

1972

## Metropolitan Social Worker Attitudes and Orientations: An Empirical Investigation

Lea Buchanan Pellett  
*College of William & Mary - Arts & Sciences*

Follow this and additional works at: <https://scholarworks.wm.edu/etd>



Part of the [Social Work Commons](#)

---

### Recommended Citation

Pellett, Lea Buchanan, "Metropolitan Social Worker Attitudes and Orientations: An Empirical Investigation" (1972). *Dissertations, Theses, and Masters Projects*. Paper 1539624798.  
<https://dx.doi.org/doi:10.21220/s2-rxm4-9x74>

This Thesis is brought to you for free and open access by the Theses, Dissertations, & Master Projects at W&M ScholarWorks. It has been accepted for inclusion in Dissertations, Theses, and Masters Projects by an authorized administrator of W&M ScholarWorks. For more information, please contact [scholarworks@wm.edu](mailto:scholarworks@wm.edu).

METROPOLITAN SOCIAL WORKER ATTITUDES AND  
ORIENTATIONS: AN EMPIRICAL INVESTIGATION

---

A Thesis

Presented to

The Faculty of the Department of Sociology  
The College of William and Mary in Virginia

---

In Partial Fulfillment

Of the Requirements for the Degree of  
Master of Arts

---

By

Lea Buchanan Pellett

1972

APPROVAL SHEET

This thesis is submitted in partial fulfillment  
of the requirements for the degree of  
Master of Arts

*Lea Buchanan Pellett*  
Lea Buchanan Pellett

Approved, August 1972

*Jon S. Kerner*  
Jon S. Kerner, Ph.D., Chairman

*R. Wayne Kernodle*  
R. Wayne Kernodle, Ph.D.

*Victor A. Liguori*  
Victor A. Liguori, Ph.D.

552168

cop. 2

11

Ref

To the memory of my daughters,  
Jenifer and Alexandra

## TABLE OF CONTENTS

	Page
ACKNOWLEDGMENTS . . . . .	vi
LIST OF TABLES . . . . .	ix
LIST OF FIGURES . . . . .	x
ABSTRACT . . . . .	xi
CHAPTER I.     DEFINING THE RESEARCH PROBLEM . . . . .	2
Introduction	
Statement of the Problem	
Review of Past Research	
Hypotheses	
Discussion of Hypotheses	
Intervening Variables	
CHAPTER II.    RESEARCH DESIGN . . . . .	18
Construction of the Research Instru- ment	
Pre-test	
Analysis of Pre-test Questionnaires	
The Study	
CHAPTER III.   RESULTS AND INTERPRETATIONS . . . . .	45
The Factor Analysis	
Second-Order Data Reduction	
Effect of Professionalization	
Intervening and Antecedent Variables	
CHAPTER IV.    SUMMARY AND IMPLICATIONS. . . . .	97
Summary	
Implications	
APPENDIX A. . . . .	108
APPENDIX B. . . . .	122
APPENDIX C. . . . .	132
APPENDIX D. . . . .	140

	Page
REFERENCES. . . . .	142
VITA. . . . .	147

## ACKNOWLEDGMENTS

This thesis is the product of the ideas, efforts and encouragement given so freely by the many people who were involved with the author during the months when it was in preparation. To each of them I am grateful and wish to express my most sincere appreciation.

Dr. Jon S. Kerner, chairman of the thesis committee, provided guidance, direction, an objective viewpoint and above all, understanding throughout the endeavor. He was the person upon whom I could always rely for an astute, straightforward evaluation of whatever topic I was considering. To him I owe a personal debt of gratitude.

Dr. Wayne Kernodle and Dr. Victor Liguori, who served on my committee provided perspective, constructive criticism and valuable suggestions. They both were available whenever I required their attention and were cooperative in expediting the manuscript when time became a contingency.

I would like to express my thankfulness for the many rewarding hours spent talking with welfare recipients during the months before the thesis actually took form. From them I learned something of the meaning of courage and dignity. And through them I learned to appreciate new dimensions of life.

Mrs. Ruth Kernodle, chairman of my department at Christopher Newport rearranged schedules and quietly assumed more than her share of departmental responsibilities so that I would be free to concentrate on the research. She patiently accepted the many inconveniences and handled the many complications that arose as a result of my prolonged engagement in the thesis.

Robert Jones spent long, late hours writing and revising computer programs, checking calculations, attending to the details I overlooked and instructing me in computer operations. I depended upon and appreciated his competent and sustained assistance.

Dr. Robert Durel followed the day-to-day progress, took time to react to my ideas as they were being formulated and called my attention to numerous aspects of the welfare situation that might otherwise have been ignored.

The agency administrators who gave permission for and cooperated in the study and the anonymous social workers who took time from their busy schedules to fill out the questionnaires made the study possible. Their efforts are gratefully acknowledged.

Linda Jenkins took dictation, mimeographed questionnaires and typed the original draft of the thesis. Linda Leonard put into proper form and speedily typed the final manuscript. And Imogene Simmons assisted in proof-reading the completed copy.



And finally to my family: my husband, Dr. Gerald Pellett; my son, Jonathan; and my parents, Alan and Anna Buchanan, I am especially grateful. Jonathan shared many companionable hours with me as he worked on his "kindergarten thesis" and diligently practiced his A-B-C's so that he could assist in the writing process. My parents arranged for him to spend the final weeks, after his authorial patience was exhausted, visiting them in Wisconsin. And my husband participated actively in every step of the project. From the early, unfocused interviews with welfare recipients, through the exciting processes of developing mathematical designs and finally into the tedious stages of preparing the manuscript, he was aware and involved, ready to assist me whenever I desired. Without his support the project would not have been so rewarding an experience.

LIST OF TABLES

Table		Page
3.1	Variable Distributions . . . . .	47
3.2	Factor Matrix Summary. . . . .	50
3.3	Factor One: Social Action Orientation . . .	53
3.4	Factor Two: Clinical Orientation. . . . .	58
3.5	Factor Three: Client Orientation. . . . .	62
3.6	Factor Four: Bureaucratic Function. . . . .	69
3.7	Factor Five: Rejection of Clinical Philo- sophy. . . . .	72
3.8	Factor Scale Correlations. . . . .	76
3.9	Significant Correlations Between Degree of Professionalism and Factor Scores. . . . .	81
3.10	Significant Demographic Correlations . . . . .	87
C.1	Rotated Factor Matrix (5 Factors). . . . .	133
C.2	Measures of Dispersion For Factorial Vari- ables. . . . .	134
C.3	Demographic Data . . . . .	135
C.4	Summary of Demographic Correlations. . . . .	136
C.5	Factor Analysis Variable Communalities . . .	138
C.6	Sample Comparison of Correlation Coeffi- cients (CC): Kendall's Tau and Pearson's R for Variable 16. . . . .	139
D.1	Computer Program for Factor Scales . . . . .	141

## LIST OF FIGURES

Figure		Page
3.1	Interrelation of Factor 1 and Factor 3. . . .	66
3.2	Effect of Professionalism on Conformance with Factor 1, Social Action Orientation . . . . .	82
3.3	Effect of Professionalism on Conformance with Factor 3, Client-versus-Agency Orientation. .	84
3.4	Effect of Total Duration of Employment on Conformance with Factor 5, Rejection of Clinical Orientation. . . . .	89
3.5	Effect of Age and Degree of Professionalism on Conformance with Factor 1, Social Action Orientation . . . . .	91
3.6	Effect of College Major and Higher Education on Conformance with Factor 1, Social Action Orientation . . . . .	94

## ABSTRACT

The social work literature describes a situation wherein reform activists operate to change policy at the macro level of society while personal intervention strategists operate within public assistance settings to mollify individual dependency. A questionnaire study of 125 metropolitan area public assistance case workers was conducted to determine whether the dual orientation is harbored at that level.

Factor analysis of the results disclosed that separate, identifiable dimensions of social action, clinical allegiance, and client versus agency orientations did exist and could be measured. Respondents demonstrated broad arrays of conformance to each value complex. Social action and clinical orientation were distinct and non-associated. Respondents were differentially subscripitive to the two orientations and position on one scale could not be predicted from position on the second. The third dimension, client versus agency allegiance was correlated with social action endorsement with greater commitment to social action indicating greater compliance with client orientation.

Degree of professionalism was tested and found to be significantly and positively associated with intensity of social action orientation but uncorrelated with clinical orientation. Increased age and duration of employment was also positively associated with intensity of commitment to social action as well as intensity of commitment to clinical orientation. The more professionally identified and experienced the case worker the more likely he was to accept both orientations for social work intervention.

In conclusion, social case workers did exhibit broadly diverging views regarding the nature of public assistance work. However, the social action versus clinical orientation model was an inadequate description of the complex attitudinal patterns exhibited by the case workers. A description of an integrated, situational decision-making process is perhaps a more accurate reflection of the overall interventive techniques exhibited within the welfare settings.

METROPOLITAN SOCIAL WORKER ATTITUDES AND  
ORIENTATIONS: AN EMPIRICAL INVESTIGATION

CHAPTER I  
DEFINING THE RESEARCH PROBLEM

Introduction

A central concern for what social work is and how the social service system should and does operate is evident in the social work literature. In an attempt to summarize the contemporary consensus on that subject one author states that the purpose of the profession has been defined as "the delivery of social services designed to control dependency" (Atherton, 1968:421). He proceeds to specify the targets of social work intervention as "the aspects of the actor's role performance that exhibit dependency and/or social system elements that are related to or cause dependency" (Atherton, 1968:422).

Traditionally the methods and techniques of social work have been divided into two separate categories; each of which was assigned one of the dual functions described by Atherton. The first methodological approach, the clinical approach, was considered appropriate when the intent of social work was to rehabilitate or support and strengthen the personal resources of clients. The second methodological perspective, the social action approach, was appropriate when the intent was to change elements in the social

system that were believed to be dysfunctional for the dependent individuals (Boehm, 1958).

Leading social work practitioners and educators concur in the judgment that both orientations are necessary for the delivery of effective social work services (Richmond, 1922; Hollis, 1965; Perlman, 1952; Schottland, 1960; Kahn, 1959; Boehm, 1959). Thus social worker training programs are designed to inculcate understanding and appreciation for the differential approaches to dependency amelioration. Students are taught to search for stress producing conditions within the psychological as well as the structural elements of a client's circumstances and to implement, as indicated, either clinical or social action management techniques (Hollis, 1967; Roberts, 1968; Atherton, 1968; Wineman and James, 1969).

Yet, despite the efforts of the professional body to equip its members with a set of specialized tools and the requisite skills to use them aptly, social workers are frequently denied the option of personally selecting the tools for their tasks (Wilensky and Lebeaux, 1958). This restraint on professional autonomy is imposed by the heteronomous nature of many social work service settings. The majority of social work activity is conducted under the aegis of non-social worker administrative bodies that control policies and programs, dictate the form and content of ameliorative services and establish criteria for determining who is to be served (Etzioni, 1969:XIII). The

complex organizations that host the social work practitioners are not always structured to allow the workers latitude in developing treatment programs based on client needs rather than agency policy (Scott, 1969:83).

The phenomenon of heteronomy is particularly salient in the public assistance program. Social workers are employed by the state and local governing bodies to perform a variety of services intended to "restore the indigent to self-support and prevent dependency" (Handler, 1969:406). The nature of the services is outlined by the 1962 Social Security Amendment (McEntire and Hawarth, 1967), and their contents are determined in part by Congress and in part by local and state political interests. The clinical basis of the program was made explicit in the legislative stipulation that social workers "help them [welfare clients] to become responsible citizens" (Ribicoff, 1961). Specifically, the tasks were to include strengthening family relations, helping families to become independent, and rehabilitating dependent people (McEntire and Hawarth, 1967). Thus, the basic methodology and philosophy for social work in public assistance settings was established as clinical.

#### The Statement of the Problem

The fundamental focus of this study revolves about the responses of public welfare workers to their heteronomous settings. What occurs when public assistance social workers are required to perform in organizational units that are structured to provide only one branch of the bifurcated



social work technology? Do the social workers, (or case workers as they are addressed in public welfare) accept the dichotomy between clinical and social action methodology and attempt to operate within the confines of agency guidelines? Or is it plausible that they ignore the agency limitations and proceed on the basis of professional judgment? Lastly, what is the range of variation in case worker response to these situations and what factors are influential in determining where on the array of possible attitude stances a particular incumbent will be identified?

The topics pursued in this research relate to the problems just posed. Explicitly, the author is concerned with establishing: (1) the extent to which social workers in a clinically oriented agency identify with and practice according to the ideological and methodological dictates of the clinical perspective, (2) whether the same workers are also committed to a social action orientation, (3) whether a relationship exists between level of professional identification and allegiance to agency policies, and (4) what antecedent and intervening variables appear to be operating in the determination of social worker orientation.

These questions have consequences for public assistance program evaluators, for other professionals within the network of social service systems and finally for the clients served. In essence, the subject of case worker orientations and attitudes is pertinent to the evaluators and administrators of public assistance programs because

it influences the manner in which broad welfare policies are translated into operational activity at the community level. The topic is also pertinent to members of the peer agencies within the communities since indications of the type and range of services rendered by the welfare department facilitate inter-agency coordination of comprehensive community social services. And, for the welfare clients, whose very lives are to be manipulated and whose value to society is to be enhanced by the numerous social workers who will sequentially be assigned their "cases", the importance of predictable and dependable social work relationships yet needs to be established.

### Review of Past Research

#### Professionalism

The general subject of role incompatibility experienced by professionals who function in bureaucratic settings has been thoroughly scrutinized both theoretically and empirically. That literature provides insights that are helpful in formulating a hypothesis regarding the effect of professionalism upon social worker orientation.

In the 1950's and 1960's attention was called to the topic of competing expectations for performance from a professional body and from a bureaucratic authority. The subject was investigated by general systems theorists (Parsons and Shils, 1951, 1954), by students of occupational sociology (Hughes, 1959) and by complex organization scholars (Blau and Scott, 1962; Gouldner, 1957; and

Reisman, 1959). Personality cynosures of "cosmopolitan" and "local" (Gouldner, 1957) and "bureaucrat" and "professional" (Sleisinger, 1960) were constructed to describe the attributes, coping mechanisms, and predictable behavior patterns associated with the ideal-typical models of professional men within formal work structures. The models provided the basis for analyzing the manner in which individuals ostensibly gravitated toward either their professional group or the bureaucracy in which they were employed and thereafter responded preferentially to the role expectations of the chosen group.

In short, the bulk of evidence supported the notion that professional people do differentially orient themselves toward the bureaucracy or toward the discipline with which they are affiliated. And having thus established a frame of reference, the occupants proceed to function and make decisions consistent with the norms and expectations of the significant reference group.

Empirical confirmation of the existence of these character types in the social work profession has been provided by Billingsley (1964), Epstein (1965, 1969, 1970), and Scott (1969). Scott's work, a re-examination of his well known "county agency" study (Administrative Science Quarterly, June 1965) is particularly applicable to the problem at hand. He presents data, collected in a public welfare agency, which supports the hypothesis that differential models of professional and bureaucratic employee types

can be discerned among public assistance social workers. He further demonstrates that employees who rank high on his empirical test for professionalism also tend to make professional decisions independently of, and sometimes antagonistic to, the policies of the agency. Employees who identify with the agency in preference to the profession are less likely to deviate from agency guidelines or to question the agency approved methods of social work intervention.

Scott's study was limited to a single, semi-rural county welfare agency. He did not attempt to generalize his conclusions beyond that setting. However, his findings are a clear indication that the thesis developed and incorporated in the general literature of complex organizations and substantiated for the social work profession by Billingsley and Epstein do apply, at least situationally, to a public welfare population.

### Social Work Ideologies

A second issue addressed in the problem, the issue of social worker orientations within the gamut of professional ideologies, has a more tumultuous history and has generated greater disagreement within the literature.

Social workers, from their inception as an occupational specialty group in the United States, have been self-conscious about their purpose and special assignment in the constellation of human services. The sub-title of "helping profession" was readily and wholeheartedly

accepted, but agreement as to how the helping profession might make its most valuable contribution has not been unanimous (Pumphrey, 1961). Should social workers involve themselves in therapeutic endeavors or should they function as catalysts for social change? Are individuals debilitated by personal troubles that could be corrected if they gained clearer insight into the dynamics of their personal relationships? (This is the goal of clinical case work.) Are they stunted in growth potential because they lack skills in interpersonal activities? (Clinical groupwork is dedicated to the attempt to remove this restraint through small group therapy.) Or is the social structure the truly stultifying element that needs to be revamped before the dependent individuals can become self-sufficient? (This is the stated goal of social reform.)

The professional organizations and accrediting bodies have persistently held the view that both personal troubles and social issues inhibit the successful, independent (or interdependent) functioning of individuals and that both areas ought to be served (Richmond, 1922; Hollis, 1965; Schottland, 1960). Mary Richmond, in her oft-cited classic monograph What is Social Case Work? published in 1922, reaffirmed the conviction that social workers belonged both in therapy and social reform (or in the contemporary social work lexicon, both clinical and social action aspects of social work) when she stated: "The whole of social work is greater than any of its parts. All parts serve

personality... Casework serves it by... Social reform serves it by..." (1922:237). Her words have been echoed by the most influential and respected professional affiliates of the decades that followed. A compilation of the literature addressed to this topic contains the names of association directors, officers and prestigious members. Helen Hall, Sidney Hollander, Rudolph Danstedt, Grace Coyle, Helen Perlman, Charles Schottland, Alfred Kahn, Harriet Bartlett and Charlotte Towle have all re-asserted the basic dogma that social work is both a therapeutic and change-promoting profession and that practitioners must coordinate the dual perspectives in order to achieve the encompassing objectives (Smith and Zeitz, 1970).

Yet, beneath the facade of consensus about the dual assignments and strategies of social work, an undercurrent of dissent has characterized the profession. As the major themes of political philosophy, psychology and sociology underwent transitions, schools of social workers adjusted their practices to incorporate and apply the redefined principles. Clarke Chambers traces the history of social work attitudes and trends as the philosophical emphases vascillated from social reform through the psycho-analytic or Freudian period and into the contemporary era where championing the causes of the poor and dedicating attention to the structural bases of social inequality are once again approved activities (Chambers, 1971). He elucidates how each undulation in popular

philosophy and concomitant undulation of social work strategy was (and continues to be) accompanied by an effort of the parent social work association to temper the effect and restore a balanced orientation to the profession. Taber and Vattano describe the manner in which the professional elders reprimanded and cajoled recalcitrant specialty sub-groups into compliance with the generic premises of the profession (Taber and Vattano, 1970).

Where these attempts were ineffectual, the National Association supported and directed the development of countervailing emphases within the profession (Rein, 1970; Ad Hoc Committee Report, 1969; Cohen, 1966). Thus, if individual sub-groups could not be convinced to divide their professional energy among the various sanctioned activities, the profession could present an overall balance of specialties and thereby maintain the status quo.

Thus, it appears that the professional social work body is not a homogeneous group with a cohesive, internalized dominant position. Recognizing that the various influences of the separate social work philosophies are operating within the social worker ranks, researchers have recently begun to focus upon empirical investigations of orientations and factors associated with adherence to particular perspectives.

Taber and Vattano conducted a research project in this vein. The project was intended to determine the clinical-social action cleavages among practitioners in

different specialty settings. A random sample of constituent members of the National Association of Social Workers was asked to indicate level of agreement with items from each major social work orientation. The responses revealed that in general members favored activism by social workers but that they also endorsed clinical or rehabilitative functions. Responses were not related to policies of the agencies in which the respondents were employed. The conclusions of the authors were that (1) clinical and social orientations exist and can be measured, but (2) there is no clear-cut division between proponents of the two ideologies (Taber and Vattano, 1970).

Epstein conducted an investigation of an issue similar to the topic explored by Taber and Vattano. His attempt was to evaluate the extent of commitment by social workers to direct social action participation. The social workers queried were generally disinclined toward direct action by professionals and were markedly reluctant to sanction such action when reverberations were expected to be felt in agencies where they were employed. Not only did the professionals reject non-institutionalized or direct action approaches to social work, but they doubted the usefulness of such practices as change producing manipulations. In a still more conservative strain, the respondents rejected the notion that it was possible to mobilize or organize welfare recipients for direct action involvement (Epstein, 1970).



Epstein's respondents exhibited a definite preference for clinical, rehabilitative social work but did not totally reject the complementary, change-action orientation as an abstract philosophy. Compared with the respondents in Taber and Vattano's study, Epstein's respondents are conservative and less allegiant to the dual professional ethic.

An additional study of the clinical-social action orientation cleavage was conducted by Rossi (1968). In that instance the researcher found differences in social worker orientations between clinical and social action philosophies. Conformance-rejection patterns were related to demographic variables rather than to agency affiliation patterns or levels of professionalism. Rossi identified race as the key element in determining the degree of social action acceptance. Since his sample was drawn from an agency that served a predominantly black clientele, and it was the black social workers in his sample who were willing to violate agency policy in order to better serve their clients, it is difficult to generalize from his findings to social work agencies with other characteristics.

In summary, the literature supports the notion of two prevailing orientations among social workers. However, there is, as yet, no consensus about the relative strength of the orientations, the degree to which they are upheld within specific types of agencies or the factors associated with their presence. Thus, the literature does not provide

a sufficient answer to the questions raised in the problem statement.

### Hypotheses

Based upon the rather substantial evidence concerning professionalism, its effect upon attitude formation, and the more tenuous information regarding the orientations and ideologies of social workers, the following hypotheses were submitted:

Hypothesis One: Public assistance social workers exhibit a significantly wide range of attitudinal responses to the tactics, goals and philosophies of the two major social work methodologies.

Hypothesis Two: Those social workers who identify more intensively with the social work profession than with the public assistance agency are more prone to endorse techniques that are external to and/or inconsistent with the clinical-therapeutic objectives of social work.

### Discussion of Hypotheses

The testing of the first hypothesis was, in fact, a prelude to the later investigation. If it were rejected, that is, if public assistance workers were found to be uniformly accepting of an interventive methodology, the matter of consistency and predictability of welfare case work assistance would have been resolved and no further

exploration would have been indicated.

However, if it were not rejected, and the available evidence suggested that it would not be, then the concern was to discover what variable or variables accounted for or were associated with the attitudinal patterns that would emerge. Level of professionalism was selected as the most salient variable to investigate. That variable was selected even though it had not emerged as a significant factor in several previous works (For example, see Rossi's 1968 study). The researcher postulated that implicit within professionalism is the phenomenon of external stimulation and a perspective or reference point separate from the public assistance department. As indicated in the literature, unresolved problems and conflicts regarding a suitable ideology and methodology currently characterize the profession. Thus, "professionally-oriented" social workers could not be expected to present a united front or be allied at an easily defined "professional reference point". However, they could be expected to be in contact with alternative points of view and thus to be innovative and agency independent in their evaluations and endorsements of social work techniques.

#### Intervening Variables

Finally several intervening variables were of concern. The researcher had postulated that professionalism was a critical factor because professionalism permits an alternative point of view. Likewise, such demographic

attributes as race, educational experience, duration of employment and even age and sex share the attribute of providing the possessor with alternative experiences and ergo an independent point of view.

Black social workers, for example, were expected to be more tolerant and approving of social action schemes than were white workers. This expectation was based upon the situational factor that black social workers share a higher probability of having graduated from Hampton Institute or one of the other predominantly black colleges in the geographic area. Those colleges have a record of social involvement programs in the community and protest activity on the campuses. In addition they have developed academic programs designed to investigate the social concomitants of poverty. Thus, the black social workers share a higher probability of having been exposed to social action programs and are perhaps more comfortable with this still somewhat alien tool for dependency amelioration.

Educational experience in social work and/or the social sciences was predicted to be positively associated with "radical" or the social-action orientation. The workers possessing higher educational credentials have most likely been introduced to the idea that the social structure and not the welfare recipient's defective character is a major variable in the poverty syndrome. Their trust in the fruitfulness of clinical therapy and their belief in the sincerity of the "War on Poverty" may be less

wholehearted than that of workers who do not have similar background experiences.

Thus, those factors that could function to override and/or strengthen the features of professionalism were incorporated as intervening or antecedent variables. They were to be tested against the professionalism index and the ideological orientation patterns to determine whether relationships could be identified.

CHAPTER II  
RESEARCH DESIGN

Construction of the Research Instrument

The mailed questionnaire was selected as an efficacious tool for collecting the quantity and type information sought. The mailed questionnaire technique is indicated where quantifiable, straightforward data are to be solicited from a population that is educated and familiar with the subject being pursued (Goode and Hatte, 1952:Ch. 12).

Two categories of data were required from the respondents. Firstly, personal histories including age, race, sex, level and area of education, and employment records were essential for establishing the relationships of intervening and antecedent variables to contemporary attitudes. Secondly, quantitative measures of attitudes and degrees of conformance with social work ideologies had to be established.

Section I

The first category of information, the personal and demographic elements, was straightforward and readily attainable. Desired material was requested in an introductory section of the questionnaire. The section is titled

"Background Information" and appears as a preface in each of the questionnaire formats (See Appendices A and B).

One item contained in the "Background Information" section requires elaboration. Question number nine does not pertain to demographic material but was inserted at that point for convenience. The instructions request that respondents indicate ongoing sources of social work enlightenment. The question, which is adapted from a study by Scott (1969), was designed to provide an independent measure of professional orientation. Scott assumed that social workers who relied exclusively upon case work supervisors, agency colleagues and in-service training sessions for their continued awareness of social work principles, and developments in the social work discipline were more agency oriented than were their fellow practitioners who demanded first-hand encounters with professional and academic channels outside the agency of employment. Recognizably, the knowledge gained from agency and professional sources is overlapping and not mutually exclusive. For example, social work information gleaned from in-service training sessions may be equal in quality and delivered from sources common to those from which the academic information originates. Likewise, it is plausible that tutelage from a professionally competent agency supervisor might provide a learning experience of a caliber superior to that offered in an academic setting. Nonetheless, the case worker who relies upon the agency teaching

channels without independently verifying the information gained therein is regarded as more bureaucratically inclined than is the social worker who consumes ideas directly from professional or academic origins.

To establish a measure that reflected the degree of agency or professional orientation as exhibited in choice of learning sources, the following scale was implemented:

- 1 - indicates that the respondents selected three intra-agency sources for professional stimulation
- 2 - indicates two intra-agency and one external source
- 3 - indicates one intra-agency and two external sources
- 4 - indicates three external and no intra-agency sources

Thus, the lower the numerical score, the less actively the respondent reportedly pursues professional as opposed to agency sources of knowledge regarding his discipline. In the data analysis phase of the research design, the individual scores were correlated with items that measured agency and professional orientations. The scale, therefore, functioned as an independent check of the second category data.

## Section II

The second category of data requested was attitudinal information. The data were to comprise the foundation for the entire research design. Postures of social workers and their gradations of sentiments toward the general



issues stipulated in the hypotheses were to be ascertained from responses to a series of statements relating to the issues under consideration. Statements that could be subsumed under the topics being investigated were gleaned from a variety of sources. Social work text books, National Council on Social Work Education literature, professional journals, essays and addresses by prestigious members of the National Association of Social Workers, the social work code of ethics, previous compilations of social work ideals, and published studies of social worker attitudes were perused in search for items that would measure degrees of affinity for the attitudes being investigated.\*

A series of items pertaining to social action orientations, clinical orientations, and professional allegiance were selected for inclusion in the questionnaire. (See Appendix A for a listing of the items incorporated.) The original basis for selection was logical validation or "face validity." This common-sense approach was augmented by adapting, whenever possible, items that had earlier been subjected to jury opinion and included in empirical investigations of the attitudes currently under surveillance.

Drafts of the questionnaire were presented to social work educators and to practicing social workers. Their comments and responses became the basis for refining the items. Their contributions were regarded as independent

---

\*Studies by Varley (1966), Taber and Vattano (1970), Billingsley (1964), and Scott (1969) were particularly useful in supplying ideas for statements.

jury opinion or extensions of the logical validation process.

Two supplementary validating techniques, a questionnaire pre-test and a confirmatory factor analysis, were included in later stages of the overall research design (See below and page 33). Thus, the logical validation and jury opinion was considered as an adequate determinant of validity for the construction phase of the research instrument.

#### Pre-test

The questionnaire was administered to a sample of twenty Social Service Department case workers. The case workers were selected from an agency contiguous to the geographic location in which the main study was to be conducted. With the exception of agency size and demography of area served, major features of the pre-test site and population were not unlike those of the selected test population. The agency in which the preliminary questionnaire validation was accomplished employs approximately twenty case work personnel and serves a semi-rural area, while the agencies utilized in the actual study retain staffs of forty or larger and function in urban settings. Imposition of this size discrepancy between pre-test and final data collection sites was weighed against the merit of pre-testing the instrument on a population in geographic proximity to the study site. The decision was made to sacrifice size compatibility for the advantage of utilizing

a propinquitous public welfare setting. Whatever loss of validity may have ensued from using the dissimilar pre-test population was not discernible when questionnaire responses were compared with responses from the social work educators and practicing social workers who had been engaged in the earlier validation process. Thus, the pre-test data was accepted as suitable for the purpose intended.

Copies of the pre-test questionnaire form and cover letter were distributed by the agency director to all personnel of the appropriate job description (See Appendix A). Sealed responses were returned directly to the researcher. Remarkably, all twenty questionnaires were filled out and returned.

#### Analysis of Pre-test Questionnaires

Respondents were requested to comment upon the items contained in the schedule. Notations regarding ambiguity, apparent "loading" of statements, instances where interpretational difficulties might arise, or where phrasing might be construed as offensive were especially solicited. The respondents complied with an unanticipated earnestness. Copious expansions of the statements and discourses on the topics broached by the items were submitted. These remarks were content analyzed and examined for indications of varying interpretations and instances of misunderstandings.

In all, four notations of "do not understand the intent" were reported. The remainder of the response material was classified as elaborative. Respondents

explored and discussed the attitudes and ideologies alluded to in the respective statements and/or utilized the opportunity to ventilate their personal sentiments on the issues involved. Where the responses dealt explicitly and distinctly with topics intended by the researcher, the level of confidence in the clarity of the items was enhanced. Where the responses were peripheral to the intended meaning of the items or where a "do not understand" response had occurred, the items were re-examined. Syntax changes, breakdown of single items into two or more constituent sub-statements, and juxtapositioning of related items for better inter-item continuity were deployed to meliorate the located shortcomings in the questionnaire. Details of the statement revisions can be inspected by comparing the pre-test form (Appendix A) with the edited version of the instrument (Appendix B).

An unanticipated response pattern in the pre-test data was observed. The items had been submitted on a Likert Scale format. That is, each statement was followed by a line where the respondent was to indicate his level of agreement with the item. Seven levels of intensity with three anchor points ranging from "Strongly Agree" to "Strongly Disagree" were provided. Respondents almost totally ignored response classes three (Agree Slightly) and five (Disagree Slightly). The rejection rate for these classes remained constant for items that were abstract as well as for those that were operational and for the

inflammatory as well as the innocuous statements. It was postulated that the finesse of choices exceeded the requirements of the study. Respondents apparently did not discriminate as critically between moderate and slight agreement levels or moderate and slight disagreement levels as the Likert design permitted. Thus, the final questionnaire form was altered to include five rather than seven levels for endorsement. Compression of the scale into five levels was accepted as the most functional compromise between the attempt to permit each individual to respond as precisely as inclined and the attempt to provide ordinal levels of measurement that have a generally uniform and stable meaning for the diverse members of the sample.

A final noteworthy attribute of the pre-test questionnaire was that the items elicited an inordinate total of "Strongly Agree" and "Strongly Disagree" responses. An average of ten items (from a total of thirty-six statements per questionnaire) were recorded at the positive or negative limit of endorsement. That profile raised concern as to whether the actual limits of respondent attitudes were indeed being defined.

Two plausible explanations for the response pattern can be offered. First, it is conceivable that certain of the statements were ideological or stereotypic and elicited strong, but non-specific, abstract sentiment level responses. Such items as "Case workers should abide by routine agency policy even if they perceive such action to be inconsistent with the apparent needs of the client" might draw extreme

levels of compliance or rejection from individuals who are committed to an underlying principle of agency or client loyalty. On the other hand, it is equally credible that less ideologically inclined respondents might retreat into a neutral response category when they perceived the question to be abstract or overly simplistic. By so acting a respondent could avoid identifying with an emotionally based or ideological item and reserve his judgment and endorsement for statements with sufficient operational validity to facilitate situational choice making.

To test for statements of a cliché or stereotypic nature, items were scrutinized for response arrays containing high frequencies of "Strongly Agree, Neutral, and Strongly Disagree." Items with such properties were identified but were not removed from the questionnaire. They were retained as redundancies or verification items for establishing the reliability of scales.

The second speculative consideration regarding items with high frequencies of "Strongly Agree" or "Strongly Disagree" responses was that certain specific, operational items might be measuring opinions or sentiments that were within the tolerance boundaries of most of the respondents. If that were indeed a factor, cut-off points of agreement or disagreement with the underlying attitudes would be outside the scale and could not be measured accurately. For example, a statement such as number forty-three, "It is at least as important for case workers to assist clients in organizing social reform activities as it is to help them

in securing personal goods, services, and clinical assistance," was well within the pale of what the respondents judged to be acceptable behavior. Thus, it tended to generate high levels of agreement. By rewording the statement to imply that case workers were responsible for organizing sit-ins, rent strikes, etc. and that such functions were of greater importance than the mundane provision of clinical social work services, it was possible to reduce the percentage of "Strongly Agree" responses, and thus, to identify the limits of tolerance of a greater portion of the participants. To insure against the existence of such nondefinitive items, those operational statements that had generated an inordinate number of extreme responses were revised so as to appear more controversial and inflammatory. Thus, the probability of actually measuring the boundary dimension of tolerance for an orientation was enhanced.

In summary, analysis of the pre-test data provided a basis for modification of the research instrument. The edited version of the questionnaire does not differ substantially from the earlier form. A total of forty-two statements appear on the revised version, whereas thirty-six statements were originally present. The additional questions are proliferations of the originals, introduced in an effort to reduce ambiguity and/or double meanings that were detected in the earlier draft. More explicit and incendiary examples accompany selected statements in the final instrument. These examples were intended to

operationalize the statements to the degree where boundaries of sanctions could be discerned. For a more detailed evaluation of the extent of the revision, see the questionnaire forms in Appendices A and B.

### The Study

#### Population

##### Social Service Departments

The original research design entailed collecting data from the total universe of Social Service Department case workers in the contiguous Tidewater Area cities of Hampton, Newport News, and Norfolk, Virginia. The estimated size of that population was approximately two hundred case work personnel. At the time the questionnaires were distributed, the researcher was informed that the Norfolk agency was inundated with research projects and evaluative studies. The associated paper work was interfering with case worker responsibilities and preventing the agency from serving its constituency as satisfactorily as was desired. While the agency had agreed to participate in the current study, the researcher was cautioned that case workers had been directed to consider routine responsibilities as priority functions and to facilitate research project requests only if time permitted. Consequently, the research design was altered and the Portsmouth, Virginia, welfare department was substituted for the Norfolk agency. Population size for the study was thereby diminished from approximately two hundred to one hundred twenty-five cases.



The contiguous nature of the political units was also sacrificed. Hampton and Newport News are directly adjacent and form portions of a single Metropolitan Area. Norfolk is south of Hampton and is separated from Hampton by Hampton Roads, a body of water at the mouth of the James River. Portsmouth lies to the south of Norfolk, separated from that city by the Elizabeth River. The selection of Hampton, Newport News, and Portsmouth resulted in a geographic unit incorporating two adjacent cities, Hampton and Newport News, a hiatus where the Norfolk area lies, followed by the Portsmouth appendage.

The lack of physical proximity of the three cities is mitigated by several common features of the municipalities and associated welfare agencies. Populations of Hampton, Newport News, and Portsmouth respectively are: 118,584; 137,348; and 109,827. Employment patterns and economic circumstances of the several cities are mutually affected by the military installations, shipbuilding, shipping, and related water industries that provide the economic base for the Tidewater Area. General structural characteristics, procedural guidelines, and available services of the three welfare departments are similar. Case worker population in each agency is approximately forty employees. Work-study programs for the three agencies are conducted through Virginia Commonwealth University and district in-service training sessions for case workers are attended by case workers from all three agencies.

Thus, the researcher did not anticipate difficulty in pooling sample units from the separate agencies. Nonetheless, preliminary calculations were executed on data from the three compartments. Significant differences were not apparent in the statistical analysis of the sub-unit populations and plans for further tests of inter-agency differentiation were therefore abandoned. One difference that did stand out qualitatively was that respondents from the Portsmouth agency tended to be more verbose in the remarks section. The administrator for that agency explained that the department was undergoing a self-evaluation of purpose, goals and techniques and that case workers were participating in conferences where their percepts of role and function were examined and discussed. Thus, it was assumed that respondents from that agency were more immediately and actively pondering the issues touched in the questionnaire, were more acutely aware of their own sentiments in the area and were therefore more articulate in their responses. The extensive comments were helpful for further verifying that the questions were interpreted by the respondents as intended by the researcher. However, the increased verbiage in the single sub-population does not affect the over-all profile of responses.

#### Social Case Workers

Social case workers represent a horizontal stratum located midway along the Social Service organizational hierarchy. Operationally the case worker rank is explicit

and rigidly distinguished from the stratum of case work supervisor which is immediately superordinate and eligibility technician which is subordinate. The qualifying educational level for a case worker is the Baccalaureate in any discipline. Efforts are underway to control the content of undergraduate education that will be acceptable for a case worker. As yet, that goal is only partially achieved and the social worker rank is characterized by a highly diversified array of educational backgrounds interspersed with a minority of Bachelor of Arts in Social Work degrees.

Questionnaires were distributed to all incumbents with job descriptions of social case worker. In the isolated instances where an individual may have been functioning at more than a single level, his official state merit title was utilized as the criterion for determining whether he was to receive a questionnaire. The social case worker stratum was selected as the appropriate level for the study because it is the site of the functionaries who actually carry out the mandate of the Social Security Amendment to "rehabilitate and restore."\* Case workers are the direct-service cadre who have the face-to-face contacts with welfare recipients and who provide whatever melioristic services are received. It is they who make final interpretations of agency policy and program intentions. Although

---

\*In each agency the supervisors confirmed that the case workers were in fact the appropriate respondents for the data requested.

their efforts are overseen by agency supervisors who have Master of Social Work degrees and who serve as resource and guidance directors, it is the case workers who implement the program content and who are at the interface of the welfare department and the poor.

#### Data Collection

Welfare Department policy prohibits the release of employee mailing lists to non-authorized individuals. Thus it was not possible for the researcher to gain direct access to the respondents. As a substitute for the conventional mailed questionnaire technique the forms were distributed to agency administrators who then circulated the material to the appropriate individuals. It is not possible to evaluate the affect of having questionnaires distributed through the welfare departments. The official sanction accompanying the distribution may or may not have influenced the response patterns. Respondents did not return their questionnaires through the supervisory channels. Thus their privacy was respected and official contact was held at a minimum. However, intra-office discussions may have ensued and may have influenced the immediate reactions to certain statements.

Follow-up techniques for facilitating returns of the questionnaires could not be incorporated because of the indirect access to the anonymous respondents. Thus, it was necessary to rely upon an effective initial appeal to the participants. The appeal was made in a cover letter

that accompanied the questionnaire form and a stamped, self-addressed envelope contained in each of the collection packets (See Appendix B).

Despite the limitation on follow-up capability, the questionnaire return rate equaled 84 percent within a three-week period. A total of 110 of the 125 forms distributed were returned to the researcher during the allotted period. The fifteen forms that were not retrieved were not lodged in a particular department but were dispersed among the three agencies. After considering the total sample size and the low degree of precision loss resulting from the fifteen missing samples, the researcher decided against further inconveniencing the cooperating agencies by initiating sample checks.

### Data Analysis

#### First Order Data Reduction

The initial step in the data reduction process was to factor analyze the questionnaire responses in order to disclose relationships among variables. Factor analysis was selected because of the manner in which it provides for the linear resolution of a set of variables in terms of a small number of categories. Conceptually, factor analysis disentangles complex interrelationships in such fashion that the existing correlations among variables can be delineated in a scientifically parsimonious and descriptively economical order. Simplistically stated, factor analysis rearranges complexly related arrays of data into

clusters of "factors" that contain intercorrelated variables. From a cumbersome and unwieldy data matrix, a table of variables is mathematically transformed into a set of interdependent vectors that can be presented as independent coordinate axes or geometric dimensions (Harman, 1960).

As a general scientific method and as an approach to social science data analysis, factor analysis is lauded as a valuable research instrument (Rummel, 1970:Introduction). However, in the transition from the philosophical acceptance of a tool that measures patterned variations and strengths of interdependences among phenomena to the operational acceptance of a specific tool that is meaningful for clarifying concrete social science problems, some interpretational difficulties have been engendered.

These differences reflect the reality that factor analysis is not so much a technique as a philosophy. Subsumed under the heading are a wide array of conceptual schemata with varying mathematical properties and interpretational potentials. The ideological differences have militated against the development of a singular, uniformly accepted formula for factor analytic executions. Instead, they have generated a situation wherein it has become conventional for each investigator to stipulate and defend the procedural and interpretive choices he has utilized. Accordingly, a resume of the salient features and cogency thereof is contained below. The resume follows the documentation diagram set forth by Rummel (1960:158) as a guide.

for reporting the minimal information required by an evaluator of a factor analysis solution.

#### Step I: Design Goal

Factor analysis investigation is capable of yielding results applicable to numerous research needs. The explicit design and intended output of the effort should provide the bases for operational decisions in executing the statistics. A definitive statement regarding the purpose of the results is therefore essential for justifying the particular paths selected within an analysis.

In the current investigation the researcher was pursuing certain articulated hypotheses regarding attitudinal dimensions. The empirical existence of prevailing sentiments had been postulated and operational items had been selected to measure these sentiments. Thus, factor analysis was selected primarily as a confirmatory or hypothesis-testing device. If the sentiments did indeed exist and if they could be measured or inferred from responses to specific inquiries, then the measurement items would exhibit as clusters in factors. The factor components would thus verify the efficacy of the measuring instruments.

Assuming that the sought after dimensions of attitudes would be empirically discerned in the factor analysis, an indicator of their intensity for each case was required. Through factor analysis it is possible to secure weighted coefficients for dimensional characteristics. In essence these coefficients describe the strength with which each variable is associated with the underlying dimension. Factor

scores can be calculated by multiplying the factor coefficients by the individual responses to each significant variable. These scores then become the base for further manipulation of data. The secondary function of the statistical utilization of the factor analysis was the development of dimensional scales for subsequent operations.

A tertiary concern of the investigator was the exploration for heretofore unperceived interrelations of phenomena. Within the complexity of dimensions tapped by operational items such as those portrayed in the questionnaire, it is plausible that meaningful relationships and linkages are present but are not apparent upon inspection. An exploratory but systematic investigation of the variable associations by means of factor analysis is a functional means of gaining a fresh perspective on the data at hand.

#### Step II: Operationalization

It is important to note at the onset that the analysis was applied to an ordinally scaled set of variables. That is, the relationships of variables were in terms of rank orderings. Properties of "greater than," "equal to," and "less than" were available; but the actual measure of differences between the rank levels could not be quantitatively described. Some general criticisms have been leveled regarding the use of factor analysis with scales that lack cardinal measures. Blalock (1960:383), for example, does not consider factor analysis as a suitable



technique for ordinal level data reduction. He reserves discussion of the statistic for interval level data exclusively. Horst has demonstrated convincingly that the instrument can be applied meaningfully to ordinal or even nominal level data if the researcher originates the execution with a correlation matrix that has been calculated so as to avoid the known limitations of the factoring design (Horst, 1965:Sec. 4.6). Rummel supports Horst's position for ordinal level data providing that the data is normalized and does not contain unduly skewed frequency distributions (Rummel, 1970:Ch. 9). (An unduly skewed frequency distribution restricts the range of the correlation coefficients so that a perfect positive correlation will have a coefficient less than +1. Interpretational difficulties may result.)

For the current exercise the researcher eliminated nominal and non-normalized ordinal level variables. A routine calculation of frequency distributions, means, and standard deviations of the variables was then conducted. Extreme skewness or presence of abnormally large number of tied ranks in specific variables was thereby discerned.

A final methodological detail in the data operationalism is the treatment of missing data. Pairwise deletion was selected for the factor analysis data. Pairwise deletion permits a case to remain in the sample even though values for specific variables are absent. The available values are computed throughout the correlation. When a

calculation is reached for which no value is present, the case is eliminated from consideration for that correlation only. Pairwise deletion salvages as much data as possible but causes the number and composition of cases to shift for individual calculations. With an N of 110 which was the base population for the correlation computations, the slight shift in population for selected variable correlations was not significant.

### Step III: Factor Model

Preparation of Correlation Matrix. -- Two principle options exist at the correlation matrix preparation stage. Conceptually, the options allow the researcher to seek out relationships between pairs of individuals (Q-Type) or between pairs of characteristics (R-Type). Research interest was focused on the relationships between pairs of characteristics. Thus, R-Type factor analysis was implemented.

The data which described the characteristics or variables had been collected in normalized, ordinal units. The conventional procedure for processing normalized, ordinal data into a correlation matrix suitable for factor analysis is bivariate correlation analysis. Several techniques are available to calculate matrices of single summary statistics or coefficients of correlation (Rummel, 1970:Ch. 9). Spearman and Kendall rank-order correlation coefficient procedures are among the more widely utilized (Nie, Bent and Hull, 1970:Ch. 13). Because of computational

difficulties the standard ordinal level matrices were replaced by a Pearson product-moment correlation coefficient matrix. Statistically, the substitution was inconsequential so long as no attempt was made to interpret associational levels as though they were interval units.\*

Factor Extraction. -- Component analysis and classical analysis are perhaps the most familiar and universally employed modes of operation. Component analysis describes correlations between variables while classical analysis yields correlations between common parts of variables. Classical factor analysis with iteration was selected in preference to component analysis as the model for extraction of factors. The rationale behind the choice of classical analysis becomes apparent after comparing the two extraction processes.

Component analysis is the more straightforward of the models. It requires no preconceptions regarding common or underlying patterns in the data. Common, specific, and random error variances are treated simultaneously and similarly. The tool performs an exact transformation of the given variables into a series of linear relationships, each accounting for successively lesser quantities of the variance until no residual variance remains. Under usual component factoring circumstances the number of factors equals the number of variables. To reduce the bulk of the final

---

\*A Kendall's tau matrix was calculated independently and the correlations checked for compatibility with the Pearson matrix. A sample of the verification scores appears in Appendix C, Table C.6.

solution to a level where interpretation is meaningful, a technique called principal axes is deployed. In this fashion the variances beneath an arbitrarily specified value are dropped off and subsequently ignored in the calculating processes. The correlation matrix is not altered to compensate for the data that has been eliminated. Thus, the generated factors continue to reflect the discarded residual variance.

Classical or common factor analysis is computationally more cumbersome than component analysis. The elementary process, that of operating on the original correlation matrix, is mathematically identical to the alternative method. Both executions produce factor matrices which are comprised of variables versus factors with factor correlation weights for each factor. (See Appendix C, Table C.1 for example of factor matrix.) However, after resolving the initial factor matrix, the component analysis is completed. Subsequently, the trivial variance, (that portion of the variance that was determined to be insignificant) is eliminated and the principal axes are ready for rotation to a simplified solution. By contrast, in the classical solution, the original correlation matrix is recalled and the unity elements in the main diagonal are replaced by estimates of the communalities for each variable. (Unities exist as a part of a standard correlation matrix. They are found at the junctures where each variable is correlated with itself. Because of the format in

which correlation tables are presented, the unities appear on the main diagonal.) A communality is defined as the sum of the squares of the correlation coefficients or "factor loadings" of a variable in a factor matrix. It is calculated by squaring and summing the row coefficients of an item in a factor matrix. The communality of a variable represents the total variance of the variable, normalized to unity, that is accounted for by all the factors that have been retained in the factor matrix. Note that since factor analysis allows for the elimination of residual or unique variance, the communality estimate will be less than unity. That is, a portion of the variance will have been discarded and the total sums of remaining squares will not combine to a unity dimension. By inserting the communality estimate back into the main diagonal of the original correlation matrix and iterating (repeating the calculations, each time substituting the newly improved estimate of communality) convergence to a stable solution is ultimately achieved in classical analysis with iteration.

Thus, where computer capability permits, the parsimony, purity, and interpretability of the solution generated by classical analysis with iteration warrants the increased effort in attaining the result. Succinctly, the superiority of the technique emanates from the manner in which variance is searched out, estimated, managed, and fitted to the configuration.

#### Step IV: Factoring and Rotational Method

Orthogonality. -- An orthogonal solution was utilized because of the mathematical simplicity and conceptual clarity of the result. Orthogonality or perpendicularity between factors means that factors delineate statistically independent variation. Some authorities argue against orthogonal rotation because the technique imposes a sometimes strained condition of non-correlation on the factors (Thurstone, 1947:437). However, this shortcoming is compensated by the value of the condensed, self-contained clusters that emerge and that can be subsequently manipulated to achieve greater understanding of the underlying patterns. Tersely, the matter of orthogonality versus obliqueness (or perhaps more explicitly, orthogonality within obliqueness since the first is actually a special case of the second) is approaching that point in the evolution of factor analysis where sufficient precedent and logic exist for the choice to be accepted as conventional and justified in the standard literature.

Varimax. -- Employment of Varimax as the analytic orthogonal rotation technique of choice is a singular convention in the philosophy of factor analysis. Without describing the mathematical properties of the computation, it is possible to summarize Varimax as a technique for simplifying the factors without obliterating the relationships of each variable to the several factors. It is a stable and conservative mathematical tool that is sanctioned by most authorities on factor analysis.

## Step V: Computation

Computation of the factor analysis was first attempted using the program for that purpose described in the Statistical Package for the Social Sciences. However, errors in the package or in the installation of the package to the IBM System/360 at The College of William and Mary prevented total utilization of the program. Alterations were performed and excerpts from ancillary programs were incorporated. CORFAC, A General Correlation and Factor Analysis Program, programmed for the William and Mary system by J. Robert Dawson, Jr., was utilized extensively. A comprehensive documentation did not exist; but the researcher compensated by investing in extensive cross-referencing and internal verification exercises.

### Second-Order Data Reduction

The variables that loaded significantly in each final, iterated and rotated factor column were accepted as the cluster of items measuring the dimension underlying the factor. Factor loadings for the variables were used as input for calculating factor scores for each case. The calculation is described as:

$$S_j = \sum_i r_i C_{ij}$$

where  $S_j$  is the factor score,

$r_i$  is the normalized response to question  $i$ ,

$a_{ij}$  is the factor loading for variable  $i$  on factor  $j$ .

The calculation was executed with a computer program created specifically for the problem above (Jones, 1972). A print-out of the program appears in Appendix D.

Data Reduction of Demographic or  
"Background Information"

The remaining methodological tasks were nonremarkable. Descriptive statistics were obtained for demographic variables and variable relationships were computed. Standard techniques for approaching the data reduction were followed using Blalock (1960) and Freeman (1965) as conventional references. The Statistical Package for the Social Sciences programs for marginals (one-way frequency distributions), contingency testing, and bivariate analysis were employed. The availability of such a multi-purpose and flexible data processing package permitted the researcher to select and interchange measures of association and tests of significance according to the dictates of size and composition of each sample. Details of the computational selections will be presented as indicated during the discussion of findings.



CHAPTER III  
RESULTS AND INTERPRETATIONS

The Factor Analysis

Data Profile

A preliminary inspection of the factorial data confirmed the hypothesis that case workers do not concur in their attitudes and in their acceptance of the tactics, goals and philosophies of social work. The total array of medians, means and standard deviations that describe the response patterns for the individual variables are reported in Appendix C, Table C.2. The range of responses for each variable covered the total space that had been allocated. That is, responses were dispersed from "strongly agree" to "strongly disagree" for each variable. For thirty-nine of the forty-two items, the mean score was between two and three, indicating a nearly symmetrical distribution of data. Thus the number of respondents who agreed with each statement was approximately equal to the number who disagreed with the statement. Standard deviation scores averaged 1 which, for the range of data involved indicates a high level of dispersion.\*

---

\*Since the array is bounded at both limits, a strict application of Gaussian interpretation is not admissible. However, the standard deviation size does translate into a widely dispersed data profile.

The items displaying the greatest degree of platykurtosis are presented in Table 3.1. These are the items for which there was the lowest level of homogeneity in response patterns.

It is notable that the above items which elicited the greatest heterogeneity in response patterns cut across several dimensions of case worker responsibilities and activities. Statements dealing with clinical, social action, and client orientations are included in those variables that generated the flattest distribution curves. For example, variable three, which appears first on Table 3.1, is a direct measure of psycho-dynamic social work orientation. Belief that an awareness of subconscious forces is essential for helping a client is a product of the psycho-therapeutic approach to social work. The variable is a test of whether a respondent accepts that subconscious elements are important targets for pursuit in social work intervention. The variable that follows immediately thereafter is associated with a converse dimension. The statement is related to the philosophy of structural causality. That is, it tests for the degree to which a respondent believes that an ominous and impinging social structure is the determinant of personal troubles and societal deviance. The subsequent variable deals with an element of client autonomy. It tests for acceptance of the sentiment that the welfare recipient and not the legal body or its extension, the welfare department, should make

TABLE 3.1: Variable Distributions

Variable Number	Median	Mean	Standard Deviation	Frequency Distributions %					Variable
				1	2	3	4	5	
3	3	2.87	1.26	19	24	14	37	6	A client cannot be effectively helped unless the case worker understands his unconscious motivations.
6	2	2.72	1.19	16	35	12	32	4	The basic causes of family instability and juvenile delinquency lie in the structure of society and no real progress can be made in solving these problems if the essential structure is unchanged.
9	3	2.97	1.19	10	29	22	29	10	The decision as to working or not working should be made by the individual welfare mother and not by the lawmakers.
10	3	2.77	1.20	14	35	14	29	8	A case worker should act in what he believes to be the best interests of his client even if this means violating routine agency policy.

TABLE 3.1(cont.)

Variable Number	Median	Mean	Standard Deviation	Frequency Distributions %					Variable
				1	2	3	4	5	
25	3	3.02	1.26	17	19	19	35	10	Teaching clients to effectively agitate against such conditions as racism and discrimination is at least as important a function of case work as is teaching them how to cope with low income budgets.
30	3	2.91	1.16	10	35	15	33	7	Social action tactics (attempts to influence legislative or public behavior as it affects public assistance clients) should not be engaged in by case workers while they are on duty.

\*Variable No. 1 corresponds to statement 10 in the questionnaire. Subsequent variables are consecutive from that point.

occupational decisions that affect the individual. In the last two variables presented in the table, propriety of activism and reform tactics within the welfare agency are measured. The statements solicit opinions regarding the extent to which, and the place wherein reform action should be pursued by welfare case workers. An inspection of the wide, but balanced array of frequency distributions characterizing the responses to these variables reveals the lack of consensus within the population. It is apparent that case workers in parallel positions have discordant perceptions of job responsibilities and performance expectations.

#### Factor Profile

Factor analysis of the questionnaire statements extracted five rotated factors or clusters of variables with eigenvalues in excess of 2.0. An eigenvalue of 2.0 means that the percentage of variance accounted for in the factor is approximately 5 percent. Larger eigenvalues indicate proportionately greater percentages of the variance. The factors are presented in order of diminishing importance. Thus, Factor One is the factor accounting for the greatest quantity of variance, Factor Two accounts for a lesser quantity, and each subsequent factor is less influential. When the point is reached where no remaining factor accounts for 5 percent or greater total variance, the reporting ceases and residual factors are considered insignificant.

A condensed summary table (See Table 3.2) appears on the following page. The table includes those variables

TABLE 3.2: Factor Matrix Summary

Variable	Factor Correlation				
	F1	F2	F3	F4	F5
Social action tactics belong in public assistance case work activities.	.74	-.10	-.07	.16	-.03
Teaching clients to agitate against racism etc. is an important function of case work.	.72	-.00	.19	.12	-.21
Helping recipients understand conditions of discrimination is not public welfare's job.	-.70	.22	.02	-.05	.10
A main goal of FDC services is to increase understanding of interpersonal dynamics.	.06	.84	-.02	.03	.01
A major role of case work is to help clients interpret problems	-.11	.68	-.05	.09	.00
Welfare case work consists of providing psychological support, personal advice and counseling.	-.01	.67	-.02	-.10	-.03
Paying nonsolicited visits to clients' homes infringes on their privacy.	.09	.04	.78	-.03	-.06
Paying nonsolicited visits to clients' homes violates the ethics of social work.	.04	.03	.67	-.10	-.11
A case worker has a duty to respect clients' home privacy even at expense of violating agency rules.	.12	-.08	.55	.18	-.12
A case worker should act in best interest of agency even if that is not in best interest of client.	-.19	-.13	-.07	-.82	-.10
A case worker should act in best interest of client even if that violates agency policy.	.00	-.12	.00	.81	-.08
A case worker should act in best interest of agency even if that violates NASW position.	-.12	.07	-.06	-.76	.17
Problems like juvenile delinquency could be reduced if case loads were smaller.	.06	.04	.04	.19	-.67
A client cannot be helped unless the worker understands his unconscious motivations.	-.22	.26	.26	.09	-.49
Therapy alone would not substantially reduce problems of family instability and delinquency.	-.10	.25	-.09	-.05	.48

that contributed most substantially to the structure of each of the five factors, the regression weights for those variables, and a brief description of the corresponding questionnaire statements. For an unabridged version of the factor table, refer to Appendix C, Table C.1.

### Factor Labels

Causal labels have been attached to the factors. The logic supporting the title selection for each factor will be discussed in sequence below. Choice of each label was based upon examination of the variables and loading weights for each cluster. Classificatory titles that best reflected the substance of the interrelated items were utilized. The titles are, at the most conservative level of factor analytic utilization, symbolic or contracted modes of communicating the content of the factors. Because the attachment of a linguistic or symbolic notation, where heretofore only a mathematical or geometric property existed, is an inductive act, the factor labels must be accepted as inferential summations. The patterns of empirical relationships that appear within each factor are interpreted according to the assumption that a causal nexus accounts for the intercorrelation of all but a few residual error items. The interrelationships between variables are attributed to the presence of underlying dimensions, each of which ostensibly is imperfectly measured by the operational variables which cluster together. The interdependent paths of variation in the items exist because



each item shares with the remaining members a portion of the substantive entity of the dimension. Thus, by attaching a linguistic or symbolic label to the factors, the interpreter is stating that, in his opinion, the common dimension responsible for the covariation patterns is indeed what his label states it to be. As such, dimensional titles are products of researcher evaluation and are open to alternative explanations if basis for same can be assembled from the variables within each factor.

#### Factor One: Social Action Orientation

Factor One (See Table 3.3) has been assigned the label of "Social Action Orientation." Variable rank one, the item with the highest factor loading, tests directly for acceptance of social action tactics as a portion of case worker responsibility. Additional variables that test for commitment to social activism as part of the welfare worker's job are included in this factor (for example, see variables 25, 26, 27, 30, 32 on Table 3.3). Thus, the factor is interpreted as an indicator of case worker acceptance of social activism as a portion of the specific job responsibility.

Also included in the variables that load significantly in the factor are items that measure comport with certain social intervention tactics that are not institutionalized as part of the services offered through the public assistance program. For example, organization of and participation in sit-in demonstrations (variable 18) is not



TABLE 3.3: Factor One  
Social Action Orientation

Eigenvalue 8.39

Rank	Variable Number	Factor Correlation	Variable Title
1	31	0.74	Social action tactics have a definite place in the public assistance case worker's on-the-job activities.
2	25	0.72	Teaching clients to effectively agitate against such conditions as racism and discrimination is at least as important a function of case work as is teaching them how to cope with low income budgets.
3	26	-0.70	Helping welfare recipients understand the conditions of racism and discrimination in our society may be an important function, but it is not the business of the public assistance worker.
4	30	-0.67	Social action tactics should not be engaged in by case workers while they are on duty.
5	32	-0.66	Although social workers often get involved in civil rights or human rights activities, they are not professionally obligated to do so.
6	27	-0.65	Teaching clients how to effectively defend themselves against discrimination and racism may be an important function but it is not the function of the public assistance case worker.

TABLE 3.3(cont.)

Rank	Variable Number	Factor Correlation	Variable Title
7	39	0.62	It is at least as important for case workers to assist clients in organizing social reform activities as it is to help them in securing personal goods, services, and clinical assistance.
8	33	0.59	Case workers do have a professional obligation to help their clients by supporting civil rights and human rights activities.
9	24	0.58	An important role of the case worker is to help clients recognize when they are being victimized by conditions of society.
10	38	0.57	For a public assistance case worker helping a client achieve equality of opportunity is as important a part of the job as helping a client understand himself.
11	17	0.53	It is a legitimate case worker function to circulate petitions calling attention to those client needs that are not being met.
12	18	0.48	It is a legitimate function for case workers to engage in sit-in type demonstrations to call attention to conditions such as those described in the last statement.

TABLE 3.3(cont.)

Rank	Variable Number	Factor Correlation	Variable Title
13	42	0.45	Local public assistance clients could be better served by adding additional legal consultation and service rather than additional psychological consultation and service to the offerings available for use by clients.
14	16	0.44	Social workers have a professional obligation to support legal action against welfare practices that they believe are degrading to clients.
15	9	0.44	The decision as to working or not working should be made by the individual welfare mother and not by the lawmakers.
16	40	0.40	Case workers should be aware of and make appropriate referrals of clients to organizations such as the Welfare Rights Organization that attempt to organize the poor for effective legal action in their own behalf.
17	22	-0.36	An important duty of the case worker is to help the client adjust to reality as it is.
18	6	0.35	The basic causes of family instability and juvenile delinquency lie in the structure of society and no real progress can be made in solving these problems if the essential structure is unchanged.

TABLE 3.3(cont.)

Rank	Variable Number	Factor Correlation	Variable Title
19	8	0.35	Unless special circumstances are present, welfare mothers with school age children should be encouraged to refuse employment that pays below minimum wage.
20	1	0.32	The future effectiveness of social work will depend upon how well the profession can provide leadership in social issues.

currently a regular function of the welfare department. Yet, these activities were highly acceptable to the respondents whose attitudes are reflected in Factor One. Thus, conformance with Factor One was interpreted as an indicator that respondents were harmonious with innovative and reform-inducing forms of service.

Subsequent variables within the cluster measure abstract and specific areas of social action mission. Such abstract statements as variable one, which deals with social work provision of future leadership in social concerns, are interspersed with such concrete items as variable seventeen, which tests for willingness to circulate petitions for mundane benefits. The coexistence and intercorrelation of variables that tap diffuse, abstract sentiments about social action and variables that deal with explicit, everyday life forms of social action orientation, supports the assumption that the factor is defining a value that is consistently held along the continuum from diffuseness to specificity. Conceptually and attitudinally those social workers who are committed to social action as a philosophical orientation are likewise committed to the concrete, operational change-making methods that have become established for intervening in the social processes.

#### Factor Two: Clinical Orientation

Factor Two (See Table 3.4) was interpreted as "Clinical Orientation". The most heavily loaded variable, an item stipulating that the primary goal of case work is

TABLE 3.4: Factor Two  
Clinical Orientation

Eigenvalue 3.43

Rank	Variable Number	Factor Correlation	Variable Title
1	36	0.84	A primary goal of case work services to Family with Dependent Children clients is to help them understand the interpersonal dynamics of their family lives.
2	34	0.68	A major role of the case worker is to help the client interpret his problems.
3	37	0.67	Public assistance case work essentially consists of providing psychological support, counsel, and personal advise to clients and/or helping them secure items and services that they require.
4	35	0.67	One of the major contributions that social case workers make is the provision of emotional support and empathy to clients who are working out their personal difficulties.
5	23	0.41	A major goal of case work is to free the client from anxiety and inner conflict.
6	19	0.39	If case workers wish to protest or call attention to client needs, they ought to participate in the protest actions on their own time and not during working hours or as representatives of the welfare department.

TABLE 3.4 (cont.)

Rank	Variable Number	Factor Correlation	Variable Title
7	20	0.33	Case workers should encourage their clients to keep their homes clean and tidy.

to bring about understanding of interpersonal dynamics, is a statement consistent with the clinical or psycho-therapeutic ideology of social work. The subsequent major components touch additional perspectives of personality therapy. Variable 34, for example, states that a major role of case work is to help the client understand his problems. And the following item on the table (variable 37) reflects acceptance of the assumption that psychological support and personal counseling are the essentials of public assistance work. The notions expressed in these statements follow from the acceptance of a personal adjustment rationale for social work. The ideas are adapted from the literature describing the methodology and basis for clinical social work. They imply concern for intra- and interpersonal, primary group constellation dynamics and have their roots in psychological and personal adjustment schools of thought. In all, the clinical items demonstrate a focus that is applicable within a circumscribed or "closed system" approach to social case work. The domain assumption underlying the items is that social case work is predicated upon the belief that intrapsychic and personal adjustment problems can be attacked at the level of personal functioning and that they need not be coupled with attempts to alter the macro-level environmental and social circumstances that were, and continue to be, present.

The attitude complex does not appear to be categorically hostile to the social action intervention



philosophy. Only a single variable in Factor Two, and that a weakly associated item, indicates disapproval for social action. The variable, rank six of a total seven items in the factor, expresses the view that protest action should not be a part of official welfare department procedure. That individual and only peripherally associated variable is not sufficiently strong to support the interpretation that an acceptance of clinical orientation implies a renouncement of social action tactics. Rather, clinical orientation is interpreted as separate from and sufficiently specialized to operate independently from environmental intervention programs.

#### Factor Three: Client Orientation

For Factor Three (See Table 3.5) the label "Client Orientation" has been assigned. The factor clustering is less cohesive than were those exhibited in the two earlier factors. Thus, the interpretation is made with a lower degree of assurance and warrants greater explication than was evidenced in the initial factors. Items ranked one to three in the cluster comprise a Guttman-like scaling of escalating measures of loyalty to clients in opposition to agency. The ordering of the loadings complies with the expectation that case workers who concur in the opinion that agency rules should be broken to protect the privacy of a client's home will also attest that forced home visiting violates privacy. The three-item unit was placed

TABLE 3.5: Factor Three  
Client Orientation

Eigenvalue 2.46

Rank	Variable Number	Factor Correlation	Variable Title
1	13	0.78	Paying nonsolicited visits to clients' homes infringes upon their privacy.
2	14	0.67	Paying nonsolicited visits to homes of clients violates the ethics of social work.
3	15	0.55	If a client does not wish to have his home visited, it is the professional duty of the social worker to respect that wish even if he must bend agency rules to accommodate the client.
4	40	0.48	Case workers should be aware of and make appropriate referrals of clients to organizations such as the Welfare Rights Organization that attempt to organize the poor for effective legal action in their own behalf.
5	29	0.48	Some of the regulations and procedures of public assistance programs interfere with the case worker's ability to help clients.
6	28	0.43	The discrepancy between case work theory and actual social service practice is large.

TABLE 3.5(cont.)

Rank	Variable Number	Factor Correlation	Variable Title
7	16	0.43	Social workers have a professional obligation to support legal action against welfare practices that they believe are degrading to clients.
8	21	0.43	Matters such as housekeeping standards are not the business of the case worker unless the client asks for assistance with a housekeeping problem.
9	33	0.40	Case workers do have a professional obligation to help their clients by supporting civil rights and human rights activities.
10	39	0.39	It is at least as important for case workers to assist clients in organizing social reform activities as it is to help them in securing personal goods, services, and clinical assistance.
11	7	-0.38	Unless exceptional circumstances are present, welfare mothers with school age children should be encouraged to accept employment even if the salary is well below minimum wage.
12	41	-0.35	Since many projects of the Welfare Rights Organization are specifically directed against public welfare agencies, it is not appropriate for public assistance case workers to refer clients to that organization.

TABLE 3.5(cont.)

Rank	Variable Number	Factor Correlation	Variable Title
13	6	0.31	The basic causes of family instability and juvenile delinquency lie in the structure of society and no real progress can be made in solving these problems if the essential structure is unchanged.
14	20	-0.30	Case workers should encourage their clients to keep their homes clean and tidy.

in the questionnaire as an indicator of client orientation. The appearance of all three components of the scale at the apex of the factor suggests that the items were reliable and interrelated. Followed as they are by additional items that deal directly with client versus agency loyalty, these heavily loaded items provide support for the submission that the major variables in the factor revolve about the dimension of client orientation.

The presence of several lower ranking items (variables 40, 16, and 39) that loaded significantly in Factor One, suggests that the dimension underlying "Client Orientation" is at least partially compounded with the dimension that was labeled "Social Action Orientation." The interpretation offered is that the patterns of variance of some measures of social action are shared by the two factors. That is, an association exists between some units of social action orientation factor and the units of the third factor. The individual variables involved are resolved into vector components that exhibit mutual relationships. Graphically, the situation can be depicted as follows:

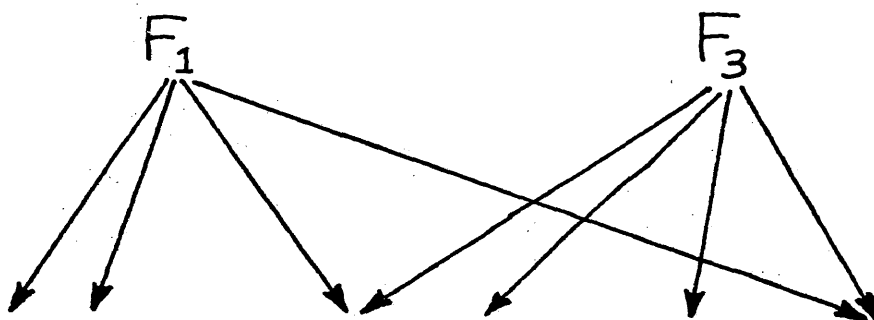


Figure 3.1: Interrelation of Factor 1 and Factor 3

Thus, the variables that comprise the third factor structure include a composite of identifiable client orientation items and social action measurements and demonstrate an internal association between the two themes.\*

Additional scrutiny of the individual items reveals that elements logically associated with social action and change, but not compiled under Factor One, are also highlighted in Factor Three. (For example, see variables 6 and 33, Table 3.5.) The items deal with the belief that fundamental system changes must be implemented before clients will be genuinely assisted. These variables further buttress the interpretation that the root dimension

---

\*Parenthetically, the presence of variables that load on more than a single factor is an inherent property of the varimax rotation technique. Therefore, the appearance of the social action variables in the third factor should not be viewed as problematic or unique.

of Factor Three is more complex than the label indicates. Concern for social action and concern for client are intertwined in a manner that is not immediately open to analysis. Again, this empirically demonstrated compounding of what was expected to be two unique, compartmentalized attitude sets should not be disconcerting. It is merely a portrayal of the manner in which the population of social workers conjuncts and synthesizes certain relevant elements of professional concern. The concurrence serves as a reminder of the complexity of attitudes and ideological linkages in human value complexes. It stands as a caution against the tendency to reify theoretical constructs and to expect human responses to conform unerringly to conceptual schemata.

In any event, the factor under consideration is so structured that the highest factor loadings fall on the variables that relate most explicitly to client orientation. The significance of that structure is exaggerated by the presence of the Guttman scale as the initial element in the column because the scale occupies the three most heavily weighted cells and is disproportionately influential in shaping the factor score profile. The use of the scale plus the inclusion of straightforward, client orientation measures insures that the items most contributory to the shape of factor scores and most accountable for the later correlation patterns are client orientation measures. Thus, the conceptual obfuscation resulting from

the coexistence of seemingly divergent items is of minor importance for the subsequent analysis. Mathematically, the social action association is not salient.

#### Factor Four: Bureaucratic Function

Factor Four (See Table 3.6) was assigned a tentative label of "Bureaucratic Function." The factor consists of three variables that account for 90 percent of the eigenvalue weight and a fourth variable that absorbs the residual. Variable ranks one to three are associated with bureaucratic-client-professional loyalty conflicts, while the remaining variable does not have an immediate visible nexus to that issue. Considering the break that occurs in the factor loadings between variables three and four and the low portion of the total weight borne by the final variable, it is permissible, by convention, to relegate its presence to random error and to dismiss it from the interpretation.

Although the initial three variables are conceptually related and fall together in a logically explicable manner, they possess certain properties that raise a concern about spurious association. The variables, which are highly abstract and ideological statements, were intended to elicit basic, forced-choice position stances that would serve as reliability gauges for testing the measuring instrument. Thus, had they appeared independently in other context, there would have been a legitimate concern as to whether they should be attenuated before being



TABLE 3.6: Factor Four  
Bureaucratic Function

Eigenvalue 2.28

Rank	Variable Number	Factor Correlation	Variable Title
1	11	-0.82	A case worker should act in accordance with routine agency policy even if he believes such action is not in the best interest of his client.
2	10	0.81	A case worker should act in what he believes to be the best interests of his client even if this means violating routine agency policy.
3	12	-0.76	A case worker should act in accordance with routine agency policy even when such policy is contradictory to the position of the National Association of Social Workers.
4	18	0.36	It is a legitimate function for case workers to engage in sit-in type demonstrations to call attention to conditions such as those described in the last statement.

interpreted. In the survey, they accumulated disproportionate levels of "strongly disagree, neutral, and strongly agree" responses. Their profiles could feasibly be similar, not because they were measuring an underlying relationship or dimension that caused common variance, but because they were measuring stylized patterns of response to ideologically loaded items. Since that issue could not be resolved to the researcher's satisfaction, the factor was not included as a basis for further analytic pursuit. Elimination of the factor is justifiable mathematically as well as conceptually. The entire factor carries an eigenvalue of 2.28. Less than 5 percent of the total variance of the factor structure is described by the factor and it lies within the range where factorial convention permits exclusion from concern.

An incidental feature characterizing Factor Four is the significant level of correlation (.001 on Kendall's tau) between the factor scores generated from Factor Four and those generated from Factor Three. As has been indicated, it is not possible to rule out the uncertainty that the correlations were spurious. However, the two factors do deal with aspects of client-versus-agency loyalty and the placement of a respondent on one scale is a statistically acceptable index of his placement on the second scale. Therefore, if screening data concerning the correlations between Factor Four and demographic variables is of interest, approximate information can be obtained from the results of

Factor Three and demographic data correlations.

Factor Five: Rejection of Clinical Philosophy

The least influential factor to be generated (eigenvalue of 2.05) was Factor Five (See Table 3.7), titled "Rejection of Clinical Philosophy." In general the items clustered under Factor Five deal with the entity previously titled "clinical orientation." However, in Factor Five the measure is of repudiation of the orientation. The variables revolve about the theme that case work cannot, and does not, alleviate personal problems and should not be dedicated to that function. Two extraneous variables, each with a regression weight beneath .4, appear in the factor. No attempt has been made to interpret them or explain their presence scientifically. Thurstone (1947:437) suggests that incidental factors of low magnitude are the rule in factorial work. He establishes the precedent for assuming, at least until after sufficient replication studies have been conducted, that they may be results of random error and as such should be ignored.

Second-Order Data Reduction

Description of Factor Scales

A factor score for an individual case indicates the location of the respondent on the scale or continuum of acceptance to rejection for the particular factor. The lowest score indicates greatest identification with the factor dimension while increasing numbers define lower levels

TABLE 3.7: Factor Five  
Rejection of Clinical Philosophy

Eigenvalue 2.05

Rank	Variable Number	Factor Correlation	Variable Title
1	4	-0.67	Problems such as family instability and juvenile delinquency could be reduced substantially if social workers had smaller loads and more time to apply case work treatment to vulnerable families.
2	3	-0.49	A client cannot be effectively helped unless the case worker understands his unconscious motivations.
3	5	0.48	Even if case loads were small and workers had adequate time for case work treatment, such therapy alone would not substantially reduce the problems of family instability and juvenile delinquency.
4	2	-0.44	A major goal of the case worker should be to help the client improve his role performance within his situation.
5	41	-0.43	Since many projects of the Welfare Rights Organization are specifically directed against public welfare agencies, it is not appropriate for public assistance case workers to refer clients to that organization.

TABLE 3.7 (cont.)

Rank	Variable Number	Factor Correlation	Variable Title
6	21	-0.34	Matters such as housekeeping standards are not the business of the case worker unless the client asks for assistance with a housekeeping problem.
7	23	-0.32	A major goal of case work is to free the client from anxiety and inner conflict.
8	7	-0.31	Unless exceptional circumstances are present, welfare mothers with school age children should be encouraged to accept employment even if the salary is well below minimum wage.
9	1	-0.30	The future effectiveness of social work will depend upon how well the profession can provide leadership in social issues.

of acceptance. This reversal of the standard procedure of employing increasing numbers as indicators of greater quantity is, upon cursory inspection, confusing. However, the inversion is a property of the transpositional technique by which the scales were derived from the factor analysis. Thus, the scalar designation, though unique, is mathematically proper, is consistent throughout the study, and leads to meaningful interpretation.

The nature of all but a single factor is such that the dimension being measured is unilinear. That is, the factor indicates the existence of a dimension for which the specific respondent may have more or less allegiance. However, lack of allegiance to the dimension does not imply commitment to a complementary or polar dimension. For example, a high score on the social action scale means that the respondent is not accepting of social action tactics in the public assistance programs. But it does not imply that he is therefore supportive of clinical or any other alternative methodology. Conversely, a low score on the social action scale demonstrates acceptance of reform tactics but provides no information regarding sentiment toward clinical or other ideologies.

An exception to this pattern of unilinearity appears in Factor Three. That factor, which deals with client and agency loyalty, is so structured as to measure client orientation versus agency orientation. Variables within the factor refer to mutually exclusive points of

view regarding client and agency. Thus, a low score implies client identification while a high score indicates allegiance to the agency as opposed to the client.

#### Profile of the Factor Scores

The data arrays for Factors One, Two, and Five are approximately symmetrical and nearly Gaussian. That means that the profile of agreement with the dimensions is normally distributed along the range from minimum to maximum value boundaries and nearly one-half the population is in agreement with the dimension while the remaining one-half is in opposition. By contrast, Factor Three is characterized by an array that is skewed sharply toward the left. Therefore, the total percentage of respondents who are client-oriented is greater than the percentage who are loyal to the agency.

#### Interrelationships of Factor Scales

Associations between factor scores were tested using a Kendall's tau nonparametric rank-order correlation. Kendall's tau is the standardly utilized tool for obtaining correlation data on populations containing large numbers of tied scores. The entire matrix of factor correlations and significance levels of the correlations is presented in Table 3.8.

#### Factor One with Factor Two

The correlation coefficient between Factor One and Factor Two is  $-0.06$ . Thus, level of social action

TABLE 3.8: Factor Scale Correlations  
[N = 110]

Factor- Score Pair	Description of Factors	Kendall Correlation Coefficient	Level of Significance
1-2	Social Action with Clinical Orientation	-0.06	0.199
1-3	Social Action with Client Orientation	0.45	0.001
1-4	Social Action with Bureaucratic Function	0.26	0.001
1-5	Social Action with Clinical Rejection	-0.01	0.419
2-3	Clinical Orientation with Client Orientation	-0.08	0.108
2-4	Clinical Orientation with Bureaucratic Function	-0.04	0.265
2-5	Clinical Orientation with Clinical Rejection	-0.21	0.001
3-4	Client Orientation with Bureaucratic Function	0.22	0.001
3-5	Client Orientation with Clinical Rejection	0.04	0.246
4-5	Bureaucratic Function with Clinical Rejection	0.00	0.500



orientation is not related to level of clinical orientation. Individual practitioners do differ in their allegiance to the main methodological camps with approximately equal numbers of case workers advocating social action tactics as advocating clinical or psychodynamic tactics. But the differences are random. It is not possible to predict statistically the sentiment of a case worker regarding the efficacy of clinical therapy from his score on the social action scale. This lack of relationship is counter to the theoretical assumptions of social work academicians, such as Boehm, who have been bewailing what they describe as a systematic pendulum-like movement of allegiances from one orientation to the other and back again (Boehm, 1958). The low correlation does imply, however, that a portion of the case workers in public welfare agencies are committed to social action and rejecting of clinical techniques. (By random probability the estimate would be 25 percent for a 0.0 correlation. The correlation is  $-0.06$ , thus the percentage would be slightly below 25 percent.) By extension, another nearly 25 percent of the case workers fall into the category of respondents who reject both clinical and social action techniques.

#### Factor One with Factor Three

Factors One and Three exhibit a correlation coefficient of  $.45$  which is at the  $0.001$  level. This means that there is a strong positive association between acceptance of social action tactics and willingness to act for a

client in opposition to the agency. The original hypothesis regarding the positive relationship between action orientation and willingness to deploy non-institutionalized or "extra-institutional" procedures to better serve clients is thus confirmed. It might be noted that extensive social action programs have not yet been incorporated into public welfare assignments. Therefore, a case worker who defines his responsibility in terms of social action and reform rather than in the traditional "character building" and emotionally supporting manner must, if he wishes to act upon his definition, deviate from agency policy. Thus, it is perhaps appropriate to conclude that members of this category are experiencing a greater degree of role strain than are their colleagues with clinical orientations. Their deviation from agency expectations can then be viewed, not from the perspective of general radical behavior, but as resolution of situational strain.

#### Factor One with Factor Four

The next significant correlation to appear on Table 3.8 is that between Factors One and Four. As discussed above, Factor Four is beset with interpretational difficulties and will not be treated as an enlightening structure of variables. The correlation of that factor with Factor One is expectable since Factor One is highly correlated with Factor Three which is, in turn, a statistically valid index of Factor Four.

### Factor Two with Factor Five

Finally, a highly significant correlation (.001 level of significance) is manifested between scores for Factor Two and Factor Five. The association is negative and indicates that those social workers who are dedicated to clinical methodology in public assistance are also opposed to the notion that such interventive techniques might be sterile. Simply stated, the clinically-oriented case workers believe they are not effete.

### Independently Varying Scales

The remaining factor relationships (Factor One with Factor Five, Factor Two with Factors Three and Four, and Factor Three with Factor Five) are random. Thus, adherence to the dimension underlying one factor does not connote adherence or repudiation of the other. The absence of significant correlation is interpretationally meaningful. It implies that the complex of attitudes and convictions regarding social work methodology and ideology is not simple and straightforward. The values, beliefs, and sentiments underlying personal convictions about the various dimensions are not mechanically defined and neatly categorized. Social workers respond to the variables comprising the factors in a manner too complicated to be charted readily on a simply constructed scale of values.

### Effect of Professionalization

The scale that was constructed to reflect sources

of professional stimulation became the measure for professionalism. Although the original intent had been to combine the scores from that scale with scores for professional society membership and participation, the total number of respondents on the professional association records was too slight to affect the data points. Thus, the self-reported stimulation summary measure of professionalism was retained as the index.

Table 3.9 which contains pertinent statistics describing significant correlations between professionalism and the factor scales appears below. Note that the correlation coefficients for Kendall's Tau C and Kendall's tau are negative. The negative signs are artifacts of the scalar transposition that was discussed earlier. They do not indicate inverse correlations between increase of professionalism and endorsement of social action orientation (Factor One) or increase of professionalism and client orientation (Factor Three). Instead, as level of professionalism ascends, level of social action and client orientation increases.

The index of professionalism is significantly and directly related to both Factors One and Three. The contingency relationships for professionalism and Factor One (Social Action Orientation) and for professionalism and Factor Three (Client Orientation) are presented graphically in Figures 3.2 and 3.3.

Figure 3.2 shows that 36 respondents or 33 percent

TABLE 3.9: Significant Correlations Between Degree of Professionalism and Factor Scores\*

Correlation	Chi Square Level of sig.	Cramer's V	Kendall's Tau C	Kendall's Tau	Kendall's Tau Level of sig.
Professionalism with Factor 1	0.01	0.33	-0.30	-0.18	.003
Professionalism with Factor 3	0.01	0.34	-0.34	-0.18	.003

\*Factor 1: Social Action Orientation

Factor 3: Client versus Agency Orientation

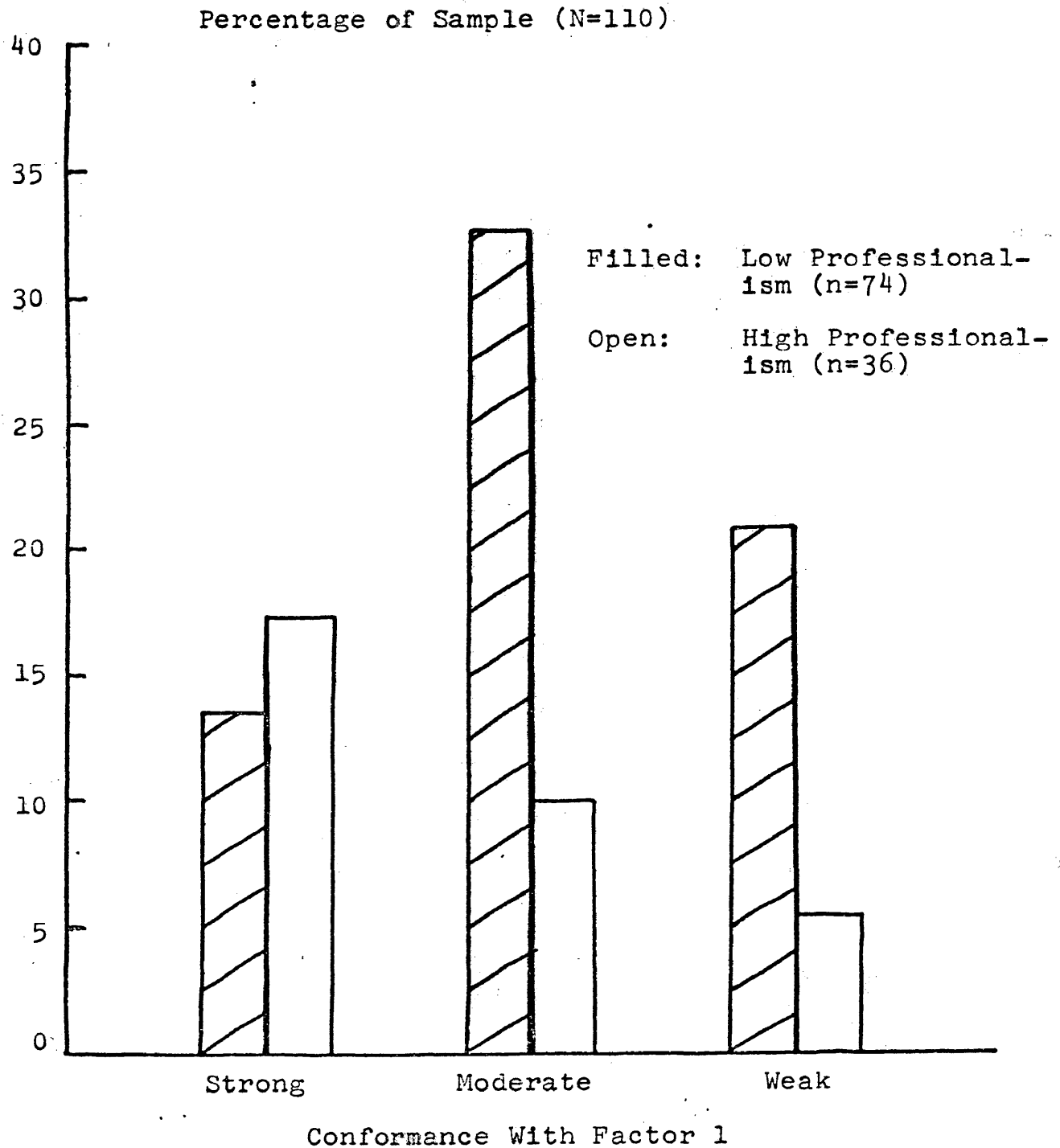


Figure 3.2: Effect of Professionalism on Conformance with Factor 1, Social Action Orientation

of the total population were highly professional. To be coded as highly professional a respondent required a three or above on his professional index. That is, he had to list at least two of his three educational sources as agency exogeneous. Fifty percent of the highly professional respondents were strongly congruent to Factor One as opposed to 17 percent of the respondents who had low professionalism scores. By contrast, 17 percent of the highly professional respondents were weakly congruous to Factor One as opposed to 28 percent of the low professional respondents. The graphic profile depicts the strong association between professionalism and social action orientation.

Figure 3.3 illustrates the significant positive association between high professionalism and client orientation on the one hand and low degree of professionalism and agency orientation on the other. Forty-four percent of the highly professional respondents were also strongly client oriented while 18 percent of the respondents with low professional scores were client allegiant. At the opposite pole, 11 percent of the highly professional and 40 percent of the low professional respondents were strongly agency allegiant. The null hypothesis was rejected at the 0.01 level of significance for this relationship pattern.

Level of professionalism is uncorrelated with compliance to Factors Two and Five. Therefore, identifying with the social work profession in preference to the agency

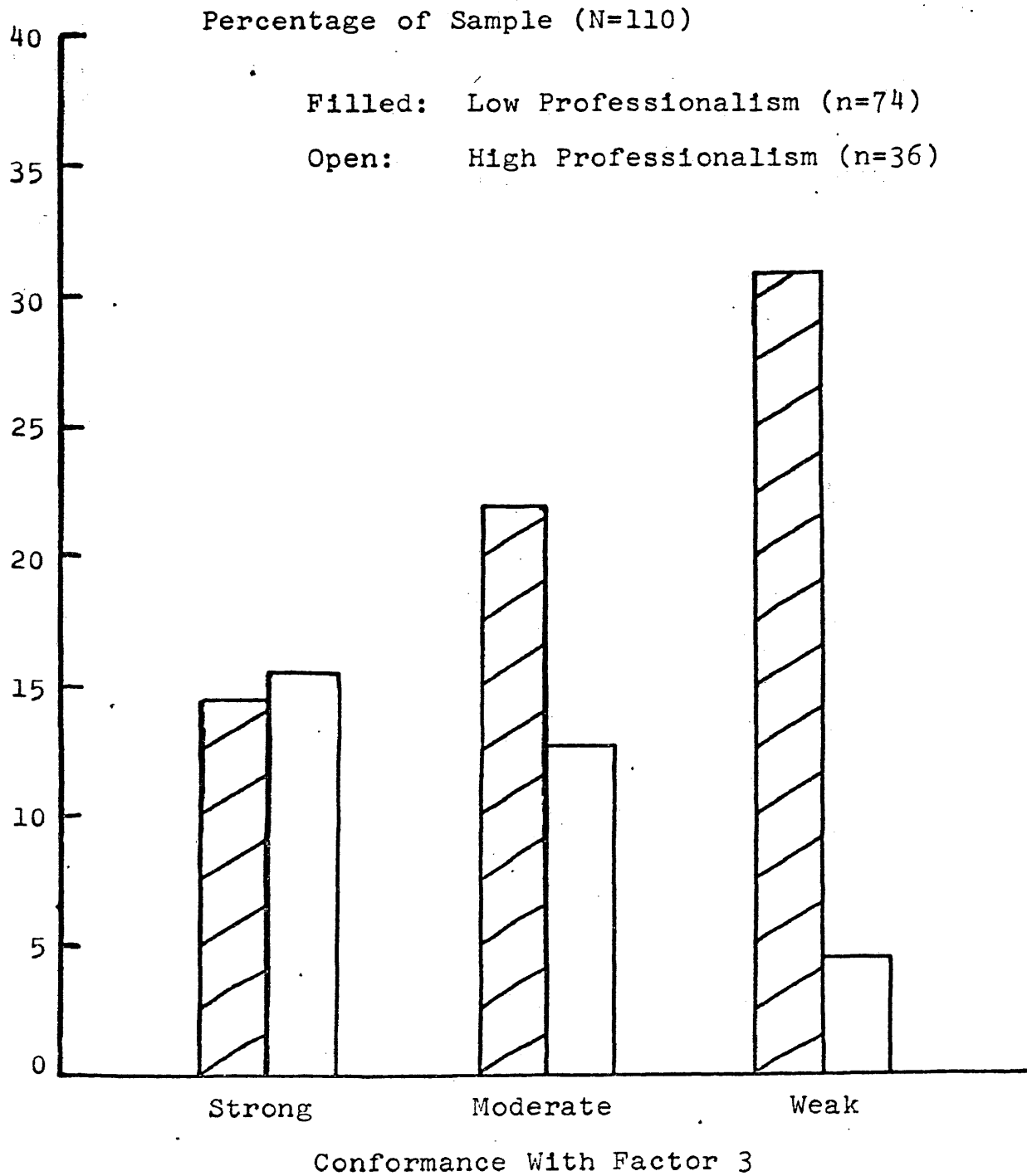


Figure 3.3: Effect of Professionalism on Conformance with Factor 3, Client versus Agency Orientation



of employment does not function to significantly influence acceptance or rejection of traditional clinical techniques for assisting clients.

Thus the initial hypotheses regarding case workers who hold the profession as a strong external referent are partially, but not completely, verified. The sub-population of case workers who are agency independent or "professional" is significantly more social action and reform oriented, more willing to deviate from or circumvent standard operating procedures, and to innovate non-clinical reform methods for solving what are perceived to be the underlying problems of the clients. The professionals, as a sub-group, do not share consistent views regarding clinical orientation. The subset of professionally oriented case workers who hold that clinical techniques are effectual is approximately equal to the sub-set of professionally oriented case workers who do not support those techniques for case work intervention. Their views on clinical processes are not related to their sentiments regarding social action.\* This independence in decision-making parallels the characteristics of the total population. Recall that earlier it was noted that for the total sample, acceptance-rejection of clinical orientation varied independently of acceptance-rejection patterns for social action orientation.

---

\*The contingency tests for relationship of professionalism and clinical orientation falls, as has been discussed above, to demonstrate rejection of the null hypothesis. Therefore, graphic illustrations of that item have not been included.

## Intervening and Antecedent Variables

### The Demographic Profile

A detailed frequency distribution summary of demographic variables is included in Appendix C, Table C.3. The most conspicuous features of the population are expounded here. The profile of a case worker is typified by a Caucasian female in her twenties, with a B. A. degree in a social science, no education beyond the baccalaureate, employment duration of less than one year, and without membership in a professional social work society. Recognizably that profile can secret as much information as it reveals. Therefore, the reader is urged to inspect the summary sheet for further details.

The composition of the population is sufficiently skewed to prohibit extensive analysis of several variables. For example, the total sub-set of blacks is limited to 15 percent of the population and the total sub-set of employees over thirty is 20 percent of the population. Thus, though the total data set is of adequate size for cross-tabulation, several important cells are immediately reduced to proportions too exiguous for statistical interpretation.

Statistical tests for relationships between each of the demographic variables and each factor, and for control variables and the factors were conducted. A summary table (See Table 3.10) of the relationships that were significant follows. However, most intervening and antecedent variables proved ineffectual as indicators or predictors of respondent

TABLE 3.10: Significant Demographic Correlations

Correlation*	Chi Square Level of Sig.	Cramer's V	Kendall's Tau c	Kendall's Tau Level of Sig.	Controlling for
Total Duration of Empl. with Factor 1	-----	-----	-0.14	0.017	----
Total Duration of Empl. with Factor 5	0.001	0.32	0.20	-----	----
Total Duration of Empl. with Professionalism	-----	-----	0.18	0.003	----
Total Duration of Empl. with Age	-----	-----	0.54	0.001	----
Age with Factor 1	0.010	0.53	-0.31	-----	High Degree Professionalism
BA in Social Science with Factor 1	0.015	0.32	-0.21	-----	No Higher Education

\*Factor 1: Social Action Orientation  
Factor 5: Rejection of Clinical Orientation

attitudes and are not contained on the table. Those contingency cases where the null hypothesis could not be rejected at the .05 level for Chi Square (or at a compatible level where Cramer's V and Kendall's tau C were employed) are listed in Appendix C, Table C.4.\* Although those correlations are statistically meaningless, they can be examined for incipient trends. A discussion of the qualitative or impressionistic evidence revealed by the insignificant correlations will be included after the discussion of significant variables.

#### Duration of Employment

Duration of employment is positively correlated with Factor Five. The coefficient for Kendall's tau is significant at the .017 level. The correlation expresses the fact that, as duration of employment increases, case workers become more committed to methods and goals of clinical practice. Figure 3.4 provides a graphic portrayal of the relationship. At a slightly lower, but still meaningful confidence interval (.003 for Kendall's tau), duration of employment was found to vary with Factor One. Commitment to social action becomes more intense as employment duration increases. Duration of employment also varies directly with professionalism (.003 on Kendall's tau) with more seasoned employees showing a greater adherence toward the profession and relying less upon the agency for

---

\*Cramer's V and Kendall's tau C are utilized when the contingency table contains unequal numbers of rows and columns.

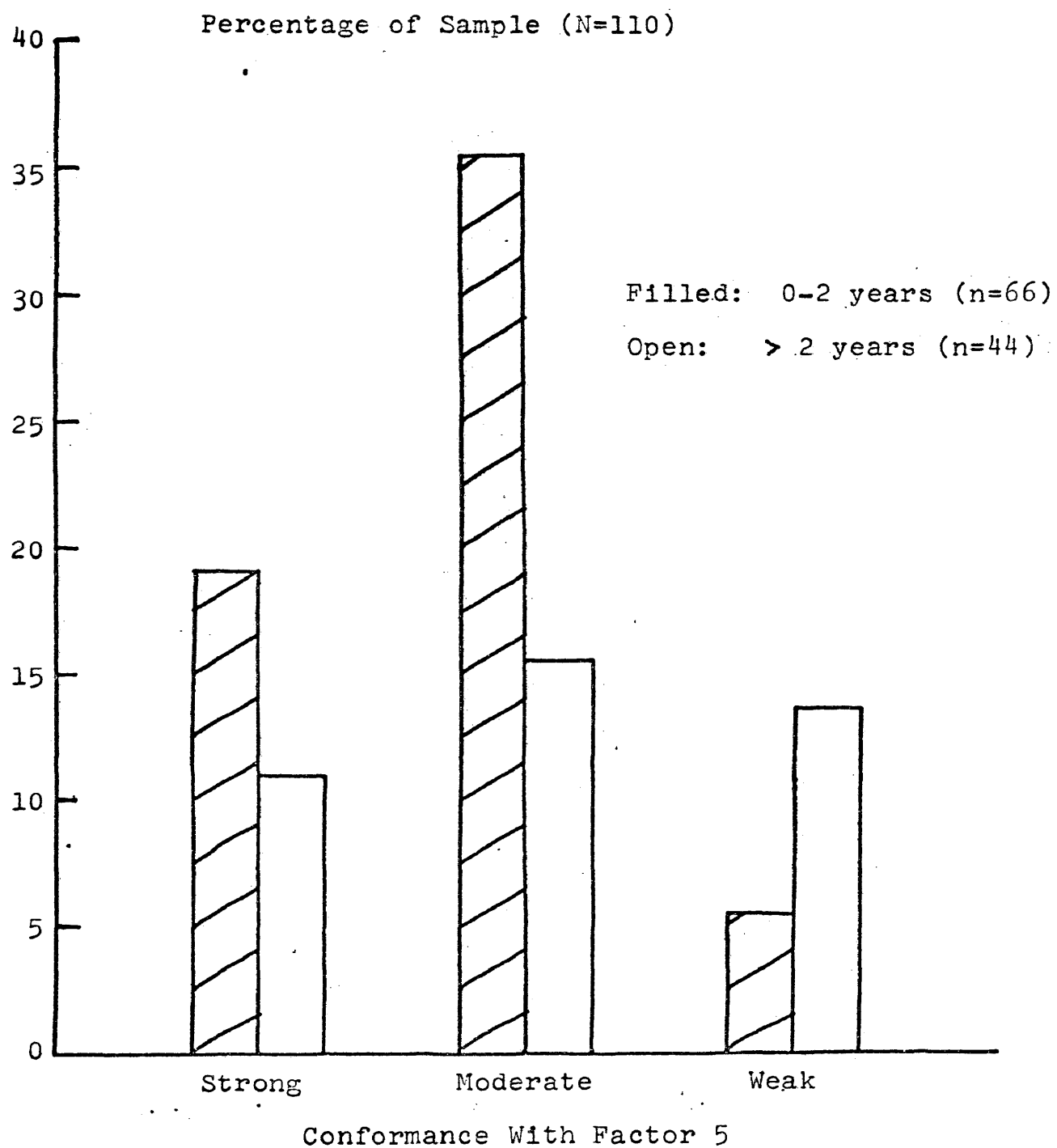


Figure 3.4: Effect of Total Duration of Employment on Conformance with Factor 5, Rejection of Clinical Orientation

knowledge and ideas about social work. The number of cases did not allow for higher-order correlations in which causal relations could be explored. However, the findings do suggest that those individuals who have remained in case work for more than two years are more intense in their endorsement of both separate social work methods. They are more willing to engage in innovative, extra-agency techniques and to seek direction and guidance from outside the agency. At the same time, they are more confident in the efficacy of those techniques that are deployed within welfare agencies.

In summary, employees of longer duration appear more secure and willing to explore alternative pathways. They appear to be more confident that what they are doing, be it clinical or social action, is in fact worthwhile and productive.

#### Age

Age, with a control for professionalism, manifested as an influential variable (Cramer's  $V$  of .53) under Factor One. Figure 3.5 depicts the contingencies of the relationship. Case workers over twenty-five who have a high professionalism score are significantly over-represented in the category of respondents who are strongly supportive of social action. Sparsity of data prevented further statistical exploration of that finding. It is interesting, however, that a high level of professionalism, coupled with increased age (which incidently is correlated at the

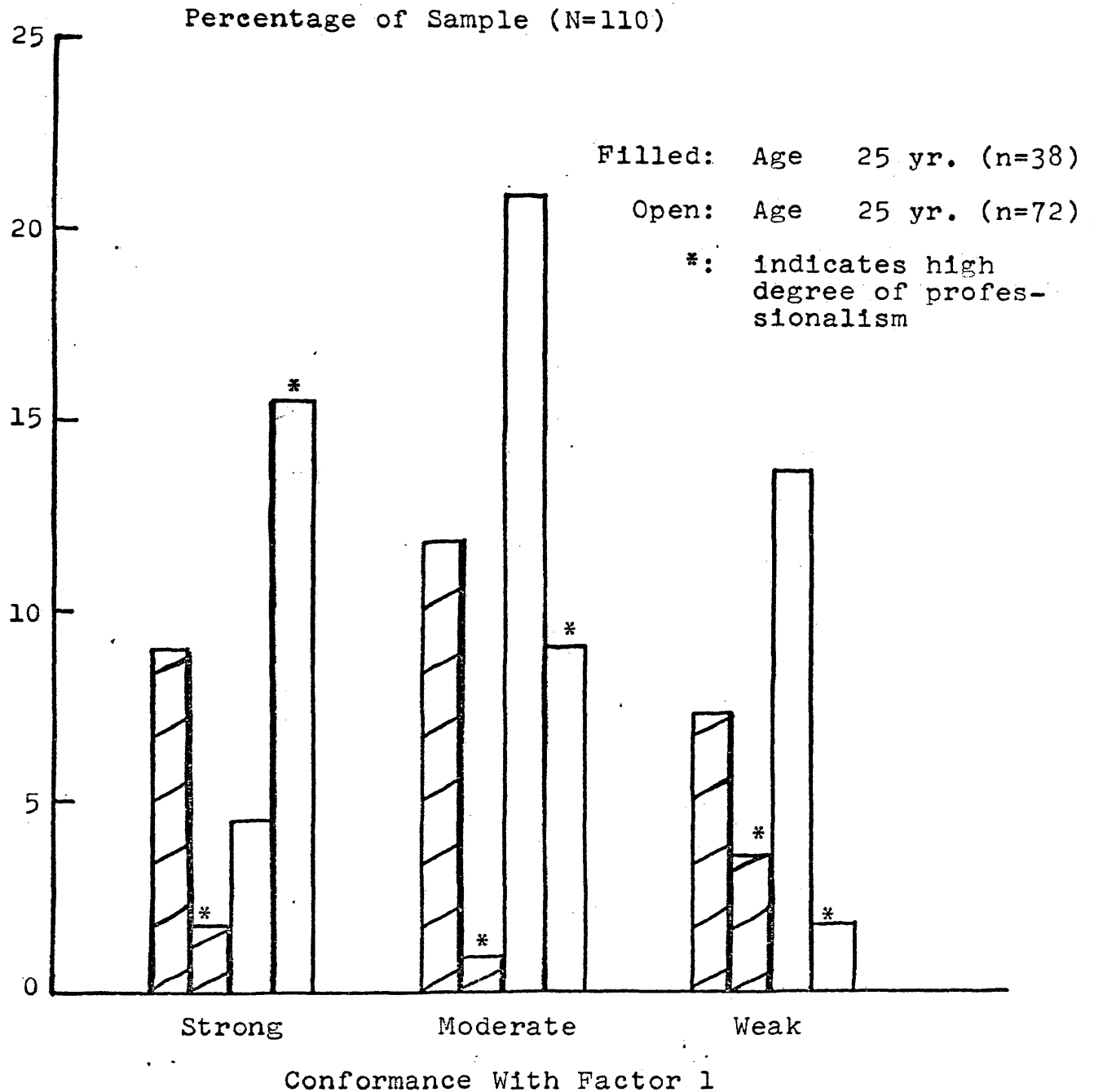


Figure 3.5: Effect of Age and Degree of Professionalism on Conformance with Factor 1, Social Action Orientation

Kendall's tau .001 level with duration of employment), describes the sample of highly committed, social action oriented individuals.

Social action is a dimension that must finally be construed as radical for public assistance case workers. Therefore, it may at first appear exceptional to find increased age associated with increased social action. The finding, however, is consistent with previous literature. Epstein, in his study of New York City social workers found that professionalization was the cogent intervening variable in the prevention of ideological conservatism (Epstein, 1969). Migration to a professional reference group proved to be a sufficient restraint against the conservatizing forces sometimes assumed to affect employees with long service records.

Finally, it is notable that where increased age and duration of employment are associated with greater conservatism, hierarchical advancement frequently compounds the issue. Employees who have long employment records and increased age are more likely found at higher organizational ranks and respond as administrators (Grusky, 1965). In the present study, all respondents are at the same plateau and the conservatizing effect of administrative line responsibility is therefore not influential.

#### Field of Education

The final demographic variable to demonstrate significance was college major. The effect of that variable



could not be discerned in the two-by-two contingency tables, but did become apparent when higher education was controlled. Social science majors who have no education beyond the bachelor's degree are significantly more social action oriented (Cramer's V, .32) than are case workers with degrees in education, the humanities, business, or physical science. (See Figure 3.6 for details of the relationship patterns.) For the social science undergraduate majors who have pursued some graduate training, a migration away from the social action pole is markedly evident. The trend away from social action by social science majors with continued educational experiences is admittedly confusing. Those respondents with greater exposure to academic and non-agency sources of stimulation were expected to rate higher on the professional scale and exhibit the associated traits. However, upon investigation of response sheets, it was found that the social science majors with higher education did not report extra-agency sources of academic or professional stimulation more frequently than they reported intra-agency sources. Thus, as a category, they are not highly professional and, as is apparent, do not manifest the social action orientations of their less well educated counterparts and of their more highly professional colleagues.

Any attempt to explain the unusual correlation between higher levels of social science education and increased conservatism is, at best, speculative. A reverse trend was described by McLeod and Mayer (1967) in an

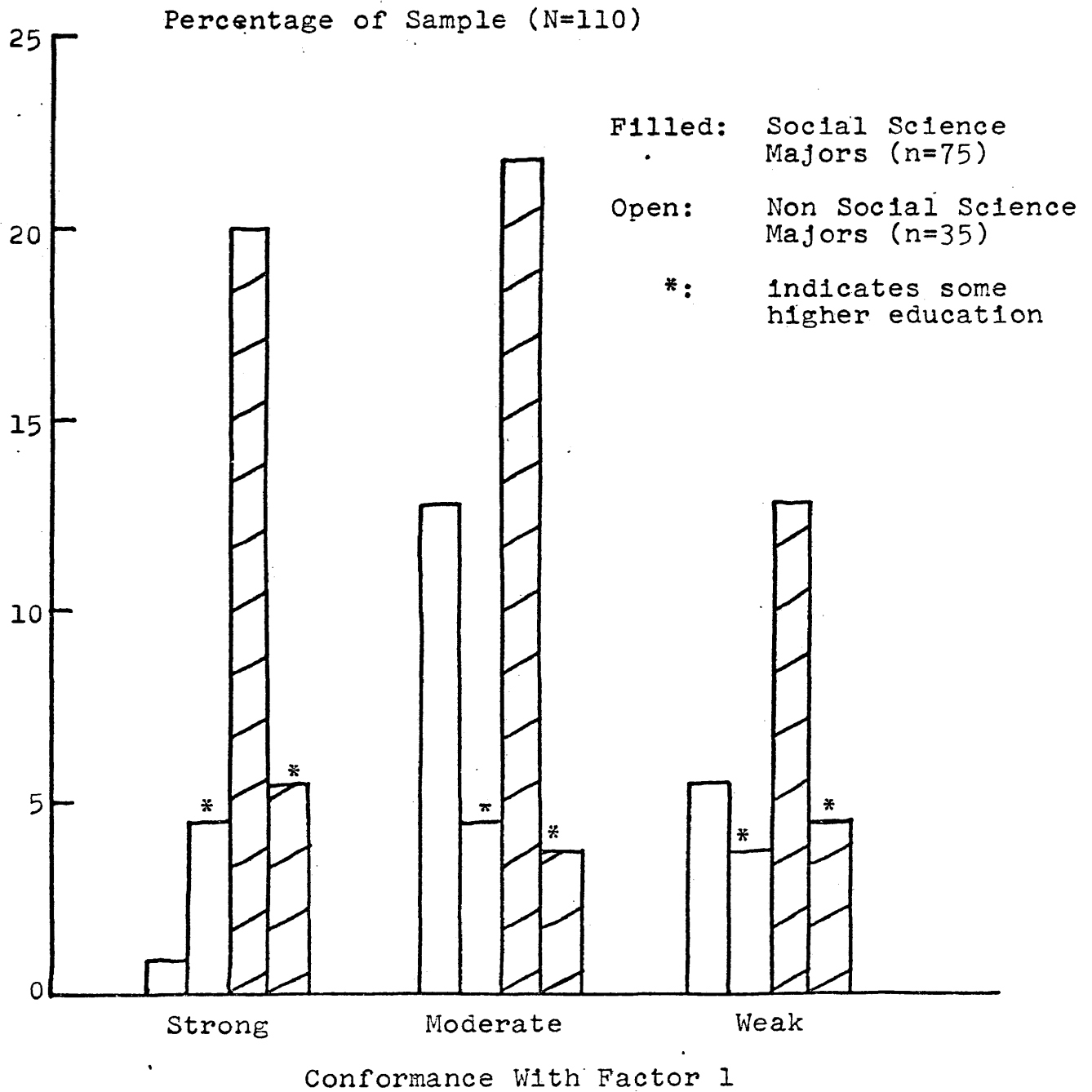


Figure 3.6: Effect of College Major and Higher Education on Conformance with Factor 1, Social Action Orientation

empirical study of social science majors. The author was able to locate no other study that reversed McLeod and Mayer's findings for a graduate level population. The restriction of the correlation to the particular study suggests that it might merely be an idiosyncrasy of the local sample. Or it is possible that the social science majors with increased education are differentially oriented toward achieving administrative or career positions within the welfare department. Thus, the response patterns might be indicative of administrative strivings on their part. At any rate, the sample size from which the observation has been based is only marginally adequate for the trend to have significance.

#### Non-Significant Variables

Race had been expected to be an intervening variable of some account in determining acceptance of social action orientation. It was hypothesized that black social workers would be more familiar with change tactics and more willing to operate as change agents. However, analysis of race revealed a random association between race and social action as well as between race and clinical orientation. Black and white case workers were distributed evenly along the continuum from "strongly disagree" to "strongly agree" for the factors.

One possible explanation for the lack of black commitment to social action is job selection. Public assistance departments generally do not have a reputation as

social change instigating agencies. Thus, it is possible that black social workers who are committed to social change do not seek appointments as welfare workers but instead serve in community-action type settings. Thus, through a process of self-selection, the welfare departments would have an under-representation of social change advocating black case workers.

CHAPTER IV  
SUMMARY AND IMPLICATIONS

Summary

The study was concerned with the orientations and attitudes of public assistance case workers. Specifically, an attempt was made to discern how they perceive their roles regarding social reform and activism on the one hand and clinical or supportive therapy on the other. The hypothesis was submitted that case workers on a single hierarchical plank in the organization would harbor broad differences in orientations toward the nature of social case work and their function in carrying out the public assistance mission. It was further hypothesized that case workers would be differentially committed to their professions or their agencies and that a measure of agency versus professional commitment coupled with a measure of methodological orientation could be used to indicate the posture of a case worker and the resulting manner in which he would tend to discharge responsibility.

A mailed questionnaire served as the data gathering instrument. The profile of responses to the items on the questionnaire confirmed that case workers subscribe to widely divergent ideas about the long-range objectives and appropriate tactics and strategy for public assistance workers.

Factor analysis of the questionnaire responses disclosed three meaningful dimensions. Of these the initial two were unidimensional and the third bipolar. "Social Action Orientation" and "Clinical Orientation" were distinct, non-associated dimensions. Each respondent displayed a level of conformance or rejection of each. The two varied independently. In the case of the third dimension, "Client-Agency Orientation" the variables fell out in such form that conflicting demands were made upon the respondent. Conformance to agency was at the expense of the client and vice versa. The arrays of scores indicating subscription to the dimensions was nearly Gaussian for "Social Action" and "Clinical" and skewed to the left for "Client-Agency". Thus, approximately one-half the sample accepted and one-half rejected each of the first two dimensions and more than one-half resolved the client-agency conflict in favor of the client.

A positive interrelationship of factor scores was exhibited between Factors One and Three. Those respondents who were more intense in their acceptance of the activist role were more prone to act in the interest of a client even at the price of deviating from agency guidelines. There was no correlation between endorsement of clinical therapy and position on client-agency continuum.

Professionalism, as measured by nature of sources from which social work information is accepted was highly associated with positions on social action and client

orientation scales. Professionally influenced case workers were agency-independent in decision making and committed to a policy of planned societal intervention. Professionalism did not vary discernibly with clinical orientation. Some members of the professional sub-set endorsed the traditional methods, while others were neutral or hostile to that school of thought.

A majority of the demographic variables were inconsequential for the study. Those relationships that were significant include duration of employment, age and undergraduate major.

Interestingly, there was a movement toward the vertex of both the social action scale and the clinical efficacy scale and toward the professional as opposed to agency reference point for employees with more than two years experience in case work. The more experienced the case worker became, the more tenaciously he held to the value of clinical therapy, the more agency independent his thinking became and the more committed he was to serving the clients in innovative, reform-directed and macro-level avenues.

For that segment of the case workers who were over twenty-five and who did have a high degree of professionalism, social action orientation also increased with age. For those who did not have the professional peer group, age became a conservatizing element. Sparsity of data prohibited further investigation to unravel the individual weightings of age, duration of employment and

professionalism on social activism and reform commitments.

Finally, field of undergraduate education was related to level of social action conformance. The relationship held only for those social science majors who had not pursued graduate courses. Endorsement of social action declined sharply for social science majors who had further contact with the academic world.

In conclusion, the original hypothesis, that case workers have broadly divergent views regarding public assistance work and their functions therein was confirmed by the study. The second supposition, that case workers are widely arrayed in orientation toward the profession and/or the agency of employment was also empirically demonstrable. However, the final attempt of the investigation, to measure case worker posture from professional stance and ideological orientation, proved more difficult. Case workers do display ideological biases and definite preferences in agency-professional role conflict situations. And in general, social action orientation is coupled with professional commitment. However, clinical orientation varies independently of either and a case worker may exhibit acceptance or rejection of clinical tactics without altering his social action or professional conformance.

#### Implications

At this juncture it seems appropriate to step from the secure path of mathematical interpretation and reflect briefly upon the implications of the data. What do the



statistical arrays portray? From a sociological perspective, what does this study mean?

When the focus of the study was defined in the first chapter, the initial query was "What occurs when public assistance social workers are required to perform in organizational units that are structured to provide only one branch of the bifurcated social work technology?" Reviewing that question in retrospect, it appears as though the original dichotomy as it appears in the literature of clinical versus social action methodology was imposed upon the issue and, in fact, confounds more than clarifies the understanding of case worker relations with the poor.

That dichotomy, it will be recalled, has long been a legitimate component of academic social work. The conceptualization of social workers dividing their duties between broad reform projects within the community and the personal guiding of bewildered and dependent individuals has characterized the classic body of social work literature.

The data suggest that case workers engaged in welfare work are aware of the dual functions of social work. Response patterns demonstrated the willingness of some workers to seek out and respond to personality difficulties, breakdowns or strains in interpersonal relations and the many problems of living. The response patterns, however, also demonstrated the willingness of some workers to

engage in reform-oriented operations and to direct their clients along similar avenues of protest and system change. Thus, the concept of case worker as system change agent did not appear to be alien to at least a segment of the case workers.

To the degree that welfare case workers do define their roles as social reformers and change agents working from within the establishment, the academic portrayal of compartmentalized roles and settings for social workers is inaccurate. While the academic picture is of social workers functioning as clinicians in the welfare department, and change agents in the community action or Office of Economic Opportunity programs, the social workers are in fact functioning in both supportive and reform capacities within single situations.

Perhaps a more productive approach to the issue would be to acknowledge that social action or reform methodology is upheld within welfare agencies that have traditionally been defined as clinical and then to examine the manners in which the two functions are integrated. Such an approach would not involve a dramatic reinterpretation or recodifying of what social work is and does. Nor would it involve a radically different conceptualization of the social work mission. Rather, it would be an attempt to bridge the gap between what social work academicians claim is occurring and what social workers actually experience in the day-to-day business of dealing

with the dependent members of society.

Such a schematic change in the models of social work methodology should not be viewed as an attempt to simplify the issue. Rather, the change would accentuate the basic complexity of social work methodology. Instead of allowing two pigeon-holes for welfare case workers, (1) as clinicians who give support to and develop the characters of the poor, or (2) as radically inclined individuals who use the counseling sessions as camouflages for change oriented planning sessions, a synthesized view of methodologies would convey the notion that many methodological options exist and are selectively and situationally employed by case workers.

Returning then, to the initial query as to what happens when social workers are asked to perform with only a segment of their technology, the response is, that at least in the population investigated, many do not conform to the limitation. In fact, many do not perceive of the situation as one in which a methodological limitation has been posed. Those social workers have moved beyond the social action-clinical orientation dichotomy presented in the literature and view their tasks as inclusive of both orientations.

The finding that some case workers in the welfare setting are guided by a complex of methodologies and ideologies and not solely by the procedural regulations of clinical methodology, has ramifications for the clients

served. If case workers are not relying upon an explicit and narrow body of methodologies and rules to determine the nature and content of their services to clients, there is a wide potential for differing relationships to develop. Needs of clients are varying and complicated. Perceptions of those needs by case workers are equally varying and complex. And, though the levels and manners in which needs can be attended within the welfare system are ultimately bounded by availability of time and resources, the array of social work activities that can be pursued is extensive. Case workers have sufficient autonomy in their dealings with clients to decide on an individual basis what course of action is appropriate to the situation. Likewise, case workers who are assuming cases from agency colleagues are, again within limits, free to redefine or restructure the nature of the relationship between the client and the agency.

Considering the heavy case worker turn-over rate within the welfare departments investigated (median employment duration was less than one year), this phenomenon is pertinent. It means that welfare recipients may experience markedly diverse therapeutic associations with sequential case workers during the course of contact with the welfare department. The specific nature of any portion of the therapeutic relationship will be contingent upon the social worker involved, his perception of the client needs, the social work methodologies, and philosophies to which he

subscribes, and the role definition he carries. Some statistical statements were presented to describe the probability estimates for a client receiving attention that is within the general framework of one of the classic social work methodologies. However, the study demonstrated that the processes of decision-making are highly complex. The conventional models of social action, clinical or client oriented methodologies are simply too diffuse, abstract and simplistic to provide situationally useable charts. Thus when the course of treatment for a particular client is at issue, the guidelines are inadequate for accurately predicting outcome. About all that can be concluded is that the case worker will, based upon his orientation and value system, select a technique and course of action that he can defend as justifiable for the situation.

Perhaps the most far-reaching implication of that finding is in relation to the educating of case workers. The theme of the implication was summarized by the remarks of a particular respondent. In reaction to the statement relating to the importance of understanding subconscious motivations she replied that an understanding by each case worker of her own motivations and not of the subconscious motivations of the client was what was essential for effective case work. For, she elucidated, social case work is not a task-reduced, production line process that progresses along code book specifications, but an attempt on the part of an individual to communicate and relate to another

individual in a manner that is productive for them both. As such, it is as diversified, as multi-faceted and inter-related, and finally as inadequately understood a complex of activities as is human interaction outside the institutionalized "help-giving" setting. And it is therefore not possible, within our present framework of knowledge, to speak with certainty about which manner of interacting is going to move the parties to the desired end -- or for that matter, what the desired end ought to be. Thus, we cannot prepare blueprints and specification manuals for welfare department intervention and expect that they will be followed and will assure clients of a coordinated, well-defined passage to independence.

However, to suggest that rigid, dichotomized case work techniques are inadequate and cannot be programmed for mechanical utilization is not to suggest that case work is a mysterious process for which no preparations can be made. On the contrary, extensive case worker preparation is in order. Training programs might concentrate upon developing social workers who have achieved an awareness of themselves, of the values and principles by which they are guided and of the alternatives and choices available to them. In short, a liberal education is a suitable preparation for case work. If the function of the case worker is to engage in interactive patterns which are simulations of interpersonal relations in everyday life, then perhaps it is in order to offer him the background exposure and

problem-solving experience we have come to define as valid preparation for everyday living.

APPENDIX A





*The Christopher Newport College  
of The College of William And Mary  
in Virginia*

Dear Social Worker,

Enclosed is a copy of a questionnaire that is being pretested for use in a research project. I would like to briefly describe the study and then solicit your assistance in making the research possible.

I am a member of the sociology department at Christopher Newport College of William and Mary and am engaged in the teaching of undergraduate social work students. The study that I am attempting is a survey of the orientations and attitudes of social workers in the field of public assistance. Hopefully the effort will provide information that will be beneficial for the researcher and for students who wish to know more about the role of the public assistance social worker.

Before the main study can be undertaken it is necessary that the questionnaire be examined and pretested to determine if it is clear and non-ambiguous. Would you please fill out the enclosed form and indicate in the remarks section if any of the items seem vague or unclear to you? All that is necessary is that you go through the items and respond to each statement. Where a particular statement is confusing or ambiguous please make a note to that effect. Additional comments that you might have would also be appreciated.

Please note that no names or personal identification are requested or desired. Your statements will remain completely anonymous. The unsigned forms from respondents in all participating agencies will be pooled and the data treated collectively. Thus confidentiality and privacy is assured.

Thank you for taking time to assist us so that the anticipated research project will be meaningful.

Sincerely yours,

Lea B. Pellett  
Instructor of Sociology

P. O. Box 6070  
Newport News, Virginia 23606

Area Code 703—596-7611

## BACKGROUND INFORMATION

1. Age: \_\_\_\_\_
2. Sex: Male \_\_\_\_\_ Female \_\_\_\_\_
3. Race: Black \_\_\_\_\_ White \_\_\_\_\_ Other \_\_\_\_\_
4. Bachelor Degree: Yes \_\_\_\_\_ No \_\_\_\_\_
5. College Major: \_\_\_\_\_
6. Graduate Education:
  - a. Master Degree: Yes \_\_\_\_\_ No \_\_\_\_\_
  - b. If yes, in what field? \_\_\_\_\_
  - c. If no, have you completed any courses toward a Master Degree? Yes \_\_\_\_\_ No \_\_\_\_\_
  - d. In what area? \_\_\_\_\_
7. How long have you been employed as a social worker in the present agency? \_\_\_\_\_
8. How long have you been employed as a social worker or social service employee? (Please include your current employment and all previous social service work experience.) \_\_\_\_\_
9. Please check the three sources upon which you rely most heavily for continued education and stimulation in social work issues. (Check three items)
  - \_\_\_\_\_ Case Work Supervisor
  - \_\_\_\_\_ Agency Colleagues
  - \_\_\_\_\_ In-service Training Sessions and Workshops
  - \_\_\_\_\_ Virginia Council on Social Welfare Meetings
  - \_\_\_\_\_ Professional Books and Journals
  - \_\_\_\_\_ Evening School or Continuing Education Courses
  - \_\_\_\_\_ Professional Colleagues Outside the Agency
  - \_\_\_\_\_ Other (Please Specify) \_\_\_\_\_

Are you a member of the National Association of Social  
Workers?

Yes \_\_\_\_\_ No \_\_\_\_\_

Are you a member of the Virginia Council on Social Welfare?

Yes \_\_\_\_\_ No \_\_\_\_\_

Are you a member of the Welfare Rights Organization?

Yes \_\_\_\_\_ No \_\_\_\_\_

Please circle the response that reflects your level of agreement with each item.

10. The future effectiveness of social work depends upon how well the profession can provide leadership in social issues.      Strongly Agree    Neutral    Disagree    Strongly Disagree

11. A major goal of the case worker should be to help the client improve his role performance within his situation.      Strongly Agree    Neutral    Disagree    Strongly Disagree

12. A client cannot be effectively helped unless the case worker understands his unconscious motivations.      Strongly Agree    Neutral    Disagree    Strongly Disagree

13. Problems such as family instability and juvenile delinquency could be reduced substantially if social workers had smaller loads and more time to apply case work treatment to vulnerable families.      Strongly Agree    Neutral    Disagree    Strongly Disagree

14. Even if case loads were small and workers had adequate time for case work treatment, such therapy alone would not substantially reduce the problems of family instability and juvenile delinquency.      Strongly Agree    Neutral    Disagree    Strongly Disagree

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- |  |                         |         |          |                   |
|--|-------------------------|---------|----------|-------------------|
| 15. The basic causes of family instability and juvenile delinquency lie in the structure of society, and no real progress can be made in solving these problems if the essential structure is unchanged. | Strongly Agree<br>Agree | Neutral | Disagree | Strongly Disagree |
| 16. Unless exceptional circumstances are present, welfare mothers with school age children should be encouraged to accept employment even if the salary is well below minimum wage.                      | Strongly Agree<br>Agree | Neutral | Disagree | Strongly Disagree |
| 17. Unless special circumstances are present, welfare mothers with school age children should be encouraged to refuse employment that pays below minimum wage.   | Strongly Agree<br>Agree | Neutral | Disagree | Strongly Disagree |
| 18. The decision as to working or not working should be made by the individual welfare mother and not by the lawmakers.  | Strongly Agree<br>Agree | Neutral | Disagree | Strongly Disagree |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

19. A case worker should act in what he believes to be the best interests of his client even if this means violating routine agency policy.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

20. A case worker should act in accordance with routine agency policy even if he believes such action is not in the best interests of his client.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

21. A case worker should act in accordance with routine agency policy even when such policy is contradictory to the position of the National Association of Social Workers.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

22. Paying Nonsolicited visits to clients' homes infringes upon their privacy.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

23. Paying nonsolicited visits to homes of clients violates the ethics of social work. (The statement does not apply to protective service case work.)

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

24. If a client does not wish to have his home visited, it is the professional duty of the social worker to respect that wish even if he must bend agency rules to accomodate the client.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

25. Social workers have a professional obligation to support legal action against welfare practices that they believe are degrad- ing to clients. (An example of such action is the case entered in court because public assistance social workers were required to sleuth and raid homes of Aid to Family with Dependent Children clients in search of "Men in the House.")

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

26. It is a legitimate case worker function to circulate petitions calling attention to those client needs that are not being met. (For example, poor housing conditions or inavail- ability of health facilities are appro- priately protested by case workers who have knowledge of these conditions.)

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

Remarks: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

27. It is a legitimate function for case workers to engage in sit-in type demonstrations to call attention to conditions such as those described in the last statement. Strongly Agree Neutral Disagree Strongly Disagree
28. If case workers wish to protest or call attention to client needs; they ought to participate in the protest actions on their own time and not during working hours or as representatives of the welfare department. Strongly Agree Neutral Disagree Strongly Disagree
29. Case workers should encourage their clients to keep their homes clean and tidy. Strongly Agree Neutral Disagree Strongly Disagree
30. Matters such as housekeeping standards are not the business of the case worker unless the client asks for assistance with a housekeeping problem. (This item does not apply to protective service where physical well-being of a child is being neglected.) Strongly Agree Neutral Disagree Strongly Disagree
31. An important duty of the case worker is to help the client adjust to reality as it is. Strongly Agree Neutral Disagree Strongly Disagree

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



32. A major goal of case work is to free the client from anxiety and inner conflict.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

33. An important role of the case worker is to help clients recognize when they are being victimized by conditions of society. (For example, welfare recipients who are holding low income, dead-ended jobs should be altered to the possibility that factors like racism and job discrimination may be as important as lack of skill or personal inadequacy in preventing them from achieving better paying or more personally rewarding positions.)

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

34. Teaching clients to effectively agitate against such conditions as racism and discrimination is at least as important a function of case work as is teaching them how to cope with low income budgets.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

35. Helping welfare recipients understand the conditions of racism and discrimination in our society may be an important function, but it is not the business of the public assistance worker. Strongly Agree Agree Neutral Disagree Strongly Disagree
36. Teaching clients how to effectively defend themselves against discrimination and racism may be an important function but it is not the function of the public assistance case worker. Strongly Agree Agree Neutral Disagree Strongly Disagree
37. The discrepancy between case work theory and actual social service practice is large. Strongly Agree Agree Neutral Disagree Strongly Disagree
38. Some of the regulations and procedures of public assistance programs interfere with the case worker's ability to help clients. Strongly Agree Agree Neutral Disagree Strongly Disagree
39. Social action tactics (attempts to influence legislative or public behavior as it affects public assistance clients) should not be engaged in by case workers while they are on duty. Strongly Agree Agree Neutral Disagree Strongly Disagree

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

40. Social action tactics have a definite place in the public assistance case worker's on-the-job activities. Strongly Agree Agree Neutral Disagree Strongly Disagree
41. Although social workers often get involved in civil rights activities, they are not professionally obligated to do so. Strongly Agree Agree Neutral Disagree Strongly Disagree
42. Case workers do have a professional obligation to help their clients by supporting civil rights and human rights activities. Strongly Agree Agree Neutral Disagree Strongly Disagree
43. A major role of the case worker is to help the client interpret his problems. Strongly Agree Agree Neutral Disagree Strongly Disagree
44. One of the major contributions that social case workers make is the provision of emotional support and empathy to clients who are working out their personal difficulties. Strongly Agree Agree Neutral Disagree Strongly Disagree
45. A primary goal of case work services to Family with Dependent Children clients is to help them understand the interpersonal dynamics of their family lives. Strongly Agree Agree Neutral Disagree Strongly Disagree

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

46. Public assistance case work essentially consists of providing psychological support, counsel, and personal advise to clients and/or helping them secure items and services that they require.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

47. For a public assistance case worker helping a client achieve equality of opportunity, is as important a part of the job as helping a client understand himself.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

48. It is at least as important for case workers to assist clients in organizing social reform activities as it is to help them in securing personal goods, services, and clinical assistance.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

49. Case workers should be aware of and make appropriate referrals of clients to organizations such as the Welfare Rights Organization that attempt to organize the poor for effective legal action in their own behalf.

Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

50. Since many projects of the Welfare Rights Organization are specifically directed against public welfare agencies, it is not appropriate for public assistance case workers to refer clients to that organization.

Strongly Agree    Neutral    Disagree    Strongly Disagree  
Agree

51. Local public assistance clients could be better served by adding additional legal consultation and service rather than additional psychological consultation and service to the offerings available for use by clients.

Strongly Agree    Neutral    Disagree    Strongly Disagree  
Agree

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

THANK YOU FOR YOUR COOPERATION

APPENDIX B



*The Christopher Newport College  
of The College of William And Mary  
in Virginia*

Dear Social Worker,

Enclosed is a copy of a questionnaire that is being distributed as part of a research project. I would like to briefly describe the study and then solicit your assistance in making the research possible.

I am a faculty member in the sociology department at Christopher Newport of the College of William and Mary and am engaged in the teaching of undergraduate social work students. The study in which I am collaborating is a survey of the orientations and attitudes of social workers practicing in the field of public assistance. Hopefully the effort will provide information that will be beneficial for the researcher and for students who wish to learn more about the role of the public assistance social worker.

The questionnaire contains statements of opinions regarding public assistance social work and the role of the public service social worker. Items have been extracted from the contemporary social work literature and pertain to topics and issues that are currently being discussed within the profession. Would you please examine the statements and circle the responses that coincide with your level of agreement with each item. If a particular statement is ambiguous or confusing to you please indicate that in the remarks section at the foot of each page. Additional comments that you might have would also be appreciated.

When you have completed the form please place it in the attached envelope and drop it in the mail. Please note that no names or personal identification are requested or desired. Your responses will remain completely anonymous. The unsigned forms from respondents in all participating agencies will be pooled and the data treated collectively. Thus confidentiality and privacy is assured.

Thank you for taking time from your busy schedule to assist us in making the research project successful.

Sincerely yours,

Lea B. Pellett  
Instructor in Sociology

P. O. Box 6070

Newport News, Virginia 23606

Area Code 703—596-7611

## QUESTIONNAIRE

## Background Information

1. Age: \_\_\_\_\_
2. Sex: Male \_\_\_\_\_ Female \_\_\_\_\_
3. Race: Negro \_\_\_\_\_ Caucasian \_\_\_\_\_ Other \_\_\_\_\_
4. Bachelor Degree: Yes \_\_\_\_\_ No \_\_\_\_\_
5. College Major: \_\_\_\_\_
6. Graduate Education
  - a. Master Degree: Yes \_\_\_\_\_ No \_\_\_\_\_
  - b. If yes, in what field \_\_\_\_\_
  - c. If no, have you completed any courses toward a Master Degree Yes \_\_\_\_\_ No \_\_\_\_\_
  - d. In what area \_\_\_\_\_
7. How long have you been employed as a social worker in the present agency \_\_\_\_\_
8. How many years have you served as a social service employee (Please include your current employment and all previous social service work experience) \_\_\_\_\_
9. Please indicate the three sources upon which you rely most heavily for continued stimulation and education in social work principles. (Mark three of the items.)
  - \_\_\_\_\_ Case Work Supervisor
  - \_\_\_\_\_ Agency Colleagues
  - \_\_\_\_\_ In-service Training Sessions and Workshops
  - \_\_\_\_\_ Virginia Council on Social Welfare Meetings
  - \_\_\_\_\_ Professional Books and Journals
  - \_\_\_\_\_ Evening School Courses
  - \_\_\_\_\_ Professional Colleagues Outside the Agency
  - \_\_\_\_\_ Other (Please Specify) \_\_\_\_\_



Please mark the blank that corresponds to your level of agreement with each statement.

10. The future effectiveness of social work will depend upon how well the profession can provide leadership in dealing with social issues.  
 Strongly Disagree                      No Opinion                      Strongly Agree  
 \_\_\_\_\_
11. A major role of the case worker is to help the client improve his role performance within his situation.  
 Strongly Disagree                      No Opinion                      Strongly Agree  
 \_\_\_\_\_
12. Effective help to a client depends upon understanding his unconscious motivations.  
 Strongly Disagree                      No Opinion                      Strongly Agree  
 \_\_\_\_\_
13. An important reason for family breakdown and delinquency rate increases in public assistance families is that social workers are too busy to adequately apply case work treatment methods to clients who are in vulnerable situations.  
 Strongly Disagree                      No Opinion                      Strongly Agree  
 \_\_\_\_\_
14. Case-by-case treatment alone cannot make significant inroads into such problems as financial dependency, family instability, and juvenile delinquency.  
 Strongly Disagree                      No Opinion                      Strongly Agree  
 \_\_\_\_\_
15. In general, welfare mothers should be encouraged to refuse employment that pays less than minimum wage.  
 Strongly Disagree                      No Opinion                      Strongly Agree  
 \_\_\_\_\_

Remarks: (Please note any ambiguous statements and add any comments you feel are appropriate to the above items.)

---



---



---



---

16. In general, welfare mothers with school age children should be encouraged to work even if their incomes will have to be supplemented by the Social Service Department.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
17. If case loads were smaller and more time were available for intensive case work, the family breakdown and juvenile delinquency rates could be lowered substantially in public assistance families.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
18. A case worker has a responsibility to act in what he perceives to be the best interests of the client even if this means violating routine agency operating procedures.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
19. A case worker should abide by routine agency policy even if he perceives such action to be inconsistent with his client's apparent needs.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
20. A case worker should abide by routine agency policy even when such policy violates the states position of the National Association of Social Workers.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
21. Unannounced visits to clients' homes are violations of privacy.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

22. Nonsolicited visits to clients' homes are violations of the professional ethics of social work.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
23. If a client does not wish to have his home visited, it is the responsibility of the case worker to respect that wish even if he must report that he has completed required home visits.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
24. Workers in Social Service Agencies have a professional responsibility to support figures such as Benny Parrish who was dismissed for refusing to participate in non-solicited home visits. (His case was involved with the issue of the midnight "Man in the House" raids of Aid to Families with Dependent Children clients. The case precipitated the debate within the National Association of Social Workers as to whether they had a professional obligation to make their position felt.)  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
25. The National Association of Social Workers has a responsibility to participate in legal action against Social Service Agencies that require their workers to engage in activities that they believe are degrading to clients or violate client rights. (Nonsolicited visits to clients homes and elaborate interrogation of intake clients are examples of the type activities that have culminated in past action of this nature by the National Association of Social Workers.)  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





36. Although social workers often get involved in civil rights or human rights activities, they are not professionally obligated to do so.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
37. Social workers do have a professional obligation to seek social reform through political channels. (Letters to congressmen, public support of proposed bills, etc.)  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
38. A major role of the social service case worker is to help the client interpret and classify his problems.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
39. One of the major contributions that social service case workers make is the provision of emotional support and empathy to clients who are working out their personal difficulties.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
40. A primary goal of case work services to new unwed mothers seeking Aid to Families with Dependent Children is to help them understand the underlying personal dynamics that led to the pregnancy.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 
41. Public assistance case work should mainly involve assisting clients to secure items and services that they want and/or counseling and advising clients in personal matters.  
 Strongly Disagree                      No Opinion                      Strongly Agree
- 

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

42. For the field of social work as a whole, seeking equality of opportunity is just as important a goal as seeking improved personal functioning of a client.  
Strongly Disagree                      No Opinion                      Strongly Agree
- 
43. It is at least as important for case workers to assist clients in organizing social reform activities as it is to help them to secure personal goods, services, and clinical assistance.  
Strongly Disagree                      No Opinion                      Strongly Agree
- 
44. Public assistance workers should be aware of and make appropriate referrals of clients to organizations such as the National Welfare Rights Organization that attempt to organize the poor for effective legal action in their own behalf.  
Strongly Disagree                      No Opinion                      Strongly Agree
- 
45. Since many projects of the National Welfare Rights Organization are directed directly against public agencies, it is not appropriate for a public assistance employee to encourage clients to better their conditions through Welfare Rights membership and activity.  
Strongly Disagree                      No Opinion                      Strongly Agree
- 
46. Clients would derive more benefit from a Legal Aid Society than from an equal amount of money spent by the government to purchase additional psychiatric and psychological counseling services for welfare recipients.  
Strongly Disagree                      No Opinion                      Strongly Agree
- 

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

THANK YOU FOR YOUR COOPERATION. YOUR EFFORT IS SINCERELY APPRECIATED AND WILL CONTRIBUTE GREATLY TO THE SUCCESS OF THE PROJECT!

APPENDIX C



TABLE C.1: Rotated Factor Matrix (5 Factors)

Variable	Factor Correlation				
	F <sub>1</sub>	F <sub>2</sub>	F <sub>3</sub>	F <sub>4</sub>	F <sub>5</sub>
1	.32	.26	.10	.11	-.30
2	-.08	.25	-.18	-.14	-.44
3	-.22	.26	.26	.09	-.49
4	.06	.04	.04	.19	-.67
5	-.10	.25	-.09	-.05	.48
6	.35	.06	.31	-.08	.21
7	-.26	.12	-.38	-.28	-.31
8	.35	-.06	.27	.28	.05
9	.44	-.24	.28	.06	.01
10	.01	-.13	.00	.81	-.09
11	-.19	-.13	-.07	-.82	-.10
12	-.13	.07	-.06	-.76	.17
13	.09	.04	.78	-.03	-.06
14	.04	.03	.67	-.10	-.11
15	.12	-.08	.55	.18	-.12
16	.44	.22	.43	.23	.13
17	.53	.20	.28	.11	-.08
18	.48	-.09	.23	.36	.08
19	-.22	.39	.00	-.13	.12
20	-.20	.33	-.30	-.14	-.06
21	.13	-.29	.43	.03	-.34
22	-.36	.21	.27	-.03	-.23
23	.08	.41	-.09	-.09	-.32
24	.58	.04	.30	-.13	-.29
25	.72	-.00	.19	.12	-.21
26	-.70	.23	.02	-.05	.10
27	-.65	.13	-.00	-.06	-.03
28	.07	-.14	.43	.03	.00
29	.23	.05	.48	.18	.18
30	-.67	.12	.18	-.24	-.15
31	.74	-.10	-.07	.16	-.03
32	-.66	.10	-.14	-.12	-.09
33	.59	.11	.40	.11	-.03
34	-.11	.68	-.05	.09	.00
35	.03	.67	.01	.03	-.16
36	.06	.84	-.02	.03	.01
37	-.01	.67	-.02	-.10	-.04
38	.57	.24	.24	-.04	.07
39	.62	-.06	.39	.01	.02
40	.40	-.01	.48	-.00	.30
41	-.19	.10	-.35	-.18	-.43
42	.45	.05	.23	-.09	.10

TABLE C.2: Measures of Dispersion For  
Factorial Variables

Variable	Median	Mean	Standard Deviation
1*	2	2.15	1.12
2	2	1.84	1.00
3	3	2.87	1.26
4	2	2.34	1.26
5	2	2.49	1.04
6	2	2.72	1.19
7	4	3.32	1.19
8	4	3.25	1.16
9	3	2.97	1.19
10	3	2.77	1.20
11	4	3.48	1.11
12	3	2.85	0.94
13	3	2.82	1.16
14	3	3.06	1.15
15	3	2.95	1.13
16	2	2.14	1.17
17	3	2.44	1.19
18	4	3.30	1.12
19	2	2.21	0.99
20	2	2.18	0.85
21	4	3.26	1.14
22	2	1.89	0.86
23	2	2.68	1.16
24	2	2.43	1.04
25	3	3.02	1.26
26	3	3.01	1.20
27	4	3.19	1.17
28	2	1.88	0.92
29	1	1.58	0.72
30	3	2.91	1.16
31	3	3.03	1.17
32	2	2.56	1.19
33	2	2.69	1.18
34	1	1.79	0.76
35	2	1.71	0.53
36	2	2.09	0.85
37	1	1.77	0.67
38	2	2.36	0.99
39	4	3.27	0.99
40	2	2.26	0.86
41	4	3.53	0.99
42	3	2.79	1.08

\*Variable Number 1 corresponds to statement 10 in the questionnaire. Subsequent variables are consecutive from that point.

TABLE C.3: Demographic Data [N=110]

Demographic Variable	Category	Relative Freq., %
Age	21-24	34.5
	25-29	45.5
	30+	20.0
Sex	Male	19.1
	Female	80.9
Race	Black	15.5
	White	82.7
College Major	Physical Sci., Business	10.0
	Humanities, Education	21.8
	Social Sciences	68.2
Higher Education	None	73.6
	Courses toward MA	26.4
Duration of Current Employment	1 year	48.2
	1-2 years	20.0
	>2-4 years	14.5
	4 years	17.3
Total Duration of Employment	1 year	37.3
	1-2 years	22.7
	>2-4 years	17.3
	4 years	22.7
Professional Scale (stimulus from...)	3 Agency, 0 Prof.	19.1
	2 Agency, 1 Prof.	48.2
	1 Agency, 2 Prof.	26.4
	0 Agency, 3 Prof.	6.4
Member NASW	Yes	7.3
	No	92.7
Member VCSW	Yes	26.4
	No	73.6
Member WRO	Yes	3.6
	No	96.4

TABLE C.4: Summary of Demographic Correlations

Parameter A of Correlation (no. of levels in brackets)	Parameter B of Correlation (3 levels, each Factor)	Chi Square Level of Sig.	Cramer's V
Total Duration of Employment [4]	Factor 1	0.80	0.13
Total Duration of Employment [4]	Factor 2	0.30	0.19
Total Duration of Employment [4]	Factor 3	0.50	0.17
Total Duration of Employment [4]	Factor 5	0.05	0.24
Total Duration of Employment [2]	Factor 1	0.60	0.10
Total Duration of Employment [2]	Factor 2	0.10	0.23
Total Duration of Employment [2]	Factor 3	0.50	0.12
Total Duration of Employment [2]	Factor 5	0.001	0.32
College Major [3]	Factor 1	0.05	0.22
College Major [3]	Factor 2	0.70	0.11
College Major [3]	Factor 3	0.40	0.15
College Major [3]	Factor 5	0.98	0.05
College Major [2]	Factor 1	0.10	0.21
College Major [2]	Factor 2	0.30	0.15
College Major [2]	Factor 3	0.60	0.11
College Major [2]	Factor 5	0.98	0.02
Age [3]	Factor 1	0.70	0.11
Age [3]	Factor 2	0.20	0.18
Age [3]	Factor 3	0.50	0.10
Age [3]	Factor 5	0.10	0.20

TABLE C.4 (Cont.)

Parameter A of Correlation (no. of levels in brackets)	Parameter B of Correlation (3 levels, each Factor)	Chi Square Level of Sig.	Cramer's V
Age [2]	Factor 1	0.60	0.10
Age [2]	Factor 2	0.30	0.16
Age [2]	Factor 3	0.98	0.03
Age [2]	Factor 5	0.03	0.26
Sex [2]	Factor 1	0.10	0.21
Sex [2]	Factor 2	0.01	0.31
Sex [2]	Factor 3	0.50	0.12
Sex [2]	Factor 5	0.20	0.18
Race [2]	Factor 1	0.80	0.07
Race [2]	Factor 2	0.20	0.19
Race [2]	Factor 3	0.70	0.09
Race [2]	Factor 5	0.70	0.10
Higher Education [2]	Factor 1	0.40	0.14
Higher Education [2]	Factor 2	0.50	0.13
Higher Education [2]	Factor 3	0.20	0.20
Higher Education [2]	Factor 5	0.80	0.08

TABLE C.5: Factor Analysis Variable Communalities

Variable	Final Communality
1	0.29
2	0.31
3	0.43
4	0.49
5	0.32
6	0.27
7	0.40
8	0.28
9	0.33
10	0.68
11	0.74
12	0.62
13	0.62
14	0.47
15	0.37
16	0.49
17	0.42
18	0.43
19	0.23
20	0.26
21	0.39
22	0.30
23	0.30
24	0.53
25	0.61
26	0.55
27	0.45
28	0.22
29	0.35
30	0.58
31	0.59
32	0.49
33	0.54
34	0.48
35	0.47
36	0.71
37	0.46
38	0.44
39	0.54
40	0.48
41	0.38
42	0.28

TABLE C.6: Sample Comparison of Correlation Coefficients (CC):  
Kendall's Tau and Pearson's R for Variable 16

Variable 16 with	Kendall's Tau, CC	Pearson's R, CC
1	0.14	0.15
2	.03	-.05
3	-.01	-.02
4	.08	.07
5	-.05	-.04
6	.18	.22
7	-.27	-.33
8	.22	.26
9	.25	.28
10	.10	.12
11	-.31	-.32
12	-.07	-.14
13	.28	.33
14	.20	.24
15	.21	.23
16	1.00	1.00
17	.51	.55
18	.22	.32
19	.06	-.01
20	-.10	-.10
21	.11	.11
22	.09	.00
23	.00	-.05
24	.19	.22
25	.31	.38
26	-.33	-.35
27	-.32	-.31
28	.25	.29
29	.46	.48
30	-.21	-.26
31	.25	.29
32	-.28	-.33
33	.41	.48
34	.10	.08
35	.19	.12
36	.21	.16
37	.13	.08
38	.30	.30
39	.37	.40
40	.37	.37
41	-.26	-.26
42	.21	.24

.....  
.....  
.....  
.....

APPENDIX D



TABLE D-1: Computer Program for Factor Scales

---



---

 FORTRAN IV G LEVEL 20

```

    DIMENSION F1(20), IF1(20), F2(7), IF2(7), F3(14),
      IF3(14), F4(4), IF4(4),
      F5(9), IF5(9), A(42)
    DO 99 I=1,20
99  READ (5,200) IF1(I), F1(I)
    DO 98 I=1,7
98  READ (5,200) IF2(I), F2(I)
    DO 97 I=1,14
97  READ (5,200) IF3(I), F3(I)
    DO 96 I=1,4
96  READ (5,200) IF4(I), F4(I)
    DO 95 I=1,9
95  READ (5,200) IF5(I), F5(I)
    DO 90 I=1,110
    READ (5,100) (A(N), N=1,42)
    FACT1=0
    DO 80 INDEX=1,20
    II=IF1(INDEX)
    IF(A(II) .EQ. 9. ) A(II) = 3.
    FACT1=FACT1 +A(II)*F1(INDEX)
80  CONTINUE
    FACT2=0
    DO 81 INDEX=1,7
    II=IF2(INDEX)
    IF(A(II) .EQ. 9. ) A(II) = 3.
    FACT2=FACT2 +A(II)*F2(INDEX)
81  CONTINUE
    FACT3=0
    DO 82 INDEX=1,14
    II=IF3(INDEX)
    IF(A(II) .EQ. 9. ) A(II) = 3.
    FACT3=FACT3 +A(II)*F3(INDEX)
82  CONTINUE
    FACT4=0
    DO 83 INDEX=1,4
    II=IF4(INDEX)
    IF(A(II) .EQ. 9. ) A(II) = 3.
    FACT4=FACT4 +A(II)*F4(INDEX)
83  CONTINUE
    FACT5=0
    DO 84 INDEX=1,9
    II=IF5(INDEX)
    IF(A(II) .EQ. 9. ) A(II) = 3.
    FACT5=FACT5 +A(II)*F5(INDEX)
84  CONTINUE
    WRITE (6,300) I,FACT1, FACT2, FACT3, FACT4, FACT5
    WRITE (7,400) FACT1, FACT2, FACT3, FACT4, FACT5, I
90  CONTINUE
100  FORMAT (23(F1.0, 1X) / 19 (F1.0, 1X))
200  FORMAT (I2,F8.5)
300  FORMAT (' ', I4,5X,5(F8.2))
400  FORMAT (20X,5F5.1,32X,I3)
    STOP
  END

```

## REFERENCES

- Ad Hoc Committee on Advocacy.  
1969 "The social worker as advocate: champion of social victims." *Social Work* (April):16-21.
- Atherton, Charles R.  
1969 "The social assignment of social work." *The Social Service Review* 43(December):421-30.
- Billingsley, Andrew.  
1964 "Bureaucratic and professional orientation patterns in social casework." *The Social Service Review* (December):400-407.
- Blalock, Hubert M.  
1960 *Social Statistics*. New York: McGraw-Hill Book Co.
- Blau, Peter M., and Richard W. Scott.  
1962 *Formal Organizations*. San Francisco: Chandler Publishing Co.
- Boehm, Werner W.  
1958 "The nature of social work." *Social Work* 3(April):3-9.
- Brager, George A.  
1967 "Institutional change: perimeters of the possible." *Social Work* (January):59-70.
- Chambers, Clarke A.  
1971 "An historical perspective on political action vs. individualized treatment." In Paul E. Weinberger, *Perspectives on Social Welfare*. London: The Macmillan Company, Collier-Macmillan Limited.
- Cohen, Wilbur J.  
1966 "What every social worker should know about political action." *Social Work* (July):3-11.
- Dawson, J. Robert, Jr.  
1970 *CORFAC, A General Correlation and Factor Analysis Program*. William and Mary Computer Library.
- Eisman, Martin.  
1967 "Social work's new role in the welfare-class revolution." *Social Work* (April):80-85.

- Epstein, Erwin.  
1968 "Social action strategies." *Social Work* (April): 103-108.  
1970a "Organizational careers, professionalization, and social worker radicalism." *The Social Service Review* 44(June):123-131.  
1970b "Professional role orientations and conflict strategies." *Social Work* (October):87-92.
- Etzioni, Amitai.  
1969 *The Semi-Professions and Their Organization*. New York: The Free Press.
- Freeman, Linton C.  
1965 *Elementary Applied Statistics*. New York: John Wiley and Sons, Inc.
- Goode, William J., and Paul K. Hatte.  
1952 *Methods in Social Research*. New York: McGraw-Hill Book Co.
- Gouldner, Alvin W.  
1957 "Cosmopolitans and locals." *Administrative Science Quarterly* 20(December):16-20.
- Grosser, Charles F.  
1969 "Changing theory and changing practice." *Social Casework* (January):16-20.
- Handler, Joel F., and Hollingsworth.  
1969 "The administration of social services and the structure of dependency: the views of AFDC recipients." *The Social Service Review* 43(December): 406-19.
- Harman, Harry H.  
1960 *Modern Factor Analysis*. Chicago: The University of Chicago Press.
- Hollis, Florence.  
1965 "And what shall we teach? The social work educator and knowledge." *Social Casework* 41(October):463-71.
- Horst, P.  
1965 *Factor Analysis of Data Matrices*. New York: Holt, Rinehart, and Winston.
- Hughes, Everett.  
1959 *Men and Their Work*. Glencoe, Illinois: The Free Press.
- Jacobs, Glenn.  
1968 "The reification of the notion of subculture in public welfare." *Social Casework* (November):527-34.

- Jones, Robert.  
1972 Factor Score Program. Unpublished computer programs.
- Kahn, Alfred J.  
1965 "The societal context of social work practice."  
Social Work 10(October):145-55.
- McCormick, Mary J.  
1966 "Professional responsibility and the professional image." Social Work (December):635-41.  
1970 "Social advocacy: a new dimension in social work."  
Social Casework (January):3-8.
- McEntire, Davis, and Joanne Hawarth.  
1967 "The two functions of public welfare: income maintenance and social services." Social Work (January):23-31.
- MacRae, Robert.  
1966 "Social work and social action." The Social Service Review 45(March):1-11.
- Nie, Norman H., D. Bent, and C. Hull.  
1970 Statistical Package for the Social Sciences. New York: McGraw-Hill Book Co.
- Parsons, Talcott.  
1951 The Social System. Glencoe, Illinois: The Free Press.  
1954 Essays in Sociological Theory. Glencoe, Illinois: The Free Press.
- Parsons, Talcott, and Edward A. Shils.  
1951 Toward a General Theory of Action. Cambridge, Massachusetts: Harvard University Press.
- Perlman, Helen Harris.  
1952 "Free association on problems of child welfare: putting the social back in social casework."  
Child Welfare 31(July):8-14.
- Pumphrey, Ralph E., and Muriel W. Pumphrey.  
1961 The Heritage of American Social Work. New York: Columbia University Press.
- Rein, Martin.  
1970 "In search of a radical profession." Social Work (April):21-29.
- Reisman, Leonard.  
1949 "A study of role conceptions in bureaucracy."  
Social Forces 25(March):305-10.

- Ribicoff, Abraham.  
1961 "The new administration looks at social welfare." Social Welfare Forum, 1961. New York: Columbia University Press.
- Richmond, Mary E.  
1922 What is Social Case Work? New York: Russell Sage Foundation.
- Roberts, Robert W.  
1968 "Social work: methods and/or goals." The Social Service Review (September):355-61.
- Rosen, A., and R. Connaway.  
1969 "Public welfare and social work." Social Work (April):88-96.
- Rossi, Peter.  
1958 Between White and Black: The Faces of American Institutions in the Ghetto. Baltimore: John Hopkins Press.  
1961 "Power and politics: a road to social reform." The Social Service Review 35(December):359-369.
- Rummell, R. J.  
1970 Applied Factor Analysis. Evanston, Illinois: Northwestern University Press.
- Slesinger, Jonathan A.  
1960 "Personnel adaptations in the federal junior management assistant program." Unpublished Ph.D. dissertation, Department of Business Administration, University of Michigan.
- Schottland, Charles L.  
1960 "Social work in the 1960's." Pp. 20-41 in Social Welfare Forum, Official Proceedings, 1960. New York: Columbia University Press.
- Scott, W. Richard.  
1969 "Professional employees in a bureaucratic structure: social work." Pp. 82-140 in Amitai Etzioni, The Semi-Professions and their Organization. New York: The Free Press.
- Smith, Russell E., and Dorothy Zietz.  
1970 American Social Welfare Institutions. New York: John Wiley and Sons, Inc.
- Specht, Harry.  
1968 "Casework practice and social policy formulation." Social Work (January):42-52.

- Taber, Merlin A., and Anthony J. Vattano.  
1970 "Clinical and social orientations in social work: an empirical study." *The Social Service Review* 44(March):34-43.  
1971 Correspondence. *Social Service Review* 45(September): 320.
- Thurstone, L. L.  
1947 *Multiple-Factor Analysis*. Chicago: University of Chicago Press.
- Thursz, Daniel.  
1966 "Social action as a professional responsibility." *Social Work* 11(July):12-21.
- Varley, Barbara K.  
1963 "Socialization in social work education." *Social Work* 8(July):102-109.  
1966 "Are social workers dedicated to service?" *Social Work* 11(April):84-91.
- Wilensky, Harold L., and Charles N. Lebeaux.  
1958 *Industrial Society and Social Welfare*. New York: Russell Sage Foundation.
- Wineman, David, and Adrienne James.  
1969 "Advocacy challenge to social work schools." *Social Work* (April):27-33.
- Zweig, Franklin.  
1969 "The social worker as legislative ombudsman." *Social Work* (January):25-94.

## VITA

Lea Buchanan Pellett

Born in Kewaunee, Wisconsin, August 15, 1940. Graduated from Kewaunee High School, June 1957, B.A., Hampton Institute, 1968. M.A. candidate, College of William and Mary, 1968-1972, with a major in sociology. The course requirements for this degree have been completed, but not the thesis: Metropolitan Social Worker Attitudes and Orientations: An Empirical Investigation.

In June 1969, the author joined the Virginia Department of Health as a social worker. In June 1970, she accepted the position which she now holds as instructor in sociology at Christopher Newport College of the College of William and Mary.