

SOCIAL WORK EDUCATION IN 21ST CENTURY

Abstract

In the VUCA (V-Volatile, U-Uncertain, C-Complex, A-Ambiguous) world, where change is the only permanent, there is a need for tools and approaches to assist universities become more effective, efficient, and result-oriented. It is important to find techniques to stay ahead before it is too late in a market that is open and competitive. Mechanisms that can simplify apparently complex situations are essential in a complex economy. It is simple to implement business process reengineering tools to increase the efficacy of social work education. It is simple to use a business process reengineering tool to increase the effectiveness of social work education. In order to achieve significant increases in effectiveness, cycle times, and quality, it includes the radical rethinking of essential business processes. Although it is still in its infancy as a management strategy, business process reengineering, in which firms start with a blank piece of paper and reimagining current processes to offer greater value to the customer, is an incredibly potent tool that helps in most of these situations.

Therefore, a more rigorous and systematic assessment of the significant variables vital to project success is required. That is the primary goal of our investigation. Success in this instance has been characterized in terms of both the aims and objectives attained as well as the advantages the social work degree provided. According to the findings, recommendations have been suggested for academicians on how to continue in a way that decreases the probability of failure and focus emphasis on success-related aspects.

The academic field of social work, which is practice-based, supports social growth, cohesiveness, and the empowerment and emancipation of individuals. Social work is

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fundamentally based on the values of social justice, human rights, group responsibility, and respect for individual differences. Social work involves individuals and systems to solve life difficulties and improve welfare. It is underpinned by theories from the social sciences, humanities, and indigenous knowledge. At the national and/or regional levels, the aforementioned term may be expanded.

Traditionally, social work education has only been available inside the confines of a classroom and in rural settings. But in the twenty-first century, it is no longer only restricted to that; it has also increased public awareness of social work and the demands of social workers in urban and business settings. We must project professionalism. "Change Yourself Before They Change You" is a good motto.

This chapter discusses the idea of reimagining in relation to business process engineering concepts, the use of reengineering in social work education, and new and inventive methods of delivering social work education that put students at the centre of the process. Creating interest in social work education for the advancement of oneself, one's family, community, and nature.

Keywords: Reimagining, Innovative and effective, Social work Education, Fieldwork through Films

I. INTRODUCTION

“Only change is Permanent”. In a world where change is the only constant there is a need for tools techniques to help institutions become more effective. In a competitive world there is a need for ways to stay ahead or to up before it is too late. In a complex world there is need for mechanisms that can make apparently complicated things simpler.

Even though it is still in its infancy as a management approach, business process reengineering has generated such attention in organizational circles because it is an unquestionably effective instrument that can aid in all of these instances. [1-3] Let's use the communication system as an example. In the beginning, people used birds to convey messages from rudimentary mobile phones to smart phones. The process then experiences a spark of change and is sparked by new channels including mail, phone, pager, email, mobile, and internet, among others. The world is getting smaller and smaller. The system of social work education also requires periodic revision to meet the demands of the global economy. [4-6]

We must make some firm and constructive adjustments to the educational system if we want to keep up with the way students think, act, and behave in the 21st century. **“Change Yourself Before They Change You”.**

II. WHAT IS REENGINEERING?

“Reengineering” is “the fundamental rethinking and radical redesign of business process to achieve dramatic improvements in critical, contemporary measures of performance, such as cost, quality, service and speed.” [7-10]

Business process reengineering, often known as BPR, is the radical redesign of business processes with the goal of achieving significant improvements in crucial areas such as quality, production, cost, service, and speed. Business process reengineering (BPR) strives to drastically reduce company expenses and process duplication.

BPR appears to be quite similar to business process improvement (BPI). However, the two may be distinguished by several key distinctions. BPI could include a little bit of rule-tweaking here and there. Reengineering, on the other hand, is a liberated strategy to seek beyond the established bounds and introduce seismic alterations. [11]

BPI is an incremental setup that concentrates on tweaking current processes in order to enhance them, whereas BPR considers the bigger picture. BPI doesn't deviate from the norm. It pinpoints the process bottlenecks and suggests modifying particular functionality. When BPI is in use, the process structure essentially stays the same. BPR, on the other hand, disapproves of the current guidelines and frequently follows a novel path to rework procedures from a high-level management viewpoint. [12]

Five steps of Business Process Reengineering (BPR): To keep **business process reengineering** fair, transparent, and efficient, stakeholders need to get a better understanding of the key steps involved in it. Although the process can differ from one organization to another, these steps listed below succinctly summarize the process:

Below are the 5 Business Process Re-engineering Steps: [13]

- Map the current state of your business processes.
 - Analyze them and find any process gaps or disconnects.
 - Look for improvement opportunities and validate them.
 - Design a cutting-edge future-state process map.
 - Implement future state changes and be mindful of dependencies.
1. **Map the current state of your business processes:** Collect information from various sources, including stakeholders and software. Recognize the process's present performance.
 2. **Analyze them and find any process gaps or disconnects:** Find every mistake and holdup that prevents the process from moving freely. Verify that all information is provided in the appropriate phases to allow the stakeholders to act quickly.
 3. **Look for improvement opportunities and validate them:** Verify that each step is indeed required. Remove a step if its main purpose is to tell the individual, then put an automatic email trigger in its place.
 4. **Design a cutting-edge future-state process map:** Make a brand-new procedure that addresses each of the issues you've noted. Don't be frightened to create a brand-new procedure that will undoubtedly be successful. Set KPIs for each stage of the procedure.
 5. **Implement future state changes and be mindful of dependencies:** Develop a new method that takes all of the difficulties you've mentioned into account. Don't be afraid to develop a novel approach that will unquestionably be effective. Establish KPIs for every step of the process.

III. WHY REENGINEERING?

In large firms, the benefits and need of a business process are extremely obvious. Any organization relies on its processes to simplify individual tasks and ensure that resources are used to their full potential. [14]

People no longer use traditional teaching methods and approaches in the 21st century. It must alter to enhance the delivery of material in the educational system, particularly in social work education.

Reengineering in social work education will lighten the workload while simultaneously enhancing the standard of instruction. Additionally, it pleases your "customers." Here, the term "customer" refers to two different kinds of clients of any businesses, and they are:

1. **Internal**
2. **External**

Alumni, employees, community organizations, businesses, professions, the government, etc. are the external consumers, and students are also live products for them.

Students are the internal customers. Engaging in open talks with your university's major stakeholders may be a powerful, illuminating, exciting, and undoubtedly vital component of your university's regular planning and development agenda. [15]

Without prodding, every stakeholder named the same problems as being crucial to the university's future growth. As follows:

- The quality of the instruction being given.
- The standard of the materials, tools, and technology used to deliver the courses.
- The competence of the academic personnel who create and instruct the courses.
- The skill level of the applicants admitted into the programmes.
- The standard of graduates being generated.

As a social work education university, we must now create an organizational culture. We must always be aware of the requirements and preferences of both our internal and external clients. If we please one consumer, word-of-mouth advertising will result in 10 more clients for us without any more advertising.

In this case, the highest authority will make all decisions. However, occasionally they are unaware of what is happening at the local level. This system needs to be changed. Figure 1 shows the old management system in which the all decision will be taken by highest authority i.e. CEO without much concern of employees.



Figure 1: Old Management System

We, as a social work university, must start thinking about transformation from the ground up in a fresh and redesigned approach. When making decisions about policies and other significant issues, top authority will undoubtedly be present in the centre and only make the final choice. However, they must first take into account everyone's viewpoint (where "everyone" refers to employers, students, and all other stakeholders). It will support the development of industry- and NGO-ready workforce. Figure 2 shows the reengineered way of social work education where CEO will take the decision democratically.



Figure 2: Reengineered Way of Social Work Education

1. Application of reengineering in social work education

From an application standpoint, it is quite simple to incorporate the Reengineering idea into social work education. The major focus of every component, from classroom instruction through fieldwork training, is change. We only need to follow the correct procedures. [16]

- **Creation of interest for development of society:** We need to arouse interest among the student population in order to promote societal interest. You must do so by meeting their requirements. This chapter discussed novel approaches to developing and fostering interest in social work education. If they enroll in a social work education degree, they will also help to build society in some way as they are aware of how to do it.
- **Start thinking about the change:** You must initially begin to consider the Change. You ought to be prepared to accept the shift. Most of the time, we are not prepared to accept change. Therefore, we must first transform who we are.
- **Apply it from the grass root level (Begin with the end in mind):** The processes will go more quickly once you are prepared to embrace the change. Change must begin at the very foundation. We must alter the culture, train employees to behave well towards both internal and external customers, such as students and employers, and update the infrastructure, among other things.
- **Change the process of administration (open a student help desk):** We also need to alter the administrative procedure. Students may need to travel far for administrative tasks. They occasionally have no idea where they will complete the task. A student aid centre should be opened if one doesn't already exist, and if one does, it should be made aware of.
- **Adopt ICT for content delivery:** People seek new things in the twenty-first century. They fade out with the previous system. Therefore, in order to adapt to change, we must likewise modify the way that material is delivered. Information and

communication technology (ICT) should be available in all faculties. To compete in the global market, we must also offer ICT training to our students.

2. Traditional and modern methods of content delivery are mentioned as follows

- **Traditional.**
- **Modern.**
 - **Traditional:** Education through Books/Reading materials Handouts, chalk & talk, Audio-Video cassettes, transparencies,
 - **Modern:** Education through Videoconferencing, web-based conferencing, audio-conferencing, power point presentations, video streaming, mobile applications for e-learning, AR/ VR.
- **Revised content as per current market:** Change the course material as necessary. However, you must use extreme caution here. You must take all factors into account while creating the new course material, including what employers expect of social work students.
- **New ways of field work training:** *“Field work is the heart of Social work Education.”* Here, we must begin to provide them the instruction they need to develop their talents and abilities. We must attend to all the requirements of NGOs, organizations, industries, society, and the market.

If we talk about fieldwork, then "Films" are a brand-new and creative technique to provide field work.

3. “Movie review” An Innovative and Effective way of learning: “Movies too can teach you the realities of life”. We are in the knowledge and technological era of the twenty-first century. In the field of education, information technology is essential. There are several approaches and techniques that enable us to improve education provision in unprecedented ways. These methods can be divided into two categories.

A completely new and highly successful method of educating people is through movies. It might be challenging to recall information from reading, speaking, or even writing, but watching a movie to grasp a concept is simpler than using other methods. Movies are a regular part of our lives. We all like watching movies as students in this day and age. Our family enjoys watching movies.

Do you know why we enjoy watching movies so much? Simple: In this student era, we are all excellent imaginers. Movies are nothing more than a structure (construction) built on imagination. Are we not? We are, indeed.

A new concept called "Edutainment" aims to promote education via entertainment. In essence, "Edutainment" combines the two distinct genres of education and entertainment.

4. Objectives of edutainment

- To stimulate the desire and passion of social work students to engage in practical work honestly and truly for their own growth, which benefits society as a whole.
- To improve students' capacity for making connections between the issues shown in movies and social work theory and philosophy, as well as to foster the development of critical and analytical social perspective thinking.
- To assist the students in honing their communication and debating techniques.
- Why to enable students to compare their opinions and viewpoints to genuine theory and philosophy as they develop opinions and viewpoints on various social concerns as depicted in the movies.
- To increase their practical knowledge using this approach.
- To engage the students in an emotional learning process that would help them shift their preconceived notions and adopt new ideas.

5. Procedure of the Study

- Theory and philosophy are taught to students in the classroom, which improves their ability to think.
- Fieldwork experience is necessary to develop the abilities needed to work with people.
- There are many ways to build FW practice, but one of the best ways is through emotional learning through movies.
- The faculty supervisors should first describe the social issue that was addressed in the movie.
- Before the movie is screened, specific instructions on the main theme should be given to the audience.
- Following the conclusion of the film, discussions resume.

6. Advantages of edutainment

- Because a film uses rich (colorful) visual displays to highlight a social issue and its effects on society, it makes a more lasting imprint on the mind.
- A novel approach to presenting social issues is energizing and a welcome diversion from the routine tedium.
- Students can improve their observational and public speaking abilities because this technique also includes a discussion session following the screening.
- This approach also aids in the development of the students' presentational skills, which in turn aids in the growth of their leadership abilities.
- Students can pick up presentation techniques much more quickly by studying the film's excellent characterizations.

IV. CONCLUSION

We must alter ourselves if we are to meet the difficulties of a changing world. We must act professionally. We need to be aware of the abilities that employers look for in a social work student. For that, we must train them in accordance with requirements. We also need to

provide them reasons to want to study. We can advance society by raising up social work students.

We must adopt a fresh, cutting-edge design (1.2) from the standpoint of development. Social workers with high levels of expertise and professionalism are needed by NGOs and businesses. Please take into account everyone's suggestions when making policies and procedures, and then create an excellent idea bank using all of the suggestions. Ultimately, ***“An IDEA can develop our society”***.

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