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A CHALLENGE TO UNIVERSITIES

Dear Madam(Professor Sewpaul)

I have learned and ingested some of the important aspects of the Social Work profession, including the purposes, global standards, roles of social workers and especially Communication Skills. However, the first semester at the university changed my native ideologies that I had initially.

My major concern is what I saw and experienced while I was on holidays. I was in Ladysmith which is my home-town and the way some social workers treat the service-users just discouraged me and diminishes the reputation of the profession. One could say those social workers never learned any communication skills and even the purposes of this important profession. Some social workers are rude and intolerant to the social services users. This is even currently happening in the offices of Social Development Ladysmith. I did an informal research, interviewing the public about the services at the offices and none of my interviewees seemed to be happy about the service and what worries me the most is that, most people do not even know the purposes and duties of social workers. In that way, Social Workers are not linking people to the resources because of the way they work.

I believe this is not only happening in Ladysmith, but in many Social Development local-offices. Therefore, I suggest it is a challenge to the government and universities to counteract such problems by implementing workshops that will be a reminder to the fieldwork practitioners, at least twice annually. I believe the change is possible.

Yours faithfully

Mr. Bongane M. Mzinyane