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Golden Research Thoughts

INFORMATION AND COMMUNICATION TECHNOLOGIES IN SOCIAL WORK

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ABSTRACT

Information and communication technologies (ICTs) are electronic devices used to pass on, control and store data. The exponential development of Internet get to and ICTs extraordinarily affected social, political, and monetary procedures in the United States, and around the world. Despite the level of practice, ICTs will keep impacting the vocations of social specialists and the customers they serve. ICTs have gotten some consideration in the social work writing and educational modules, however we contend that this level of consideration is not satisfactory given their pervasiveness, development and impact, particularly as it identifies with maintaining social hard working attitudes. Huge consideration is expected to guarantee social specialists are receptive to the mechanical changes in the human services framework, including the medicinal services foundation and utilization of innovation among customers. Social specialists additionally require ICT capabilities keeping in mind the end goal to viably lead diverse sorts of social change activities or team up with experts of different controls who are utilizing ICTs as a feature of existing methodologies. This paper likewise distinguishes potential pitfalls and difficulties regarding the reception of ICTs, with suggestions for propelling their utilization practically speaking, training, and research.

KEYWORDS :Information and Communication Technologies , human services , Social Work.

INTRODUCTION

Information and communication technologies (ICTs) are comprehensively characterized as innovations used to pass on, control and store information by electronic means (Open University, nd). This can incorporate email, SMS content informing, video talk (e.g., Skype), and online web-based social networking (e.g., Facebook). It likewise incorporates all the distinctive figuring gadgets (e.g., PCs advanced mobile phones) that do an extensive variety of correspondence and data capacities. ICTs are unavoidable in created nations and considered indispensable in the endeavors to manufacture social, political and monetary investment in creating nations. For instance, the United Nations (2006) perceives that ICTs are important for helping the world accomplish eight time-particular objectives for diminishing destitution and other social and financial issues. The World Health Organization additionally considers ICTs to be adding to wellbeing change in creating nations in three routes: 1) as a path for specialists in creating nations to be prepared in advances practically speaking; 2) as a conveyance system to poor and remote regions; and 3) to expand straightforwardness and effectiveness of administration, which is basic for the conveyance of freely given wellbeing administrations (Chandrasekhar and Ghosh, 2001).

With the development of the Internet, an extensive variety of ICTs have changed social connections, instruction, and the spread of data. It is contended that online connections can have properties of closeness, lavishness, and freedom that adversary or surpass disconnected connections, as online connections have a tendency to be construct more in light of common intrigue as opposed to physical nearness (Bargh, McKenna, and Fitzsimons, 2002). In the prevalent book The World is Flat, Thomas Friedman (2005) contends that community oriented advancements
- i.e., collaborations between individuals upheld by ICTs - have extended the potential outcomes for shaping new organizations and conveying esteemed products and ventures for anybody. Instructive scholar and technologist Curtis Bonk as of late distributed an exceedingly clever and powerful book called The World is Open (Bonk, 2009). Bonk (2009) contends that, with the advancement of ICTs, even the most remote regions of the world have chances to access the most astounding quality learning assets. Procedures from the 2004 International Workshop on Improving E-Learning Policies and Programs likewise demonstrated that ICTs are changing governments through workforce change, native training, and administration enhancement (Asian Development Bank Institute, 2004). Countless records and information sources exhibit that ICTs have decreased limits and expanded access to data and training (see Bonk, 2009; Friedman, 2005), which has driven the United Nations Educational, Scientific, and Cutural Organization (UNESCO) to concentrate on helping Member States in creating hearty arrangements in ICTs and advanced education (UNESCO, nd).

In spite of the fact that ICTs and the development of the Internet are not without issues, a reality remains that both will keep on shaping the worldwide group. Different controls have perceived the significance of ICT and consider it to be a key some portion of expert improvement. For instance, the National Business Education Association (NBEA) states: "dominance of innovation devices is a prerequisite instead of a possibility for improving scholastic, business, and individual execution" (NBEA, 2007, p. 88). Assets are accessible that address the part of innovation in the social work educational programs (e.g., Coe Regan and Freddolino, 2008; Faux and Black-Hughes, 2000; Giffords, 1998; Marson, 1997; Sapey, 1997) and in research and practice (e.g., Journal of Technology in Human Services). The National Association of Social Workers (NASW) and Association of Social Work Boards distributed an arrangement of ten gauges with respect to innovation and social work rehearse, which serves as a guide for the social work calling to consolidate innovation into its different missions (NASW, 2005).

In spite of this enthusiasm for innovation, the consideration that the field of social work has given to ICTs in research, training, and practice does not coordinate the endeavors of other national and worldwide associations that view ICTs as basic to enhancing the lives of distraught and disappointed people, and important for all types of common engagement. The Council on Social Work Education (CSWE) requires the reconciliation of PC innovation into social work instruction, however there are no unequivocal models for combination or understudy learning (CSWE, 2008; see likewise Beaulaurier and Radisch, 2005). Asking other social laborers, social work understudies, and social work instructors can without much of a stretch uncover that many are ignorant of the NASW innovation norms. An audit of syllabi of social work courses will likewise demonstrate that ICTs, past email correspondence, are by and large not present in the instructive environment. Subsequently, social work understudies are not being enough arranged in the utilization of ICTs, which are vital in the workforce today and will turn out to be much more critical after some time (Parrot and Madoc-Jones, 2008).

In this paper, we contend that ICTs are of basic significance to propelling the field of social work. In particular, they give effecient and successful approaches to sorting out individuals and thoughts, offers more noteworthy access to learning and instruction, and builds the effectiveness and coordinated effort of our work. This paper takes the position that numerous parts of the NASW Code of Ethics (1999) can be progressed through cautious and keen use of ICTs. In this way, capabilities with ICTs and ICT proficiency ought to be required learning results in social work training and proceeding with instruction. This incorporates having the learning and abilities to comprehend and utilize ICTs to acheive a particular reason (i.e., capabilities), notwithstanding knowing the significant ideas and dialect connected with ICT (i.e., education). Inside this structure, this paper distinguishes particular parts of the Code of Ethics (1999), demonstrating how ICTs assume a basic part in accomplishing the fancied qualities and standards. Proposals on how ICTs can be all the more deliberately consolidated in the classroom, alongside potential pitfalls, are talked about.

ICTS IN SOCIETY

Computer technology is becoming more efficient, productive, and cheaper. Advances in technology are producing more capable figuring gadgets to make an element virtual system that permits individuals everywhere throughout the world to impart and impart data to each other. The development and significance of the innovation and the virtual system are underscored by two critical laws. To start with is Moore's Law, which expresses that "coordinated circuit innovation headways would empower the semiconductor business to twofold the quantity of segments on each chip 18 to 24 months" (Coyle, 2009, p. 559). Basically, this implies the speed and efficiency of a PC builds two-overlay each 1.5 to 2 years. While such development may not be maintained uncertainly, the exponential development of innovation acknowledged up to this point has reshaped our general public and will keep on being a dynamic compel in future eras. It is vital that social laborers comprehend the part that innovation plays in forming the lives of customers and the administrations that are conveyed. The second law, Metcalfe's Law, expresses "the estimation of a system increments in extent to the square of the quantity of individuals associated with the system" (Coyle, 2009, p. 559). These quickly creating advances, and the people that use them, are delivering virtual systems of more prominent size and esteem.

At the time Granovetter distributed his great study on systems and work (Granovetter, 1973), ICTs assumed no part in creating and keeping up system connections. Today, Internet destinations, for example, LinkedIn (www.linkedin.com) create limitless informal organizations that give chances to experts and managers to publicize and impart. To adequately utilize interpersonal organizations,

whether for getting business, securing assets, or acquiring data, social laborers need to comprehend the abilities of these systems, and how they can be successfully comprehended, oversaw, and used inside an advanced situation.

ICTS IN HIGHER EDUCATION

Applications of ICTs for instituations of advanced education have developed immensely and will keep on shaping the conveyance of social work training. This is now acknowledged through rising separation training courses and different methodologies for utilizing innovation as a part of the social work classroom (e.g., Stocks and Freddolino, 1999; Wernet, Olliges, and Delicath, 2000). Courses offered online enormously help understudies who are long separation workers or understudies with handicaps. In both separation and nearby learning, numerous teachers use course administration frameworks (e.g., Sakai, Moodle, and Blackboard) for overseeing for all intents and purposes each part of a course. These course administration frameworks frequently give understudies apparatuses to help each other in taking in the course material (e.g., synchronous and nonconcurrent correspondence). To a great extent on account of these open doors, some have even anticipated that ICTs may in the long run obscure the conventional school classroom (see Bonk, 2009).

Inside schools and colleges, ICTs serve both regulatory and scholarly capacities. Understudies can achieve an assortment of assignments utilizing PC arranges that spare the establishment time and cash, for example, encouraging charging and installments to the school, asking for and acquiring budgetary guide or potentially grants, class booking, asking for authority transcripts, selecting lodging areas, and so forth. Concerning social work look into, ICTs are a piece of a foundation for fresher research techniques (e.g. Geographic Information Systems, PC reproductions, organize demonstrating), making it pivotal for colleges to saddle innovation to propel their examination missions (Videka, Blackburn, and Moran, 2008). ICTs can possibly encourage a more gainful and powerful learning environment for both social work understudies and teachers.

ICTs AND SOCIAL WORK ETHICS

The development of the Internet and utilization of ICTs has changed how we communicate with each other and how we function (Bargh and McKenna, 2004). As the thousand years era (otherwise called era Y) is brought up in a domain with profoundly complex systems that make utilization of innovation, their significance will keep on growing (Weller, 2005). The field of social work confronts a basic need to join ICTs into preparing social laborers, conveying social work administrations, and the direct of social work inquire about. Plainly ICTs, when insightfully and adequately utilized, can enhance the different practice techniques for social work (i.e., conveyance of administrations, training, and research). In spite of the fact that the potential employments of ICTs have been very much characterized, to date there has been little examination of the effect of ICTs on the standards of social hard working attitudes. Given underneath are particular cases of how ICTs seem important for guaranteeing the conveyance of moral social work rehearse. We highlight pertinent parts of the NASW Code of Ethics (1999) and give particular illustrations.

Moral Principle: Social laborers perceive the focal significance of human connections. ICTs assume a noteworthy part in human connections, which has suggestions for social work hone. All the more particularly, expanding quantities of individuals are occupied with connections that are interceded by some type of ICT, including electronic messages (e¬mail), SMS instant message, long range interpersonal communication (e.g., Facebook), texting administration, or video talk (e.g., Skype). Social specialists need a comprehension of the parts that such ICTs may play in the lives of their

customers. This may include seeing how correspondence procedures are distinctive contrasted with up close and personal associations, for example, the utilization of emoticons - that is, characters and images use to express non-verbals.

Social laborers likewise need to comprehend that numerous connections create and may happen solely on the web. For instance, the Internet permits gatherings to assemble around a typical reason, including the arrangement of self improvement, social support, and psychoeducation. Contingent upon their configuration, such gatherings might be alluded to as electronic gatherings, listservs, discussions, and mail bunches. The multiplication of these gatherings can be credited to namelessness and their straightforward entry, especially for people with portability issues, uncommon scatters, and those without access to up close and personal gatherings or expert administrations (Perron and Powell, 2008). Various studies have followed the examples of correspondence inside online gatherings, and have found that a significant number of the procedures utilized are the same as those utilized as a part of eye to eye self improvement gatherings (Finn, 1999; Perron, 2002; Salem, Bogat, and Reid, 1997). Given the prevalance of online connections, social laborers and other human administration experts must know about the positive (e.g., social support, see Perron, 2002), and negative impacts (e.g., digital tormenting, see Hinduja and Patchin, 2008) they have on their individual customers, with an unmistakable comprehension of how connections are intervened by ICTs. At present, the social work educational module underline the significance and improvement of in-person connections, while little consideration is given to comprehension the part of online connections and PC interceded connections.

CONTINUED GROWTH OF ICTS

Innovation developments are empowering a pattern towards the digitization of the world's data and information, basically making stores of the amassed human experience (Coyle, 2009). PC innovation has gotten to be coordinated into the present day worldwide society, serving an extensive variety of capacities and purposes. With such development are broad contentions that Internet get to is a human right since it is important to completely take part in today's general public. The Federal Communications Commission (FCC) reported arrangements, in conjunction with the US Department of Agriculture and Rural Development, to make a national broadband web strategy to guarantee every United State residents have measure up to access to rapid web (Federal Communication Commission, 2009). This strategy, made conceivable through the Recovery and Reinvestiment Act of 2009, is particularly customized for subjects who live in rustic or underserved zones (Federal Communucations Commission, 2009).

As the utilization of ICTs keeps on developing, it is critical to understand the significance of merging, and how union shapes the transmission of data and administration conveyance. This idea alludes to "the meeting up of data innovations (PC, customer hardware, media communications) and contraptions (PC, TV, phone), prompting to a perfection of the advanced upheaval in which a wide range of data (voice, video, information) will go on a similar system" (Coyle, 2009, p. 550). The creation and usage of advanced mobile phones (e.g., BlackBerry, iPhone) is a key case of meeting, where one gadget has various capacities and distinctive applications, bringing advances, for example, long range informal communication, email, videorecording, and customary cell telephone utility into one's pocket.

People of all age extents are intensely required in keeping up social associations through web systems. For instance, informal communication sites, for example, Facebook and MySpace, are utilized generally and gloat exceptionally dynamic guest populaces. Facebook and MySpace each came to more

than 100 million dynamic guests by April of 2008 (Schonfield, 2008). The Internet and other media transmission systems enormously affect characterizing the eventual fate of human collaboration, and to date, these progressions have to a great extent been sure crosswise over social settings (Bargh, 2004). The field of social work needs to see how these progressions are affecting and will keep on influencing all parts of social work. As it identifies with social work, it is fundamentally critical that such an examination plan fabricates a comprehension of both the positive and negative effects of human cooperation.

CHALLENGES OF ICTS

Despite the proceeded with development and extension of advances, many disappointed and distraught people still don't have admittance to ICTs or the Internet. While activities in the United States, and other individual nations around the globe, are endeavoring to give access to everyone, huge variations inside and crosswise over nations exist, especially in African districts that have low Internet advertise entrance (Alden, 2004). By building up a more grounded center and foundation around ICTs in social work instruction, social laborers will be better arranged to take part in a scope of approach activities to bolster exercises that look to address these incongruities in social, monetary and political interest.

In the preparation of social laborers in ICTs, it is likewise vital to perceive that not all advances have brought about increased the value of training. For instance, Kirkup and Kirkwood (2005) contend that ICTs have neglected to deliver the radical changes in learning and showing that many foreseen. This underscores the significance of guaranteeing ICT education among social laborers - that is, being able to get to and assess data utilizing ICTs (Chinien and Boutin, 2003). This will help social laborers select the ideal instruments from an extensive variety of alternatives.

In the arrangement of clinical administrations, social specialists must know that clinical needs can be (and as of now are being) met through innovations, for example, telehealth and email interviews (McCarty and Clancy, 2002). Late reviews likewise propose that customers welcome these new treatment alternatives (Fox, 2009). Facilitate research is still expected to better comprehend the adequacy of Internet-intervened administrations. For instance, the adequacy of online psychotherapy demonstrates guarantee however the current research to date stays uncertain (Bee et al., 2008; Mohr, Vella, Hart, Heckman, and Simon, 2008). The social specialist utilizing such innovations must consider how lawful, moral, and social standards apply, notwithstanding the points of interest and weaknesses of online wellbeing administrations (see Car and Sheik, 2004). At present, the social work educational modules concentrates solely on connections without ICT intervened trades, yet the development of innovation inside the human services framework makes these matters a need in social work training. On the off chance that such issues aren't tended to, the field of social work is at danger of not staying aggressive in the arrangement of wellbeing and psychosocial administrations. Besides, without legitimate preparing, social laborers in this field of practice are at danger of conveying low quality administrations or confronting lawful or moral issues.

Social work scientists and professionals ought to work decisively to report both the effective and unsuccessful activities including ICTs in the field. Case illustrations can give the premise to seeing how ICTs can be incorporated to improve different parts of the procedure. Tragically, the present technique for spreading new data and practice is principally through expert diaries, where the general timetable of an (the time it takes to have a composition submitted, explored, and in this way distributed) will probably not be sufficiently snappy to stay aware of the advances in innovation. It becomes the field of social work to investigate choices to interface with different scientists and

professionals to share learning, especially with online networking.

CONCLUSION

The field of social work instruction, research, and practice is encompassed by fast improvements in ICTs. Keeping in mind the end goal to guarantee that social work rehearse maintains the norms and estimations of social hard working attitudes, it is fundamental that social specialists are able and proficient in ICTs. This will position social specialists at all levels of practice to propel the lives of disappointed and burdened people through more prominent access to training, learning and different assets. While various ICTs have neglected to understand their normal potential, the progressing quick development of ICTs has made a setting in which social laborers can't avoid innovation, yet should comprehend the part it plays in regular daily existence.

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