

**CASEWORK INTERVENTION FOR ABUSED WOMEN IN
THE MOSES KOTANE LOCAL MUNICIPALITY**

THEMBI TWALA



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(Welfare Programme Management) in the Department of Social Work, University of
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Study Leader: Prof Sulina Green

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DECLARATION

I, the undersigned, hereby declare that the work contained in this thesis is my own original work, and that I have not previously in its entirety or in part submitted it at any university for a degree.

SIGNATURE:

DATE:

SUMMARY

This research investigates casework intervention for abused women in Moses Kotane Local Municipality.

The purpose of this research is to present a theoretical and practical framework from a casework perspective for dealing with abused women. The motivation for the study was based on the need of social workers to have a framework when applying casework during intervention with abused women. The framework will offer guidance and will ensure that the service rendered to abused women is of a good quality.

The objectives of this study is to investigate the nature and extent of the abuse of women in Moses Kotane Local Municipality, to explain the causes and consequences of abuse, and to describe casework intervention strategies to address abuse of women.

The research covers the nature and prevalence of abuse of women as well as the causes of abuse. The consequences of abuse of women are also outlined in the research report.

A practice perspective, a theory and a model which can be applied during intervention with abused women, is also included in the report. A practical framework is also included with the help of literature reviewed.

The empirical research involved both qualitative and quantitative methods. This section presents findings in the form of tables and figures and gives an analysis of the findings. The findings were analyzed and compared with the findings from previous studies undertaken by various authors. The findings can be used as a guideline by social workers when applying casework during intervention with abused women.

Recommendations are also included in the report.

OPSOMMING

Met hierdie navorsing is ondersoek ingestel na gevallewerk-intervensie met mishandelde vroue in die Moses Kotane Plaaslike Munisipaliteit.

Die doel van die navorsing was om 'n teoretiese en praktiese raamwerk vanuit 'n gevallewerk-perspektief vir intervensie met mishandelde vroue aan te bied. Die motivering vir die studie was gebaseer op maatskaplike werkers se behoefte aan 'n raamwerk wanneer gevallewerk gedurende intervensie met mishandelde vroue toegepas word. Met dié raamwerk word beoog om riglyne aan te bied wat sal verseker dat die dienste wat aan die mishandelde vroue gelewer word van 'n goeie kwaliteit is.

Die doelwitte van die studie is om die aard en omvang van die mishandeling van vroue in die Moses Kotane Plaaslike Munisipaliteit te ondersoek, om die oorsake en gevolge van mishandeling te verduidelik, en om gevallewerk-intervensie strategieë om mishandeling van vrou te hanteer te beskryf.

Die navorsing handel oor die aard en voorkoms van die mishandeling van vroue, asook die oorsake van mishandeling. Die gevolge van mishandeling van vroue word ook in die navorsingsverslag aangebied.

'n Praktijkperspektief, 'n teorie en 'n model wat gebruik kan word vir intervensie met mishandelde vroue word in die verslag aangebied. 'n Praktiese raamwerk wat gebaseer is op die literatuur wat bestudeer is word aangebied.

Die empiriese navorsing het behels dat beide kwalitatiewe en kwantitatiewe metodes benut is. In hierdie afdeling word bevindinge in die vorm van tabelle en figure aangebied en 'n ontleding van die bevindinge word gemaak. Die bevindinge van die studie is ontleed en vergelyk met die bevindinge van vorige studies wat deur verskeie outeurs onderneem is. Die bevindinge kan deur maatskaplike werkers benut word as riglyne wanneer gevallewerk met mishandelde vroue gedoen word.

Aanbevelings word ook in die verslag ingesluit.

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CHAPTER 1

INTRODUCTION

1.1 MOTIVATION FOR THE STUDY

Abuse of women is a serious social problem that has prevailed over centuries. According to Martin (1976), Moore (1979) and Engels (1984), studies have indicated that this problem existed in the olden days when women were considered the property of their partners. Padayachee and Pillay (2000) have also highlighted that violence against women is widespread in South Africa. The researcher intended to find out more about the nature of abuse of women in the area where she works because she observed many cases of abused women. Douglas (1991) states that the U.S. Department of Justice estimates that 95% of assaults on women are committed by spouses and ex-spouses. The Domestic Violence Act No. 116 of 1999 was promulgated in South Africa because of the high rate of domestic violence which mainly included men violating women in the domestic environment. Readings of the relevant literature as well as her personal observations alerted the researcher to the fact that abuse of women is a social problem.

Because the researcher has to deal with the high numbers of cases reported of women being abused by their spouses, the researcher became interested in studying the nature, prevalence and causes of abuse of women in the Moses Kotane Local Municipality.

The researcher was also motivated by the fact that she coordinates the Victim Empowerment Program in Moses Kotane Local Municipality and thus has to advocate for victims rights and services. The researcher wants to investigate whether social work services rendered to abused women are based on a particular theoretical background. The researcher would like to present a theoretical and practical framework that will ensure that more effective social work services are rendered to these women.

According to Edleson and Tolman (1992), there is a need for social workers to know how to assess violence and to present programs for abused women because the latter form an

important portion of the social workers' caseloads. With this information, the researcher will be able to advise the Department of Social Services, Arts, Culture and Sport in Moses Kotane Local Municipality on how to design a relevant casework intervention program for abused women.

Through discussions and during information sessions with colleagues, the researcher has realized that social workers need to improve their intervention strategies, skills and techniques when rendering services to abused women. This has prompted the researcher to do more research and to be able to come to reliable conclusions regarding services rendered to abused women. Research on casework intervention for abused women has never been undertaken in the North West Province and the researcher aimed to investigate this problem in this province. Makofane (1998) undertook a study in the Northern Province (presently called Limpopo Province) on wife abuse and its implications for social workers. Gelles (1997), as cited by Dobash and Dobash (1997), and Davis, Hagen and Early (1994) also undertook studies in the United Kingdom on social services for battered women to find out how adequate and effective these services were. This indicates that there is a need to understand the problem of abuse of women in the North West Province, as it has posed as a serious problem which affects the daily functioning of women and their families.

The researcher aimed to find out how social workers intervene on a one-to-one basis with abused women. The researcher acknowledges that other methods of social work can be applied during intervention with the abused women, but for this study the researcher will investigate only casework intervention. Makofane (2000) explains that social workers can apply the empowerment approach in their intervention with clients. She further emphasizes that this approach seems to be effective in assisting the abused women to gain insight in their problems and also in helping them to develop coping strategies. The researcher studied the casework perspectives, theories and models in order to identify a theoretical and practical framework for dealing with abused women. As women are the main victims of domestic violence, the feminist perspective is another important theory the social worker can utilize to educate clients. Sheafor, Horejsi and Horejsi (2000) explain that the feminist approach is not only based on therapeutic or clinical activities but also emphasizes political

action and advocacy to modify social policy. This perspective assisted the researcher to explain a framework that will best address the need for social work for abused women in Moses Kotane Local Municipality.

1.2 GOAL OF THE STUDY

The goal of the study is to present a casework theoretical and practical framework for dealing with abused women. In order to reach this goal, the objectives of the study will be the following:

- To explain the causes and consequences of abuse of women
- To describe casework intervention strategies to address abuse of women
- To investigate the nature and extent of abuse of women in the Moses Kotane Local Municipality.

1.3 DEFINITIONS

1.3.1 Abuse of women

Padayachee and Pillay (2000:3) state that the terms battered or abused women are used to describe women who have been victims of various types of abusive behaviour by their partners. They further explain that abuse of women can take many forms, namely physical abuse, sexual abuse, and emotional abuse.

1.3.2 Casework interventions

Johnson (1986) describes case work intervention as specific action by a social worker in relation to a human system or processes in order to induce change. The author further explains that the action of the social worker is guided by knowledge and professional values as well as the skill she/he possesses. Johnson (1986) explains that the worker's intervention is purposeful and goal-directed and makes use of the worker's helping repertoire.

1.4 RESEARCH METHODOLOGY

The researcher will apply the following research methods in this study.

1.4.1 Research design

The research design is often regarded as the driving force of the research process. The research design which was utilized, is the explanatory design. An explanatory design, as stated by Babbie (1989:61) and Mouton and Marais (1990:43), aims to gain new insight into a phenomenon, to take preliminary investigation before a more structured one and to determine priority for future studies. The research was undertaken to gain an understanding of the problem of abuse of women in Moses Kotane Local Municipality and to identify the nature of the casework intervention social workers apply.

1.4.2 Sampling

The researcher collected data from a population of fourteen social workers in the Moses Kotane Local Municipality. Grinnell (1988:40) defines the population as the totality of persons, events or organizational units with which the research is concerned. All fourteen of the social workers were involved in the research.

1.4.3 Data collecting method

Grinnell (1988:187) explains that a quantitative or qualitative method of data collecting can be applied respectively and alternatively. Qualitative research is set to rely on participation, observations, and methods of purposeful conversation while the quantitative research method is used to obtain answers to close-ended questions in a questionnaire.

The quantitative method was utilized in this study as the data was gathered by means of structured interviews and questionnaires, which respondents completed on their own. The advantage of this was that the researcher was present to clarify where respondents experienced problems (De Vos, 1998). The questionnaire consisted of items with predetermined responses. The qualitative method was also used because the questionnaire contained open-ended questions, which required the respondents to explain, motivate or describe their experiences and intervention.

1.4.4 Data processing procedures

Data was presented by means of tables, pie charts, percentages and totals. Every aspect of the questionnaire was thoroughly analysed. According to Grinnell (1988:435) it is useful to prepare tables, graphs, figures or data displays that will form the core of the presentation. The purpose of data analysis is to look at individual responses and to see whether the findings address the main aim and objectives of the study.

1.5 DELIMITATIONS OF THE STUDY

The study was conducted in the Moses Kotane Local Municipality in the North West Province, where there are two agencies of the Department of Social Service, Arts, Culture and Sport. These agencies serve as intake offices and counselling rooms. This area was chosen since the researcher is employed by the Department and works at one of the agencies in the Moses Kotane Local Municipality. The researcher was granted permission from the Head of Office to undertake the study.

The study population comprised of social workers who render services in this Municipality, and not supervisors. The small number of respondents can be regarded as a limitation of the study as the department is short of staff. The study was feasible, as the researcher did not have any problems regarding transport or communication.

The rights and dignity of both social workers and clients were protected throughout the study. Friedlander and Apte (1988) directs that the civil rights of clients served by social workers, and those of social workers themselves, have to be protected to preserve human dignity and respect.

1.6 CONTENTS

The remaining of the chapters will present the following:

Chapter 2: The causes and consequences of abuse of women

Chapter 3: The casework intervention framework to address abuse of women

Chapter 4: Situational analysis of casework intervention for abused women in Moses Kotane Local Municipality

Chapter 5: Conclusions and recommendations.

CHAPTER 2

THE CAUSES AND CONSEQUENCES OF ABUSE OF WOMEN

2.1 INTRODUCTION

It is usually a challenge to investigate the factors that contribute to abuse of women because they are so numerous. Abuse of women manifests in various ways, and factors contributing to it are of a psychological nature, or they can be due to societal pressures and other learned behaviour. Although families are usually visualized as being warm, intimate and safe places, the reality is that some women feel unsafe in their own homes due to the abuse they endure from their partners and spouses. This kind of experience is explained by Imbrogno and Imbrogno (2000) who state that families make up the bedrock of society, and most social and psychological problems experienced by individuals can be attributed to their family circumstances.

Abuse of women seems to be occurring in many marriages or families. This is indicated by, among others, Strauss and Gelles (1986) and Stark and Flitcraft (1988) as cited by Ammerman and Herson (1990). These authors report that spouse abuse occurs at least once in 20% to 30% of families. This is also reiterated by Bakowski (1983) as cited by Dallos and McLaughlin (1993). According to Bakowski (1983) in approximately one in four marriages women are likely to experience violence.

This chapter will focus on the nature and prevalence of the problem of abuse of women. The causes or factors contributing to abuse of women and the effects of abuse of women both nationally and internationally will be described.

The nature and prevalence of abuse of women will be described in the next section.

2.2 NATURE AND PREVALENCE OF ABUSE OF WOMEN

Violence against women seems to be a universal problem. It is also not a new trend, but has a long history. According to Douglas (1991), couple violence is a major social problem, which needs to be addressed. This suggests that abuse of women poses a serious societal

problem. Dobash and Dobash (1997) cite Gelles (1997) who explains that to understand wife beating in a contemporary society, one must clearly understand and recognize the centuries-old legacy of women being the “appropriate” victims of family violence.

Bakowski (1983) as cited by Dallos and McLaughlin (1993) reports that in approximately one in four marriages women are likely to experience violence. This clearly indicates that it is likely that women can be abused in their marital relationships. Raosch (1996) reports that husbands regularly assault one in every four South African women. It seems that this problem not only prevails in South Africa but also internationally, as Mwamwenda (2000) reports that in Zimbabwe one in every five women is reported to be physically assaulted by their partners. According to Abel (2000) the Bureau of Justice Statistics of 1983, indicated that in the United States of America between four and six million women per year are victims of domestic violence. This shows how prevalent abuse of women is and how women are at risk in their own homes.

Dutton and Gondolf (2000) also report that studies conducted in 1975 and 1985 suggest that domestic violence exists in “epidemic” proportions. This clearly indicates the high rate of abuse of women that exists in society. Ammerman and Herson (1990) have also viewed spouse abuse as a major epidemic because it directly and indirectly affects more people than just the abused person. The rate of abuse of women has escalated alarmingly in South Africa because Peens and Louw (2002) explain that it is estimated that between 30 and 40 percent of women in South Africa are being abused in their relationships. This indicates the immense problem women are faced with in the supposed safety of their own homes.

Makofane (1997, 2000) also mentions the high rate of abuse of women in the Northern Province, which motivated the studies she undertook. She explained that abuse of women is increasing at an alarming rate and that nothing is being done about this.

The next section will describe the causes of abuse of women.

2.3 CAUSES OF ABUSE OF WOMEN

The root of abuse of women is still unclear, as Ammerman and Herson (1990) state, but there has been research to determine risk factors or possible causal factors leading to abuse of women. This section will describe the causes of abuse of women. It seems that a number of factors contribute to the prevalence of abuse of women and these will be discussed. These factors are alcohol abuse, jealousy, childhood experiences, power and control over the partner, financial problems and a low self-esteem. Hotaling, Finkelhor, Kirkpatrick and Strauss (1988) report that studies have shown that abusive men tend to be unassertive, jealous, depressed and prone to alcoholism and have a low self-esteem.

Determining the causal factors and effects involved in abuse of women, will be a starting point for developing an intervention framework for dealing with abused women.

2.3.1 Alcoholism

The first cause of abuse of women, as explained by Pahl (1985) and Pryke and Thomas (1998), is the excessive consumption of alcohol. It seems that alcohol consumption triggers violent behaviour and mismanagement of anger, and leads to men abusing women. Leonard and Jacob (1988) report that there exists a close link between alcohol consumption and violence against women. They also state that women who are victims of abuse relate their beatings or assaults to their husbands' drinking patterns. It clearly shows that alcohol contributes to spousal abuse. Brekke and Saunders (1982) as cited by Gelles (1997) also note that various studies indicate that between 36% and 52% of wife batterers also abuse alcohol. These studies therefore indicate the likelihood that men who abuse alcohol can abuse their wives or partners physically, mentally or sexually. Roberts (2002) agree with Brekke and Saunders (1982) that alcohol abuse is one of the risk factors related to domestic violence, as it was found that alcohol consumption correlated with the frequency of intimate partner violence.

Makofane (1997) indicates that, at times, the abuser or batterer was socialized in a background where alcohol consumption was associated with aggressive drunken behaviour. Renzetti, Edleson and Bergen (2000) also explain that alcohol appears to have direct and

indirect effects on people's behaviour. It seems that if abuse can be related to the family background of the adult. This indicates that socialization plays a major role in determining a person's behaviour patterns. Chornesky (2000) as cited by Roberts (2002) affirms that drugs and alcohol are disinhibitors in cases where men are enraged, and the use of alcohol may result in violence towards their partners. This shows how alcohol can lead a person to being enraged and unable to control his anger, and resorting to beating his partner.

Strauss (1981) as cited by Roberts (2002), and Holtzworth, Munroe and Stuart (1994) seem to agree that alcohol provides a social context for violence, and that it is most likely to be associated with a generally violent subtype, namely men who are violent both within and outside the home. It seems that alcohol gives men an excuse for behaving violently towards others. Alcohol abuse has been shown to be a cause of abuse of women as Kaufman, Kantor and Jasinki (1988) also mention that alcohol abuse and binge drinking have been consistently associated with partner violence incidents.

Davis (1995) also agrees with Kaufman, Kantor and Jasinki (1998) that alcohol abuse is linked to abuse of women as data has proven that from 35% to 93% of all wife batterers are problem drinkers and 25% of abuse cases happened when the partner was drinking. This means that the abuser's drinking pattern and habits should be looked into when dealing with cases of abuse of women. Studies conducted in South Africa on abuse of women, as referred to by Padayachee and Singh (1999), report that the women indicated that their partners or spouses had difficulties in controlling their alcohol intake and they reported excessive drinking of alcohol as a contributory factor. The above discussions give a clear picture of how alcohol abuse can contribute to abuse of women as alcohol triggers aggression and inhibits the control of anger in the person who uses it. It is also verified by the high percentages of women who had reported that they were abused after their husbands had consumed alcohol.

2.3.2 Childhood experiences

The second cause of abuse of women can be attributed to the childhood experiences of the abuser. Batterers also abuse their wives because they were themselves brought up in violent

families. Gelles and Cornell (1983) and Pahl (1985) state that family background can be regarded as a cause of wife abuse. Furthermore, a study conducted by Strauss, Gelles and Steinmetz (1980) showed that people who grew up in violent homes were more likely to use violence than those who did not. Dumas, Margolin and John (1994) found that males who were exposed to violence in their families of origin are more likely to become perpetrators of domestic violence. This study indicates that a child who experiences family violence or witnesses his mother being abused, is more likely to abuse his wife or partner in future. Strauss *et al.* (1980:101) explain it in the following way: “Sons of the most violent parents, have a rate of wife beatings 1000 times greater than that of sons of non-violent parents”.

It seems as if some men grow up thinking that “violence begets violence” because they were socialized in violent families or environments. Studies have indicated that children internalise undesired behaviour through observation. Gelles (1997) and Hotaling and Sugarman (1986) explain that many research studies have found that observing parental violence is related to spousal aggression. These findings show that children, who grow up in violent homes, internalize this behaviour and perceive it as the proper way to behave. Individuals who have experienced violent childhoods are more likely to assault their wives than men who have not experienced childhood violence (Browne, 1987; Gelles, 1974; Hotaling & Sugarman, 1986; Pagelow, 1984). These studies indicate that socialization also contributes to a person’s behaviour pattern as an adult, because if aggressive behaviour is observed by a child in his developmental stages, he may display that behaviour as an adult.

Dobash and Dobash (1992) also explain that men who resort to violence are believed to have had “abnormal” rejecting, insecure and depriving childhoods. This could mean that there is a likelihood that a man who experienced depriving childhoods or whose basic needs were not met as a child, can end up abusing his wife. Dinnerstein (1976) as cited by Dallos and McLaughlin (1983) agree that violent men who were victims or witnesses of violence in their families of origin, learn abnormal behaviour patterns or end up with an attitude of “violence begets violence”.

Dutton (1999) reports that early childhood experiences may lead a man to become a batterer. These experiences are specifically being abused or witnessing abuse as a child in conjunction with being neglected or emotionally abused as a child and having a lack of secure attachments. Studies by Carlson (1977), Gelles (1972), Hilberman and Munson (1977) and Strauss (1980) as cited by Hotaling *et al.* (1988) support the view that violence is a learned behaviour that a person observes or experiences through socialization. All these studies report that a large percentage of men who were spouse abusers observed or experienced violence as children. This confirms that it is very likely and possible for an adult who was abused in his childhood to abuse his partner.

According to O'Keefe (1994) children who grow up in homes in which marital conflict results in physical violence are at risk to develop behavioural and emotional problems. These children are said to develop delinquent and attitude problems (Roberts, 2002). Heise (1998) as cited by Roberts (2002) identifies three consistent risk factors, which are:

- having witnessed marital violence as a child;
- having been physically or sexually abused as a child; and
- growing up without a father figure.

A violence-oriented childhood is said to perpetuate into being a violent adult. This could mean that what a person experiences or observes as a child is likely to influence how she or he will behave as an adult. If a person experienced a harmonious life, he is likely to act in a harmonious way in his family, which will differ from a person who experienced violence, who is likely to violate others in his family.

According to Roberts (2002) childhood experiences are also linked to the sociological theory of social learning, which is based on the premise that people learn behaviour through watching others and then modelling their behaviour on what they observed. This theory states that those who observe violent behaviour may imitate it in their own relationships. Several scholars have written about the intergenerational transmission of family violence based on social learning theory.

Gelles (1997) also argued, in contradiction to the previous viewpoint, that a violent background does not predetermine a violent adulthood. Gelles further argued that there are many violent people who had limited or no exposure to violence as children and some people who experienced extremely violent childhoods and grew up to be non-violent. Tedeski and Felson (1994) as cited by Makowitz (2001), and Dallos and McLaughlin (1993) also state that at times experiencing violence as a child and engaging in spouse abuse as an adult may be due to other factors such as differences in personality, genetic similarities or exposure to other adverse social environments. These authors indicate that it does not necessarily mean that all violent men abuse their partners because they have experienced or observed violence in their childhoods. This viewpoint will help the researcher not to generalize facts and point out that there is a likelihood that persons who grew up in violent homes may be violent as adults.

2.3.3 Socio-economic factors

Socio-economic factors are another cause of abuse of women in all racial groups. Nevid, Rathus and Greene (1997) inform that although spouse abuse cuts across all strata of our society, it is lately more commonly reported among people in lower socio-economic levels. It is believed that abuse of women occurs more in families with poor and fewer resources than in high-class families. Douglas (1991) explains that poverty, debts and unemployment can create situational stressors that tax a couple's resources and resilience, and thus contribute to violence. Pahl (1985) states that there might be a connection between violence against women and the unemployment of husbands. This suggests that men who are unemployed or those who experience financial problems can experience a greater level of stress and end up being violent towards their partners. Dibles and Strauss (1990), Gelles and Cornell (1990) and Gelles (1997) identify three economic factors which have been associated with higher rates of abuse of women. These authors further indicate that studies on marital violence support the hypothesis that spousal violence is more likely to occur in low income, low socio-economic status families. It seems that men who are unemployed or who earn less could likely abuse their partners.

Makofane (2000) and Gelles (1979) state that unemployment can affect men's self-esteem and therefore they resort to violence to show control over their partners. It seems that a husband who feels that he is not financially supporting his family adequately, could feel inferior. Because of these feelings he might end up abusing his wife to satisfy his fragile ego.

Ammerman and Herson (1990) report that the bulk of empirical evidence points out a clear connection between wife assault and low family income. They further state that although the abuse of women occurs in both middle- and upper-class marriages, wife abuse is more common and severe in poorer families. Hotaling and Sugarman (1986) mention that in nine of eleven case comparison studies, family income has been found to be a consistent risk factor of wife assault. It seems that it is common for men from lower-class and middle-class families to abuse their wives, and that there is a high possibility that men with a low income may abuse their wives.

Ammerman and Herson (1990) state that, based on their studies of family violence and socio-economic status, they have found three interpretations for why men abuse their spouses. The first is that there is a possibility that men who have a lower socio-economic status are exposed to greater stress and possess fewer resources to cope with the stress. The second is that the relationship between lower socio-economic status and the increased likelihood of wife assault is due to the existence of a sub-culture of violence. Thus men with lower incomes and educational levels may condone abusive behaviour towards women. The last interpretation may be the link between the fact that men with high socio-economic status are more sensitive to the stigma of wife abuse and thus will less likely admit to such behaviour. It seems that a person with a low educational level may not be affected by what people think or say about the abuse as compared to a person with a high educational level who is likely to think about his status before assaulting his partner.

Fagan and Browne (1994) as cited by Gelles (1997) also explain that unemployment, financial problems, sexual difficulties, low job satisfaction, large family size and poor

housing conditions are all related to marital violence. That means that the more socially isolated the family is, the higher the risk that there will be wife abuse.

2.3.4 Jealousy

Another cause of abuse of women as Makofane (1997) explains is that abusers are usually people who experience fear and self-doubt and often express their fear by showing anger and jealousy. Gelles (1997) also adds that men who assault and batter their wives have been found to have a low self-esteem and a vulnerable self-concept and are sadistic and pathologically jealous. It seems that jealousy is a serious risk factor, as the husband who has a low self-esteem will try to show that he can control his wife by being abusive.

Authors such as Hotaling *et al.* (1988) and Renzetti, Edleson and Bergen (2001) state that sexual jealousy is a form of insecurity regarding a spouse's loyalty and is a common risk factor in violent marriages. Some women who report abuse at the police station in Moses Kotane Municipality usually report that their husbands accuse them of having extra-marital relationships. This is in line with Pahl (1985) who reports that in England, two thirds of battered women stated that their husbands showed signs of jealousy, and that this seems to be a major problem in their marital relationships. It seems that, not being confident of themselves, men find themselves being jealous of their wives, and this might lead to abusing their partners. The abuse is mainly physical and emotional.

Padayachee and Singh (1999) also explain that batterers are jealous of other men, friends, and family and jealous of the woman's job if she is a professional. They further state that, as the jealousy increases, the husband's possessiveness about the woman also increases and his intrusiveness into the woman's life increases. It seems that jealousy clouds the thinking ability of the man and this might lead to negative effects like being overly possessive and resorting to battering the partner.

2.3.5 Power and control

Another cause of abuse of women might be the power and control the male partner has over the female partner. Strauss (1983) as cited by Okun (1986) explains that the social acknowledgement of the husband or male partner as the head of the family sets an expectation that men will exercise dictatorial authority over their wives or female partners and their families, and that the result of this expectation is that men will resort to physical force when they cannot maintain authority in the home. This suggests that the socialization of men as the persons above everyone in the family, has placed them in a position to regard women as minors who they have to control and exercise authority over.

According to Okun, (1986) another factor that leads men to show that they have power over women is the socialization of women, as they are taught to be submissive and cooperative and to define themselves according to the wishes and perceptions of their husbands or partners. This means that the socialization of women has also encouraged men to regard themselves as having to dictate rules and regulations to women without being questioned. Therefore, if the woman rejects or criticizes the partner, he might resort to physical violence to demonstrate his power.

From the previous discussion it is evident that some causes of abuse of women might be the excessive use of alcohol, which may trigger aggressive behaviour from the perpetrator, and the abuser's negative childhood experiences, which might determine how he behaves as an adult. The socio-economic factors influencing the abuser and jealousy were also noted as other causes for abuse of women. The way in which men and women were socialized also contributes to men thinking that they have authority over their partners. These findings have shown that there are multiple causes of abuse of women.

The next section will present the consequences of abuse of women.

2.4 THE CONSEQUENCES OF ABUSE OF WOMEN

Abuse of women has various effects on the victim herself and on the family as a whole. Ammerman and Herson (1990:115) state that "...no one in the family escapes harm when

spouse abuse occurs". Violence against women seems to be influencing all systems with which the abused women interact. Understanding the consequences of abuse of women for individuals and the community will assist the social worker in identifying intervention strategies to address the problem. The effects of abuse of women is experienced differently by individual women. The reason is that various factors, namely the severity of the abuse, the number of times the abuse occurred and the presence of prior victimization, for example child abuse contributed to it. There are a number of serious effects which women experience due to abuse. The following discussion will focus on these effects.

2.4.1 Physical injuries and death

The first consequence of women abuse is that the abused women sustain physical injuries. Renzetti, Edleson and Bergen (2001) and Pagelow (1984) report that intimate violence during pregnancy is a common problem that poses risks for both the mother and the developing fetus. The authors further note that potential consequences from physical attacks during pregnancy include fetal fractures, rupture of the mother's uterus, miscarriage and premature labour. Monahan and O'Leary (1999) and Gondolf and Fischer (1988) noted in their studies that women who are physically abused endure serious health-related problems and injuries. They are prone to bruises, broken limbs and stab wounds, and at times requires surgery and hospitalisation. These authors further inform that head trauma in most women is an outcome of physical abuse by a male partner. Physical abuse may result in the woman having somatic complaints such as headaches and dizziness that may lead to behavioural abnormalities. Monahan and O'Leary (1999) indicate that head-injured women may have difficulties retaining information, concentrating, initiating self-directed activity, thinking abstractly, memory loss, mental fatigue and difficulty in decision making.

Monahan and O'Leary (1999) report that women who have incurred head trauma may be severely impaired and not be able to be gainfully employed and to care for themselves and for their children and families. Being sickly will ultimately result in the woman absenting herself from work, and this may lead to her dismissal.

According to Dutton and Gondolf, (2000) physical abuse may result in death. These authors further indicate that spouse murders make up the largest category of family murders, which has risen to 41%. Kuhn (1994) also reports that in the United States of America, wife abuse is the leading cause of head injury among women and that in Russia, in the year 1993, 14 500 women were killed and 56 000 physically injured by their husbands.

Ammerman and Herson (1990) relate that physical abuse is often preceded by psychological abuse.

2.4.2 Psychological effects

The second consequence is that woman abuse has psychological effects on the abused. Ammerman and Herson (1990) explain that a spouse who is being abused suffers a constant deterioration of self-confidence and an increase in fear and confusion. A woman who is abused tends to be fearful and confused most of the time due to being exposed to emotional attacks from the partner. Pagelow (1981) and Herman (1992) report that the abuse of women might result in severe depression, anxiety, isolation, suicidal tendencies, guilt and feeling of failure. There is a possibility that the abused woman will blame herself when she experience these psychological effects. Stark and Flitcraft (1998) state that battering accounts for one in every suicide attempts of all women and half of all suicide attempts by black women in the United States.

Hibberman and Munson (1977) and Walker (1979) maintain that battered women tend to have a low self-esteem and often find it difficult to pluck up the courage to stand up against the abuser or even to take seek help. It seems that when women are abused, the abuse affects their self-esteem and self-worth. They no longer believe in themselves and end up being helpless. Makofane (1997) explains that in abuse situations, even if the woman came into the marriage with her self- esteem intact, the dynamics of the abuse are such that each incident of the abuse diminishes the sense of her own value. Roberts (2002) also notes that battered women suffer from anxiety, changes in belief and attitude about themselves and others as well as psychological distress, like insomnia and flashbacks. Due to the abuse, the

victims feel negative about themselves because of a lack of positive feedback from outside support systems (Dobash & Dobash, 1979; Dutton, 1988; Pagelow, 1981 as cited by Roberts, 2002). This suggests that the abused women may feel worthless and might end up not valuing themselves.

Stark and Flitcraft (1988); Hotaling *et al.* (1988) and Roberts (2002) maintain that abuse can result in the woman being psychotic and that she can suffer from posttraumatic stress disorder and learned helplessness. Roberts (2002) explains this learned helplessness as the “Stockholm Syndrome” which occurs when victims who are isolated, extremely mistreated and fearful for their lives begin to develop positive feelings towards the abuser, become totally helpless and believe that everything they need and want depends on their husbands and partners. Women who suffer from this syndrome and from posttraumatic stress disorder are more likely to absent themselves from work or likely to lose their job if they cannot cope (Renzetti, Edleson & Bergen, 2001). Losing their job means that they will now depend on their abusive husbands to provide for their basic needs, which might also expose them to economic abuse.

2.4.3 Negative influence on children

The third consequence is the fact that abuse of women can cause an intergenerational transmission of violence. This means that a child who experienced violence is likely to abuse his partner in future. According to Rosenberg and Rossman (1990), battering presents a role model, especially for boys, but also creates a state of terror and insecurity for the girls and boys. Gelles (1997) informs that children who witness marital violence can manifest behaviour problems and might have difficulties in coping with life demands.

Rosenberg and Rossman (1990) further noted that children who have observed and experienced violence in their families, might have difficulties with their cognitive problem-solving ability. These children are likely to act irrationally and misbehave due to what they have experienced. The authors further noted that children who grow up in violent homes might as adults be highly emotional and lack coping mechanisms.

O'Keefe (1994) and Dutton and Gondolf (2000) report that empirical studies have indicated that children demonstrate a high frequency of externalising behaviour problems like aggression and delinquency. Ammerman and Hersen (1990) regard abuse of women to be affecting the psychological development of children who grow up in violent homes. These authors further note that children might experience problems like school failure, aggressiveness, depression, eating disorders, bedwetting and other minor illnesses. These findings indicate that woman abuse does not only have negative effects on the victim, but it also affects the children in the family psychologically.

Gelles (1997) mentions that children may assume the role of a parent in the family whilst the mother is either physically or mentally ill. This will ultimately confuse the child who has to be a child and a parent at the same time. This is said to affect the child's behaviour in the end.

According to Hotaling, Strauss and Lincoln (1989) as cited by Ammerman and Hersen (1990), children who have witnessed parental assault are more likely to have assaulted someone outside the family and to have committed property crime than also affect the behaviour and attitudes of children who grow up in violent homes.

2.4.4 Marriage breakdown

The fourth consequence of abuse of women is that it may decrease the quality of the marital relationship according to studies by Ammerman and Herson (1990). The abuse of women in the family setting can confuse and frustrate every family member. Dutton and Gondolf (2000) explain that wife battering threatens the family structure and the marriage partnership. Abuse of women affects both the social and sexual relations between a couple and this might lead to them going their separate ways. If the abuse is recurrent, Gelles (1997) reports that the abused women might assume that the only solution is to leave or divorce their husbands.

According to Toro *et al.* (1995) as cited by Nevid *et al.* (1997) abuse of women may lead the abused woman to flee the abusive relationship. In the absence of resources she may end up homeless. These authors further state that abuse of women may lead to the dissolution of

a marriage as the abused woman might leave her home. This suggests that the abused woman might apply for a divorce due to having endured abuse over a long period.

Dutton and Gondolf (2000) adduce that the effects of wife abuse extends not only to the victim and perpetrator, but also to their children and their extended family and the wider community. In other words, these authors agree that if a woman is abused, she is not the only person who will be affected, but her immediate family and the society will be affected too.

2.5 SUMMARY

In this chapter, the nature and prevalence of abuse of women were discussed, as well as the fact that it poses a social problem nationally and internationally. Understanding the causes and consequences of woman abuse will help social workers to develop intervention strategies to curb the extent of the problem.

It was described how socialization, either by societal values or at home, contributes to violence against women. Although some authors state that abuse of alcohol is only an excuse batterers use to justify their behaviour, this chapter explains how it poses as a contributory factor to the abuse of women. Social and economic factors also seem to be playing a pivotal role in causing abuse of women. This chapter discusses how several studies have indicated in which ways the above-mentioned factors contribute to abuse.

The consequences of abuse of women not only affect the victim but also all family members, especially children. Women who have been abused may be physically, psychologically and socially affected by the abuse and assaults. This might even result in job loss or having a low self-esteem. Some women die due to the abuse.

From the discussions in chapter two it is evident that the possible effects the abuse has on the abused woman indicate that there is a need for social work intervention which will address the needs of the abused woman and the effects of the abuse on herself or other systems in her life. The next chapter will describe casework interventions that can be applied to address the needs of the abused woman.

CHAPTER 3

CASEWORK INTERVENTION FOR ABUSED WOMEN

3.1 INTRODUCTION

This chapter will mainly dwell on explanations of which practice framework and intervention strategies social workers can utilize to render services to abused women. Abel (2000) has indicated that, despite the high incidence of domestic violence, evidence of the effectiveness of intervention with abused women is lacking. Social workers are expected to render services to abused women and therefore need to have knowledge of intervention strategies that can be used to deal with the problem.

Social work has various methods of intervention, but this study only focuses on casework intervention. As defined in chapter one, Johnson (1997) states that casework intervention is specific actions by a social worker in relation to human systems or processes in order to induce change. Although support groups for abused women have been effective in the past, one-to-one intervention is imperative for the abused woman as she will be able to confront her thoughts, feelings and fears with the social worker's assistance and guidance. This is also highlighted by Shammai (2000) who states that individual treatment is necessary when dealing with abused women as it is possible that, due to being abused over the years, the woman might feel deprived and thus there is a need to focus on another person who is supportive and who shows acceptance and warmth.

As a social worker who deals with problems of abused women every day, the researcher knows that there is a lack of clear guidelines or a framework for intervention to assist abused women. The South African government realized that the problem of abuse of women is escalating at an alarming rate and promulgated the Domestic Violence Act No. 116 of 1999 to address the problem. Ucko (1991) states that in the United States of America coalitions have been formed, shelters established and women given financial and legal assistance, but social workers need training to enhance sensitivity and skills in dealing with this complex problem. This indicates that in the United States of America, social

workers lack guidelines on how to deal with this problem. Makofane (2000) indicates in her study of social workers in the Northern Province that there is a need for social workers to take abuse of women seriously and to have clear guidelines on how they can be assisted. This means that if there are policies and guidelines for social workers to apply when rendering services to abused women, they will know better how to deal with this problem.

Social workers need to base their interventions on a practice framework that will include a practice perspective, a theory and a model, which can be utilized when dealing with abused women (Sheafor *et al.*, 2000).

In this chapter the strengths perspective, the social systems theory and the crisis intervention model will be discussed, and an outline of how they can be applied when dealing with abused women will be presented.

3.2 THE UTILIZATION OF THE STRENGTHS PERSPECTIVE IN CASEWORK WITH ABUSED WOMEN

Looking into various perspectives which can be applied when dealing with abused women, the researcher came to the understanding that most authors had utilised the strengths perspective in casework intervention with abused women.

Sheafor *et al.* (2000) explain that the purpose of the strengths perspective is to ensure that the social worker is attentive to the clients' strengths during assessment and intervention. It seems that this perspective ensures that the social worker does not overlook the clients' strength during the beginning phase of intervention. Saleebey (2002) states that practicing from a strengths orientation indicates that the social worker will enable the client to discover, explore and exploit their strengths and available resources. This will assist them to achieve their goals, realize their dreams and shed their confusion and misgivings. This simply means that the social worker will help the client to help herself by jointly exploring and exploiting her potential or positive thinking and strengthening these abilities.

Saleebey (2002) indicates that the strengths perspective is a dramatic move away from the conventional manner of practicing social work. He explains that this was needed as social work mainly focused on problem-solving and the client was viewed as a helpless person who needs to be assisted in totality. This corresponds with what Weick, Rapp, Sullivan and Kirsthand (1989) explain, as they state that in the past social work focused mostly on pathologies and diagnosis and was therefore labelled the helping profession. These authors further explain that in 1958 there was a change in the focus of the social work profession from being focusing on pathology to focusing on identifying and strengthening the potential of the individual, groups and communities to whom services are rendered. In South Africa, social work is also moving from being curative to being developmental. This is mandated by the White Paper for Social Welfare (1997).

3.2.1 Applying the strengths perspective in intervention with abused women

Social work practice based on the strengths perspective, as explained by Saleebey (2002) views client empowerment as the central focus of intervention and the client's strengths as providing the fuel and energy for that empowerment. The social worker therefore should help clients to identify their strengths so that empowerment can be facilitated.

Saleebey (2002) and Makofane (2000) note that empowerment is similar to the social work principle of self-determination whereby clients give direction to the helping process, take charge and control of their lives and learn new ways to think about situations. This means that the client is given the opportunity to drive the intervention process and the social worker does not solve problems on behalf of clients, but decisions are determined by the clients. The strengths perspective emphasises that although the clients are traumatized or in a crisis, they are able to take charge of their lives and make decisions regarding their lives.

The strengths perspective necessitates that clients should gain particular skills, knowledge and sufficient power to influence their lives and the lives of those they associate with and relate to. This is clearly linked to what was stated earlier by Saleebey (2002) namely that clients should be empowered to stand on their own and make their own decisions.

According to Shammai (2000), individual therapy with battered women is aimed at assuring their security, reducing self-blame, shame, and increasing their self-esteem and assertiveness. In the previous chapter, it was proposed that abuse of women may result in women having low self-esteem and self-worth. This author therefore suggests that the strengths perspective can be applied to help women rebuild their self-esteem and self-worth.

Mancoske and Hunzeker (1989) as cited by Lee (1994) explain that the strengths perspective entails that a social worker intervenes by enabling the people to be in control of their lives and actions. Because the effects of abuse are that the woman might stop believing in herself or her abilities, the social worker should therefore use the strengths perspective during intervention to enable the woman to be in control of her life and in order to curb the recurrence of the abuse.

In chapter two it was stated that other systems in the abused woman's life will be affected by the abuse and that this will frustrate the woman. If the strengths perspective is applied, the abused woman will be able to help her children, to cope with the situation they find themselves in. This corresponds with what Makofane (2000) noted, namely that, through the strengths perspective, the social worker ensures that the client has knowledge and strength to deal with her problems and to help other subsystems in her life to cope and deal with the problem.

Makofane (1997) further explains that the strengths perspective seems to be an effective means of assisting women to gain insight into their attitudes, feelings and coping behaviours and to prevent others from infringing on their rights. By utilizing the strengths perspective during intervention, the social worker will help the women to be aware of and identify their attitudes, feelings and alternative coping mechanisms. This will empower the woman to be able to understand herself and her situation.

According to Saleebey (2002), by applying the strengths perspective in practice, everything the social worker does will help the abused woman discover, explore and exploit the

strengths and resources she has. This will also help her to achieve her goals of wanting to bring the abuse to an end. This means that the social worker, during the casework intervention with the abused woman, will help the woman to discover, discuss and look deeply into the potential she has to be able to address the problem she experiences.

During intervention, the social worker utilizing the strengths perspective, will help the woman explore her abilities, courage, past experience and integrity to guide her to draw on the resources she has to resolve her problem.

According to Gould (1987a) (1987b) and Morrell (1987) as cited by Guitierrez (1990), a social worker that utilizes the strengths perspective during intervention with abused women, will often focus on assisting women to cope with or accept a difficult situation rather than on working to change the situation. This will apply if the social worker realizes that the client's problem is rooted in lack of power, and thus the goal of intervention will be to increase the power and strength of the woman.

Solomon, as cited by Guitierrez (1990) describes interventions based on the strengths perspective as those that are focused on activities ranging from the exploration of the problem to the development of alternative options or solutions to the problem. This means that the casework intervention goal will be to identify and explore the problem together with the abused woman, discuss alternative solutions to the problem and to developing those solutions. The abused woman has to be actively involved in bringing about change to the situation she finds herself in.

The strengths perspective, when utilized during casework intervention with abused women, will leave the woman empowered and with the ability to change the abusive environment or situation. The abused woman will be able to make informed decisions with regard to resolving the problems she experienced.

Guitierrez (1990) states that the empowerment of clients necessitates that people gain power to influence their lives and the lives of those they care about. The strengths perspective,

when utilized in practice, will increase the capacity of the abused woman to take charge of her life and to ensure that her children, who are affected by the abuse, are also protected.

Gutterrez (1990), Makofane (1997) and Saleebey (2002) agree that strategies for empowerment include education and promotion of self-help in the client system. This means that the strengths perspective upholds the principle of clients' rights to self-determination. Saleebey (2002) further notes that the strengths perspective assumes that the client is competent and thus mitigates the significance of unequal power between the social worker and the client.

The strengths perspective, when utilized in practice, ensures that the client's potential and strengths in resolving her problem are respected. The strengths perspective enables the woman to address other problems on her own in future and to develop coping mechanisms. When utilizing the strengths perspective the social worker will be enabling the client to be able to cope on her own and to be self-reliant in future.

The social worker may assume the role of an enabler, an organizer and a consultant when utilizing the strengths perspective during intervention. Bock (1980), Fagan (1979), Keefe (1980), Pinderhughes (1983), Schechter (1985) and Solomon (1976) as cited by Gutterrez (1990) agree that the interaction between the social worker and the client should be characterized by genuineness, mutual respect, open communication and informality. The authors further state that the strengths perspective presumes that the social worker does not hold any answers to the client's problems, but rather that the client will develop insight and skills and think of alternatives when making decisions about her future. Ucko (1991) further states that the role of the social worker is to help the woman understand the situation she is in to help her find the strengths to make choices about appropriate future actions for herself.

3.2.1.1 Social work tasks in applying the strengths perspective

Roberts (2002) puts emphasis on focusing on the client's strengths in a positive way to develop new coping techniques. Guterrez (1990) indicates that the following tasks should be performed when applying the strengths perspective:

(1) Accepting the client's definition of the problem

Guterrez (1990) explains that the client should be able to identify what her problem is and to be able to define it to the social worker. Makofane (2000) has cited Kilgore (1992), Dutton (1992) and Sikiithe (1997) when stating that the first phase should be one of validating the woman's experiences. The social worker should create a supportive environment in which the client can identify and define her problem. The social worker at this stage should help the client realize that the problem is widespread. Guterrez (1990) notes that the woman must tell the social worker what the problem is so that they come to a common understanding of the problem.

(2) Identifying and building upon existing strength of the client

The next task entails identifying and building upon existing strengths of the client. By identifying and building upon existing strengths, the social worker gets in touch with the client's current level of functioning. According to Guterrez (1990), the social worker at this stage identifies the client's potential and her weaknesses are also discussed. This insight will be applied when dealing with the abused woman to find out what her strengths are, and to explore and analyse these strengths. Makofane (2000) has cited Kilgore (1992), Dutton (1992) and Sikhitha (1997) stating that this phase entails exploring the woman's options and advocating for her safety. The authors explain that the practitioner has to ensure that the woman is aware of all available welfare and legal resources during this phase. The abused woman is also informed about her rights at this stage.

(3) Engaging in power analysis of the client's situation

Guterrez (1990) indicates that this task entails that the social worker will analyse how the abused woman's situation has affected her. The author explains that the social worker, after

identifying the problem in the former phases, will help the client explore possible solutions to the identified problem and explore alternative means of curbing the problem.

(4) Teaching specific skills

The social worker enhances and strengthens the skills the client has. By so doing, Mathis and Richer (1986) as cited by Guterrez (1990), state that the client will develop the resources to be powerful and skilful. The social worker as an empowerment practitioner can teach the abused woman her rights and even educate her on policies and legislation that protect her.

(5) Mobilizing resources and advocating for clients

According to Guterrez (1990), this task entails that the social worker and the client identify the resources the client will need, and then the social worker mobilizes these adequate resources. The social worker can also advocate on behalf of the client, if the client is helpless or powerless to address a particular issue. The social worker can, for example, advocate on behalf of the abused woman that she be given temporary accommodation at a shelter.

The strengths perspective can be linked to the White Paper for Welfare in South Africa (1997), which is based on the developmental approach and emphasizes what Parsons, Jorgeson and Hernandez (1994) as cited by Makofane (2000) refer to as habitation which is a principle of integrated practice which implies a focus on strength and the promotion of growth. This can also be linked to the developmental assessment approach which social workers apply or utilize during the assessment phase when working with clients. It has been indicated that every person has a circle of courage, which consists of her sense of belonging, independence, generosity and mastery. When dealing with the abused women, the social worker will utilize the strengths perspective, also bearing in mind the circle of courage which they have, as this will assist her in identifying the strengths and potential the women have.

The strengths perspective and its processes can be applied when dealing with abused women, as has been outlined in the previous section. The next section will describe the theory which can be applied when dealing with abused women.

3.3 SOCIAL SYSTEMS THEORY

For a framework to be in place, there should be a perspective, a theory and a model. Having looked at various theories, the social systems theory was chosen as a relevant theory to be utilized when applying the strengths perspective during intervention with abused women, because the abused woman is part of a family system and other systems.

Johnson (1983) outlined that the social systems theory provides a means of understanding social systems and identifying their needs. The author further maintains that human needs cannot be considered apart from the larger system which the woman is part of. In this study, the social worker has to understand the abused woman and identify her needs. This cannot be done apart from understanding the needs of the people she interacts with, such as her children and other relatives. As was discussed in chapter two of this study, the abuse of the woman may affect all family members. Therefore, the social worker, when doing casework intervention, should bear in mind that the needs of the abused woman are influenced by other subsystems that are in constant interaction with her.

Pincus and Minahan (1983) explain that the focus of social work practice is based on the interactions between people and systems in their social environment, and that the people depend on these systems for help in obtaining either material or emotional resources. This corresponds with the social systems theory which states that a person cannot be viewed as a closed entity, but the social worker should always consider other systems in a person's environment.

According to Johnson (1983) each system has two needs, namely to maintain itself and to fulfil its function. This might be accomplished by communication between and amongst systems, by use of decision-making skills and by utilizing resources in the larger system. If an abused woman needs to be helped to cope or to stop the abuse from recurring, she has to

be able to communicate her needs to the social worker who should help her apply her decision-making skills and who should link her with available resources (Pincus & Minahan, 1983). This corresponds with the strengths perspective according to which the client should be assisted by the social worker to explore possible and alternative solutions to her problems and to enable the client to make informed decisions regarding her life.

The task of the social worker will be to assist the abused woman to identify her need for support from other systems in her environment. The core focus of the social systems theory is that the social worker and the client should interact to enhance the social functioning of the client (Pincus & Minahan, 1983). This means that the abused woman should take an active role during intervention to bring changes to her situation. This was also emphasized by the strengths perspective's view that the client's potential should not be overlooked and that she should draw solutions from her previous experiences.

The social systems theory also explains how the linkages and interactions among subsystems in the family affect or influence the others. In chapter two it was mentioned that the behaviour of children of the abused woman are negatively influenced by what they observe. The social systems theory will then address how other systems are affected or influenced.

According to Pincus and Minahan (1983) the social worker should have a process in mind during intervention with clients. This process entails contact, contract and termination. The authors explain that the contact phase is the initial engagement of a social worker and potential client. This is the relationship-building phase where the social worker and the client engage for the first time and when the client presents his or her problem to the client. During this phase the problem is assessed. According to Pincus and Minahan (1983) problem assessment includes the following aspects:

- identifying and stating the problem,
- analysing the dynamics of the social situation,
- establishing goals and targets,
- determining tasks and strategies, and

- stabilizing the change effort.

For this phase to proceed without hiccups, the clients should experience the social worker as warm and accepting. The social worker should demonstrate a non-judgemental attitude.

The contract is established in the second phase. During this phase, the social worker and the client form a working agreement. This agreement entails the nature of the relationship between the social worker and the client, the goals of the helping process and the responsibilities of the social worker and the client. The abused woman has to take some responsibilities for bringing change to her situation. This also corresponds with the strengths perspective's view that the client has potential and that she must play an active role during the helping process.

The ending phase in the process is the termination. Pincus and Minahan (1983) explain that termination will happen when the goals of the process have been achieved, and that the social worker and the client must revisit the goals agreed upon when they established a contract. They should agree on terminating the process if the goals are met. This indicates that in any social work process, the social worker cannot decide unilaterally on the goals of the process, and that the client should always be engaged throughout each phase of the process,

The social systems theory ensures that the woman is not the only focus during intervention, and that other systems she interacts with are taken into consideration. From the discussions above it is evident that the strengths perspective can be applied with the social systems theory.

3.4 CRISIS INTERVENTION AS A MODEL FOR UTILIZATION WHEN COUNSELLING ABUSED WOMEN

Sheafor *et al.* (2000) have indicated that a perspective and a theory cannot stand alone, and that they have to be used in conjunction with a model. This will enable the social worker to put a practice framework in place that will guide her during intervention.

The model that will be described in this chapter is the crisis intervention model. Crisis intervention, as defined by Padayachee and Singh (1999), Kirst-Ashman and Hull (1993), Ammerman and Herson (1990) and Roberts (2002) might be a suitable model to utilize during intervention with abused women. Ammerman and Herson (1990) explain that the goals of crisis intervention are to provide immediate and active direction to those in crisis and to convey support and confirmation that the crisis will be handled.

Crisis intervention can be applied to help the abused woman express her crises, work through it and make a decision she can live with. Roberts (2002) cites Burgers and Holmstrom (1978), who affirm that crisis theory offers an important perspective on domestic abuse and appropriate intervention programs. These authors further state that an event may occur that is beyond a person's coping abilities, and thus crisis intervention is utilized by the social worker to help the person cope with the distress.

3.4.1 Definition of crisis intervention

Crisis intervention, as defined by Barker (1987:133), "is a therapeutic practice that is used in assisting clients who are in crisis, to promote effective coping that can lead to positive growth and change by acknowledging the problem, recognizing its impact and learning new or more effective behaviours for coping with similar problems." This means that crisis intervention creates an opportunity for clients to deal with their overwhelming problem, and it can thus help abused women cope with or adjust to mental pressures. In this regard, social workers should take note of the explanation by Roberts (2002) that the crisis intervention model is based on enhancing positive coping skills and rediscovering the exceptions and positive alternatives to the crises, which can be applied to intervention with abused women.

Crisis intervention as a model has a process that can be followed to intervene when dealing with clients. The following discussion will be based on crisis intervention, and it will be related to the abuse of women.

3.4.2 Process in crisis intervention

Roberts (2002), Padayachee and Singh (1999), Ammerman and Herson (1990) and Kirst-Ashman and Hull (1993) have explained that there are different phases in the crisis intervention model. Although these authors have named the phases differently, there is an agreement as to what should happen when in the different phases of the process.

The phases, namely assessment, planning, intervention and termination, will be described in sequence.

3.4.2.1 Assessment

According to Kirst-Ashman and Hull (1993) and Padayachee and Singh (1999), the first phase of the crisis intervention model is called assessment. Roberts (2002) explains that the first step of the process of crisis intervention is planning and conducting a thorough assessment. During this phase, the abused woman will tell the social worker about the crisis situation, how it developed and how she feels about it. The woman's immediate psychological needs will be identified and the social worker will assess if the woman is in immediate danger or if she is a danger to herself. Gray and MacKinston (1998) informs that during the beginning phase, the social worker needs to gain an understanding of the emotional and psychological effects of the abuse and its severity.

As was discussed in the previous chapter, the abuse may result in the woman having suicidal tendencies, which means that the social worker should be aware of these effects as she plans for the intervention.

During this stage, the social worker should show acceptance of the client. This corresponds with the viewpoint of Pincus and Minahan (1983) that the social worker in the contact phase must show warmth and acceptance to the client. Sheafor *et al.* (1997) cited Biestek (1957) describing acceptance as occurring when the social worker perceives the client as she really is, including her strengths and weaknesses. During this phase, the social worker must show genuine concern to the client. The previous chapter described that the abused woman might feel worthless and that it is therefore imperative for the social worker to

show the abused woman that she is important. Active listening is also encouraged in this stage. Gray and MacKinston (1998) explains that by listening to the abused woman, the social worker encourages the abused woman to express her feelings. The author further informs that those feelings might be of hurt, shame, anger, fear, confusion or despair. Questioning skills are applied during this stage to understand and check whether the social worker and the abused woman are on the same wavelength (Padayachee & Singh, 1999).

Roberts (2002) explains the second step as making psychological contact, establishing rapport and building relationship. It is emphasized that the social worker should convey respect for the dignity of the client and should demonstrate a non-judgemental attitude. Ammerman and Herson (1990) explain that in the beginning phase, the social worker and the abused woman should build a working relationship that will enable the easy flow of communication between them. Parad (1971) indicates that crisis intervention has limited goals and is focused on the identification of dilemmas.

Ammerman and Herson (1990) inform that during the first phase, the social worker has to make a assessment of vulnerability factors that increase the likelihood of further abuse, and present sources of social support available to the woman.

During this phase, the social worker assesses what the actual problem is and how the client feels about it. Rappaport (1970) states that during the initial phase of the crisis intervention model, the client should acquire some hope of improvement in his or her situation and of mastering tasks that appeared hopeless in the past. The social worker therefore is expected to instill a sense of hope and confidence in the client during this phase.

The crisis intervention model (Rappaport, 1970) indicates further that the social worker and the client should determine goals to be achieved based on assessment by the social worker. Mutual expectations should also be spelled out, and a working contract should be formed at this phase. According to Gray and MacKinston (1998), contracting is important to achieve congruence of the expectations and to establish goals for the helping process. By agreeing

to and forming a contract, the social worker and client agree on goals to be achieved and on what each one expects from the other.

3.4.2.2 Planning

The second phase, as declared by Kirst-Ashman and Hull (1993), is planning. During this phase, the social worker evaluates the extent to which the crisis has interfered with the client's ability to function. Padayachee and Singh (1999) explain that during this phase, the social worker has to help the abused woman to separate the problems she can deal with from the ones she cannot deal with. This means that the social worker helps the woman to realize what her capabilities are. The social worker has to review alternatives, evaluate the advantages and disadvantages and determine the course of action to pursue.

Roberts (2002) describes this phase as examining the dimensions of the problem in order to define it. The author further states that, by examining thoroughly the abused woman's problem and understanding how she defines it, the social worker will get a better understanding of the problem. Thus it will be possible for both social worker and client to explore an alternative solution to the problem. Padayachee and Singh (1999) inform that the social worker should help the client to examine each possible solution in terms of probable consequences.

The social worker also builds on the woman's potential to think and to decide for herself, and indicates to her that she was right to seek help (Makofane, 2000). The social worker should encourage the client to utilize her strengths. According to Sheafor *et al.* (2000), the client's abilities and potentials are most important in helping to bring change. Roberts (2002) agrees that, during this phase, the social worker will generate, explore and assess the abused woman's past coping mechanisms and encourage her to draw from them to cope better and to plan her coping strategy. This corresponds with the viewpoint of Guitierrez (1990) that the social worker should acknowledge that the client has knowledge and potential, and should encourage her to utilize what she possesses.

3.4.2.3 Intervention

The third phase of the crisis intervention model is the intervention phase. Padayachee and Singh (1999) note that in this phase, the social worker has to encourage the abused woman to plan how she will begin to apply the possible solutions discovered in the second phase. The social worker also should encourage her to commit herself to carry out her intervention plan. Roberts (2002) has named this the stage in which the social worker will help the woman to restore her cognitive functioning for the implementation of the action plan. Padayachee and Singh (1999) inform that the social worker will encourage the woman to plan how she will start to implement what she has decided to do. The social worker will also help her to identify resources that will help her to cope. The social worker offers continuous encouragement to the client to strengthen the potential she already has.

Rappaport's model of crisis intervention indicates that during the intervention phase, the role of the social worker requires an active and directive stance (Rappaport, 1970). The model further states that the goal of interventions will be to re-establish and enhance self-esteem, a sense of autonomy and self-direction for the client. As indicated in the previous chapter one of the effects of the abuse of women is that it affects the woman's confidence level and her self-esteem. During this phase her self-esteem should be re-established and enhanced. This corresponds with the viewpoint of Gray and MacKinston (1998) that the focus of this phase is to help the abused woman to re-establish her sense of self.

Anguilea and Messick (1974:20-21) as cited by Kirst-Ashman and Hull (1993) have suggested four areas to address during the intervention phase for helping the abused woman. These are:

- ***To gain intellectual understanding in the crisis***

This means helping the woman to think clearly and to assess her strengths and weaknesses objectively.

- ***To bring into the open her present feelings***

The social worker must help the client to acknowledge the negative feelings she is experiencing and help her deal with these feelings. The social worker's role is to help the client explore her emotional state.

- ***To explore coping mechanisms***

The social worker has to find out how the client used to cope successfully in the past. The social worker should enable the client to make changes and provide information in helping her to determine tentative solutions. The social worker and the woman may evaluate the effectiveness of these alternatives in the next session. If the alternatives did not work, they may identify and assess the potential of new ones.

- ***To re-open the social world***

The social worker should help the client establish or re-establish social support. If the crisis involves a divorce, the social worker should help the woman to identify people she can depend on for support.

During the intervention phase, the social worker takes the role of an enabler when intervention activities are directed towards assisting the woman to find the coping strength and resources within herself to produce change (Morgan, 1971). The social worker helps the client to find ways of altering her situation by helping her to assess and realize her strength and potential and to enhance these further.

Another role a social worker can play during the intervention phase is the advocacy role. As an advocate, Monger (1971) explains that the social worker becomes the speaker for the client presenting and arguing the client's case by speaking on her behalf or fighting for her rights when a need arises. The social worker as an advocate will argue, bargain, negotiate and manipulate for services on behalf of the client (Sheafor *et al.*, 2000).

The social worker can apply a variety of techniques that can be applied during the intervention phase. Shammai (2000) has identified what he calls strengthening techniques applied during intervention with abused women. Those techniques include listening, supporting, reassuring and reframing. Support and reassurance are given throughout the process as the woman expresses her feelings and thoughts, and as she tries alternative solutions to deal with her problem.

According to Roberts (2002) the social worker should focus on the woman's strength as a positive way of developing new coping mechanisms and skills.

3.4.2.4 Termination

The last phase of the process, as outlined by Kirst-Ashman and Hull (1993), is named the anticipatory planning phase. This corresponds with termination. During this phase, the social worker helps the client to prepare for further crises. A summary of what the abused woman has gained during the intervention is made by the social worker. This will confirm that the woman has coping techniques at her disposal. Both the social worker and the woman will evaluate the results of the intervention process. This corresponds with the statement of Pincus and Minahan (1983) that during the last phase the social worker and the client should revisit the goals to evaluate their achievements and non-achievements.

Roberts (2002) indicates that at this stage an appointment for follow-up visits will be made and the social worker must assure the client that she is welcome to come for assistance again. Rapport's model as cited by Roberts and Nee (1970) explains that termination will only take place when the goal has been reached. This might be when the client begins to find solutions to her problem and when she adopts new coping skills. If the abused woman needs to be referred for other services, the social worker should play the role of the broker by linking her to relevant resource and social support systems.

The crisis intervention model can be utilized suitably when dealing with abused women as it will help to enhance their coping skills, to address their immediate fears and needs, and to help the abused woman to re-establish her sense of worth.

From the above descriptions of the strengths perspective, the social systems theory and the crisis intervention model, it is evident that the viewpoints and statements of authors correspond, that the phases are interrelated, and that the goals of the phases do not differ much.

A theoretical framework is imperative for social workers when doing casework intervention with abused women, as the clients will be assisted in a professional manner and will learn strategies which they can employ in future if the problem recurs.

The strengths perspective, social systems theory and crisis intervention model link to and complement each other well when utilized in a framework. Social workers will be able to draw knowledge, skills and techniques from this framework to address adequately and effectively the needs and problems of abused women.

3.5 FRAMEWORK FOR CASEWORK INTERVENTION WITH ABUSED WOMEN

As the aim of the chapter was to present a practice framework for casework intervention with abused women, the researcher compiled a framework based on the viewpoint of the different authors about the strengths perspective, social systems theory and crisis intervention model.

The framework is presented in figure 3.

STEPS/PHASES	GOALS	ROLES AND SKILLS OF SOCIAL WORKER
1. Assessment	<ul style="list-style-type: none"> - Relationship building - Determining the reason to seek help - Identifying the problem - Formulation of a contract 	<ul style="list-style-type: none"> - Warmth - Listening - Questioning - Empathy - Enabler
2. Planning	<ul style="list-style-type: none"> - Helping the women to explore the problem she is experiencing and prioritizing - Review strengths and potential - Encourage her to discover and describe possible solutions 	<ul style="list-style-type: none"> - Questioning - Listening - Enabler
3. Intervention	<ul style="list-style-type: none"> - Helping the woman to understand her problem - Explore coping mechanism - Explore feelings - Explore strengths - Establish the effects of the problem on other subsystems - Establish client's support systems - Helping the woman to re-establish her sense of self and worth - Empower the woman to gain skills, knowledge and power - Advocate on her behalf if necessary - Link her to a support system - Give her more information about the problem and its cause and consequences 	<ul style="list-style-type: none"> - Enabler - Broker - Advocate - Feedback - Informant
4. Termination	<ul style="list-style-type: none"> - Help the woman to make decisions - Assess her present situation - Refer to relevant resource systems 	<ul style="list-style-type: none"> - Support - Enabler - Broker
5. Follow-up	<ul style="list-style-type: none"> - Assure client of open door policy - Support from the caseworker and colleagues 	<ul style="list-style-type: none"> - Support

Figure 3.1: Framework for casework intervention with abused women

The above figure represents a practical framework that social workers can utilize when dealing with abused women. The framework consists of phases of intervention, the goal for

intervention and skills and roles which can be applied in each phase. In the assessment phase, the goals of intervention are building relationships and identifying the problem. The skills that can be applied are listening and questioning, and the social worker must show warmth and acceptance towards the abused woman. The second phase is the planning phase. The goal is to help the woman sort out the pieces of her problem and helping her prioritise the problems. The role of the social worker will be that of an enabler as she will guide and facilitate the process. The third phase is the intervention phase where the goals are to help the woman explore her thoughts, feelings and coping mechanisms, and understand her problem. During this phase the social worker provides information to the client, advocates on her behalf, and may link her to resource systems. The termination phase is when the woman makes a decision and when the contract terminates. The abused woman might be referred to social support systems in the area by the social worker, who will be playing the role of a broker. The present situation of the client will be assessed to check if intervention has enhanced the level of functioning of the client. The last phase is when the client is encouraged not to hesitate to come for assistance in future.

3.6 SUMMARY

In chapter a casework perspective was described, theory and model social workers can apply or utilize during their intervention with abused women. The strengths perspective emphasizes that every person has potential and strengths which should be explored and utilised to help the person to resolve his or her problems. The social systems theory explains how systems relate and influence each other and this is applicable when dealing with an abused woman whose children and family are negatively influenced by situation. The model which was explained in this chapter is the crisis intervention model , which is applicable for crisis situations and which fully involves the participation of the abused woman during intervention. The abused women are encouraged to draw from previous experiences and to think of alternative ways of resolving their problems. A practical framework was also composed and it was explained how it can be applied during intervention with abused women.

CHAPTER 4

SITUATIONAL ANALYSIS OF CASEWORK INTERVENTION FOR ABUSED WOMEN IN MOSES KOTANE LOCAL MUNICIPALITY

4.1 INTRODUCTION

When rendering services to abused women, social workers need to have guidelines or a practice framework which will direct their intervention. In the previous chapter the elements for a practice framework, which can be applied when dealing with abused women, were explained.

The objectives of the study were to explain the nature of abuse and consequences of abuse of women, to describe casework intervention strategies to address abuse of women and to investigate the nature and extent of the problem in the Moses Kotane Local Municipality.

This chapter will present and analyse the responses that social workers employed by the Department of Social Services, Arts, Culture and Sport in Moses Kotane Municipality have given regarding casework intervention with abused women in their area.

4.2 EMPIRICAL STUDY : PRESENTATION AND ANALYSIS

The following section contains the findings of the empirical research undertaken.

4.2.1 Research Method

The researcher applied the following research method in the study.

4.2.1.1 Research design

The research design utilised in this study was the exploratory design because the researcher gained new insight in abuse of women and investigated the casework intervention applied by social workers in Moses Kotane Local Municipality to abused women. An explanatory design, as stated by Babbie (1989:61) and Mouton and Marais

(1990:43) aims to gain new insight into a phenomenon, to start a preliminary investigation prior to a more structured one, and to determine priority for future studies. The researcher gained an understanding of the nature of casework intervention that social workers apply.

4.2.1.2 Sampling

As was explained in chapter one the population in this study consists of fourteen (14) social workers from Moses Kotane Local Municipality. They are employed by the Department of Social Services, Arts, Culture and Sport in the North West Province. No sampling method was used since all social workers from the Mogwase and Madikwe service points were involved in the study.

4.2.1.3 Data gathering

Data was gathered from all fourteen (14) social workers in order to obtain information. The social workers were given self-administered questionnaires (Annexure 1) to complete. The questionnaire was divided into 3 sections and contained structured and open-ended-questions. Section A of the questionnaire consisted of identifying particulars of social workers/ respondents. Section B investigated the nature, extent and causes and consequences of abuse of women. Section C investigated casework intervention for abused women.

The empirical study was based on the aims and objectives of the study as outlined in chapter one, and also on the information presented in the literature study in chapter two and three of this thesis.

Respondents were informed that participation was voluntary and access to the results of the study was promised to the respondents which assured the value of their participation.

The quantitative data will be presented in the form of tables and figures and the qualitative data will be analysed and presented in a descriptive manner.

4.3 IDENTIFYING PARTICULARS

4.3.1 Rank of respondents

The researcher investigated the rank of the social workers who participated in the study. The findings are presented in table 4.1.

Table 4.1: Rank of respondents

Rank	f	Percentage
Junior	3	21%
Senior	6	43%
Chief	5	36%
Total	14	100%

N = 14

Table 4.1 shows that three (21%) are junior social workers, six (43%) are senior social workers and five (36%) are chief social workers. This finding indicates that the participants in this study are mostly of higher ranks.

4.3.2 Gender of respondents

The findings on the gender of the respondents are presented in the table below.

Table 4.2: Gender of respondents

Gender	f	Percentage
Male	1	7,2%
Female	13	92,8%
Total	14	100%

N= 14

From table 4.2 it can be seen that one (7,2%) of the respondents was male and 13 (92,8%) were female. These findings suggest that in Moses Kotane Local Municipality, the social workers are predominantly female.

4.3.3 Age of respondents

The ages of respondents are presented in the figure below.

Table 4.3: Age of respondents

Age	f	Percentage
21 – 25 yrs	0	0%
26 – 30 yrs	3	21%
31 – 35 yrs	6	43%
36 – 40 yrs	3	21%
41 – 45 yrs	2	15%
Total	14	100%

N=14

Table 4.3 shows that there are no social workers aged between 21–25 years, there are three (21%) aged between 26–30 years, six (43%) aged between 31 and 35 years, three (21%) aged between 36–40 years. These findings suggest that social workers in Moses Kotane are mostly in their middle adulthood stage.

4.3.4 Diploma or degree obtained

The researcher ascertained when the respondents obtained their first diploma or degree. The findings are presented in the table below.

Table 4.4: Year in which the first degree/ diploma was obtained

Year degree obtained	f	Percentage
1982	1	7%
1989	1	7%
1990	1	7%
1991	2	15%
1993	1	7%
1994	1	7%
1997	4	28%
1999	1	7%
2000	2	15%
Total	14	100%

N=14

From table 4.4 it can be seen that the years in which the respondents obtained their first diplomas or degrees vary vastly. One (7%) obtained the degree in 1982, one (7%) in 1989, one (7%) in 1990, two (15%) in 1991, one (7%) in 1993, one (7%) in 1994, four (28%) in 1997, one (7%) in 1999 and two (15%) in 2000. These findings suggest that the respondents obtained their degrees in different years and some obtained their qualifications five and three years ago while the others obtained theirs ten years ago.

4.3.5 Years employed

The years the respondents have been employed as social workers were investigated. The responses are presented in the table below.

Table 4.5: Years employed as social workers

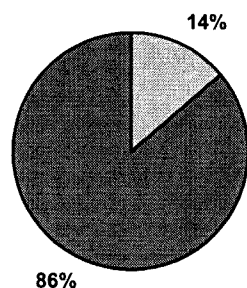
Years employed	F	Percentage
20	1	7%
13	1	7%
12	1	7%
11	2	15%
9	1	7%
8	1	7%
5	4	28%
1	2	15%
<1	1	7%
Total	14	100%

N=14

From the above table, it can be seen that one (7%) social worker has been employed for 20 years, one has been in the service for thirteen years, one (7%) has been employed for twelve years, two have been employed for eleven years, one (7%) has been employed for nine years, one (7%) has been employed for eight years, four (28%) have been employed for five years, two (15%) have been employed for a year and one (7%) has been employed for ten months. These findings indicate that the respondents' work experience varies from twenty years to ten months and thus each was able to respond on the work experience she/he has.

4.3.6 Social work method used

The researcher explored which of the social work methods the respondents use regularly. The responses were as presented in the figure below.



N = 14

14%	Community work
86%	Case work
0%	Group work

Figure 4.1: Social work method used

The above figure indicates that 12 (86%) of the social workers in Moses Kotane Local Municipality use the casework method more regularly than other methods, and only two (14%) use the community work method regularly. None of the respondents utilises the group work method. These findings are supported by Makofane (2000) who indicated that most social workers in the Northern Province usually applied casework during their intervention with abused women.

4.4 NATURE AND EXTENT OF ABUSE OF WOMEN

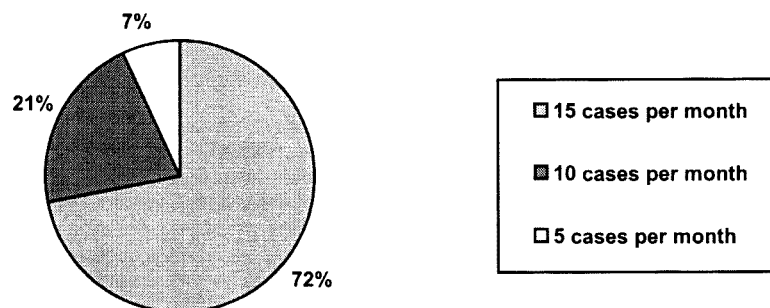
4.4.1 Extent of dealing with abuse of women

It was investigated to what extent respondents have to deal with abuse of women in their areas. Eight (57%) of the respondents reported that more than half of their work covers various types of abuse despite the application for protection orders, while four (28%) reported that the problem of abuse of women seems to have decreased since the year 2002 and two (15%) of the respondents reported that they experience moderate numbers of women abuse cases. The findings indicate that abuse of women is still a problem in

Moses Kotane Municipality. This corresponds with the views of Padayachee and Pillay (2000) who indicated that abuse of women in South Africa is widespread and increases daily.

4.4.2 Abuse of women cases per month

The number of cases respondents handled by the respondents per month was investigated. The findings are presented in figure 4.3.



N = 14

Figure 4.2: Abuse cases handled per month

The figure above shows that ten (72%) of the respondents handle about fifteen (15) cases of abuse of women per month, while three (21%) of the respondents handle ten (10) cases per month and one (7%) handles five cases per month. These findings are an indication that the caseload of most social workers are increased by the abuse of women cases reported monthly.

4.4.3 Nature of problems

The researcher investigated the nature of problems of abuse which are reported by women to social workers at the agency. The responses were as presented in the figure below.

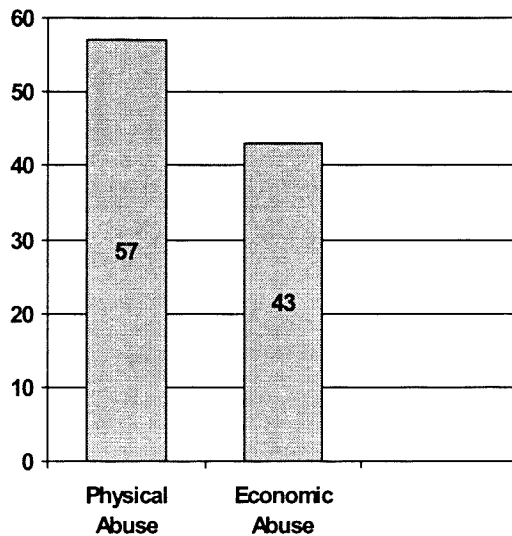


Figure 4.3: Nature of problems

The above figure indicates that eight (57%) of the respondents replied that mostly physical abuse is reported more at the agency, and six (43%) of the respondents indicated that economic abuse is reported at their offices. Of the eight (57%) respondents, three (21%) also mentioned that the physical abuse included emotional and sexual abuse. These findings explain that in Moses Kotane Local Municipality, the problems which are mostly reported as abuse of women are of a physical and economic nature. These findings are the same as those indicated by Padayachee and Pillay (2000) who explained that violence against women could take many forms, inter alia physical abuse, sexual abuse and emotional abuse.

4.5 CAUSES OF ABUSE OF WOMEN

4.5.1 Main causes of abuse of women

A question was asked to find out what the respondents have experienced as the causes that lead to the abuse of women in Moses Kotane Local Municipality. Their responses are presented in the following figure.

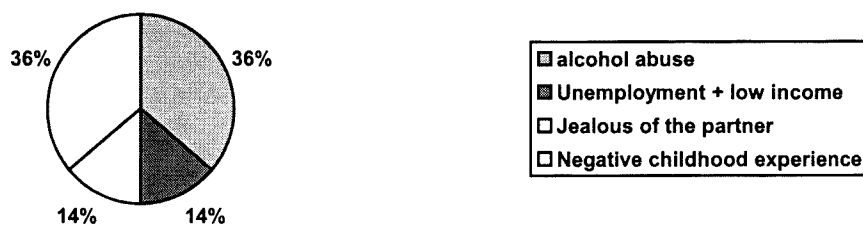


Figure 4.4: Causes of abuse of women

The above figure shows that five (36%) respondents have experienced alcohol abuse as the main cause of abuse, while another five (36%) of the respondents have noted unemployment and low income of partners as another cause. Two (14%) have indicated that the negative childhood experiences of the partner may cause abuse, and two (14%) have mentioned the jealousy of partners as a cause of abuse. These findings correspond with those of Hotaling *et al.* (1988) who state that their studies have shown that abused men tend to be unassertive, jealous, depressed and prone to alcoholism and have a low self-esteem.

In motivating their response, five (36%) of the respondents explained that alcohol abuse plays a major role in family dysfunction, while five (36%) explained that most husbands who abuse their partners have low self-esteem and as a result become uncontrollably jealous and end up abusing women. Two (14%) of the respondents motivated by mentioning that a husband or partner may have grown up experiencing his mother being abused and as a result adopts it as a way of life. The other two (14%) of the respondents did not motivate their answers. This corresponds with the views of Gelles and Cornell (1983) and Paul (1985) that indicated that people who grew up in violent homes are more likely to use violence than those who did not.

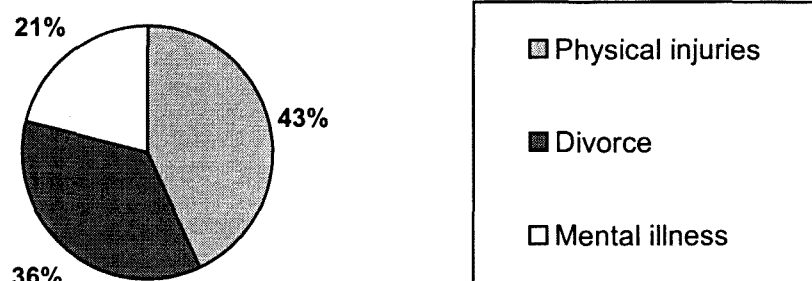
4.5.2 Behaviour towards partners

The researcher investigated the perceptions of the respondents on how the behaviour and attitudes of children who grew up in violent homes could influence their partners in future. In responding, ten (72%) of the respondents mentioned that they believed children who grow up in violent homes may end up behaving negatively towards other children, in future might be abusive to their spouse and might be angry and unassertive grown-ups. Three (21%) did not respond and one (7%) responded by explaining that children who grow up in violent homes might become alcoholics or even criminals as a result of not being properly brought up by their fathers. This is in line with the views of Rosenberg and Rossman (1990) who states that battering presents a role model, especially for boys, but also creates a state of terror and insecurity for both boys and girls. Gelles (1997) also maintains that children who witness marital violence can manifest behaviour problems and might have difficulties coping with life demands.

4.6 CONSEQUENCES OF ABUSE OF WOMEN

4.6.1 Results of abuse of women

The question investigated the perceptions of the respondents about what the abuse of women may result in. The respondents had to choose from four options, namely physical injuries, death, mental illness and divorce.



N = 14

Figure 4.5: Results of abuse of women.

The above figure explains that six (43%) of the respondents' perceptions were that abuse of women results in physical injuries sustained by the women, while five (36%) believe that abuse of women may result in divorce, and three (21%) mentioned that another consequence might be mental illness. None (0%) of the respondents mentioned death. This corresponds with the views of Stark and Fliteraft (1988), Hotaling *et al.* (1988) and Roberts (2002) who maintain that abuse can result in the woman being psychotic and suffering from post-traumatic stress disorder.

4.6.2 Systems related to the abused women

The researcher investigated which of the systems related to abused women are affected by the abuse. The findings are presented in the following table.

Table 4.6: Systems related to the abused women

Systems	f	Percentage
Children	8	57%
Relatives	3	21,5%
Friends	3	21,5%
Total	14	100%

N=14

The above table indicates that according to eight (57%) of the respondents children will be mainly affected by the abuse, while three (21,5%) believed that relatives will also be affected by the abuse and three (21,5%) indicated that friends might be affected by the abuse. These finding which indicate that children will be affected by their parents' violent relationships corresponds with the statement of Gelles (1997) that children who witness marital violence can manifest behaviour problems and might have difficulties coping with life demands.

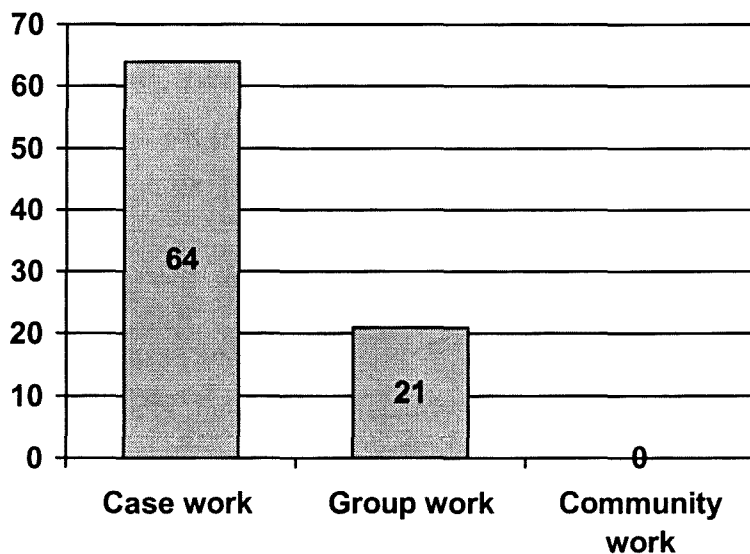
Five (36%) respondents mentioned that children who witness abuse might be negatively influenced by their experiences and might end up being young criminals, play truant and not perform well with their studies. Three (21%) of the respondents mentioned that the woman's nuclear family might be affected by what they see their child, sister or cousin experiencing and by her helplessness. Six (43%) of the respondents did not motivate their answers.

4.7 INTERVENTION METHODS FOR ABUSED WOMEN

This section of the questionnaire dealt with the intervention methods used by social workers for intervention with abused women.

4.7.1 Methods of social work

There are various methods of social work intervention which can be utilised during intervention with abused women. The researcher wanted to find out which method the social workers in Moses Kotane Local Municipality regularly utilize when dealing with abused women. The findings are as presented in the following figure.



N=14

Figure 4.6: Method of social work used

The above figure shows that nine (64%) of the respondents indicated that they utilize casework intervention, while five (36%) of the respondents indicated that they utilize the group work method when dealing with abused women. None of the respondents indicated that they use community work. Of the nine (64%) respondents who utilize casework, three (21%) indicated that they utilize both casework and group work methods. These findings indicate that the most used method applied most often by social workers in Moses Kotane Municipality is the casework method, while the community work method is not utilized at all when dealing with abused women.

In their motivational answers, eight (57%) of the respondents explained that the casework method is the best method when dealing with abused women as the client is vulnerable due to the abuse and needs one-to-one intervention to understand and explore her feelings, thoughts and fears. They also stated that the social worker will be able to deal with the client's feelings in depth. Three (21,5%) respondents explained that social workers could form a group by involving individual women in a group, where they will be able to explore and discuss their problems and give each other support with regard to their problems. Group work also offers women the opportunity to learn coping mechanisms and to understand that they are not the only one experiencing the problem. The other three (21,5%) did not motivate their answers. This motivation is in line with the statement of Shammai (2000) that individual treatment is necessary because the abused woman might feel rejected and deprived, and therefore there is a need for them to undergo individual counselling and therapy and to be the only focus of the helping professional.

4.7.2 Utilization of perspectives

The researcher investigated the opinion of the respondents about the perspective that can be effectively utilized during intervention with abused women. The responses of the respondents were as presented in the following table.

Table 4.7: Utilization of perspectives

Perspective	f	Percentage
General systems	4	29%
Strengths	8	57%
Ecosystems	1	7%
Feminist	1	7%
Total	14	100%

N = 14

The above table shows that eight (57%) of the respondents believe in the strengths perspective, four (29%) will apply the general systems theory, one (7%) will utilize the ecosystems perspective and one (7%) will apply the feminist perspective. These findings indicate that the social workers in Moses Kotane Local Municipality will mainly apply the strengths perspective. This corresponds with the statement of Saleebey (2002) that empowerment of the client is a focal point of intervention when dealing with abused women.

In motivating their response, the respondents emphasized that the abused women should take the lead in the problem-solving process. They also stated that the client's potential and strength should never be overlooked. These responses correspond with Mafokane (1997) who stated that the empowerment perspective is usually utilized to build on already existing strengths and that the abused women should gain power and be able to cope with their problems.

During intervention, a social worker needs to apply skills and techniques. In this study, respondents were asked which skills would be appropriate during assessment in the beginning phase. Twelve (86%) of the respondents chose listening, empathy and reflecting, while two (14%) chose paraphrasing and listening. These findings indicate that social workers in Moses Kotane Local Municipality usually apply listening, empathy, reflecting and paraphrasing skills during assessment in the beginning phase. These

findings correlate with the guidelines offered by Kirst-Ashman and Hull (1993) who state that the social worker must listen actively, show genuine concern and question the client to find out whether he has a common understanding of the problem.

4.7.3 Use of roles

Respondents were asked to indicate which role they thought could be used during intervention. The results are presented in table 4.5.

Table 4.8: Roles of the social worker

Role	f	Percentage
Enabler	6	43%
Broker	8	57%
Teacher	4	29%
Advocate	10	71%

N = 14*

*Respondents could select more than one.

Respondents could give more than one answer. Ten (71%) of the respondents chose the advocate role, four (29%) chose the teacher role and six (43%) chose the enabler role. The results indicate that most of the respondents chose the advocate and broker roles which corresponds with the views of Monger (1971) and Sheafor *et al.* (2000) as they explain that the social worker as an advocate will argue, bargain, negotiate and manipulate for services on behalf of the client.

Six (43%) respondents explained that they advocate for services for abused women, while another six (43%) explained that they link abused women with resources, like referring them to the Department of Justice to apply for a protection order. The other two (14%) respondents did not motivate their answers.

Table 4.9: Suitability of crisis intervention

Responses	f	Percentages
It is suitable that social workers deal with the client's immediate fears and needs	6	44%
It is suitable because abuse is a crisis and the client needs to be given prompt service, counselling and advice	4	28%
It is suitable as the woman needs support and acceptance	2	14%
It is suitable but no motivation was given by respondents	2	14%
Total	14	100%

N = 14

Table 4.9 indicates that social workers in Moses Kotane Local Municipality agree that the crisis information model is suitable, as 14 (100%) of them noted that it is suitable although they stated various reasons for their views. These findings are in correspondence with Ammerman and Herson (2000) who also pointed out that goals of crisis intervention are to provide immediate and active direction to those in crisis and to convey support and confirmation that the crisis will be handled.

4.7.4 Other intervention models

In responding to the question about which other models of intervention can be used during intervention with abused women, eight (57%) mentioned the problem-solving model, three (21,5%) mentioned the client centred model and three (21,5%) did not respond. This indicates that other than the crisis intervention model, the problem-solving and client centred models are also utilized by Moses Kotane Local Municipality social workers during intervention.

4.7.5 The role of legislation

Respondents were asked to give their opinions on how the present legislation curbs the prevalence of the problem. In their responses, all the respondents (14) stated that the

Domestic Violence Act No. 116 of 1999 has at least decreased the rate of abuse of women. This indicates that the Moses Kotane Local Municipality social workers agree that the legislation has impacted positively on the rate of domestic violence affecting mainly women.

4.7.6 Need for a practice framework

The respondents were asked if there is a need for a practice framework for social workers when dealing with abused women. All respondents 14 (100%) stated that there is a need for a practice framework, as they work haphazardly and need some guidelines on how to go about it. This corresponds with Sheafor *et al.* (2000) who say that social workers need to base their interventions on a practice framework that will include a practice perspective, theory and model which can be utilized when dealing with abused women.

4.7.7 Evaluation of service for abused women

In conclusion, the questionnaire investigated how the services rendered by social workers to abused women in Moses Kotane Local Municipality was evaluated by social workers. Their responses are offered in table 4.10.

Table 4.10: Evaluation of services for abused women

Responses	f	Percentage
Good	8	58%
Average	3	21%
Fair	2	14%
Poor	1	7%
Total	14	100%

N =14

The above table reflects that social workers in Moses Kotane Local Municipality view their services to abused women as good, as eight (58%) of them stated. Three (21%) of the respondents viewed their services as average while two (14%) viewed the services as

fair. Only one (7%) of respondents viewed the services as poor. The above findings indicate that social workers are of the opinion that they do their best in providing services to the abused women, as eight (58%) of them view their services as good.

4.8 SUMMARY

This section contains the description and analysis of the empirical study.

The first part of this chapter explains the identifying particulars of respondents, how long they have been employed and their sex. The majority of the respondents were women in their mid-twenties and thirties, which implies that the agencies in Moses Kotane Local Municipality have predominantly female social workers and only one (7%) was a male person.

Most of the respondents indicated that they use the casework method.

It was found that there is a high rate of abused women in Moses Kotane Local Municipality as social workers indicated that 70% of their work covers problems related to abuse of women and that they handle up to fifteen (15) cases per month which relate to abuse of women.

According to the findings, the cases of abuse of women in Moses Kotane Local Municipality are alcohol abuse and unemployment or earning low income.

It was found that abuse of women result in the women sustaining physical injuries or families or couples end up in divorce.

The social workers in Moses Kotane Local Municipality utilized the strength perspective mostly as compared to other perspectives when dealing with abused women.

It was found that the crisis intervention model was viewed as a suitable model for dealing with abused women.

It was found that social workers agreed that there is a need for a practice framework for intervention with abused women.

The social workers viewed the services they rendered to abused women as of good quality.

The conclusion and recommendations will be presented in the next chapter.

CHAPTER 5

CONCLUSIONS AND RECOMMENDATIONS

5.1 INTRODUCTION

The previous chapter dealt with the empirical study and its findings. The goal of the study was to present a theoretical framework for dealing with abused women. Conclusions in this chapter will be mainly based on the findings resulting from this research namely, the extent and prevalence of women abuse in Moses Kotane Local Municipality, as well as the causes and consequences of women abuse and casework intervention to address women abuse.

5.2 CONCLUSIONS

5.2.1 Identifying particulars

5.2.1.1 Rank of social workers

The study has shown that most social workers are in the senior and chief positions. It can be concluded that most social workers in Moses Kotane Local Municipality occupy relatively high ranks.

5.2.1.2 Gender

The study has indicated that the social workers were predominantly female, since only one of the fourteen respondents was a male. It can be concluded that mainly females are employed by the Department of Social Services, Arts, Culture and Sport in the Moses Kotane Local Municipality.

5.2.1.3 Age of respondents

The majority of social workers in Moses Kotane Local Municipality are in their late twenties and early thirties. The conclusion can be made that mainly young adults are employed as social workers in Moses Kotane Local Municipality.

Most of the social workers have been employed for more than four to ten years. It can be concluded that they are experienced social workers.

The study revealed that social workers at Moses Kotane Local Municipality prefer to use the casework method as compared to the other methods of social work. It can be concluded that the respondents are most familiar with and experienced in casework than group work and community work.

5.2.2 Nature and extent of women abuse in Moses Kotane Local Municipality

The social workers indicated that they often deal with cases of women abuse and that they handle ten (10) to fifteen (15) cases of women abuse per month. It can be concluded that there is a high rate of women abuse in Moses Kotane Local Municipality. The study has revealed that the nature of the problem of women abuse reported at the agency is mostly physical abuse and emotional abuse. It can be concluded that social workers deal with a high incidence of physically abused women in Moses Kotane Local Municipality.

5.2.3 Causes of women abuse

The study has indicated that the main causes of women abuse are alcohol abuse and unemployment and low income of the partner. The study further revealed that there is a likelihood that children who grow up in violent families will be violent in their own home as adults. It can be concluded that women abuse is mainly caused by external factors, as well as by behaviours that are related to socialization.

5.2.4 Consequences of women abuse

The study revealed that women abuse may result in physical injuries and divorce. This might indicate that most divorces might be perpetuated by abuse in the family. Women abuse might affect the woman's children and relatives. It can be concluded that women abuse has severe consequences for the abused woman as well as for her children and relatives.

5.2.5 Casework intervention with abused women

The study has revealed that the casework method can be applied to address the problem of women abuse. Most of the social workers have highlighted that the strength perspective can be utilized during intervention with abused women. The study has revealed that the skills which are most appropriate to be utilized in the beginning phase are listening, empathy and probing, and the two roles which can be performed during intervention with abused women are that of advocate and broker.

The study has indicated that the crisis intervention model is the most suitable to be applied during intervention with abused women, although the other casework intervention models such as the problem-solving model and client-centred model can also be used. The study indicated that all social workers agree that there is a need for them to have a practice framework for intervention when dealing with abused women. It can be concluded that social workers should utilise a practice framework with the intervention model for casework with abused women and perform indirect roles as advocate and broker.

The study has shown that the present legislation has minimized the prevalence of women abuse. It can be concluded that the legislation is decreasing the rate of women abuse.

The social workers in Moses Kotane Local Municipality regard the services rendered to abused women as good. It can be concluded that good services are rendered to abused women in Moses Kotane Local Municipality.

5.3 RECOMMENDATIONS

The recommendations of this study are based on the conclusion in the previous section.

5.3.1 Nature and extent, cause and consequences of women abuse

It is recommended that social workers:

- should always remember that the abused woman, although being a victim at the time, has potential and strength to make decisions about her situation herself; and
- should understand the nature, causes and consequences of women abuse to ensure effective intervention.

5.3.2 Practical framework

It is recommended that social workers:

- should develop their own framework when applying casework during their intervention with abused women. The framework should comprise a perspective, a theory and a model;
- should apply the strength perspective when dealing with abused women;
- should incorporate the social systems theory when dealing with abused women as it is important during intervention to look at all other subsystems that the abused woman is interacting with; and
- should use the crisis intervention model when dealing with abused women to understand their immediate needs and to address the crisis situation.

5.3.3 Department of Social Services, Arts, Culture and Sport

It is recommended that the Department of Social Services, Arts, Culture and Sport in Moses Kotane Local Municipality should:

- improve the services that are rendered to abused women by training social workers to use a practice framework consisting of the strengths perspective, social systems theory and crisis intervention model; and
- extend the practice framework to other municipalities in the North West Province where abuse is also a problem.

5.3.4 Future research

It is recommended that future research should be undertaken to investigate the results of the implementation of a practice framework consisting of the strengths perspective, social systems theory and crisis intervention model when used to address women abuse.

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ANNEXURE 1

**UNIVERSITY OF STELLENBOSCH
DEPARTMENT OF SOCIAL SERVICES**

**CASEWORK INTERVENTION FOR ABUSED WOMAN IN MOSES
KOTANE LOCAL MUNICIPALITY**

QUESTIONNAIRE

**PLEASE NOTE: ALL THE QUESTIONS MUST BE ANSWERED BY
MARKING WITH AN X WHERE APPLICABLE**

SECTION A: IDENTIFYING PARTICULARS

1. Rank of a social worker:

JUNIOR	
SENIOR	
CHIEF	

2. Gender:

MALE	
FEMALE	

3. AGE:

21-25yrs	
26-30yrs	
31-35yrs	
36-40yrs	
41-45yrs	

4. When did you obtain your first diploma or degree?

.....

5. For how many years have you been employed as a social worker?

.....

6. Which of the following social work methods do you use regularly?

CASE WORK	
GROUP WORK	
COMMUNITY WORK	

SECTION B

WOMEN ABUSE: NATURE AND EXTENT

7. To what extent do you have to deal with women abuse in your area?

.....
.....

8. Approximately how many women abuse cases do you handle per month?

.....

9. What is the nature of problems regarding abuse which women report at your agency?

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

CAUSES OF WOMEN ABUSE

10. From the following causes, which of these are causes of women abuse in the Moses Kotane Local Municipality?

ALCOHOL ABUSE	
JEALOUSY OF PARTNER	
CHILDHOOD EXPERIENCE	
SOCIO-ECONOMIC FACTORS	

Motivate your answer

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

11. When children grow up in violent homes, what effects will it have on their behaviour and attitudes towards their partners in future?

.....
.....

CONSEQUENCES OF WOMEN ABUSE

12. In which of the following may the abuse of women result? Choose 2 from the following list, which you regard as the most important?

PHYSICAL INJURIES	
DEATH	
MENTAL ILLNESS	
DIVORCE	

13. Which other systems related to women who are victims of abuse is affected by the woman's abuse?

CHILDREN	
RELATIVES	
FRIENDS	

14. Motivate your answer

.....

.....

.....

SECTION C

CASEWORK INTERVENTION FOR ABUSED WOMEN

15. Which one of the following methods can be applied to address the problem of women abuse?

CASE WORK	
GROUP WORK	
COMMUNITY WORK	

Motivate you answer.....

.....

.....

16. A perspective, which can be effectively utilised during intervention with abused women, is? Choose one from the following list.

GENERAL SYSTEMS PERSPECTIVE	
STRENGTHS PERSPECTIVE	
ECOSYSTEMS PERSPECTIVE	
FEMINIST PERSPECTIVE	

Motivate:

.....

.....

.....

17. Which of the following skills are the most appropriate during assessment in the beginning phase?

LISTENING	
PROBING	
REFLECTING	
EMPATHY	
PARAPHRASING	
PROBLEMSOLVING	

18. Which two of the following roles can be used during intervention with abused women?

ENABLER	
BROKER	
TEACHER	
ADVOCATE	

Motivate your answer

.....

.....

.....

.....

19. How suitable is the crisis intervention model for intervention with women who are abused.

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

20. Which other two intervention models do you use during intervention with abused women? Name by order of priority.

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

21. How does the present legislation, which protects women, curb the prevalence of the problem?

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

22. In your opinion, is there a need for a practice framework for social workers when dealing with abused women?

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

23. How would you evaluate services rendered by social workers to abused women in your local municipality?

GOOD	
POOR	
BAD	
OTHER	

THANK YOU