Speaks" (Meyer and Timms, 1970).

Historically speaking, the knowledge base of social work has been derived from social research conducted using traditional methods of inquiry which claim to be objective, neutral and value free, and to produce knowledge which is independent of the persons carrying out the research (Stanley and Wise, 1993).

Whether we recognize it or not, theory-less practice does not exist; we cannot avoid looking for explanations to guide our actions. Therefore, to make sense of our everyday experiences, so that we can explain to ourselves and to others what we are doing and why, we have to turn to theory. Research has shown that agencies which profess not to use theory, offer a non-problem-solving, drifting service (Corby, 1982:6).

There seems to be no bounds to the knowledge and skills required to do social work, despite the claim that, "any one with a kind heart can do it" (Olsen, 1986). The list of our roles and tasks continues to grow: practitioners have to be therapists, managers, reformers, researchers, planners, teachers and protectors. Though we cannot be experts at everything, yet, as we have seen, we are beginning to be expected to understand the cause and cure for many social ills and prove that our methods work. Personal qualities such as self-understandings, curiosity, determination, and ability to get along with people are necessary, but not sufficient conditions for productive practice (Jordan, 1984). We need a kind heart, common sense and uncommon sense (Gammack, 1982).

However, the construction of social work theory is based on what social workers do. It emerges from expectations taken up from that society. In particular, people form or construct social work and its agencies by their demands and expectations, and therefore, social workers and their agencies are influenced to change by their experiences with the people they serve. Clients and their experiences are the realities that social work has to deal with; they make social work what it is. Workers, clients and agencies contribute to some extent to any society's expectations and its political and social process by their own thinking and doing (Payane, 2005).

Findings

In conducting research on social work tasks in Tehran City, some 343 social workers were approached. The data collected from the interviews indicate an image of social work in Iran.

Table 1: Classification of Social Workers by Age and Sex in Tehran City

Age	Total		Males		Females	
	Number	Percent	Number	Percent	Number	Percent
Total	343	100	89	25.95	254	74.05
Under the age 25	13	3.79	4	1.17	9	2.62
Age 25- 29	88	25.66	7	2.04	81	23.62
Age 30-34	79	23.03	19	5.54	60	17.49
Age 35-39	68	19.83	19	5.54	49	14.29

Age 40-44	45	13.12	18	5.25	27	7.87
Age 45 and over	50	14.58	22	6.41	28	8.16

Based on data collected, and according to the educational standards of the social workers, out of 343 social workers interviewed, 6 (1.75%) had finished higher secondary school, 36 (10.5%) has finished diploma, 229 (66.76%) had finished BA, and finally 72 (20.99%) of the social workers had finished their MA degrees or above.

Data collected indicate that out of the total sum of 343 respondents, 244 (71.14%) of the social workers had official and specialized certificates of social work, while 99 (28.86%) did not have official certificates for their jobs. Based on gender classification, 56 (16.33%) of male social workers reported to have official and specialized certificates, and 33(9.62%) did not have any official and specialized certificates. So far as the female social workers are concerned, 188 (54.81%) asserted to have specialized social work certificates, whereas 66 (19.24%) of whom did not have the same.

The social workers studied could be classified affiliation-wise. Out of the total 343 respondents, 159 (46.36%) were affiliated to the welfare department, 63 (18.37%) were affiliated to Imam Khomeini support committee, 68 (19.83%) were connected to the ministry of health, and finally 53 (15.45%) were affiliated to private sector.

In one of the questions asked, the author came to know of the number of clients that the social workers visit per month. In that, 69 (20.12%) asserted to have less than ten clients per month, and 73 (21.28%) of the respondents stated to have 10 to 14 clients per month. Similarly, 68 (19.83%) of the sample social workers stated to have between 15 and 24 clients in an month, and eventually, 133 (38.78%) of the social workers asserted to have more than 25 clients monthly.

In another question the views of the social workers were searched as to which sex clients they approach per month. In response to this question: Out of the total of 343 respondents, 123 (35.86%) asserted to get more female referrals, 48 (13.99%) stated to get more male clients, and finally, 172 (50.15%) stated to have both male and female clients in equal numbers.

Social workers were also searched with reference to the type of problems raised by clients. In that, 54 (15.74%) stated that their clients had substance abuse problems, 136 (39.65%) of the given social workers stated that their clients had family problems, 73 (21.28%) of the respondents asserted that their clients were somehow ill, 64 (18.66%) of the samples expressed that their clients did not have regular income, and finally 16 (4.66%) of the clients declared that their clients had other difficulties.

Social workers were also investigated with regard to the type/quality of the illness of the clients in Tehran City. In that, 55 (16.03%) of the sample respondents declared that their clients had physical problems, 55 (16.03%) declared that the clients were involved with some physical and mental problems, 227 (66.17%) of the social workers had clients with dementia and Alzheimer's disease.

In the present research, social workers have been classified according to the age groups of their clients as well. In that, the respondents asserted that 35(10.2%) of their clients were in age groups 15-24, similarly, 136 (39.65%) of the samples stated that the approximate age groups of their clients were between 25 and 34 years. 125 (36.44%) of

social workers categorized their clients between 35 and 44 years of age, 30 (8.75%) of the sample respondents declared their clients' age-groups between 45 and 54. Finally, 17 (4.96%) of the social workers stated that their clients were of 55 years of age and over.

One of the other assessments as conducted on social workers is their study in terms of the insurance status of their referrals. In this part, 187 (54.52%) of the respondents asserted that most of their clients have health insurance, whereas 156 (45.48%) of samples stated that mostly their clients do not have health insurance.

Similarly, social workers were measured by number of times that clients refer to their social workers. In that, 19 (5.54%) of the sample social workers stated that the hold one sessions with their clients, 74 (21.57%) of the social workers asserted that they hold two sessions with their clients, 103 (30.03%) of the respondents declared that they hold three sessions with their clients, and finally, 147 (42.86%) of social workers stated to have four sessions and over with their clients.

Here we will come to know of the duration of problem-solving of the clients by the relevant social workers. In that, 59 (17.2%) of social workers enunciated that it took them less than one month to treat their clients. Similarly, 114 (33.24%) of social workers stated that it took them 1 to 3 months to rehabilitate their clients followed by 99 (28.86%) of respondents who stated that they rehabilitate their clients between 3 to 6 months, and eventually 71 (20.7%) of the samples declared that they finish up with their clients within 6 months and above.

Post-treatment relationship between social workers and clients is noteworthy. Out of 343 respondents, 94 (27.41%) of social workers stated that they had no relations with the clients at all after their treatment, 92 (26.82%) of social workers stated that they kept contacts with clients for less than one month after their remedy, 58 (16.91%) of the respondents enunciated that they kept contacts with other clients for 1 to 3 months. Likewise, 38 (11.08%) of the sample social workers reported to be in contacts with their clients in the post-treatment period for 3 to 6 months, and finally 61 (17.78%) of the social workers asserted to be in contacts with their clients after their files are closed for 6 months and over.

In another question, the quality and place of social case work is searched. In that, 22 (6.41%) of the social workers reported that they treat the clients more at the elderly nursing homes, 140 (40.82%) of the social workers asserted to treat the clients at the scene/site, 56 (16.33%) of the respondents stated to interact the clients at their homes, and eventually 125 (36.44%) of social workers declared to treat the clients at the rehabilitation centers.

As the relation of social workers with young couples as clients is of importance, some questions were developed in this regard. In that, 37 (10.79%) of social workers reported to be very much in relation with young couples as clients, 64 (18.66%) of social workers stated to be much in relation with young couples as clients, 160 (46.65%) of the respondents reported to be in relation with young couples as clients to some extent, and finally 82 (23.91%) of social workers expressed to be very little in relation with young couples as their clients.

As divorce rate is currently quite high within the youth in Iran, some relevant inquiries were made in the present study as the objectives of the social workers' relation with young clients. In this connection, 51 (14.87%) of the social workers aimed to nullify the divorce intention of the clients, 111 (32.36%) of the social workers asserted to delay the divorce case of their young clients, 4 (1.17%) of the social workers preferred accelerating the divorce case of their young clients, and finally 177 (51.6%) of the social workers preferred and chose compromise within their young clients.

As many social workers are involved with elderly clients today, some questions have been set here to clarify their conditions. In this regard, 170 (49.56%) of the social workers said to be involved with lonely female clients, 38 (11.08%) of the social workers stated to be involved with lonely male clients, and finally, 135 (39.36%) of social workers expressed to be involved both with male- and – female- alive clients.

The paper has also investigated about the type of clients approached. In this regard, 59 (17.2%) of the social workers declared their clients to be elderly people, 17 (4.96%) of the social workers declared children to be their clients, 49 (14.29%) of the social workers declared young criminals to be their clients, and finally 218 (63.56%) of the respondents stated families to be their clients.

Conclusion

Social work services if improved, could highly boost the quality of life of all sorts of people with special reference to the ageing people. The paper gives us an insight to develop social work practice in Iran, wherein ageing people are increasing under the conditions that overall social, economic and cultural life is also changing. In order to enhance the quality of service on social work, we should ensure as to where the society is. Similarly, the existing services must be assessed, and further developments should be planned for. While the human needs are increasing more than ever before, social work services are necessary in all kinds and for all sorts of people regardless of age, sex, religion, race, caste and creed. While the holistic nature of common human needs such as the physical, psychological and social ones is the same, for those with organized social work services, they are responded, but for many including potential clients in Iran with underdeveloped social work services, they are not met. Under such circumstances many problems remain unsolved for such people in developing societies including Iran.

The paper enunciates how social work services are associated with a number of contextual factors which need to be acknowledged, before it is practiced. Similarly, due to the appearance of increasing change in social life, family life and social exclusion in Tehran (Iran), enhancing the quality of social work, and the quantity of social workers is remarkable. In this way, social workers can detach uncertainty from the approaching clients. In the present study findings have examined various indicators as expressed by the social workers such as age, sex, education etc. Similarly, data associated with various indicators of clients such as the difficulties, number of referrals, age, sex, characteristics of the clients etc. were assessed and measured in detail.

Scope of the Issue

The research explores how the ever changing societies of the modern times need to extend their social services to be applied through social work strategies. As people's lives, standards and expectations are ever changing and promoting, there need to be modern and progressive means and services to meet the emerging needs of the people with problems of deficiencies. Similarly, to promote social justice, among the various groups and individuals, social services need to be upgraded and developed in terms of time and place. In this research, the term social work in particular refers to the professional practice of delivering certain social services. Likewise, the scientific study of physical sciences, social sciences, and the requisite technology to the goals of performing social work practice in order to improve the human well-being. Similarly, children's and young people's emotions in professional practice are taken into account in policy and practice (Krafft, 2015).

Though many social work systems evolved over the 20th century, yet they further need to be evolved in the 21st century. While the population of the developing world has increased many folds in the past 60 years, social services have not changed at the same rate with population change. The paper sociologically weighs and assesses the emerging conditions. The paper mainly appraises the state of social work services in Iran, where more investments are needed to be put into effect. As far as Iran is concerned, there is yet a large gap between supply and demand in terms of social work services. Not only in Iran, but in other developing countries more resources need to be created and mobilized in order to respond the emerging welfare needs of various classes of individuals with special reference to the lower-class people.

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