

## 4085326828 : MAJOR DEVELOPMENT COMMUNICATION

KEY WORD:

INFORMATION SEEKING PROCESS/ WORK IMPLEMENTATION/ SOCIAL WORKERS/ CHILD ABUSE

SARANPAT ANUMATRAJKIJ: INFORMATION SEEKING PROCESS AND WORK IMPLEMENTATION OF SOCIAL WORKERS IN HELPING CHILD ABUSE CASES. THESIS

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This qualitative research aims to examine the information seeking process as well as methodologies by which the social workers use to assist the abused children. The study also explores the opinions of the social workers on these issues. In depth interviews were conducted with 20 social workers from both governmental and non-governmental organizations in the Bangkok Metropolitan Region as well as 3 specialist in related field and a social welfare's executive. The conclusion of this study are as follows:

1. At the beginning of the information seeking process, the social workers obtain first-hand information from 2 crucial sources, mass media and personal media (relatives, well-wisher, and concerned officials). They then acquire additional information through home visit, community visit and meeting with those involve in the case. These information will be analysed and used in planning to assist the abused children. Personal media is the most important source in the information seeking process.

2. In assisting abused children, the social workers follow the 5 steps including; Facts Finding, Planning of Remedial Measures, Provision of Assistance, Reintegration for Abused Children and Follow Up. Anyhow, the information seeking process will be included in all steps.

3. According to the specialist in related field, the preventive measures should be implemented through information campaigns to raise awareness of the community on the issues of abuses on children, prevention as well as assistance and services available for victims of abusiveness. This would encourage the involvement of the community, thus enable the social workers to work effectively.

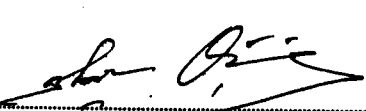
4. The social workers want to up date their knowledge and skill on a range of issues relating to the assistance of abused children through participating in workshops, meetings and seminars.

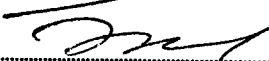
5. Mass media should technically present more information on facts and causes of children right violation as well as information on a range of abuses. The presentation should include the interviews with professional and those working in this field.

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