



2nd International Conference
**ACHIEVEMENTS AND
CHALLENGES OF SOCIAL WORK
PROFESSION IN ALBANIA**

**19 – 20 October, 2018
Shkodër, Albania**



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**“ACHIEVEMENTS AND CHALLENGES
OF SOCIAL WORK PROFESSION IN
ALBANIA”**

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**Department of Psychology and Social Work
Faculty of Educational Sciences
University of Shkoder “Luigj Gurakuqi”**

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Department of Social Sciences, Faculty of Educational Sciences, University of Elbasan "Aleksandër Xhuvani"
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"ACHIEVEMENTS AND CHALLENGES OF SOCIAL WORK PROFESSION IN ALBANIA"

Shkodër, October 19-20, 2018

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SESSION I

SOCIAL WORK PRACTICE, SOCIAL POLICIES, WELLBEING

ELDER ABUSE AND SOCIAL WORKER'S INTERVENTION

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The aging of the population constitutes for the society a very important demographic phenomenon, which can be associated with different consequences. Elder abuse is one of them related to a number of different types of abuse that involves older people. Elderly abuse is a serious social issue, with significant implications for the health and social support. It damages lives and destroys relationships in the process. Elder abuse, also, is an important issue in all domains of social work practice. One of the main professional directions of social work is, also, the Gerontological social work area. In this context the geriatric social workers might help their clients overcome and cope the issues related to elder abuse. The article aims to analyze the concept of elder abuse, its definition, the prevalence and identifying the risk factors associated with this phenomenon. The paper also aims exploring its types and symptoms. An important objective of

the paper is also exploring the role and interventions that social worker realizes toward the elder abuse issues. The article is based on the analysis of different theoretical approaches, addressing the concept and the social workers intervention of elder abuse. The article presents the main theoretical contributions related to the concept of elder abuse. Through this analysis, the article highlights the multidimensional aspects of this concept, referring to its types and symptoms. The article presents the social worker's interventions and points to the need to develop a more systems level approach when responding to elder abuse, with the need for a greater focus on interventions within the micro and macro systems. Many of them emphasize the determination of needs and improvement of services to the elderly. This article comes as a theoretical contribution for all social services employees in order to increase knowledge about the elder abuse and to design appropriate services.

Keywords: elder abuse, social worker, risk factors, intervention, social services.

COMBINING METHODS USED BY PSYCO – SOCIAL SERVICES WITH A HEALTHY DIET CAN TREAT AND PREVENT THE THRIVING OF AUTISM SYMPTOMS

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Autism has been transformed into a pandemic, spreading in all continents and affecting all society levels. The purpose of this study is to inform young parents regarding the characteristics and symptoms of autism, cautions taken after they notice certain manners or actions undertaken by their child. Moreover it shows the great importance of healthy eating in improving, as well as being attentive. Cause attendance is the easiest way towards a better and problem free future. The early diagnosis plays a huge role in improvement of the child (nearly 3 years old) leading to successful therapies compared to those that are undertaken later. This study consists of primary and secondary methods. The used methods are descriptive and qualitative, based on detailed interviews with pediatricians, ABA therapists and neuropathology. This study emphasizes the nourishment of the mother, evaluation made by APGAR apparatus that carefully measures the reflexes of new born during first and fifth minutes (the first 28 day after being born) will inform us on the full oxygenation of brain cells, alcohol, cigarette,

drugs and junk food usage that have therefore influenced the child organism, spoiling their health and causing lack of hormonal balance. Usually these children's body is invaded by parasites, fungal infections, abundant mucous and allergies. Chemical debris inhaled from detergents, plastic packages, heavy metals, cigarette smoke, unhealthy diet, packed and processed food, dairy products (milk, cheese, etc), energetic drinks, chocolate, caffeine and every other plastic thinking the house, microwaves, meat, fish, medical drugs, fluorine and chlorine abundant tap water. One of the latest most successful therapy is ABA therapy. This therapy helps people develop new behaviours, reduce or increase existent manners. Moreover helps them take in specific manners in specific circumstantial conditions. Love and parent's commitment plays a crucial role in optimal profiting from this theory. This is the reason why we encourage parents to create a strong bonded relationship with their children. This affectionate parent - child relationship serves as a helper for a better understanding that most of different responses that they show are produced by outer factors.

Keywords: autism, therapy, metals, color agents, chemical remains.

ELDERLY PUBLIC PROGRAMS IN ALBANIA ACCORDING TO ECOLOGICAL APPROACH

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This study introduces a special issue focusing on diverse examples of elderly policy practice in Albania. It provides the framework of multifaceted nature of the ageing in home, their support system, and how it is experienced by elderly themselves. Gebbie, Rosenstock and Hernandez have firstly developed ecological model as un conceptual framework related to age as “a model of health that emphasizes the linkages and relationships among multiple factors affecting health” (Gebbie, Rosenstock & Hernandez, 2003). Than Kelly (2006) progress ecological approach in four dimensions as inter-relationships of person and setting; ecological knowledge; collaborative style and social progress (Kelly, 2006). From ecological framework operational indicators and study methods are suggested, in order to learn some general

principles. Albanian elderly policy and elderly themselves live within a real-special context and this framework enable to target public policies that address elderly need and are useful for them. Ageing characteristics as functional limitations, personal well-being, individualized supports, and personal competence and adaptation need to be fit in policy and practice. And this study will be finished with the discussion of potential changes at the individual, service delivery, and societal levels may be used to evaluate and improve elderly policies, in order to move them beyond categorical proportion programs.

Keywords: ageing, ecological perspective, housing, design, policy, programs.

A DETAILED SIGHT TO ACTIVE LIFE AMONG CHILDREN AGED 7-12 YEARS IN ALBANIAN TERRITORIES

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Early experiences play a major role in shaping the lifestyle through the promotion of physical activity. Theories on psychosocial development describe that growth and change in life focus on early models. This developmental conflict between sedentary behaviour and physical activity affects the healthy lifestyle. Sedentary behaviour has gained an advantage meanwhile. The aim of this study is to identify the relationship between physical activity and sedentary behaviour, after the teaching process for children 7-12 years old in Albanian territories. For this purpose, mixed - comparative methods were used and half-structured questionnaires as measuring instruments. The study has a wide geographical coverage in three states: Albania, Kosovo and Montenegro. Collected data allowed the

comparison between the three countries, but also between 7-9 years old and 10-12 years old age group. From the findings of the study it was noted that sedentary behaviours occupy the largest percentage in children's activities after the teaching process. Reducing the time spent on sedentary behaviour requires a better understanding of these behaviours and what affects those, which can be divided into personal and environmental environments. These results show the need to develop healthy patterns of physical activity during childhood and emphasizes the need for effective intervention in promoting physical activity since early childhood.

Keywords: physical activity, sedentary behaviour, tendencies.

EXPLORING THE REASONS WHY CHILDREN ARE ABANDONED

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Adoption is closely related to the children's abandonment and their deprivation of parental care. So it turns out important to explore the causes that may force a mother or father to abandon his/ her child. Participants in this study were 506 individuals. This group of participants is dominated by: females with 66.9%; married with 55.2%; Muslims with 55.2%; higher education participants with 48.3%, age group 18 -24 with 28.7%. Attitudes identified by the opinion result different for the mother and father regarding the reasons of child's abandoning. For the father it's thought that he abandons the child if: (1) he cannot care for the child; (2) has a drug / alcohol problem; (3) is immoral; (4) is not ready to become a father. In the mother's case it is thought that she abandons her child if: (1) she is immoral; (2) is a child outside of marriage; (3) is unable to take care; (4) is not ready to become a mother. The attitudes held above, show the strong gender stereotypes that are present in our society. A mother who abandons

the child 'is immoral'. This statement has a negative impact influencing the stigmatization towards abandoned children. It is worth noting that the education of the participants influences the attitudes held above. Referring to the social profile of children in Social Care Institution it is learned that it consists of: social orphans; children with divorced parents; one parent child; Biological orphan (dying of both parents); children with parents in prison; children with parents with mental illness; Roma children (poor families in the extreme). It is noted that there is consistency of the attitude of the public on the reasons of abandonment with the real factors mentioned above.

Keywords: abandoned child, attitude, children, stigma

REVIEWING EXISTING QUALITY MECHANISMS IN CHILD PROTECTION

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The aim of this study is to analyse the situation of quality review mechanisms in Albania, to assess if and to what extent standards, indicators and tools and systems of monitoring and evaluation are in place, based on the European principles for integrated child protection systems. The methodology of the study was qualitative, based on secondary data, including existing policies, regulations on the quality review of the quality of child protection services, equality standards in child protection and relevant reports, and primary data, gathered through seven interviews conducted with relevant key stakeholders, working in the field of child protection. The study concludes that the quality review mechanism in Albania is not strong and the scope of quality control is limited in legal terms. The regulatory framework is in need of harmonisation and especially of the improvement of documents of standards of services. The implementation of quality control is weak, focused more on reporting duties, than on improvement of quality of services and also lacks human and financial resources and full independence to do so. Overlapping roles of actors in this regard increase confusion in implementation and responsibility taking. Transparency to services users and public has not been a goal of the system, while meaningful participation

of children and families in monitoring processes is only recently becoming such, but not sufficiently reflected in relevant documents and even more so during their implementation. The study recommends several steps in regard to reducing gaps in the regulatory framework related to quality review mechanisms and improving implementation and participation of children and families in quality review processes.

Keywords: child protection, monitoring, inspection, standards, quality review mechanism.

WORKING WITH RESISTANCE CLIENT IN PRISONS OF ALBANIA

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The prisoners have to face a series of changes in their life, from the moment of arrest until the moment of release. During their detention, part of their rehabilitation process is and counselling process. In Albania, the General Directorate of Prisons sees the counselling process as one of the main ways that prisoners have to profit for growing the chance for not to return to recidivists or repeater a crime for which they are serving a sentence. For this purpose, in Albania, in each prison are filed sectors of Social Care, where social workers and psychologists try to developed individual and group programs for each prisoners. Part of these programs are and the counselling process with the prisoners. However, this is not always an easy process. The aim of this study is to examine the ways and strategies that social workers that work in Albanian prisons use to face off with the resistance of the clients to be part of counselling process. This study has used qualitative research. Data collection was conduct through semi-structured interviews and literature review. The sample of the study was eleven social workers, from five different prison of Albania. The depth interviews were conduct with social workers who have experience in working with

resistance clients. Some of the results of the study were: the beginning of the counselling was very difficult for the professionals because the prisoner-client demonstrate resistance: the clients were afraid about the meaning of counselling process; the prisoners showed lack of trust in professionals and the counselling process itself; they demonstrate fear that other prisoners will be prejudiced them if they will find out that were made part of the consultation process. They emphasized the importance of giving the clients choice and control over their treatment, and having the capacity to genuinely as the client. Motivational interviewing and relational approaches were cited as beneficial for fostering engagement with resistance clients. The counselling process requires the client's motivation to change, and this change requires the client definitely engaging.

Keywords: prison, prisoner, resistance, counselling process, strategies.

CHILDREN'S LIFE IN SOCIO-ECONOMIC-POLITICAL CONTEXT OF AUSTERITY MEASURES: IMPACTS ON THE CONSTRUCTION OF A CHILDHOOD CITIZENSHIP

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In this communication, we intend to address the theme of the Child in three levels: Making context: Welfare State Childhood, Child Protection System, Intervention Levels, and Socio-institutional Responses; Economic-financial crisis: Impacts, Portuguese Protection System, Households, Effects Social Work Family Policy and Protection System: Eco-social dimension in intervention, Super diversity, Social Problems today, Reflection on practice, Intervention support instruments, Ethical Dimension, Future perspectives.

Keywords: Welfare State, Family Policy, perspectives.

UNEMPLOYMENT AND DEPRESSIVE SYMPTOMS AMONG YOUTH

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The purpose of this study is to compare the frequency of depressive symptoms among unemployed and employed youth. The other objectives of this study are to identify whether there are significant statistical differences in the frequency of depressive symptoms among young people related to factors such as sex, the overall economic level of the family, having a profession and age. Initially, an analysis of the theoretical literature on the effects of youth unemployment was conducted and then an empirical study was conducted in the Albanian context. The empirical data were gathered through the survey of 260 young people aged 25 to 45 who live in the city of Lezha. 130 of them were in employment at the time of the survey and 130 others who were not in employment. The affective and somatic aspects of depression were measured by The Centre for Epidemiologic Studies Depression (CESD-R) scale. 20 items in CESDR measure symptoms of depression in nine different groups as defined by the American Psychiatric

Association Diagnostic and Statistical Manual, fifth edition: sadness, loss of interest, appetite, sleep, thinking/ concentration, guilt, tired, movement, suicidal ideation. The study found that generally unemployed young people are more likely to experience depressive symptoms than young people employed. There are no significant statistical differences in the overall level of depressive symptoms among young people with different family economic status, whether they have a profession or a young person of different ages, both young people employed and those unemployed. However, significant statistical differences were identified in the general level of depressive symptoms among young people of different gender. As in both employed and unemployed youth, women generally experience depressive symptoms more often. Implications, limitations and recommendations of this study are discussed.

Keywords: employment, unemployment depressive symptoms.

THE LEVEL OF KNOWLEDGE OF HEALTH PROFESSIONALS AND KEY STAKEHOLDERS AT LOCAL LEVEL WITH REGARD TO PALLIATIVE CARE

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Providing palliative care from primary health care has been an area that has sparked an interest in appreciation, due to the great importance that this service has on the quality of life of patients and family members. In Durrës, the number of cancer patients and those chronically ill in need of palliative care is increasing. The profile of chronic morbidity requires an extraordinary commitment, not only of the health staff but also of other local actors, especially the Local Government. The Basic Healthcare Package, updated in 2015, highlights the palliative care service for children, adults and the elderly by family doctors and pediatricians. This study monitor palliative care for cancer patients and chronic in Durres municipality. The aim is to measure the level of knowledge and skills of health professionals and key stakeholders at local level with regard to palliative care. Mix research

method was used for data collection and analyses. Quantitative data were collected from 103 doctors, 186 nurses through questionnaires. Qualitative data were collected through 5 semi-structured interviews conducted with key healthcare and social actors in Durres Municipality. Also 4 focus groups were developed, respectively 2 with doctors, 2 with nurses. The study found out that 70 % of primary healthcare professional has no information and are not equipped with basic palliative care documents such as law, service standards, clinical guidelines and protocols. About 74% of primary care professionals reports an unsatisfactory level of knowledge for assessing and managing pain for palliative patients in need. About 90% of primary care physicians are affected by opiophobia to treat pain, according to the guidelines and the protocol of pain treatment. Primary healthcare professionals reports that there is a low participation in palliative care training courses. But even those who participated in the training find that they need to developed and update information about palliative care. As a conclusion, although many positive developments have taken place in the field of palliative care, such as the Palliative Care Law, clinical protocols and service standards, already approved by the Ministry of Health, their implementation continues to be a new and not highly applied field.

Keywords: palliative care, primary health care, health professionals.

VIOLENCE IN THE FAMILY AND ITS EXPERIENCE FROM GIRLS AND WOMEN: STUDY IN THE CITY OF ELBASAN

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When talking about domestic violence, of course we are talking about a phenomenon that is not new to our society. Domestic violence emerged as an issue of concern in Albania after the 1990s, as a result of several factors such as stress, high unemployment, lack of housing, high social problems, and violent crime on the street, etc. Domestic violence has its roots in patriarchal traditions and practices deeply rooted in our society, such as gender identity and roles, patriarchal authority, where the husband is given full rights over the woman, the application of an honor and shame system, the hierarchical order in the family, and the control of family members. Cases of violence are inducing a different value system in the family and are adversely affecting the lives of members and its well-being. The purpose of this paper is to: Identify the causes of domestic violence and its psychological consequences in family life. The realization of this study was achieved through the use of basic research methods in social sciences,

such as interviewing, case study, and observation of the phenomenon in the city of Elbasan. This paper is a qualitative study designed to detect the dimensions of domestic violence, particularly focused on violence against women, as well as assessing the role of socio-cultural factors in dysfunctional relationships with violent behaviour. The interviews conducted and used in this paper focused on the city of Elbasan and were carried out with 20 abused women of different ages, socioeconomic circumstances and different cultural backgrounds. The preparation of this paper has been divided into two phases: during the first phase we focused on the literature study, the recent publications on domestic violence, the collection and analysis of data on violence in the city of Elbasan, while the second phase consisted of direct interviews with victims of domestic violence, Women's Association with Social Problems, and professionals working and contributing this area. The sample was selected based on the cases presented at the center of the organization during April-May 2018. Minimize the factors that influence the exercise of domestic violence against women. Impact on reducing the number of women's murders due to the violence of men. Change the mentality of men and women especially in rural areas. Preventing Domestic Violence by supporting abused persons, integrating them into society, etc, are some of the objectives of this research.

Keywords: domestic violence, masculine mentality, dysfunctional relationships, cultural backgrounds.

CHILDREN AND THE FAMILY AT THE CENTER OF SOCIAL POLICIES IN SWITZERLAND

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Although the Swiss Confederation is composed by 26 cantons, with a large part of German-speaking cantons, some bilingual cantons, 2 French-speaking and 1 Italian-speaking canton, this country has managed to set up and develop centralized social policies. Laws at the level of the confederation regulate these policies but their application is possible because of the cantonal or communal regulations. Therefore, each canton commune can decide about the application of the policies. The space and role is given to the associations, before the institutions of the State become involved concretely and directly in the implementation of social policies; whether it is at the level of prevention or in social action. As a reminder, Swiss social policies were born timidly after the Second World War and were constantly developed throughout the previous century. During the last two decades, these policies have been strongly impacted by globalization, mobility and constantly changing family dynamics (changes in family structures, with more divorces, more children born out of wedlock, more stepfamilies) are trying to reduce risks in terms of social links or in the protection of

vulnerable individuals. Admittedly, with the opening of the labor market to women, especially after the 1970s, social policies such as social insurance and social action have tried to implement practical adjustments to find the best solutions to these new realities. The Swiss society and its institutions determinedly try to solve difficulties occurring between the new family dynamics and the societal reality. Among these policies, few are directly related to the family and children. Their role is to accompany the child, young people and the family in order to minimize their vulnerability; to allow them balanced psychosocial development, but also to allow them social and financial autonomy. In order to feed a scientific discussion but also to give some input inspirations to countries in transition, exceptionally to Albania, I chose to speak about:- Swiss policies related to young children and extracurricular care facilities. - Swiss policies related to family support, including family allowances.

Keywords: children, social policies, Swiss society.

CHILDREN PROTECTION

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Children are the future of society and for their healthy and integrated growth there should be the contribution of all key stakeholders, starting with parents and within family relationships, other community settings, society as a whole, schools etc. Healthy growth and care for children should become the norm and value for all societies, families, and social relationships as a whole. In the consolidated and developed Western societies, the relationships that parents and society generally develop with children constitute one of the most important priorities, as one of the most important instruments to guarantee a sustainable development in social relations in the future. The most important priorities in this concern relate to growth and mental health of children, the protection of children from all social phenomena such as violence against children, child exploitation, the risk of child trafficking etc. Also, the engagement of state institutions

to initiate initiatives and an important legal framework in this regard is very important to be discussed in order to improve the legislation and the situation for child protection in Albania. Thus, given these basic premises in the analysis, child protection should be addressed in a broader context and should include all political, institutional and social actors to make possible the development of important reforms in this area. The most important elements in the present work will include the importance of child protection, child protection instruments, child protection legislation and the need for engagement of child protection actors and institutions. The study will serve to increase the reflection that child protection should become a national priority. As a research instrument in relation to the study, the questionnaire and direct observation methods were applied. The questionnaire will be structured in a broad social dimension where it is aimed at focusing on the child welfare centers in order to understand more about the phenomenon. The questionnaire will have a sample of 100 people. On the other side, direct observation consists of placement on the ground at the reception centers of these abused children and in informal areas where it is alleged that violence against children is present. As the main results of the study, we have these elements that are related to the fact that violence against children is present in Albanian society and is most pronounced in informal areas, in families with economic problems or in families in the process of divorce as well as in marginalized society groups or different social and ethnic communities.

Keywords: children protection, mental health, direct observation, Albanian society.

CITIZENS' PERCEPTIONS ABOUT THE QUALITY OF PUBLIC SERVICES IN SHKODER

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The decentralization strategy requires that the Local Administrative Units in Albania should govern according to the values of Partnership for Open Government. The strategy promises an integrated system of services for citizens that will improve the efficiency of service provision. In this framework, citizens' perceptions for the provision of public services is an important evidence – based instrument for their establishment and/or improvement. In many countries these researches are frequent in the field of public administration and it remains one of the few evidence – based measures to check how well the services are provided. The purpose of this study is to assess the performance of the public services provided by the Municipality of Shkoder and to bring recommendations for their

improvement by the citizens' per se. Specifically, the objectives of the study focus on the assessment of the performance of the services provided by the Municipality of Shkoder, on the identification of positive and negative components in service provision and also on the exploration of the citizens' expectations from these services. The quantitative method is the main basis of this study, followed by 3 FGDs conducted after the survey in order to explore more on some specific issues and target – groups. The total number of the participants is N = 401. Results have shown that the Shkoder Municipality has some good – performing sectors – like urban planning, tourist services etc – and some others that are in need of great improvement, among others social services, social care services and primary health care services.

Keywords: public services, citizens' perceptions, quality of services, open government.

TYOLOGIES OF RESIDENTIAL CARE INSTITUTIONS FOR ORPHAN CHILDREN IN SHKODER MUNICIPALITY

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Twenty seven years after the political changes, the institutionalization of child care in Republic of Albania continues to be an unresolved issue that cannot be explained only with the totalitarian past. The process of decentralization and deinstitutionalization of children in Albania started in 2005 with the implementation of social law 9355, while in 2014 the Parliament approved the Administrative and Territorial Reform that prompt further the implementation of decentralization and deinstitutionalization of social services. In the Municipality of Shkoder are established different institutions, public and private, that offer social services for orphans. The main objective of the research is to identify, if they exist, the differences of the organizational models of public and private services for orphan

children in Shkoder Municipality. This paper seeks to give answer to questions related with the organization of the services in these institutions and he existing differences and specializations between public and private services regarding the children care. The methodology of the research is a qualitative one. Data were collected through focus groups composed by the staff working in these services, such as social workers and psychologists, directors, educators, support staff and NGOs members. Some of the questions were directed to know how the employees in these orphanages view their role, obligations and competencies. It appears that exist some differences in the organizational model between public and private care institution for orphan children.

Keywords: orphans, public care institutions, private care institutions.

CHILD PROTECTION IN ALBANIA: VIEWS FROM ABROAD

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Many foreign NGOs and International Organizations have engaged in the protection of Albanian children and have considered the protection of children as a priority (and an emergency) of the Country. The paper asks what are the numbers of this emergency that are provided by NGOs and forces in the field and what are the most perceived themes. If this vision is linked to a reading “from abroad” and what data are provided (through the press and government agencies) from the host Country.

Keywords: NGOs, data, host Country.

LEGAL FRAMEWORK FOR MINORS AND THE PSYCHOLOGY ROLE IN PROCESS OF MAKING THE QUESTION OF MINORS

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The purpose of the paper is to recognize the legal framework that is mainly related to the procedure and manner of treatment of minors by the police during accompanying detention or arrest and the role of the psychologist in this process. Also, the main objectives underpinning the paper are: to recognize the Convention on the Rights of the Child and to understand the role of the psychologist in the judiciary. International and national legislation pays special attention to the protection of juveniles and envisages special and specific procedures such as the initiation of juvenile delinquency and the way of handling them during the criminal proceedings, but the lack of a legal framework special and summary report on juveniles not only hampers the work of police officers and affects their standards, but also affects the performance of errors while fulfilling responsibilities and duties. The protection of their rights constitutes one of the most important

directions of social policy in our country. Special attention has been paid to children in conflict with the law by continuously improving the justice system in line with international standards. But in everyday practice, there are many cases of violation of their rights during the conduct of procedural actions. Given the various reports of national institutions, such as the Ombudsman, the Albanian Helsinki Committee, etc., as well as the controls exercised by the relevant structures of the State Police, which in detached cases have found violations of human rights during accompaniment, detention or arrest in flagrante, it is necessary to prepare a summary and a brief explanation of the legislation applicable to juveniles in conflict with the law by starting briefly from international legislation and then national law, which would assist in understanding and full and correct application of these provisions by the judicial police and other law enforcement agencies.

Keywords: legislation, minors, police, court, procedure.

SESSION II

EDUCATION, PSYCHOLOGICAL ISSUES

LEADING A THERAPEUTIC GROUP. GROUP LEADERSHIP THEORIES ACCORDING TO W.R BION AND S. H. FOULKES

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This study aims to explore the role of the therapist in therapeutic groups based on the theories of two authors S.H Foulkes and W.R. Bion. The purpose is to apply these theories in the practical work of social sciences professionals in group therapy. Theoretical basis of group therapy leadership gives a very useful information for group therapists which in the last few years have started the practice with groups in Albania and for the students of social sciences, who will practice group therapy in their professional future. S.H.Foulkes and W.R. Bion theories, are a great useful reference for the management of groups. From the meaning that each of the authors gives to the leader of the group, are noticed essential differences that are based on different perspectives of the psychological peculiarity of the group. According to Foulks the task of leading the group is: dynamic management and therapeutic activity. According to Bion the individual is the main unit. This study aims also to analyze and evaluate the role of the therapists in Albania who have started the practical work with groups. The implemented method of this research is a qualitative method in which is used half structure

interview, also observing focus groups and their therapist. Another method is the review of the current literature on the psycho- analytical therapy of the group and individual and groups. This research concludes in finding that in the leading of a therapeutic group are important the technical competence of the group therapist and the personal ethical behavior of the group therapist.

Keywords: group therapy, social sciences, leadership, ethical behaviour, technical competence.

MEASURING THE LEVEL OF INFORMATION ON RISK BEHAVIORS OF THE XII CLASSES IN LEZHA HIGH SCHOOLS

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In the teenage process, young people face social change that, for social, economic or cultural reasons, can be passed on to me at risk. Often, the family and the school or health institutions do not pay proper attention to this social problem, which for the younger may be a crucial period of their life. Today's young people, compared to the past, are more exposed to illness due to the high consumption of alcohol, drugs, and unprotected sexual relationships that increasingly increase the chance of sexually transmitted infections. So teenagers are increasingly exposed to risk factors by occupying the balances of a future healthy generation. Referring to the various international and national studies required to present a district-level study, especially in the Lezha district, where three other schools in this district were selected for the purpose of measuring the level of information they have on HIV / AIDS, identifying what their health problems are, and building concrete plans for treating their problems from relevant institutions. The main purpose of this study was to provide accurate data on health habits and behaviours and

risk factors for students and design policy and strategy in the function of a generation of health. In order to make a more efficient intervention it is necessary to study the frequency of teenager's health exposure to factor risk and study the ties between health effects. This study was based on the completion of 188 questionnaire by XII grade students. The hypothesis that led to the study was triggered by evidence of HIV-AIDS deficiencies and increased teenager's cases of drug consumption. Hypothesis: "The low level of information on HIV-Aids leads to an increase in the level of other risk behaviours. Since the dynamics of risk behaviour among young people today are different, this study aims to follow some of these dynamics in order to intervene in time to improve these behaviours of educational institutions through the promotion of health and psycho-social service. This scientific research in the field of risk factors not only focuses not only on the field of medicine but also on the psycho-social aspects as it enables developing tools and scientific capabilities that help expanding future research areas.

Keywords: HIV/AIDS, risk behaviour, teenagers, information, awareness, communication.

MOTIVATION AMONG STUDENTS SOCIAL WORK BRANCH AT FACULTY OF EDUCATIONAL SCIENCES, UNIVERSITY OF SHKODER

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The purpose of this study is to evaluate and analyze the student's motivation of Social Work branch at Faculty of Educational Sciences, University of Shkoder, “Luigj Gurakuqi”. The data are collected through a questionnaire “The University Student Motivation and Satisfaction Questionnaire Version 2” (TSUMQ 2) during the period April-July 2017. The questions focus on measuring both the Intrinsic and Extrinsic factors of motivation for students. In total there are measured two intrinsic factors of motivation (Self-exploration and Altruism), and four extrinsic motivators (Rejection of alternative options, Career and qualifications, Social enjoyment, and Social pressure). The questions were based on eight

point Likert scale. For each item, students rated themselves on a scale of 1 to 8, 1 being “Very False”, towards, 8 being “Very True”. The data were gathered from 100 students. 75% of students had high intrinsic motivation and 70% moderate of them had extrinsic motivation. Female students are more motivated than male students. The analysis of the data is descriptive and split by socio-demographic variables. Implications, limitations and recommendations of this study are discussed.

Keywords: motivation, internal motivation, external motivation.

THE LEVEL OF ANXIETY IN REGARDS TO DEATH OF OLDER ADULTS WHO LIVE IN A RETIREMENT HOME IN COMPARISON WITH THOSE WHO LIVE WITH THE FAMILY

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Changes in the system after the 90s in the country followed with changes in the demographic distribution, lifestyle and family structure. The elderly, by the tradition of caring for the family, for reasons of family life style are often becoming part of residential care institutions. The purpose of the study: The aim is to measure and compare anxiety in relation to death in adult age and later, among the elderly living with family members and those who live in homes for the elderly. The selected age is over 65, the third age that belongs to the last stage according to Erikson. Research question addressed to the study: Is the level of death anxiety higher among elderly people living with relatives or those living in residential care institutions? Hypothesis:

Individuals of late adult living in elderly homes experience lower death anxiety levels than elderly people living with relatives. The study is a descriptive type focused on the level of anxiety in relation to death in the late adult age group. Semi-structured interviews were used for collecting data. The questionnaire interview “Robert Neimeyer-Death Anxiety 1994” was translated and adapted for the study. The sampling consists of 80 elderly people, of whom 35 belong to the elderly and 45 randomly selected. Results: 25% of elderly people living in families resulted with anxiety of low death, 42% with anxiety of moderate death and 33% with anxiety of high death. The late-retirement age of the elderly home resulted in 57% with anxiety of low death, 34% moderate and 9% high. Conclusion: The late adult age living in the elderly’s home has anxiety of death less than those who live with relatives. The highest level of anxiety in regards to death occurred in the elderly who had children and who lived near the family.

Keywords: anxiety, elderly, death, experiencing.

CHILD DEPRIVATION CAUSED BY INSTITUTIONALIZATION: THE CASE OF THE STATE-RUN ORPHANAGE FOR PRESCHOOLERS IN SHKODER

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Starting with a three-month experience in the State-run orphanage in Shkoder for preschoolers, the intent of the following work is to describe the reality of the institutes for minors still active today in Albania and to underline the consequences that these may have on the psycho-physical development of the children they host. The hypothesis starts from the idea that these obsolete structures are not suitable for responding to some basic requisites for guaranteeing a healthy and balanced growth of the children. The objective of the work was to identify the accordance of the management and organization of the service to the standards set by the Ministry of Labor and Social Affairs, through Law 9355 of 10 March 2005, in the field of assistance institutions residential for minors. The main instrument used was observation within the daily routine of the young guests, which allowed us to underline the gap between what was strictly required by the Government and what was actually realized in the reality of the orphanage. In particular, what has been found, in contrast with the ministerial provisions, is an institutional

model characterized by an existentialistic approach characterized by a concentration in the professional role that avoids deep relational anchorages and, above all, it avoids an educational approach guided by a pedagogical intentionality. The participant observations have also allowed us to identify behaviours, ways of doing and acting of children that the scientific literature defines as deprivation disorders by institutionalization, or specific responses related to material and emotional shortages/deficiency. It has emerged that the institute factor, as a system within which relational styles converge, working approaches, physical environments, organizational modalities, exerts a significant influence on the children existence. The description of the orphanage for preschoolers in Shkoder and the reports on it provide the opportunity to examine and confirm how the genesis of particular pathologies can be found in the behaviours that occur in the particular context of institutions for minors, allowing an analysis of the characteristic relationship that binds the behaviour manifested by children to the conditions in which it is observed.

Keywords: orphanage, institutionalization, psycho-physical development, deprivation disorders.

PROFESSIONAL INTERNSHIP AS METHODOLOGICAL RESEARCH IN SOCIAL SCIENCES

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Still very widespread and rooted among the operators, the conception according to the what traineeship constitutes in the training path of the future social worker the practical moment, as opposed to theoretical learning (a sort of full immersion in the working dimension that differs substantially from the transmission-acquisition phase of knowledge realized in the classroom); it is revealed naive and simplistic. Despite the stated importance of training in the educational economy of the future social worker, moreover, also the manuals and methodological texts intended for preparation of social workers do not generally reserve a specific analytical space for training and training problems, reinforcing, albeit implicitly, that ingenuous conception that establishes a clear separation between theoretical-abstract moment

(delivered to a place, the School, the University , with its rituals: ex-cathedra lessons, exams, etc.) and concrete-practical moment (whose exercise is attributed to another place, the reality of socio-health services, which allows the direct experimentation of the role). The awareness of the complexity of the experience of training is not, however, a recent achievement sinking its roots over time, or in the same history of Social Service and, more precisely, the construction of the social worker's educational project. Even a quick review of the literature on internship highlights the continuity, starting from the post-war period, of an articulate reflection on the relevance of this innovative formative modality of the social worker's educational path, widely valued by the Schools of Social Service.

Keywords: practical training, professional role, new methodology.

FACTORS INFLUENCING PERCEPTIONS AND INTERACTION OF CLASSMATES TOWARD CHILDREN WITH DISABILITIES UNDER THE VIEWPOINT OF EDUCATIONAL WORKERS

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The principal aim of this research is to analyze the perceptions of educational workers related to the factors that influence the attitudes of other students toward their disabled peers who attend mainstream schools in Korça region. The participants of this study were 15 educational workers (subject teachers, assistant teachers and specialists of school psycho-social service). The crucial methodology used to conduct this study was the qualitative methodology of gathering and analyzing the data through focus-groups and guide interviews. The basic questions consisted on:

Which are the factors that influence pupils' attitudes toward children with disabilities? Which are some of the school policies and procedures that enable the realization of inclusion to pupils with disabilities and its promotion as well? Which are the perceptions of educational workers about the interaction of classmates toward children with disabilities related with

some activities such as: group work, joint games, supporting students with disabilities? After the analysis of all data, it was reached the conclusion that the main factors that influence the building up pupils' attitudes are closely related with the behaviour and attitudes of school staff, parents and other members, school culture, educational curricula content etc. The Theory of Planned Behaviour (Fishbein & Ajzen, 1975) proposed that there were two basic determinants of one's attitudes and behavioural intentions: personal and social factors. According to the prevalent viewpoint of study participants, the classmates' attitude toward pupils with disabilities in educational institutions is mainly positive, nevertheless the work of promoting the rights of disabled individuals and addressing the inappropriate behaviour remains of great necessity and importance.

Keywords: inclusive education, disability, educational workers, classmates' attitudes.

PARENTS EDUCATE CHILDREN BY MEANS OF INTIMIDATION

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Often, parents use methods of intimidation against small children to reach their goals. In cases where the child does not sleep, does not eat or does not obey the parents, adults immediately “become stressed” in the famous intimidation expressions to bring the discipline into place. So often, fears of darkness, animals, lightning, doctors, policemen, thieves, and other ways of fictitious apprehension, which some parents intimidate as an educational tool. This in children develops great fear from such phenomena or individuals. This fear begins to widen, occupying more and more space in the child’s tender heart. After a while, the child may begin to be afraid of things, phenomena, and individuals who should not be afraid, on the contrary. Some of these intimidations disappear with growth, others continue to be part of the individual’s life even in adulthood. The main problem with psychologists is that children may often remain a hub of these intimidations by being self-confined or experiencing many normal situations. Fear in children is naturalness and part of a normal development. It enables the child to be protected from risks such as: electricity, water, fire, traffic and other hazards. But, supposedly using this natural fear as an educational tool turns into a phobia, i.e. in an overwhelmed fear and passes into a disease

that will turn into uncontrolled obstacles and will impede freedom of life, which leads to the loss of the barrel to deal with life. Fear is also one of the causes of the spiritual disorder that children feel at an early age and the different sadness they have experienced during childhood.

Keywords: education, parents, children, jobaracy, method.

CONNECTION BETWEEN VICTIMS OF SCHOOL BULLYING EXPERIENCE AND SUICIDAL IDEATION

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The object of the present study is to explore the suicidal ideation across school students according to a group of verbal bullying, victims, physically aggressive bullies, and those who are not involved in bullying. Methods: A sample of 632 students from four schools urban area of Tirana (n=632; from five to ninth grades; ages 10-14years) completed a questionnaire of 18 –items to Aggression Scales of Bully, Fight, bully-victim, Victim and Youth self-reported scale of suicide ideation based on how often they had thought of killing themselves or deliberating hurting themselves in past 5 months. Results: Using a cluster analysis we create subtypes of uninvolved (n=312), victims (n=98), bully –victims (n=72), verbal bullying (n=134) physically aggressive bullies (n=16). From them 52% of bullying victims, 49% of physically aggressive bullying, 28% of uninvolved students, and 12%of verbal bullying reported suicidal ideation. Also 18% of bullying victims, 21%of physically

aggressive bullying, 14% of uninvolved, and 8% of physically aggressive bullying reported suicidal thought and behaviors. Females in the victims subtype reported deliberately trying to hurt or kill themselves. Conclusions: This study highlight the importance of considering bullying and suicidal ideation in conjunction with strong mental health problems and particularly with depression.

Keywords: bullying, suicidal ideation, students, victims.

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND PERCEIVED SOCIAL SUPPORT AMONG ADOLESCENTS

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Emotional intelligence (EI) has emerged in recent research as a teachable skill, which can development and progress. There are several factors associated with the emotional functioning of an individual which are necessary for managing and regulating emotional life, such as perceiving and understanding emotions and being able to regulate them. Such abilities are well encompassed by the emotional intelligence (EI) construct. During adolescence traits of EI, which leads to abilities are challenged by social interaction. Thus, the perceived of social support (PSS), as literature displayed, is important to understand the development of emotional intelligence as it constantly is connected and interacting with traits of IE. Therefore, the aim of this study was the examination of the relationship between emotional intelligence and perceived social support, in adolescents. These variables operate within the social context, hence,

the examination of demographic variables is necessary to describe and understand the results in accordance with the developmental stage and with socio-cultural context. Thus, in this study, the differences between gender groups (male, female) and between groups in demographic variables such as (school success, parental education, marital status, economic status, parents' emigration, and religious beliefs) were explored with regard to emotional intelligence and perceived social support. In order to examine the relationship between emotional intelligence and perceived social support, and to describe the underlying role of demographic variables, a quantitative design was employed. N=829 adolescents, aged from 11 to 16 years old, from different schools in Kavaja district were sampled randomly through cluster sampling method. A demographic questionnaire, The Emotional Intelligence Questionnaire (TEI-QUE, ASF) and the Multidimensional Scale of Perceived Social Support (MSPSS), were used to provide the necessary information. Results indicated that there is a significant positive relationship (2-tailed) between emotional intelligence and perceived social support. Also, significant differences were found among demographic variables, indicating their impact on the study variables. Additionally, results using regression analysis indicated that agents of PSS, specifically the support perceived from family and special one's, explains a significant amount of the variance of emotional intelligence at adolescence.

Keywords: emotional intelligence, perceived social support, social interaction.

INEQUALITY IN ORGANIZATIONAL CLIMATE AND BURNOUT AMONG EMPLOYEES OF SOCIAL CARE INSTITUTIONS IN ALBANIA

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The main purpose of this study is the identification of the relationship between burnout and inequality of climate in the institution, in non-parental care centers in Child Care Institution (0-6 years) and Child Care Institution (6-18 years), in Albania. This study also identifies the burnout level of the employees, administrators, managers, responsible persons, psychologists, social workers, doctors, educators and caretakers, and the type of inequality and differences of climate prevalent in these social service institutions. The study included a sample of 72 subjects. The sample was mainly female, 98.59% (n = 70) and males, 1.41% (n = 1). A three-section questionnaire was administered: 1) Demographic data; 2) Burn-Out Questionnaire; and 3) Organizational Climate Questionnaire. From the data analysis it turned out that most of the employees (about 64% of them) experience a low and

moderate level of burnout. The number of employees experiencing low burnout is equal to the number of those who experience moderate burnout (about 37%). A number of less important, but about 20% of employees, that is a fifth of them, reported a high level of burnout. There is an important negative correlation between the two variables ($r = -0.691$), the lower the burnout level at work, the better the climate will be in the institution. In all the dimensions of the consent measurement scale the average resulted higher than 4 and in all dimensions of the importance measurement scale the average resulted higher than 5. This shows that inside the institution there prevails a healthy organization climate and all workers are happy with all the dimensions of the organization climate like: understanding of one's role, respect communication, reward, planning and decision making. So in these institutions there is no inequality related to organizational climate.

Keywords: burnout, organizational climate, residential, center, children.

CHALLENGES IN PROMOTING AND DELIVERING MENTAL HEALTH SERVICES IN SCHOOLS

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Learning and achieving the academic independence of students is one of the major challenges in the education process. Psychosocial services in school can play an important and meaningful role in many cases to help students struggling to overcome the academic difficulties they face. Schools are an ideal setting in which to promote mental health for children and youth during their formative years of cognitive, emotional and behavioural development. In investigating the relation between schools, learning and mental health it is important to consider the collaboration of teachers, students with the social services providers. This study presents a mixed research design based on exploring of the challenges that social service providers face in promoting and delivering

positive mental health in school settings. A total sample of 30 school psychologists and social workers working in mental health were part of this research. The study results suggested that school psychosocial services providers need to become better trained to contribute in activities designed to target a larger population of students in need of mental health services.

Keywords: mental health, school, psychosocial services, challenges.

SOCIAL WORKERS AND VOLUNTARISM'S CHALLENGE

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The purpose of this article is to explore the social worker's approach to volunteering in the community. According to Martin Luther King Jr. "What are you doing for others?", so what this human rights' defender meant would be how and how you are contributing and working for and on behalf of others. Looking to learn more through this research, naturally, the questions arise: How much are social workers involved in volunteering to help the community? How is their approach to volunteering? As a result of radical changes in Albanian society after the 1990s, a series of social problems were created, which have made it a necessity to increase the voluntary work by social workers to help individuals and marginalized groups. Are those categories such as the elderly, people with disabilities, people in need, who need help and various services that can only be done by volunteers. Referring to the fact that the Albanian society emerged from a system where

volunteering was not conceived in the free help and contribution of people, but in a voluntary forced labor which consequently led to a deformation and transformation of this human concept as well as treatment as a remnant of the past system, thus causing a wrong perception of volunteering for younger generations. This has led to indifference and avoidance in carrying out voluntary work in communities within the Albanian society by younger generations of social science professionals, including social workers. An important contribution to raising the spirit of volunteering has been provided by national and international non-governmental organizations through the provision of various services and activities by engaging many young people in helping the communities in need. Referring to the mission of the social work profession, we may say that volunteering has always been and will remain part of our response to the needs of society, to the needs of vulnerable individuals and groups, thus serving as a liaison for all those individuals who want to benefit from the inherent professional skills and quality of volunteering. Currently, the promotion of volunteering remains a challenge for social science professionals in general and in particular for social workers who are considered as agents of change in society.

Keywords: voluntarism, social worker, vulnerable individuals and groups.

PRIMARY EDUCATION TEACHERS SHOULD BE BETTER PREPARED TO HANDLE PSYCHOLOGICAL PROBLEMS OF STUDENTS

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The different problems of ethical, psychological, etc., encountered today in our schools make it necessary to provide better psychosocial quality preparation for primary education teachers to cope effectively with a constantly changing reality. Teachers need to address many classroom ethics problems, the solution of which depends on how he transmit the norms and values of our society. Each student should feel welcome, treated as a separate and equal individual. Failure to respect the learner and treat him as a problematic individual leads him not only to learning disability, but also makes him predisposed to various psychosocial problems. Teacher programs should aim, that along preparing teachers with professional competences, should be able to deal with psycho-social problems related to the student and his/her performance in the school as well, thus becoming a preventative of various problems and addressing them systematically. Pedagogues with subject syllabus who achieve results with this goal should better interact with their work so that teacher preparation in this regard is

more efficient and better aligned with the basic competencies of teacher in primary education. For the realization of this goal, the curriculum prepared by the teacher for primary education will be analyzed so that future teacher students will be helped to be aware of the problems that can be encountered in the classroom and the signs that arise and their ability to use strategies for dealing with psychosocial problems, without overlapping specialists.

Keywords: teacher, syllabus, curriculum.

THE ROLE OF THE SCHOOL PSYCHOLOGIST AND ITS IMPACT ON THE GROWTH OF ACADEMIC PERFORMANCE

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The paper presented in this thesis aims to explore the work of the psychologist not only in general but by focusing on different aspects. The purpose of this topic is to give a clear idea of the concrete work of a school psychologist by taking the opinions of students who have had the opportunity to receive the services of the school psychologist. The goal of realizing this study is to prove if the school psychologist influences positively the increase of the academic performance of students in the school. The study reveals this context through the literature used for the realization of this paperwork, but at the same time through the application of the one questionnaire and a semi-structured interview with the teachers and one with the students. Another instrument that was used to measure this phenomenon was the observation. It also presents the results of an interview

with the teachers on their opinion about the work of the school psychologist. The questionnaire was addressed to 35 subjects, 20 girls and 15 boys from gymnasium “Ibrahim Muca”, Librazhd, 15 to 18 years of age for the semi-structured interview and for the closed questionnaire as well as 10 teachers. The selection of the students was done randomly. The result showed that the role of the school psychologist influences the increase of the academic performance of students.

Keywords: academic performance, learning difficulties, psycho-emotional assessment.

SELF-ESTEEM, BODY-ESTEEM, BASIC PSYCHOLOGICAL NEEDS AND SOCIAL ANXIETY IN A UNIVERSITY STUDENT SAMPLE

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According the APA Dictionary of Psychology (2015), social anxiety is the fear of social situations in which embarrassment may occur or there is a risk of being negatively evaluated by others. This fear often leads to an avoidance of social interactions, which are very important for youth. During the university studies students start to form primary attachments with friends, teachers and with other adults. Socialization is a long life process and there are various factors influencing the degree of social anxiety that a person feel. This study examines the relationships between self-esteem, body esteem, basic psychological needs and social anxiety among university students. Data collection was performed during the academic year 2017-2018 in a sample of 130 students from Faculty of Economics,

University of Tirana. Students completed the self-report measures and the data was analyzed using Statistical Package for Social Science, version 21 software (SPSS v.21.0). There is a statistically significant difference in the mean social anxiety scores for males and females. The female students of sample display statistical significant higher level of social anxiety than male students. A statistically significant negative correlation was found between social anxiety and: a) body-esteem ($p=-.438$); b) self-esteem ($p=-.421$); c) basic psychological need satisfaction ($p=-.329$). Body-esteem variable makes the strongest unique, and statistically significant, contribution to the prediction of social anxiety, when the variance explained by self-esteem and basic psychological needs variables are controlled for. The results indicate several implications relating youth health and well-being. Recommendations on youth's health and wellbeing are also further elaborated.

Keywords: body-esteem, self-esteem, basic psychological needs, social phobia, student.

DIGITAL COMPETENCIES OF THE FRESHMAN STUDENTS FOR SOCIAL WORKER

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Today's society is characterized by the ever-increasing rapid technological developments in developed countries, but also in developing countries. It is economic developments that determine the degree of penetration of technology, mainly of Information and Communication Technology (ICT) in the country, related to the needs, but also to its absorption by society. The university aims to prepare students in accordance with the labor market for which they need to be prepared, in this case in the social work study

program. Program should reflect rapid economic and social developments. The digital competences of freshman students of social workers are the subject of this topic. ICT skills are recognized, the digital competences they possess, with which they come in the first year. This is accomplished through questionnaires, structured interviews, and contemporary literature. In this line we have received feedback not only from the academic part, the respective lecturers, but what is more important from the institutions where they go to work, the managers than are capable of performing the tasks in this respect by fulfilling even e services in social work. Their comparison makes it possible to produce results, conclusions, and recommendations on how to complete and update the study program associated with the relevant syllabuses, so that it is truly contemporary. It is emphasized that the concept of learning through competences is relatively new, especially the digital one that it comes to. The aim of education is to be met also for completing the new generation with the required digital skills. In this case, perhaps it should be considered as the dual competence of social worker and digital competencies that both lead to the creation of a new professional identity, to consider e-social work as a new area of expertise in the field of social work. Another important aspect is the treatment of the standards of technology that the social worker has to have as a new approach in this direction and that will affect the future to make measurements, their realistic comparisons with those standards. Their introduction will be a special functional innovation that has been expressed through the use of knowledge, skills, values and attitudes that has started to get some attention at last ten years, especially in the framework of the European Integration.

Keywords: digital competence, digital skills, ICT, social worker, program study.

BECOMING A SOCIAL WORKER FROM STUDENT TO STUDENT: THE EXPERIENCE OF INVOLVING SENIOR STUDENTS IN THE PRACTICE TRAINING OF FIRST YEAR STUDENTS IN SOCIAL WORK DEGREE

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Practice training is a critical dimension on the process of learning to be a Social Worker. Social Work education around the world has a common ground of supervised practice placements and acknowledges the reflexivity produced in that context as paramount for bridging and intertwine theory and practice. The generalized shrinkage of study plans entailed by the Bologna process of creation of an European Higher Education Area posed new challenges for Social Work education, namely in what it concerns the consistency of that interface between practice and theory, in order to achieve professionalism. These challenges imply the need to develop innovative teaching methodologies aiming at finding new ways of creating meaningful

learning experiences which also respond to the quest for autonomous and proactive learning from students. At the University Institute of Lisbon/Portugal, we developed a model of introducing first year students into professional settings by mobilizing senior students to organize institutional visits to their own practice placement institutions. By setting up and hosting a short learning programme for their younger colleagues, at once, senior students gain awareness of their own development as social workers and first year students are introduced to the professional “world”, learning also from their peer experience. This model, implemented for the first time in school year 2015-2016, proved to be a very enriching experience for both groups of students engaged in terms of their empowerment and self-confidence, but also in terms of a participatory education model for Social Work. This paper aims at presenting this teaching experience and reflect upon its implications and gains.

Keywords: social work education, practice placement in social work, peer apprenticeship, autonomous learning.

INTEGRATION OF CHILDREN WITH SPECIAL NEEDS IN NORMAL CLASS

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For the development of comprehensive schools, various policies, practices and initiatives aimed at developing inclusive schools have been developed and implemented in recent years. One of the main goals of inclusion is the integration of children with special needs in normal classes. Auxiliary teacher is very much needed in integrating children with special needs in normal classes. It is seen as fundamental to the advancement of the child in the classroom. On the other hand, it is a helper for a class teacher who, regardless of the will and the skills that may be, is unable to deal with the class at the same time with the child with different abilities. Lack of the presence of auxiliary teachers in normal classes causes the learning process to be difficult. The existence of an individual plan is very necessary for the child's performance. Troubleshooting: The focus of the study is assisting teachers and their work on integrating children with special needs into normal classes. Meanwhile, attention is also focused on the role played by parent-teacher-learner collaboration. For this reason, the attendance of auxiliary teacher should be in any classroom where there are students with special needs. Purpose: The purpose of this study is to identify the efforts

that have been made and continue to be done in the city of Elbasan for the integration of children with special needs into normal classes. Objectives: Identify the paths that are followed to integrate children with special needs into normal classes. To highlight the role of assistive teachers in the integration of children with special needs into normal classes. To argue the necessity of the existence of an individual plan for the performance of a child with special needs. To highlight the work of the auxiliary teacher for the provision of children with special needs with school abilities. Methodology: For the realization of this study, which was focused on several schools in the city of Elbasan, it was used as quantitative and qualitative methods. The quantitative method was used through the questionnaire and as subjects were selected assistive teachers of the respective schools. In order to provide more detailed and detailed information on the subject of the study, quality methods were also used.

Keywords: children, special needs, assistant teachers, inclusive education.

PHYSICAL EDUCATION PREVENTS THE USE OF ALCOHOL TO ADOLESCENTS

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Even though physical education proclaims more and more as a very important part of a healthy life for adolescents, a large number of them do not benefit from these benefits. Studies have shown us that physical education and participation in sporting activities will remove adolescents from deviant behaviours such as alcohol abuse, drugs, and allow them to have good health. Young people who are actively engaged in sports activities are more likely to be healthy social behaviour compared to their peers who are passive in physical activity. Teenagers who are part of well-structured teams and sports groups with planned programs have a low level of prevalence to become the users of the alchemy. An important role plays social parental control and encouragement of parents to become part of sports activities. Awareness and awareness of adolescents and their parents to develop interpersonal skills for a healthy alcohol-free life begins with the space that the teaching curricula should have to promote the values of physical education. The purpose of this study is to identify the main causes that encourage adolescent youths to drink alcoholic beverages and at the same time to identify and evaluate policies and social services in schools and communities as well as in the family, for subordinate youths through alcoholic beverages representatives in this study. The methodology used

in the study is quantitative. The group of subjects involved in the study consists of representatives of pedagogical staff and pupils of 6 high schools in the city of Elbasan, in total 400 teenagers. The study is conceived in the exploratory form. The strategy used in this study is the survey. The measuring instrument is the self-administered questionnaire, which was built based on several types of questionnaires that have been used for such studies at this age group at international levels. One of the main findings of this study was that the primary need for young people to take up sport activities removes them from the use of alcohol, the need for safety and quiet in the family environment, training and awareness-raising campaigns at the school by professional staff. A contribution to this study is also the relevant recommendations, with a view to improving social and community services for all young people who are in the beginnings of alcohol consumption to adolescents who are addicted to it. A special contribution plays the role of the family as a core cell in socio-emotional development, school, community, and so on. This study found that providing social services in schools for these young people is still in the process of development still needs improvement.

Keywords: physical education, alcohol, adolescence, abusive.

ATTACHEMENT AND SELF ESTEEM IN ADOLESHENCE

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The present paper aims to examine the relationship between attachment styles and self-esteem in adolescence. Reviewing the existing literature and researches on the field; trying to understand the continuity over time in the quality of parent-child attachments and the relationship between attachment and self-esteem at the adolescents. The paper highlights typical associations between secure and insecure attachment regarding the self-esteem arguing that among adolescents with secure attachment result with high level of self-esteem that among insecurely attached adolescents. Typically, dismissive, preoccupied and fearful individuals are found to report respectively more identity diffusion and foreclosure. The paper will provide with information about the mediators affecting the well-established link between attachment style and self-esteem.

Keywords: attachment styles, self-esteem, adolescents, identity.

GENDER STEREOTYPES

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Different aspects affect our lives by inducing us to create gender stereotypes. Based on my work, I will try to present, as part of this paper, how a group of modules we are doing in schools affects the age group of 12-14 years by reducing the gender-based violence. In each school we choose 4 modules that are intertwined with different methods, both verbal and practical. At each end of the session, we make a questionnaire for a group of students who participated in this training and a group of students who did not attend this training. Through this study, I want to highlight the importance and impact of attending this training by schoolchildren where we are located to change their behaviour based on gender stereotypes. In this study are attended 3 schools where last year's trainings were held: the school "Gjon Ndoci" Bushat, "Dede Gjon Luli" school Hot, "Hasan Dardhanjori" Obot School. Number of students participating in the training: 26 total. Number of students participating in the study: 52. The study will be a comparative form between the results of the two tests performed at the end of each training. At the end of this study, it will be seen what impact has the development of this training that effects on gender-based behaviours. Hypothesis 1: Training influences the change of gender-based behaviours in children. Hypothesis 2: Training does not affect the change of gender-based behaviour in children.

Keywords: gender stereotypes, gender-based violence, students.

SESSION III

CHALLENGES, STANDARDS & NEW PERSPECTIVES

PERCEPTIONS OF THE ELEMENTS OF THE BURNOUT BY THE EMPLOYEES OF THE PSYCHO-SOCIAL SERVICES OF THE CITY OF SHKODER

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Professional consumption known otherwise as Burnout has begun to spread significantly to employees in various fields. Given the nature of the profession and the dynamics of its exercise, social workers are often more sensitive to it. Constant international studies talk about this, and in recent years this phenomenon has also begun to be studied in our own field. The purpose of this study is to identify how the social citizens of Shkoder perceive the elements of burnout as well as to identify possible changes in the perception of these elements between the social workers that offer their services in the public sector and to those who offer services in the private sector. The groups of subjects involved in this study consist of social workers in Shkoder city employed in the public and other private sector. This study was carried out using the qualitative research methodology, in accordance with the purpose of the study and addressing its research questions. The study found that changes in the perception of burnout elements between public and private sector social workers lie in the perception of the source

of fatigue. Social workers employed in the public sector, workloads and overlapping role are perceived as a key element affecting tire fatigue. Unlike the employees in the private sector, the source of fatigue is linked to unrealistic expectations for the job.

Keywords: burnout, social worker, public sector, private sector.

CHALLENGES OF SOCIAL WORKER IN SUPPORT OF THE ROMA/ EGYPTIONCOMMUNITY IN ALBANIA

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The right to receive basic services is guaranteed by the constitution and national and international law, where each individual has the right to education, to receive health care, to be employed, regardless of ethnicity, race, religious or social status. In our country, we must take into account the diversity, needs and characteristics of each individual, group or community, not only in the legal framework but also in its applicability. Comprehensiveness in Albanian society remains a major challenge. The reforms undertaken by the government aim to increase the cost efficiency of local government units, enabling them to provide better services and ensure that every citizen has access to these services. Dealing with social workers with the problems of these communities is enormous. The reality and the strength of the intervention to assist and sustain them is very small. The social worker is focused on the well-being of the individual, the group and the community. This means that social workers' assistance goes to support these communities in: education, the right to employment of community members, the opportunity to provide adequate housing, the right to social

security, etc. In essence, social workers' interventions are based on the family, which reflects its importance in the lives of children and emphasizes the community as an integral part of identity, especially in the Roma and Egyptian populations. The purpose of this paper is to show the challenges faced by the social worker in improving the socio-economic situation of the Roma and Egyptian community in Albania.

Keywords: challenges, Egyptian community, opportunity.

A QUANTITATIVE STUDY OF LABOR MARKET OPPORTUNITIES FOR SOCIAL WORK STUDENTS IN ALBANIA

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Social work profession in Albania is new and there are not existing studies in this field. Moreover, there are no studies focused in social work students' perceptions about labor market opportunities. The purpose of this study is to analyze social work students' perceptions regarding job opportunities. The research method used to conduct this study is the quantitative method. Quantitative methods gives us the chance to collect data from a large number of individuals. A structured questionnaire composed of 23 questions was completed by 294 social work students in three universities of Albania located in Tirana, Elbasan and Shkoder. The sampling method used was cluster sampling. Findings revealed that social work students' expectations are low and they perceptions are different due to variables as gender, year

of studies and university. One of the most interesting findings is that girls have lower expectations than boys. Changes in the legal framework and university quotas are recommended to improve access of both genders in job market.

Keywords: expectations, perceptions, student, social work, job market.

INTERNET ADDICTION AND MENTAL HEALTH AMONG STUDENTS OF UNIVERSITY OF SHKODER

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Internet addiction is a new kind of mental disorder resulting from excessive use of the Internet, as it interferes with daily life. Considering the potential negative effects of internet addiction on health, the present study is an investigation of the relationship between internet addiction and mental health as well as with other demographic variables among university students of Shkoder.

A quantitative study was undertaken in order to test the hypothesis of the study and to answer to the research questions. Data was collected from assessment measures, including the Internet Addiction Test (IAT), and General Health questionnaire (GHQ-28). 359 university students (89 males and 270 females) were selected through a statistical random cluster sampling, from various faculties of University of Shkoder. Data analysis were performed by ANOVA, Pearson correlation, t-test etc. using SPSS software for Windows version 23. The results reveal that there is a significant and inverse relationship between Internet addiction and students' mental

health. T-test analysis indicated that male students are more prone to be addicted to the internet than female ones and the prevalence rate of heavy internet addiction is about 0.8%. Anova shows that the age group of 18-19 years old students shows higher level of internet addiction. The findings from the current study will help to develop appropriate interventions for these students and inform future research.

Keywords: internet addiction, disorder, mental health, students.

INOVATIVE STRATEGIES IN SOCIAL WORK FOR IMPROVING PUBLIC SERVICES

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Photo voice is a community-based participatory research tool that enables people to document their experiences and use the information to promote change in their communities. Research shows that photo voice can be an effective tool in raising awareness, promoting collective action, and demanding change from policymakers (Bisung et al., 2015; Powers et al., 2012; Wang & Burris, 1997). The methodology of the study aims to raise the awareness of the local population and try to involve them. Yet, the potential of photo voice for improving public services and infrastructure, especially in clientelistic political systems is poorly understood. We discuss an ongoing photo voice initiative implemented in a new urban community in Albania characterized by poor quality of public services and infrastructure. A group

of community members were introduced to the methodology and trained on the use of cameras and ethical issues. Group members took pictures of public services and infrastructure, and worked in small groups to share and reflect on their experiences. Photos were combined with advocacy efforts with the purpose of enhancing the responsiveness of government officials. After introducing the intervention, we will discuss the lessons learned, implications for social work practice, and the potential application of photo voice in other new urban communities in clientelistic political systems.

Keywords: photo voice, advocacy, ethical issues, enhancing responsiveness, new urban community.

LEVELS OF ADOLESCENT KNOWLEDGE ON MENTAL HEALTH PROBLEMS AND THEIR PREVENTION

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Half of mental illnesses begin in adolescence. Socio-cultural conditions, the environment, the family, and society are the main cause of disability in adolescents. If they will be not treated, these conditions significantly will affect their development, educational achievement, and their potential to live a productive life. The study aims to evaluate general and specific knowledge regarding mental health disorders, the knowledge that adolescents have about these disorders and the factors that affect them to be affected by these disorders. This study was conducted with the participation of 200 high school students in the general high schools of the city of Elbasan. In this subject was administered the structured questionnaire instrument, which was handled face-to-face simultaneously and leaflets on the promotion and prevention of problems on mental health. During the study, quantitative methods were used to produce the most accurate data and graphs, processed

with the SPSS program. At the same time, qualitative methods helped us to understand the feelings, opinions and attitudes of high school students about persons suffering from mental health disorders. The study found that adolescents have general knowledge about mental health curbs, but specific knowledge about neurosis and psychoses is few or often misguided, a fact that brings inappropriate attitudes and behaviours to people suffering from mental health problems.

Keywords: mental health, teenagers, disorders, prevention, promotion.

CURRENT SITUATION AND GRADUATION TRENDS IN SOCIAL WORK FROM AN INTERNATIONAL PERSPECTIVE

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In this communication we present some data from an international study on the trend of training of 1st cycle training in Social Work of university studies. We present the diagnosis about training in social work and systematize future trends. We used a methodology based on documentary research and applied a questionnaire to international university professors and researchers from several countries on Social Work education and

its future perspectives. We systematize some contributions that in our perspective will be fundamental to introduce innovation in the study plans of undergraduate courses in Social Work in the international context.

Keywords: Undergraduate, Social Work, International perspective.

EXPERIENCE OF SUPERVISORS IN SOCIAL SERVICES ORGANIZATIONS AND SUPERVISION IMPACT IN SOCIAL SERVICES DELIVERY

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Supervision in social services organizations is receiving an increased attention especially in the last decades. However certain aspects of supervision still remain unexplored, particularly in Albanian context. The purpose of this study was to explore supervisors experience in social service organizations and their perspective about supervision impact on social services delivery. Research strategy used in this study was phenomenology while data collection was realized by using semi-structured interviews with 16 supervisors which were recruited through purposive sampling. The analysis of the data showed that most of the supervisors haven't received any training regarding supervision before and after their position as supervisor. Supervision usually occur informally and organizations don't have a formal framework for supervision. Efforts should be made in ongoing supervisors training and it is important to work more toward formalization and structuring of supervision within organizational framework.

Keywords: supervision, social services, supervisors, social services organization, supervisee, service user.

IMPLICATIONS RELATED TO INTERNET RESEARCH INFORMATION BY CLIENTS

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Nowadays, the search for information, using numerous sources of information, has increased considerably. Clients can get answers to their real-time concerns via the internet by clicking on the search engines. As a professional we cannot ignore the role and importance of search engines in the lives of our customers. However, in our professional obligation we get even more involved when we need to understand where the internet is “good” for our client. This paper, of a theoretical nature, aims to focus on issues related to the type and nature of information that clients face. It remains critical for social workers to address how clients can seek information and what they are finding. Studies show that clients generally seek information related to their diagnoses or problems. Social workers need to be prepared to discuss what their clients may have learned from these searches, especially in cases where they face unacceptable, unprofessional and untrue information. Through this study, it is recommended that professionals should guide clients about what they seek and how to do safe research, to avoid issues related to possible implications.

Keywords: information, search engine, social workers, implication.

SOAP OPERA'S IMPACT ON THE DAILY LIVES

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Soap opera is an imaginary story that comes into life through actresses and becomes alive through visibility, coexist for a period of time with the viewer where even after leaving leave a memory and a message. The power of soap opera's impact on the daily lives of people and especially women is the focus of this work. Soaps have apparently occupied not only the Albanian screens but the families in general and especially the women. Based on the qualitative method, the author intends to highlight the role of soap operas and their influence on family life of domestic women of the city of Shkoder. An analysis of theories and support in international studies in this field of study are an important part of this work. The findings of the study are based on the views of women who were unpopular and had a family created by them. At the conclusion of the analysis, the author concludes that soap opera have a lot of influence on women's behaviour and thoughts. Soon soap operas have become an inseparable part of the family and have an impact on family communication. The amount of hours spent in one day watching soap operas is relatively long and this is justified by the fact that these women are unemployed, by not being engaged outside the house in other activities, the only

way to enjoy and spend the free time are soap operas. In the end, some recommendations have been made to the women in particular, but also to the viewers in general, about the creation of new forms of free passage and the shifting of attention to books and family.

Keywords: soap opera, influence, housewives, communication.

ACHIEVEMENTS AND CHALLENGES OF THE DE-INSTITUTIONALIZATION PROCESS OF CHILDREN IN ALBANIA

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This paper addresses the main achievements of the de-institutionalization process of children in Albania and identifies challenges on how to improve this process. Children need safe family environments to thrive. Their normal development is conditioned by secure, loving, caring and trust relationship with parents or primary care givers. Therefore, in the last years, the Albanian government and local and international organizations have focused their attention towards alternative care for children in residential care. The purpose is to identify options to de-institutionalize children as the residential care should be considered as the last option for a child placement based on the Family Code. The paper aims to provide a general view on the de-institutionalization process in Albania based on the implementation

programs from two local organizations in Albania such as: Bethany Social Services and ARSIS. Bethany Social Services has been the first organizations piloting the foster care project in Albania since 2010 and is still working on developing this program in Tirana and Shkoder; whereas ARSIS has been working on socio-economic empowerment of biological family and on the process of family reunification for children residing in Public Residential Institutions in Shkoder city in the past years. Both organizations are sharing their experiences in increasing public awareness on alternative care in Albania and therefore, this paper will inform the audience on the process, achievements and challenges of the de-institutionalization process in Albania. The foster families are assessed, trained and then finally approved by court in order to get the custody of a child. As a new concept for the Albanian society, there have been many challenges as will be analyzed in this process. On the other side, family reunification is a challenging process as the problems of the biological families who have children in residential care are complex. The role of social workers in residential institutions is very important to be coordinated with the work of local social service structures and civil society organizations to mobilize all resources to reach the final objective of child welfare. The proactive role of social workers in community and with all community stakeholders is decisive for the success of deinstitutionalization process.

Keywords: children in residential care, de-institutionalization process, foster care, kinship care, family reunification, proactive role of social workers.

STRATEGIC REPRESENTATION IN TIMES OF DIGITAL DIVIDE

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Despite the widespread access of the population on the internet/online platforms. Today in the era of Network Society, the way certain social groups are using the online space is poor and unfruitful. The social work profession, within its role of connecting people to services, should also extend the scope of its activity on closing the gap of the Second Level Digital Divide, for opening a new window on social inclusion, employment, information, etc. At a time when professional activities such as job searching, employment platforms and online recruiting are entirely focused on the online space, jobseekers' guidance on ways of using the Internet is a must for achieving the necessary involvement and building an online Strategic Presentation of Self.

In this study, several interviews were conducted with a number of coaches from the project funded by Swiss contact Foundation, "Coaching for Employment and Entrepreneurship", which is dedicated to increasing the professional skills of youth in search of employment, in several cities of Albania. This study was based on the qualitative method of analysis, focused specifically on the thematic analysis, which tried to explore the different

perceptions of the coaches about the project's beneficiary's capabilities with regard to their performance in the Network society.

Keywords: Second level digital divide, Network society, Strategic presentation of self, online space, Employment, Empower.

CHALLENGES OF SOCIAL WORKERS IN ALBANIA TO PREVENT BULLYING BEHAVIOR IN SECONDARY SCHOOLS

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School bullying is a very common phenomenon in Albania today. The study aims to review the perspectives of high school social workers on harassing behaviours occurring in the school environment. The method used for carrying out the study is the quality of the exploratory type. The sample chosen to complete the study was 12 social workers of high schools in the city of Elbasan, public and private schools, who have at least three years of work experience at their school premises. Participants were included in the study using the “snowball” sampling method. The instruments used for conducting the study are a demographic questionnaire, face-to-face interviews that include questions about the understanding of bullying, school environment, harassing incidents occurring at school, the characteristics of students labelled as bullets and bully victims, and questions about the experience and training of social workers for the management of bullying in schools. Study findings showed that bullying behaviours not only appear in different ways in different school environments, but there have been major changes in how social workers describe how their schools have responded to bullying behaviour. One of the most important findings of the study is that

participants discussed how the nature of bullying behaviours has changed due to technological advances that allow young people to interact in ways that were not available to them in previous generations. The data suggests that there is a need for further research that continues to focus on the prospects of high school social workers and the many environmental contexts in which bullying occurs. The study's conclusions on social work practices at school include recognizing the instrumental role that social workers can play in creating and implementing effective anti-bullying interventions in schools by planning and coordinating the involvement of different actors within and outside the school environment. Key representatives include parents/guardians, teachers, school directors, community representatives, and policymakers.

Keywords: bullying behaviour, social worker, school environment.

THE RELEVANCE OF AN ICT CONVENTIONAL APPROACH IN SOCIAL WORK

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ICT concerning Social Work practice usually is not an usual topic. In this sense ICT are taken as mainly neutral tools and only subrogated to *services* that social workers -and Social Scientist in a broader sense-, to some extent *forced* to use in their everyday practice. This *technophobic* conception has its counterpart in the *technophilia* that supports ICT's as tools that provides *solutions* for any problem. From a philosophical point of view both conceptions treat ICT and technology as external and neutral tools that can be *good* or *bad* depending on their use. This approach to ICT proves to be wrong when treating technology as something external, neutral or imposed. Like all artifacts, ICT's are part of socio-cultural particular and material developments that guide user's actions in specific paths shaped depending on the control that users have over the tool. The consequences of this two *neutral* approach to ICT is an obvious lack of control over tools. Also may lead to an unreflective use, harmful for the quality of the profession in multiple stances such as teaching, service providing, and

alike. The goal is to address ICT as part of social structures and understand them as political without falling into technological determinism (Winner, 1980). Therefore using Bruno Latour's framework about *Composing* gives us a broader field than the mere dismissal of technology. The *solutionism* approach can also provide a technical framework to analyze to what extent there are assumptions on technological frameworks in Social Work developments. Finally, Illich's conviviality gives a criterial framework to evaluate from an ethical perspective relations and influences of ICT for everyday practice. As conclusion we want to stress that this tension is essential to that everyday practice and should be addressed critically to prevent technological determinism.

Keywords: social work, free culture, conviviality, solutionism, ICT.

PROFESSIONAL SUPERVISION OF PSYCHOLOGY AND SOCIAL WORK STUDENTS IN DISABILITY FIELD EDUCATION AND CARE SERVICE: A REFLECTIVE PRACTICE APPROACH

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Introduction: Supervision is an expanding professional practice in health and social care. It is also a crucial part of reflective practice and an integral part of future professional formation of psychology and social work students. A key task for the professional supervisor is to facilitate reflection in beginning practice, and to promote in the student a sense of mastery and understanding of his or her clinical process. The task which lies at the heart of all supervision is to instruct, guide and develop student/practitioner competence. A major challenge for the supervisor is to maintain a focus on the student's experience rather than the supervisor's expertise. Aim: to present the importance of professional supervision of Social Work and Psychology Students in Disability Field Education and Care Service through

Reflective Practice Approach. Methodology: a case study is provided to demonstrate the approach in action (observation, interaction, intervention and reflective reporting). Results and conclusions: Reflective Practice Approach makes possible to identify the importance of both facilitative and didactic interventions within professional supervision in disability field education and care service. Effective supervision can encourage a student to deepen his or her understanding of the multiplicity of understandings (and misunderstandings) present in a challenging practice scenario. Suggestions: By developing the capacity of psychology and social worker students to engage in reflective practice in disability field education and care service within supervision, despite any implication it contains, this paper supports the delivery of safe, better quality services and empowers the students to meet requirements of Practicum Subject, comply with organization supervision guidelines, support the achievement of given goals and orients toward a future profession. It can also help to review the relevant social policy and theory from local and national perspective implementing a standard practice.

Keywords: student supervision, disability field education; care service, reflective practice approach.

