AN ASSESSMENT OF THE ROLE OF NATIONAL ASSOCIATION OF SOCIAL WORKERS - ZIMBABWE (NASW-Z) IN SOCIAL DEVELOPMENT PROMOTION: A CASE STUDY OF HARARE BRANCH.

BY

TSITSI RANGANAI

B1336482

SUPERVISOR

MR. T. MASUKA

THIS RESEARCH PROJECT WAS SUBMITTED TO THE DEPARTMENT OF SOCIAL WORK, AT BINDURA UNIVERSITY OF SCIENCE EDUCATION IN PARTIAL FULFILMENT OF THE BACHELOR OF SCIENCE HONOURS DEGREE IN SOCIAL WORK.

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APPROVAL FORM
The undersigned confirm that they have read and recommend this research project titled ‘An assessment of the role of the National Association of Social Workers - Zimbabwe (NASW-Z) in social development promotion: A case study of Harare branch’ submitted to Bindura University of Science Education by Tsitsi Ranganai (B1336482) in partial fulfilment of the requirements of the Bachelor of Science Honours Degree in Social Work (HBScSW).

Supervisor
I certify that I supervised Tsitsi Ranganai in carrying out this research project titled ‘An assessment of the role of the National Association of Social Workers - Zimbabwe (NASW-Z) in social development promotion: A case study of Harare branch’ in partial fulfillment of the requirements of the Bachelor of Science, Honours degree in Social Work (HBScSW) and recommend that it proceeds for examination.

Supervisor name…………………………………Signature………………..Date…………

Chairman of the Department Board of Examiners
The departmental board of examiners is satisfied that this research report meets the examination requirements and therefore I recommend to Bindura University to accept this research project by Tsitsi Ranganai titled ‘An assessment of the role of the National Association of Social Workers - Zimbabwe (NASW-Z) in social development promotion: A case study of Harare branch’ in partial fulfilment of the Bachelor of Science, Honours degree in Social Work (HBScSW).

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3. I grant permission to the University to use this research report for Educational purposes.

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Permanent address.
9147 Manyame Park,
Chitungwiza
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My paramount gratitude is credited to the Lord Almighty who gave me the opportunity to carry out this research.

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DEDICATION
This project is dedicated to my father and mother Mr. and Mrs. Ranganai, who said to me as I grew up, “We want you to empower yourself so that you won’t be used by anybody in life”. Words cannot express my gratitude, may the Almighty heavenly Father richly bless you all the time, love, guidance and support you gave me. To the rest of my family thank you for contributing to my success, may this be an inspiration to you.
ABSTRACT
The study focused on the role of NASW-Z in social development promotion. The study was underpinned by the Social Development Approach. The objectives were to; establish the nature of activities being implemented by NASW-Z to promote social development, to explore challenges being faced and to suggest the strategies that can be put in place to minimize the challenges being faced. The study used the qualitative approach and a case study design of NASW-Z in Harare branch. The study targeted 363 social workers who were active members of NASW-Z Harare branch in 2016 as of according to NASW-Z records, the current and former office bearers of NASW-Z, 3 NASW-Z annual reports from the period 2014 to 2016, the strategic plan and the constitution. The researcher employed convenience sampling to select members 10 members to participate in the. Availability sampling was also applied to select NASW-Z documents for analysis, therefore, to this end, the researcher used two documents namely the constitution and the strategic plan which were availed by the NASW-Z staff. The study revealed that the main social development activities of NASW-Z include lobbying and advocacy, capacity building, influencing social policy. The study showed that lack of recognition, narrow base of funding, toxic political environment are the major challenges being faced by NASW-Z. The study further recommend that there is also need for the NASW-Z to be involved in the policy analysis so as to assess their impacts on the targeted population and to assess whether the goals of social development have been achieved as those policies are meant to respond to human problems, and to continuously acquire new sources of funding through writing grants or proposals other than relying on other organisations’ budget.
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DEFINITION OF TERMS

Social; The study defined social as referring to human interactions, such as a larger number of groups and associations including the family, neighbourhood associations, formal organisations, communities, and even societies, which will in turn give rise to social networks, values, cultures and institutions to improve the well-being of people and improve their social conditions (Midgley, 2014).

Social Development; In the study social development is understood as government policies and programmes concerned with the social aspect of development such as reducing poverty, increasing literacy, combating malnutrition and increasing access to health and education (Midgley, 2014).

Development is defined as a change or transformation which is desirable and intended to address social ills.

National Association of Social Workers-Zimbabwe; is a professional association of social workers in Zimbabwe, giving social workers a platform to network, and share professional experiences, have a sense of belonging and does act as mouthpiece and backbone to the social work profession.
LIST OF ACRONYMS AND ABBREVIATIONS

AASW……………………………..Australian Association of Social Workers
BASW-UK………………………...British Association of Social Workers-United Kingdom
BCCSW............................................British Columbia College of Social Workers
CASW..............................................Canadian Association of Social Workers
CASW..............................................Croatian Association of Social Workers
HIV...................................................Human-Immune Virus
IASSW..............................................International Association of Schools of Social Work
IFSW..................................................International Federation of Social Workers
IPRS...............................................Interim Poverty Reduction Strategy
ISW....................................................International Social Work
NACCW..........................................National Association of Child Care Workers
NASW-SA......................................National Association of Social Workers-South Africa
NASW-Z..........................................National Association of Social Workers-Zimbabwe
NEC...................................................National Executive Committee
RSA..............................................Republic of South Africa
UNDP...............................................United Nations Development Programme
US.PEPFAR......................................United States President’s Emergency Plan for AIDS Relief
USAID..............................................United States Agency for International Development
CHAPTER ONE

INTRODUCTION TO THE STUDY

1.0 Introduction
This chapter will outline the introductory issues on the assessment of the role of social workers representative bodies in promoting social development. The background, theoretical framework, statement of the problem, aim of the study, research questions and objectives of the study will be presented in this chapter.

1.1 Background to the study
The curative approach has been one of the most dominant practice frameworks in the field of social work. Midgley and Conley (2010) argue that remedial social work places much emphasis on therapeutic counselling, meaning that it mainly focuses on the person thereby excluding the environments and the interaction between people and it (Patel, 2005). Currently, welfare services by the government of Zimbabwe do not address underlying root causes but mainly focuses on charity work which influence a short-term change. For instance, in responding to the droughts and poverty, the government of Zimbabwe is issuing out stock piles of food stuffs and maintenance allowance without seeking to address the root causes of the problems through empowering people to be self-reliant. This charity work has been questioned by Hawkins and Maurer (2012), who argue that social problems cannot be solved through immediate short term relief but require longer term solutions that address the root causes. Thus, though in the present today the remedial approach is still used due to unavailability of resources to adopt the social development paradigm, the use of the remedial approach is not ideal to developing countries such as Zimbabwe where individuals and families are both experiencing a wide range of traumas and challenges that cannot be solved or addressed solely.

Thus, at the international level social workers representative bodies such as IFSW and IASSW have emerged. These associations are promoting social development at the global level. Even at national level such bodies have been established such as NASW-Z, NASW-SA and BASW-UK. NASW-Z in this context can promote social development at both national and local levels. Sheldon (2010) has it that the mentioned professional bodies are working in collaboration with the aim of achieving sustainable, collaborative outcomes, drawing on the acknowledged skills of social work in creating multi-faceted, pragmatic solutions to highly
complex problems, both individuals and social at national level. Wetzel (2009) is of the view that these international associations are upholding professional standards for social workers and promoting the profession. Weil (2007) argues that the three main associations have also established the links between education, social work practice and sustainable social development through promoting guidelines and social work education across all nations. This legitimises what NASW-Z is doing in strengthening the profile of social workers for effective and ethical social work practice which promote the outcomes of social development.

Twikirize, Asingwire, Omona, Lubanga and Kafuko (2013) highlight that NASW-US is promoting social development in that country through advancing sound social policies which have the intention of promoting gender equality and human rights, as well as providing services that protects its members and enhance their professional status. Beddoe (2010) notes that in the United Kingdom, BASW-UK is promoting social development through supervising and monitoring all social service departments to have supervision guidelines and monitoring policies in place. In South Africa, NASW-SA is championing social justice and social development in the country. According to Thurman, Kidman and Taylor (2013), NASW-SA is also promoting social development at the local level by implementing the *Isibindi* model in partnership with the National Association of Child Care Workers (NACCW), focusing on providing support to the orphans and vulnerable children such as those infected with HIV. A study by Lombard and Twikirize (2014) found that social development is being implemented in Uganda by NASW-U focusing on both micro and macro clients. Accordingly, this legitimises the involvement of NASW-Z in promoting social development through effectively and efficiently identifying and addressing issues related to caseloads and development opportunities.

However, in an attempt to promote social development, some of the social work associations such as NASW-SA are encountering a host of challenges that are negatively affecting their practice. According to Patel and Hochfeld (2012), NASW-SA is trying to formally shift from the remedial welfare approach to social development approach, but remedial social casework still pre-dominates their day-to-day activities. The association is said to be reluctant in adopting a social development paradigm into social work practice by not integrating other social work methods such as group work and community work which are educational and empowerment (Patel and Hochfeld, 2012). Van-Breda (2015) argue that NASW-SA regard casework as a backbone of its day to day activities which are geared to promote social development, yet social development goals should liberate and empower both micro and
macro clients such that they will not rely on the state for assistance. Thus, this study sought to understand whether NASW-Z’s social development activities are multidimensional in nature thereby targeting both micro and macro clients so as to achieve the social development goals. The study sought to find out how NASW-Z is promoting social development being guided by the national legal and policy frameworks and its own constitution. According to Midgley (2014), social development activities are sustainable interventions for empowering and liberating vulnerable populations, thus they are an important vehicle to drive the Zimbabwe Interim Poverty Reduction Strategy (IPRS). Thus, the activities by NASW-Z are some of the important strategies that can be used by the government of Zimbabwe to fully implement the IPRS.

1.2 Theoretical framework
1.2.1 Social development approach
The study was underpinned by the social development approach as the theoretical framework. Social development approach has been widely recognised as the most effective approach in all social work approaches to contribute to societal development. According to Cox and Pawar (2013), an approach is a set of steps, a way of leading something according to some principles and some set orders. Midgley (2014) defines social development as a process of planned social change designed to promote the well-being of the population as a whole in conjunction with the dynamic process of economic development. Basing on this definition, Midgely (2014) further asserts that social development as an approach is based on eight concepts which are process, progressive, multifaceted, interventionist, productivity, universalism, and promotion of social welfare. Cox and Pawar (2013) regard these concepts as the values which are fundamental within the social development approach.

Applied to this study, of the eight concepts, the four concepts which are; process, interventionist, universalism and promotion of social welfare were relevant to this study. According to the Global Agenda for Social Work and Social Development Report (2012), the social development approach is also anchored on four themes which are; promoting social and economic equality, promoting the dignity and worth of peoples, promoting environmental and community sustainability and strengthening recognition of the importance of human relations. Thus, the professional associations such as NASW-Z seek to improve the human well being in the society through the improvement of education, health and employment, and to create an enabling environment in terms of economic, political, social
and cultural context, and the creation of a satisfactory system of micro-macro relations through granting people equal opportunities and the freedom to participate in all social development activities.

Midgley (2014) argues that process is one of the key concepts of social development approach. Social development as a process seeks to promote change; it is the process of change in itself and an end state in which social development goals are accomplished. Cox and Pawar (2013) assert that since social development is focused on enhancing the well-being of people, it should be value-based thereby enlarging people’s choices and making social development more democratic and participatory. The UNDP’s Human Development report of 2000 defines people’s choices as including people’s access to health, education, employment opportunities, and a clean and a safe environment (UNDP 2000). Thus, applied to this study, the social development activities by the social work professional bodies such as NASW-Z are aimed at improving the decent living conditions of the whole society.

Social development approach is anchored on the concept of interventionist which is at the core of this study. Midgley (2014) asserts that social development is interventionist in that it requires human agency in the form of projects, programmes, policies and plans that achieve social development goals. Thus, there should be organised efforts and activities to bring about the needed improvements in the social welfare of people in the interests of enhancing the well-being of the entire population (Cox and Pawar, 2013). Social development as one of the approaches to social work interventions takes the developmental paradigm in responding to human problems, which means that it address the root causes of the problem. Cox and Pawar (2013) argue that the social development approach is interventionist in the sense that it even goes beyond preventative responses that foresee future problems and seek to avert them. The concept of interventionist was relevant to the study as it helped the researcher to determine and understand how social development activities by NASW-Z are bringing about change and removing the barriers that keep citizens from living a decent life.

Promotion of social welfare is another concept of social development. Social development is committed to promoting people’s well being in terms of economic, political, social and cultural context, and creating a satisfactory system of micro-macro relations in an integrated and holistic manner. Thus, to achieve the goals of social development, the approach should be implemented through a dynamic multifaceted development process that encourages the manipulation of all social structures at which a society functions. Cox and Pawar (2013)
argue that social development approach focuses on social relations, social processes, social structures and social values. Thus, for social development to occur, there should be a clear definition of people’s social problems, and that social needs are met and social opportunities are created. Applied to this study, the researcher sought to understand NASW-Z social development activities that are geared towards promoting the welfare of people.

Midgley (2014) identifies universalism as one of the concepts of social development approach. Social development should be concerned with the whole system. The social development approach spans from the micro to macro level rather than being concerned with the vulnerable and needy groups of people. Whenever promoting social development, the social work professional bodies may focus on either one of these levels but having in mind the other levels as all interact within the overall functioning of a society and are critical to the development of that society (Cox and Pawar, 2013). Thus, in order to eliminate the existence of class and power structures so as to ensure the decent living standards of all people, the professional associations such as NASW-Z are adopting the universalistic strategy which is concerned with the entire population as a whole rather than being concerned with the impoverished, vulnerable and needy groups of people only. This has been supported by Midgley and Knapp (2010) (as cited in Midgley, 2014: 17), when they argue that the strategy of universalism also requires that the barriers that prevent social inclusion should be addressed, and egalitarian and re-distribution of resources and powers should be adopted. Applied to this study, the sought to establish whether NASW-Z is acting in the best interests of all citizens through undertaking various activities which address people’s social needs, maximise opportunities for families, communities and societies.

In summary, the social development approach as a theoretical framework provides a number of concepts which guided the study in assessing and describing the nature of activities that NASW-Z is implementing to promote social development from the micro to macro levels of social work practice.

1.3 Statement of the problem
There is a significant body of related researches on the role of social work associations in promoting social development. A study by Slozanska (2010) on the role of Australian Association of Social Workers (AASW) in higher social work education forming found that through AASW’s contribution to education and training, the association performs very significant functions in terms of preparing social workers to directly or indirectly influence
the social, cultural, economic and community aspects of the Australian community. Another study by the IFSW-European region (2006) on the role of social work associations in promoting social cohesion found that social work associations across Europe, such as the Croatian Association of Social Workers (CASW), are promoting social cohesion through working with vulnerable groups, offering empowerment and protection to communities through a rights-based approach. The associations are also using their knowledge and skills to promote economic and social justice that can sometimes be at considerable political oppression. However, no related studies have been done yet in Zimbabwe on the role of associations such as NASW-Z in promoting social development; thus, the current study assessed and described the role of NASW-Z in social development promotion.

1.4 Research question
The research question of the study was as follows;

1.4.1 What role is the National Association of Social Workers-Zimbabwe (NASW-Z) playing in promoting social development in Zimbabwe?

1.5 Sub questions
1.5.1 What is the nature of the activities being implemented by NASW-Z in promoting social development in Zimbabwe?
1.5.2 What are the challenges that are being faced by NASW-Z in promoting social development in Zimbabwe?
1.5.3 What measures or strategies can be put in place to minimise the challenges that NASW-Z is facing in promoting social development in Zimbabwe?

1.6 Aim of the study
The aim of this study was to examine and describe the roles being played by NASW-Z in promoting social development in Zimbabwe

1.7 Objectives of the study
The objectives of the study were as follows;

1.7.1 To establish the nature of activities being implemented by NASW-Z to promote social development in Zimbabwe.
1.7.2 To explore the challenges being faced by NASW-Z in promoting social development in Zimbabwe.
1.7.3 To suggest the strategies that can be utilised by NASW-Z to address the challenges it is facing in promoting social development in Zimbabwe.

1.8 Summary
This chapter outlined the background to the study, theoretical framework, and statement of the problem, aim of the study, research questions, and objectives of the study. The next chapter will focus on the literature review about the role of social workers associations in promoting social development.
CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction
This chapter reviewed literature on the role of social work professional bodies in promoting social development. The focus was on reviewing the nature of activities being implemented by social workers associations and related organisations in promoting social development, the challenges being faced and the strategies being employed to overcome the encountered challenges. To gain a deeper understanding of the research topic, case studies across the globe were also reviewed. The legal and policy frameworks for social development in Zimbabwe were highlighted, and the chapter then concluded by a chapter summary.

2.1 Nature of activities being implemented by social workers associations and related organisations that promote social development.
Social workers associations such as the International Association of Social Workers (IASSW), International Federation of Social Workers (IFSW), NASW-SA, NASW-US and other social work bodies are promoting social development. To this end they are involved in advocacy, influencing policy formulation through research and capacity building.

2.1.1 Advocacy
Sheafor and Horejsi (2012) define advocacy as the act of directly representing, defending, intervening, supporting, or recommending a course of action on behalf of one or more individuals, groups and communities with the goal of securing or retaining social justice. Barker (2005) asserts that social justice involves the idea that in a perfect world all citizens would have same rights, protection and opportunities, whereas economic justice is concerned with the distribution of resources in a fair and adequate manner. From the definition, this reflects the role by professional social work bodies and other social work organisations to combat discrimination, oppression and economic deprivation in order to promote social development. This is because the focus of social work practice is on problem solving and changing in order to prevent dysfunctioning of the people (Mugumbate and Maushe, 2014). For instance, associations like Australian Association of Social Workers (AASW) frequently work with populations at risk of such deprivations (Gray and Agllias, 2013). They use the advocacy approach by continuously engaging communities and the grassroots. With advocacy, AASW seeks to ensure that all people have equal access to resources and opportunities that allow them to meet their basic needs as enshrined in the Beijing declaration.
of 1995 and the Universal Declaration of Human Rights that every societal member has the equal access to resources of the state. Gray and Agllias (2013) assert that in making sure that the wellbeing of people is enhanced, AASW has a code of ethics which underlies their role in promoting a just and fair society through advocating for social justice and effective social policies.

According to Dalrymble and Boylan (2013), for many social workers associations, case and systemic advocacy is more likely to be part of their day to day practice. McLaughlin (2009) observed that CASW and BASW-UK are using case and systemic advocacy to advocate for equal treatment and protection under the law and challenge injustices that affect the vulnerable and disadvantaged. Case and systemic advocacy refers to the activities that are targeting the individuals or small groups such as families, and the change of legislations, policy and practice (Dalrymble and Boylan, 2013). As noted by Dalrymple and Boylan (2013) advocacy in social development is anchored on the three dimensions which are promoting social change, promoting problem solving, and empowerment and liberation at all levels at which the society functions. Thus, it is the priority of associations such as CASW and BASW-UK to work for social change and justice thereby committed in involving people in the development of policy and practice as this is one of the agendas of social development.

2.1.2 Social Research

Kirst-Ashman (2007) defines social policies as the laws and regulations that govern which social welfare programmes exist, what categories of clients are served, and who qualifies for a given programme. Social work associations are influencing the reformation of policies that are geared to address poverty, oppression and injustice from the micro to macro levels of social work practice. Research is one of the activities being undertaken by associations such as IFSW and IASSW to influence the formulation of social policies, as noted by Cox and Pawar (2013); Kirst-Ashman (2007) that research in social work practice forms the basis for the development of programmes and policies that affect the social development of many people. For instance, according to Krysk and Finn (2007), the associations such as the IFSW, IASSW are using researches to facilitate the investigations and analysis of social needs and problems and provide directions to policies and programmes that help to make developmental goals identifiable and achievable.

This is because they have at their fingertips the key information about social problems gleaned from their front-line experiences, and they also have ideas about the causes of and
solutions to those problems. Miley, O’Melia and DuBois (2009) observed that due to the close proximity to consumers of the social services, social workers witness the intentional and unintentional impacts of policies on social service delivery in general and their clients in particular. Kirst-Ashman (2007) is also of the view that social workers should be involved in policy development and analysis thereby making recommendations to other legislators for future policy changes with respect to clients’ rights. Thus, social workers associations such as IFSW are involved in policy analysis in order to assess the impact on the targeted population and assess whether the goals have been achieved as those policies are meant to respond to human problems, thereby improving the living standards of people.

2.1.3 Capacity Building

On capacity building, the associations emphasise much on the macro level change of communities and societies. According to the UNDP (2013), capacity building refers to a conceptual approach to social development that focuses on understanding the obstacles that inhibit people and organisations from realising their development goals while enhancing their abilities that allow them to achieve measurable and sustainable results. This creates the opportunity to believe in the power of solidarity in oppressed populations. For instance, according to Praxis (2013), social workers associations in Australia and New Zealand have engaged the communities to discuss on the global agenda theme and the social development practitioners confronted inequality which was arising from lack of respect for the rights of indigenous people. This shows that at community level, capacity building has worked in many ways to change and bring human dignity where there was indignity. Mendes (2008) argue that community based activities based on promoting social development are often more effective than individual casework interventions. Cox and Pawar (2013) are of the view that it is important for the social development practitioners to recognise the overall importance of capacity building in all endeavours to enhance the well-being of the people. The assumption here is that capacity building is an essential pre-requisite to people participating fully in their own development process, in that it will frequently lead to a determination to initiate changes (Cox and Pawar, 2013). Thus, from the example of Australian and New Zealand associations, it can be noted that their social development activities are committed in changing the social environment in which people live at the same time being guided by the ethics and standards of the profession and by principles of sustainable social development.
2.2 Challenges being faced by social workers associations and related organisations in promoting social development

For social workers to promote social development, social work organisations have to transcend their remedial character and adopt the social development paradigm. Gray and Agglias (2013) argue that this can be mirrored in their focus of intervention as well as the methods they apply, such as casework. Social development should be anchored on empowerment. Thus, Midgley and Conley (2010) asserts that service users should be provided with tangible social investments so as to enhance their capabilities and to improve their participation in community development. However, in as much as they are promoting social development, social work organisations face the challenges of lack of recognition, lack of financial and material resources to carry out their roles and toxic political environment.

2.2.1 Lack of recognition

Recognition refers to how people define social development practitioners; hence for social workers organisations to fulfil their mandate in promoting social development the professional identity is important (Twikirize et al.;, 2013). A concern has been raised on how social workers can promote social development if they are working in an environment where social work is less recognised. Morales, Sheafor and Scott (2010) observed that in Australia, the social work profession is highly recognised because the professionals have been granted the authority to perform essential services that ensure survival and help people enhance the quality of their lives. But, however, this is different with the case of Uganda where the profession is less understood (Twikirize et al;., 2013). The lack of recognition of NASW-U in terms of its role in promoting social development affects its level of intervention as well as its visibility in the development arena. For instance, a study conducted in Uganda by Twikirize et al (2013) indicates negative feelings and attitudes about the social work profession to the extent that some social workers desired to quit to other professions. The research found that 57.5 percent of social workers felt that their importance in promoting social development is undermined and 17.5 percent stated that the profession was adequately recognised in Uganda. According to Twikirize et al (2013), the lack of professional identity in Uganda can be attributed to the minimal and invisible role of the government in acknowledging the roles of the social workers in promoting social development. For this reason NASW-U’s general visibility and contribution to social development in the country is not being recognised.

Sign and Cowden (2013) note that the present crisis is that the social work methods, approaches and ideas such as empowerment, diversity, equality and creativity that were first
developed in social work are now located in other fields such as business, marketing and politics. Sign and Cowden (2013) further assert that with the values of social work being incorporated into other fields, social work practitioners remain marginalised and stigmatised since these other fields are now having a major influence across the society. Thus, despite the way social workers associations such as NASW-U have displayed their role in promoting social development, their capacity to bring change to the societies is not recognised as important.

However, according to the Herald (2015), while the social workers are supposed to be visible in the community following up on vulnerable members, providing support and other necessary services, the situation is different in Zimbabwe. Although their line of work is on demanding in most developing countries like Zimbabwe, the image of social work, its importance and relevance in promoting social development is less recognised. The Herald (2015) observed that the lack of recognition of the profession in Zimbabwe can be attributed to the lack of clarity in terms of what social workers do. Hence, this legitimises the role of NASW-Z to hold international social work commemorations every year and to publish the profession on media presses in order to take out the wider perception of social work and the low esteem and status which mark the profession.

2.2.2 Lack of financial resources
Chitereka (2005) observed that social work organisations in Africa do not have adequate financial and material resources to carry out their roles in promoting social development. This challenge is compounded by corrupt regimes which do not care for the welfare of their citizens (Chitereka, 2005). For instance, according to the Africa Progress Panel (2013b), the challenge can be also attributed to the failure of social workers to attract support from the government due to the invisible role of social work amongst the government departments. Thus, if there is no a strong economic base in the implementation of social development activities by a range of associations and professional bodies, including social development and social work practitioners, their role in promoting social development might not be well-recognised throughout Africa.

2.2.3 Toxic political environment
Miley, O’Melia and Dubois (2009) observed that key priorities for social workers are on safeguarding political and civil liberties through economic freedom and democratic participation, but however, in as much as the social workers associations are fighting to promote social development, toxic political environment is hindering them to effectively
implement their activities. Morosan (n.d) asserts that the major objective of the social development is to enhance the social well-being and this can be reached by creating a favourable environment for promoting social development. An environment which is prone to political conflicts is not ideal for the implementation of the social development approach; hence, people’s rights are not being progressively recognised. This can be attributed to the reason that social workers themselves are not willing mainly to be actively involved in upholding social, economic and political rights to be observed. It is clear then why the toxic political environment is likely to seriously threaten the social work associations’ ability to achieve the ambitious social development goals that the international community has been discussing in the context of the post 2015 agenda, including the goal of eradicating hunger and malnutrition by 2025. For instance, as noted by Chitereka (2005) in 2005, the political conflicts in Somalia impacted negatively on Somali Social Workers Association (SSWA)’s social development activities. Hence, the citizens are continuing relying on the state for assistance, though the social development approach seeks to liberate and empower people.

2.3 Strategies that can be utilised by social workers associations and related organisations promoting social development

Below are some of the strategies that can be implemented to combat the challenges that the associations are facing in promoting social development. Literature reviewed that the associations should lobby for financial resources, promote the visibility of the profession and facilitate the promotion of human rights through political awarenesses.

2.3.1 Promoting the visibility of the social work profession

The development of the legal framework is essential for the creation of an effective system of social services that can potentially contribute towards the progress of social development. In the case of Uganda, the NASWU should influence the government to establish standards and regulations for social development in Uganda. For instance, in Australia the Human Rights framework was established in 2010 to regulate the environment for social work practice as well as ensuring that the social development approach is implemented effectively. Gray and Agglias (2013) are of the view that within this framework there are specific guidelines on the context of social work to which all social work organisations are expected to align the social development paradigm. Thus, in order to get rid of the problem the social work associations such as NASW-U should contribute to the development of the law which will govern the social work profession. According to the IFSW-European region (2006), the Croatian Association of Social Workers (CASW) is also promoting the visibility of the profession by
holding professional symposiums such as non-institutional aspects of care whereby they engage, educate and work with the media regarding issues of discrimination and injustice.

2.3.2 Facilitating the promotion of human rights through political awareness

In as much as the social work associations are fighting to promote social development, toxic political environment is hindering them to effectively implement their activities. For social development to take place, social work associations should be sensitised on the need to address the underlying political, social and economic tensions. This is supported by Miley, O’Melia and Dubois (2009) when they argue that social work by nature is a political profession, so social workers should use the political strategies of consensus building, compromise, negotiation and even influencing policies development so as to resolve inequities in the allocation of social welfare services and to achieve justice. Thus, since it is the social workers associations’ key priority to promote social development, their perception of problems and their social development activities should be shaped by the political ideals. Miley, O’Melia and DuBois (2009) goes on to say that when promoting social development, key priorities for social workers should be also on safeguarding political and civil liberties through economic freedom and democratic participation. According to the IFSW International Policy (1988) social work has from its conception, been a human rights profession, having as its basic tenet the intrinsic value of every human being and as one of its aims the promotion of equitable social structures which can offer people social security and development while upholding their dignity. For instance, Payne (2007) observed that the IFSW European region assisted the social workers across the countries by working tirelessly, driven by commitment to improve the welfare of the excluded and abandoned, and this was done by assisting social workers across Europe to understand the requirements of promoting human rights.

2.3.3 Expanding the financial resource base

After having identifying the resource shortages, there is need for the associations to expand its resource base so as to ensure that people’s needs are met one way or another. Given the diversity of human problems and social issues, the ever changing needs of human systems and the complexities of organisational structures it can be discovered that gaps and barriers exist in the view of services and resources in most communities. Sometimes what people may require for their social development may not be simply available. According to Miley, O’Melia and Dubois (2009), in order to fill gaps and overcome service delivery barriers, social workers need to mobilise resources from both the private and public arenas. Thus,
while registering members and depending on other organisations’ funding can yield money for the associations to implement their activities, acquiring new sources of funding through grants or proposals may frequently gain top priority. For instance, according to Pillay and Twala (2008), the NASW-SA is getting its funding from the US.PEPFAR and USAID in order to implement its Isibindi model and this was done through writing proposals for financial assistance. Miley, O’Melia and DuBois (2009) observed that writing proposals requires the same kind of thinking of social workers working with client systems, including conducting assessments, developing plans that incorporate measurable objectives, implementing strategies and evaluating outcomes.

2.4 Case studies
In a bid to gain a deeper understanding of the role of professional bodies in promoting social development, case studies will be reviewed in this chapter. The case studies will be drawn from Canada, Australia and South Africa.

2.4.1 Canada
Shera (2013) argue that the Canadian Association of Social Workers (CASW) is one of the associations in the North American region which is involved in promoting social development. The association is involved in social policy formulation and concerned with promoting social justice, and playing a significant role in social advocacy which in turn effects social development (Shera, 2013). The author further asserts that CASW exists so that the social work profession is respected as a unique, diverse and credible profession in Canada and Internationally. Thus, CASW plays a role of promoting the professional identity of social work in Canada to ensure that the social development activities of other social work organisations are not negatively impacted. However, according to the British Columbia College of Social Workers (2016), in the field of social development, CASW is facing challenges which in turn have the negative changes on the population served by CASW. The BCCSW (2016) observed that the working environment are not conducive to safe, ethical and effective social work practice as the CASW is being affected by the unclear legislative and regulatory frameworks.

2.4.2 Australia
The Australian Association of Social Workers (AASW) as the national association for Australian professional social workers is involved in promoting social development in the country. Its role is to promote and regulate the profession of social work. Gray and Agglia
(2013) argue that the association also represents social workers by ensuring the sustainable development of the profession and promoting the professional identity of social work in Australia. Towards promoting social development, the association is dedicated in improving the social well being and social inclusion of Australians. According to the International Social Work (ISW) (2014), this is being done through advocating for the pursuit of social justice and changes to social structures and policies in order to promote social inclusion and reduces social advantages, which is the ultimate goal of social development. Their role in promoting social development is governed by the human rights legal framework for social development in Australia. The framework reflects the need for the government and all social workers associations to encourage full participation of all people in programmes which are designed to promote social development. The framework also ensures advocating for all people even those without a voice to challenge social injustice. However, the association finds itself facing challenges such as changes in the policy climate and changes occurring in other professions with which social work is associated and the social work profession itself.

2.4.3 South Africa

In South Africa, National Association of Social Workers (NASW-SA) was launched in 2007 as a unified and non-racial social work association. A study by Lombard and Twikirize (2014) on social workers’ contribution to social justice and social development in South Africa and Uganda shows that South Africa is highly unequal country, which is reflected in extreme inequalities in income and access to opportunities, unemployment and poverty. The International Social Work (ISW) (2014) in its first global agenda for social work and social development report expressed that from the past, in South Africa there were differences in salaries and service conditions of those in the public sector and those in non-governmental organisations. As a result NASW-SA is intervening with the aim of ensuring that all citizens are not marginalised and that there is balance in salaries and issues of service conditions (Lombard and Twikirize, 2014). NASW-SA also promotes the influence of social work values in policy decision making through the increased participation and strengthening the ability of social workers in legislative and political arenas and by social and professional action. Thus, the association is involved in recruiting and withholding of members and encouraging their participation in association activities such as NASW-SA leadership and in meeting the needs of the public.

The social development activities by NASW-SA also includes implementing the Isibindi model in partnership with the National Association of Child Care Workers (NACCW),
focusing on providing support to the orphans and vulnerable children such as those infected with HIV. Thurman et al. (2013), observed that the two associations are creating circles of care to disadvantaged children through building capacity of the local communities, early identification of vulnerable children infected with HIV and AIDS, providing information and education, supporting children and families, and responding to the needs of the child headed households. Thurman, et al. (2009), argue that in a bid to achieve the Isibindi model, the NASW-SA implements programmes such as; child protection programmes, young women’s empowerment programme, life centre programmes to the child headed households. The interventions in NASW-SA’s programmes show how associations such as NASW-Z can embrace people’s right to development, with the emphasis on the social inclusion of those who are often associated with poverty, treating people with dignity, and valuing the inherent worth of the individual and the right to self-determination.

However, despite the association’s commitment to improve the people’s well being through promoting human rights and social justice, the NASW-SA is facing challenges of the continuing discrimination amongst the citizens in accessing education, health and employment. Staub-Bernasconi (2012) observed that the quality of education in South Africa remains low with regards to gender whereby single headed households remains the poorest and women continue to earn less than men. According to the Republic of South Africa (2011a) report, the decades of racial discrimination in the workplace have led to a social stratification based on skin colour, with social and economic institutions largely reinforcing these inequalities. Hence, though the NASW-SA is advancing to promote social justice and equality in the field of social development, discrimination in accessing social services amongst the citizens is hindering the effective implementation of social development activities in South Africa.

2.5 Legal and policy frameworks for promoting social development in Zimbabwe
Midgley (2014), defines social development as referring to government policies and programmes concerned with the social aspect of development such as reducing poverty, increasing literacy, combating malnutrition and increasing access to health and education. Based on the above definition of social development, in order for the government of Zimbabwe to realise the tangible results for social development, the government drafted the National Zimbabwean Constitution of 2013 and the Interim Poverty Reduction Strategy which spans from 2016-2018. These legal and policy frameworks provide NASW-Z with a platform to promote social development.
2.5.1 National Constitution for Zimbabwe
The constitution as the supreme law of Zimbabwe guarantees all the people’s social rights to food security, education, health services and non-discrimination. For instance, the Zimbabwean Constitution of 2013 Chapter 2 (17) (1) highlights that:
*The state must promote full gender balance in Zimbabwean society and in particular the state must promote the full participation of women in all spheres of Zimbabwean society on the basis of equality with men.*

This provision of the Constitution indicates that despite the definition of one being male or female everyone should be granted the opportunity to participate in all community development projects which are geared to promote their social development. The Constitution condemns Zimbabwean cultural norms and values that are developed upon the patriarchal society that marginalise women from accessing other social services. For instance, in Zimbabwe the patriarchal society deprives the vulnerable groups such as married women to take part in social development activities and to attend community development programmes basing on that their male counterparts should represent them. The issue of gender balance is further reinforced by Browne and Millington (2015) who define social development as referring to many of the non-economic processes and outcomes of development including but not limited to reduce vulnerability, inclusion, well being, people centred approaches and freedom from violence. Thus, from Midgley (2014)’s argument that social development approach is concerned with transformative change, and equal distribution of powers and opportunities based on gender, this legitimises that for the realisation of the provision of the constitution particularly the bill of rights NASW-Z should sensitise and empower communities to challenge the pathways that generate inequalities and impedes social development to take place among Zimbabwean societies.

2.5.2 Interim Poverty Reduction Strategy (IPRS) (2016-2018)
The government of Zimbabwe has put in place the Interim Poverty Reduction Strategy Paper (I-PRSP) 2016-2018 to reduce poverty in Zimbabwe, thereby promoting social development. According to the I-PRSP, poverty manifests itself in various ways including hunger, malnutrition, ill health, and limited or no access to education, health care, safe housing, water and sanitation. Thus, in order to reduce poverty, the strategy is anchored on seven pillars which are Agriculture Productivity, Growth and Rural Food Security; Social Sectors; Private Sectors; Infrastructure and Climate Change; Environment and Climate Change; Gender Women and Youth Development and Strengthening Government and Institution Capacity.
which all seek to enhance the government efforts in fighting poverty and ensure inclusive growth as espoused by country’s national development plan, ZIM-ASSET (Herald, 2016). The pillar of social sectors, gender women and youth development are relevant to this study as it seeks to promote the well being of people. From the social sector pillar, it is the ultimate objective of the government to eradicate poverty through ensuring a just society where every citizen has the right to enjoy their rights to employment, education and health (Herald, 2016). This however, shows that in ensuring poverty reduction in Zimbabwe, NASW-Z should use the interventions that bring about change, for instance, adopting the strength based approach whereby communities are helped to realise and utilise their inner resources and skills for their community’s development.

2.6 Summary
The chapter outlined the nature of activities being implemented by social workers associations and related organisations, challenges they are facing in promoting social development and the strategies which they can employ to overcome the encountered challenges. In making the study more comprehensive case studies and the legal frameworks for social development in Zimbabwe were also highlighted. The next chapter will focus on the research methodology that was adopted for the study.
CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction
This chapter shows how this study was conducted. This section highlights the research methodology which was used during the study and it comprises of the research approach, type of research, research design, research methods, and the target population, sampling procedures, data collection methods, data analysis, research ethics and the feasibility of the study.

3.1 Research methodology
Research methodology refers to the theoretical principles and frameworks which guide and determine the research methods to be used in a given research, (Sarantakos 2013; Silverman, 2013). From the above definition, one can note that research methodology refers to methods that were employed in a study focusing on the research approach, research design, target population, sampling, data collection and analysis.

3.2. Research approach
Creswell (2014) defines research approach as the plans and procedures for research that span the steps from broad assumptions to detailed methods of data collection, analysis and interpretation. In addition, Creswell (2014) identifies three types of research approaches which are qualitative research, quantitative research and mixed methods research. The study adopted a qualitative research approach. A qualitative research approach entails exploring and understanding the meaning that individuals or groups ascribe to a social or human problem, (Creswell, 2014). The qualitative approach was of much importance to this study because it allowed the researcher to explore and have a deeper understanding of the variety of activities that NASW-Z is undertaking in order to change the social lives and environments of people in Zimbabwe. The qualitative research approach is also based on the theoretical perspective of constructivist. This was more relevant to this research in that the knowledge on the challenges that are being faced by NASW-Z in promoting social development in Zimbabwe were constructed through social interactions during interviews since the social world is constructed, interpreted and experienced by people and their interactions with each other and wider social systems.
3.3 Type of research
This study is an evaluation research which Sarantakos (2013) defines as a type of enquiry employed to assess the merit of social welfare programmes, policies, services or interventions. Applied to this study the researcher assessed the role of NASW-Z in promoting social development. Engel and Schutts (2013), argue that the evaluation research focuses on whether the programmes are worth pursuing, supporting or continuing, thus the major aim is to assess the suitability, relevance and effectiveness of social welfare programmes. Accordingly, in this study the evaluation research was employed to establish the nature of activities being implemented by NASW-Z to promote social development, challenges being faced and the strategies that can be used to address the challenges for positive social development outcomes.

3.4 Research design
Bhattacherjee (2012:35) defines a research design as a blueprint used to guide a research throughout the data collection process, the instrument development process, and the sampling process. Research design provides the glue that holds the research project together. A design is used to structure the research to show all the major parts of the project that is the samples or groups, measures, treatments or programs and methods of assignments. The research design ensures that the information or data collected will enables the researcher to effectively answer the research questions. Accordingly, this study adopted the case study research design. Bhattacherjee (2012) observed that a case study research is an investigation of a problem in one or more real life settings (case sites) over an extended period of time. Thus, the researcher used the NASW-Z Harare branch as the case study in order to collect accurate information on the nature of social development activities that NASW-Z is implementing in promoting social development in Zimbabwe. The strength of case study design is that data may be collected using a combination of interviews, personal observations and internal or external documents. The decision to choose the case study design was driven by McNabb (2010) who argue that with case study design, the gathered data will be easier to comprehend. Applied to this study the researcher chose to use the case study design as it is based on the use of a combination of qualitative data collection methods such as serves key informant interviews and document analysis. Thus, the researcher considered it as a suitable design to assess and describe the roles of NASW-Z in promoting social development in Zimbabwe through employing key informant interviews and document analysis as data collection methods.
3.5 Research methods

Research methods are the forms of data collection, data analysis and interpretation that the researcher proposes to use for the study (Creswell, 2014). Applied to this study, research methods such as document analysis and in-depth interviews were used to assess and describe the role of NASW-Z in promoting social development in Zimbabwe.

3.6 Target population

Babbie (2010) defines a target population as the complete group of participants who are relevant to the research topic. The target population was the 363 social workers who were active members of NASW-Z Harare branch in 2016 according to NASW-Z records. The study also targeted 10 current and former office bearers of NASW-Z as key informants. The targeted were: the current president, vice president, former president, co-ordinator, two programmes officers, general secretary, organisational secretary, publicity secretary and the Harare branch chairperson. NASW-Z documents in the form of annual reports from the period 2014 to 2016, the strategic plan and the constitution were also the target of the study.

3.7 Sampling

Sampling is the process of selecting a representative subject from a larger population for the purpose of determining the characteristics of the entire population (Babbie; 2010, Morris; 2006). According to Sarantakos (2013), sampling enables the researcher to study a relatively small part of the target population and yet obtain data that represent the whole population. Due to the limited time the researcher was not able to interview all the 363 Harare NASW-Z members and 10 key informants hence sampling was done to select some of the individuals to represent the target population. Applied to this study, non-probability sampling techniques judgmental and convenience sampling techniques were employed to select the key informants and Harare NASW-Z who participated in the study. Availability sampling was also employed to sample documents.

The researcher employed convenience sampling to select members who were to participate in the interviews. Bhattacherjee (2012) defines convenience sampling as a purposive technique in which a sample is drawn from that part of the population who are close to hand or readily available. Applied to this study, out of the 363 members, only 10 members who were close to the research site were interviewed. Thus, convenience sampling was ideal for the study of the role of NASW-Z in promoting social development in Zimbabwe as the population needed for the research are all based in Harare.
Judgmental sampling technique was employed in order to select key informants who participated in the interviews. Babbie (2010) defines judgmental sampling as selecting a sample on the basis of the researcher’s knowledge of the population, its elements, and nature of the research aims. In this study four NASW-Z staff members were selected as key informants because they have professional knowledge and first hand experience on the nature of activities that NASW-Z is implementing in promoting social development in Zimbabwe.

Availability sampling was also applied to select NASW-Z documents for analysis. Teddlie (2007) defines availability sampling as a type of sampling where documents are selected because of their easy access or availability. To this end, the researcher selected two documents which consisted of the constitution and the strategic plan as presented to her by the NASW-Z staff.

3.8 Data collection methods

Bryman (2016) defines data collection as the use of an array of techniques to gather and measure information on targeted variables in an established systematic fashion which then enables the researcher to answer relevant research questions. Applied to this study, data on the role of NASW-Z in promoting social development in Zimbabwe was collected using a combination of in-depth interviews and document analysis.

3.8.1 In-depth interviews

Hennink, Hutter and Bailey (2013) define in-depth interviews as one method of data collection that involves an interview and interviewee discussing specific topics with a purpose of gaining insights into issues using semi-structured interviews. The qualitative interview provides an opportunity for the researcher to listen to the views or experiences of one respondent for an extended period of time and to ask probing questions to explore ideas further. Thus, in-depth interviews are primarily used when seeking to capture individuals’ stories and voices. Applied to this study, in-depth interviews were used to gain a deeper understanding of the nature of social development activities being carried out by NASW-Z in Zimbabwe.

The researcher designed two semi structured interview guides, (see Appendix I and II), underpinned by the study questions to interview ten NASW-Z members and four key informants. The guides (see appendix I and II) contained some of the questions on the nature of activities that NASW-Z is implementing, challenges that the NASW-Z is facing in promoting. Hennink, Hutter and Bailey (2013) observed that interviews with key informants
and members also have an advantage in that they enable the interviewer to probe or ask for clarity in the responses. Thus, with the use of interviews, it was made possible to bridge the gap left by documentation analysis that limited the researcher to ask for clarity in some answers given.

### 3.8.2 Document analysis

Document analysis is a form of qualitative research in which documents are interpreted by the researcher to give voice and meaning around a research topic, (Punch, 2012). Analysing documents incorporates coding content into themes similar to how focus group or interview transcripts are analysed. The advantages of consulting documents is that the researcher will obtain information which is not biased and distorted as a result of the interaction between the researcher and the participants during interviews. With document analysis, information is not expensive to gather as it is readily available, though at times the information might not be accurate and complete. Hence, with the consent from the NASW-Z president, the researcher used a document analysis form (see appendix III), to perform a detailed manifest content analysis of NASW-Z’s strategic plan and constitution. Analysing such documents was of great importance to enrich the researcher’s understanding of how NASW-Z is promoting social development, the nature of activities being implemented in this regard, and the challenges being faced in social development promotion.

However, the disadvantage with the documents is that they may be incomplete, inaccurate and biased because of selective survival information (Finn and Jacobson, 2008). Sometimes it will be time consuming to collect, review, and analyse such documents looking for relevant information. A major problem is that documents may not have been written for the same purposes, therefore, conclusions will not be usually be possible from document analysis alone.

Applied to this study, the researcher analysed NASW-Z strategic plan and constitution using a checklist matrix (see appendix III) in order to establish the nature of activities that NASW-Z is implementing in order to promote social development since some ideas were obtained using in-depth interviews. Miles, Huberman and Saldana (2015; 142) define checklist matrix as a format for analysing field data on a major variable or domain of interest. With checklist matrix, the researcher was able to collect systematic data that can be comparable with the data collected using interviews.
3.9 Data presentation and analysis

According to Creswell (2009), data analysis involves the process of reading through all the data collected and making a sense and meaning out of it. Thematic data analysis was useful to analyse information drawn from documents and in-depth interviews. Braun and Clarke (2006: 79) argue that thematic analysis is a method for “identifying, analysing and reporting patterns (themes) within data”. Sarantakos (2013) acknowledged that thematic analysis involves analysing data focusing on themes identified by means of coding. Mason (2012) observed that coding is the process of identifying and labelling themes within data that correspond to any question. Accordingly, themes were the nature of social development activities being implemented by NASW-Z, challenges they are facing, and strategies that can be employed to minimise the challenges.

In analysing qualitative data using thematic analysis, there are six steps to be followed. Braun and Clarke (2006) argue that the first step is of being familiar with the data, thus the researcher was actively engaged in the interviews during the data collection process. Since data was collected through interactions, the researcher repeated reading the data, thereby searching for themes and meanings to ensure that the data collected was objective and rich. Therefore, it was important to be familiar with all aspects of data as it then helped to mark ideas for coding so as to be able to begin a formal coding process.

The second step is of generating initial codes as highlighted by Braun and Clarke (2006). Generating initial codes refers to that when familiar with the data the researcher will then start to identify preliminary codes which are features of the data that appear as meaningful. This step begins when the researcher has read and familiarised herself with the data, and have generated an initial list of ideas about what is in the data and what is interesting about them. Applied to this study, meaningful data was concerned with establishing the nature of activities being implemented by NASW-Z in promoting social development in Zimbabwe.

Braun and Clarke (2006) observed that searching for the themes is the third step to be followed when using thematic analysis and it includes interpretive analysis of the collated codes. This step begins when all data have been initially coded and collated, and the researcher has a long list of the different codes that the researcher has identified across the data set. In this study, the researcher combined relevant data only since massive data on the role of NASW-Z in promoting social development was collected through interviews and document analysis with which some of it was not relevant. Thus, the researcher used some
initial codes to form main themes, whereas other codes formed sub themes and other codes were discarded.

The fourth step is of defining and naming themes, Braun and Clarke (2006) asserts that the researcher need to provide theme names and clear working definitions that capture the essence of each theme in a concise manner. Applied to this study, themes were defined and named as follows; the “nature of social development activities that NASW-Z is implementing”, “the challenges they are facing in as far as the promotion of social development is concerned”, and “the strategies that can be put in place to minimise the challenges that NASW-Z is facing in promoting social development”.

Braun and Clarke (2006) observed producing a report as the fifth step to follow in thematic analysis. This step begins after having a set of fully worked-out themes, and involves the final analysis and write-up of the document. The ultimate aim of this step is to produce a document that is coherent, logical, concise and non-repetitive. Therefore, the research document on the role of NASW-Z in social development was then produced.

3.10 Research ethics
Rensik (2012) defines research ethics as the norms, values and roles that need to be considered during the design, sampling method, target population, data collection processes, data analysis and report of a research study. Ethics in research practice includes informed consent, confidentiality, and right to privacy, respect for persons by treating them as autonomous agents and protecting those with diminished autonomy (Creswell, 2009). Researchers should also pay attention to the organisational ethics because there are some organisations with their own guiding principles (Engel and Schutts, 2013). Accordingly, the researcher paid much attention to the NASW-Z’s ethics, because the association adheres to the Council of Social Workers’ ethical guidelines enshrined in the Social Workers Code of Ethics (by laws, 2012) statutory instrument 146 of 2012. Therefore, in relation to this study the researcher upheld informed consent, privacy and confidentiality, and avoidance of harm;

3.10.1 Informed consent
Informed consent implies that people who are selected to participate in social science research activities should be free to decide whether to take part after having been given the fullest information concerning the nature and purpose of the research including any risks to which they personally would be exposed, the arrangements for maintaining the confidentiality of the data, (Gilbert, 2009). In this study, the researcher sought informed
consent by writing a request letter (see Appendix V) to NASW-Z so as to ensure that the participants are participating freely in the study. Ryen (2006) argues that informed consent means that the study units have the right to know that they are being researched, the right to be informed about the nature of the research and the right to withdraw from the research at any time. In this study, the researcher ensured that the participants understood the information on interview guides by providing information sheets written in the local language and by requiring written consent in form of a participant’s signature. Punch (2010) asserts that respondents have the right to make an informed decision about whether to participate or not to in a certain project and to receive considerate treatment during the process of the research. Therefore, to guarantee and ensure that participants are freely participating in this study the researcher participants were not coerced to respond to the interviews, thus they were given the room to step down whenever they feel not to avail of the opportunity to participate.

3.10.2 Privacy and confidentiality
Sarantakos (2013) defines privacy as not being involved in private affairs of respondents, and confidentiality as preserving information to be linked with a particular respondent. Gilbert (2009) argued that safeguarding confidentiality of data is not all about how data is collected but it also involves how data is stored and disseminated. Thus, in order to ensure that the privacy of people was respected, the participants were given the assurance that data is only needed for educational purposes and their names will not be identifiable in the data analysis. The researcher also clearly disclosed her identity and ensured that participants’ confidentiality was maintained, and client-self determination was valued to the participants through promoting voluntary participation. Engel and Schutts (2013) argue that a confidentiality statement should be included in the informed consent agreement about how each subject’s privacy will be protected. Confidentiality aspects were also covered in the consent letter and the rights of the research participants were therefore preserved by ensuring that the information obtained was not made available to anyone who is not directly involved in the study. During interviews, the researcher protected participants’ privacy by clearly understanding the procedures outlined in the interview guide and be able to explain the guidelines clearly. This then helped the researcher to earn participants’ trust and elicit objective data concerning the nature of activities that NASW-Z is implementing in order to promote social development.
3.10.3 Avoidance of harm
Avoidance of harm refers to ensuring that participants in the study have the freedom to withdraw from the study at any time without any unfavourable consequences and they are not harmed as a result of their participation or non-participation in the project (Bhattacherjee, 2012). The researcher worked on minimising the risks associated with research such as social and psychological risks thereby maximising the benefits that motivates the participants to participate. For instance, it is unethical to provide rewards for participation and no rewards for non-participation because it places non participants at a distinct disadvantage. Thus, in relation to this study the researcher avoided such circumstances by not rewarding everyone irrespective of their participation or non-participation.

3.11 Feasibility of the study
Byron and Byrnes (2013) define feasibility as capable of being done, effected and accomplished. The study was feasible since the researcher is a resident of Harare and had easy access to NASW-Z. The researcher also found it easier to carry out the study on the role of NASW-Z in promoting social development in Zimbabwe because the participants were reached at their workplace. Engel and Schutts (2013) observed that feasibility also takes into account the challenges that the researcher might face due to schedule and other commitments as well as availability of the respondents and accessibility of the research site.

3.12 Limitations of the study
Limitations of the study refer to occurrences and challenges that arise in a study which are out of the researcher’s control (Simon and Goes, 2013). Applied to this study, a challenge was that some of the targeted key informants were difficult to meet due to other office commitments that resulted in limited numbers of key informants to be interviewed. However, though the above mentioned challenge forms the shortcoming of the study, they did not discredit the validity and reliability of the study as the researcher resorted to contacting and gathering information through telephone calls and also set appointments in advance so as to get a chance to interview them.

3.13 Summary
This chapter described the research design employed to provide the overall strategy for answering the research questions for this study. It highlighted the targeted population, sample, tools and techniques that were used in data collection. The next chapter will focus on the data presentation, analysis and discussion.
CHAPTER FOUR

PRESENTATION, DISCUSSION AND ANALYSIS

4.0 Introduction
This chapter focuses on the data presentation, analysis and presentation. In this chapter, the characteristics of the respondents, nature of social development activities being implemented by NASW-Z, challenges being faced by NASW-Z and the strategies that can be put in place to minimise the challenges are discussed in light with the findings of the study. The presentation, analysis and discussions of data in this study is done following the research questions thereby making references to the sources in chapter two particularly the literature review section of the study.

4.1 Profile of study participants
The research participants used to collect information on the role of NASW-Z in social development promotion includes the 4 National Executive Members (NEC) and 10 NASW-Z members from the Harare branch.

4.1.1 Response rate by gender

<table>
<thead>
<tr>
<th>SEX</th>
<th>NUMBER OF PARTICIPANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>8</td>
</tr>
<tr>
<td>Female</td>
<td>6</td>
</tr>
<tr>
<td>Total</td>
<td>14</td>
</tr>
</tbody>
</table>

Table 1: Distribution of the population by gender.
Table 1 shows the distribution of the study participants based on gender. In this study members participated were both males and females, with males attaining the highest number of participants.

4.1.2 Response rate by work experience

<table>
<thead>
<tr>
<th>EXPERIENCE IN SOCIAL WORK FIELD</th>
<th>NUMBER OF PARTICIPANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5 years</td>
<td>2</td>
</tr>
<tr>
<td>6-10 years</td>
<td>10</td>
</tr>
<tr>
<td>above 10 years</td>
<td>2</td>
</tr>
</tbody>
</table>

n=14
Table 2: Distribution of population by work experience in the field of social work.
Table 2 shows the distribution of participants based on their experience in the field of social work. Participants who have 6-10 years of experience had the participation rate, and those with 0-5 years and above 10 years experience had the same participation rate. However, their experiences and roles significantly acted as a good base for attaining valid and reliable data about the role of NASW-Z in social development promotion.

4.2 The nature of social development activities being implemented by NASW-Z

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>NUMBER OF RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lobbying and Advocacy</td>
<td>14 and 2 documents</td>
</tr>
<tr>
<td>Influencing policy formulation through research</td>
<td>13 and 2 documents</td>
</tr>
<tr>
<td>Capacity building</td>
<td>13 and 2 documents</td>
</tr>
<tr>
<td>Participating in policy development</td>
<td>13 and 2 documents</td>
</tr>
<tr>
<td>Sign language training to the service providers</td>
<td>12</td>
</tr>
<tr>
<td>Employment creation</td>
<td>9</td>
</tr>
<tr>
<td>Promoting environmental sustainability</td>
<td>5</td>
</tr>
<tr>
<td>Ethical monitoring and supervision</td>
<td>2 and 1 document</td>
</tr>
</tbody>
</table>

n=16

Table 2; Nature of activities being implemented by NASW-Z to promote social development.
Table 2 reviews that NASW-Z is implementing various activities in order to promote social development in Zimbabwe.

4.2.1 Lobbying and advocacy

When asked about how NASW-Z is using advocacy to promote social development, one of the study participants in an interview said;

*NASW-Z is playing lobbying and advocacy roles in various circumstances. For example, on the issue of social justice we also stand for social justice so that the developed policies are including the grassroots people, the very poor, so that they will be covered with services being provided by NASW-Z.*

This was validated by the data from the strategic plan showing that;

*NASW-Z also advocates for the inclusion of PLWD in all spheres of development through training social workers basic sign language communication skills such that*
they may be also able to communicate with the people living with disabilities, since they are some of the cliental served by social workers.

This indicates that NASW-Z through advocacy and lobbying is promoting social development because they are focusing on critical issues of social justice. This finding is in line with Coombs and Barr (2007) who argue that the concept of social development is based on the principles of promoting socio-economic justice, participatory and democracy.

4.2.2 Capacity building of social workers

In the context of the nature of social development, a total of 13 participants cited capacity building as one of the activities being undertaken by NASW-Z to promote social development. One of the participants indicated that;

NASW-Z is offering continuous professional development to social workers working under various agencies, whereby we are saying qualified social workers need to continuously gain more skills, they need to become more competent so as to improve service provision. In terms of capacitating social workers, NASW-Z trained them basic sign language communication skills such that they may be also able to communicate with the people living with disabilities, since they are some of the cliental served by social workers,

From the NASW-Z strategic plan it was revealed that;

NASW-Z is implementing the graduate internship project which is meant to strengthen social welfare workforce and in-country retention of social workers to protect children and empower vulnerable families in Zimbabwe with skills and knowledge so that they may be able to meet their own basic needs.

This finding is in line with the UNDP (2013), that capacity building refers to a conceptual approach to social development that focuses on understanding the obstacles that inhibit organisations from realising their development goals while enhancing their abilities that allow them to achieve measurable and sustainable results.

4.2.3 Influencing social policy through research

When asked on how NASW-Z is participating in policy formulation one of the study participants commented that;
NASW-Z is participating in policy formulation through research whereby we are influencing social policies so that we deliver social services that are familiar to our communities and services that can improve the living conditions of those communities. This is being done through researches, publishing articles and also through contributing in the meetings which we hold with policy makers to ensure that the policies and standards are consistent with addressing the root causes of poverty and injustice. The association participated in the formulation of the Bill of Social workers with the purpose of obtaining the views of social workers on what they need to be included in the policy.

In this regard, the NASW-Z strategic plan reviewed that;

NASW-Z is increasing its footprint in social policy discussions to enhance the contribution of social workers to formulation of social policy in Zimbabwe.

Findings are in accordance with Miley, O’Melia and Dubois (2009) who note that research is conducted to assess the social problems and intervene to promote change at a macro level.

4.3 Challenges being faced by NASW-Z in promoting social development.

<table>
<thead>
<tr>
<th>CHALLENGE</th>
<th>NUMBER OF RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of recognition</td>
<td>14 and 2 documents</td>
</tr>
<tr>
<td>Lack of financial resources</td>
<td>14 and 2 documents</td>
</tr>
<tr>
<td>Toxic political environment</td>
<td>12 and 1 document</td>
</tr>
<tr>
<td>Lack of skilled personnel</td>
<td>3</td>
</tr>
<tr>
<td>Culture</td>
<td>1</td>
</tr>
</tbody>
</table>

n=16

Table 3: Challenges being faced by NASW-Z in social development promotion.

Study participants pointed out challenges as lack of professional recognition, narrow base of funding, toxic political environment, deployment of social workers, lack of personnel and culture which deprives married women to participate in other social development activities. Most respondents showed that the most challenges being faced by NASW-Z are lack of recognition and financial resources ranking 14 respondents and the toxic political environment reported by 12 members.
4.3.1 Lack of recognition

When asked about the challenges being faced by NASW-Z in promoting social development one of the study participants responded that;

*The voice of social workers is not yet clear so some still do not understand what social workers mean when talking about social justice, so as an association we are still finding out to be fully recognised.*

This was corroborated by one of the other key informants who indicated that;

*Some agencies they do not understand what social work is all about especially those with other professional backgrounds such as nurses, doctors and lawyers.*

According to The Herald (2015), although social work is on demand in most developing nations like Zimbabwe, the image of social work, its importance and relevance in promoting social development is not recognised, and this can be attributed to the lack of clarity in terms of what social workers do.

4.3.2 Lack of financial resources

Narratives from 14 participants indicated lack of financial resources as affecting NASW-Z to effectively implement its social development activities.

*NASW-Z has got a narrow base of funding so it is affecting the association from promoting social development in an effective way because we do not have adequate financial resources for field works. We have our members who are stationed in various settings, so we do not have enough budgets to monitor and supervise their activities. However, we sometimes rely on other organisations’ budgets for us to effectively carry out our work.*

Findings from analysing the constitution and strategic plan corroborate what the 14 participants said on the lack of financial resources;

*NASW-Z has a narrow base of funding; therefore branch members are entitled to raise money for their own activities in whatever lawful manner.*

This finding concurs with Chitereka (2005) who note that social workers in Africa do not have adequate financial and material resources to carry out their roles in promoting social development.
4.3.3 Toxic political environment

When asked about how the political environment is affecting NASW-Z in promoting social development, one of the study participants said;

*You know it is a challenge if you want to gather and just brainstorm people with information that benefits them, they will always mistake you for wanting to change the regime. People’s rights should be progressively recognised but their political rights are not being recognised, and the other reason is that social workers themselves are not willing mainly to be actively involved in upholding political rights but as NASW-Z we are telling them that for social development to take place it is very critical for both social, economic and political rights to be observed.*

The finding is in line with Morosan (n.d) who argue that an environment which is prone to political conflicts is not ideal for the implementation of the social development activities.

4.4 Strategies that can be put in place to minimise the challenges being faced by NASW-Z in promoting social development

<table>
<thead>
<tr>
<th>STRATEGY</th>
<th>NUMBER OF RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expanding the financial resource base</td>
<td>14 and 2 documents</td>
</tr>
<tr>
<td>Promoting the visibility of the profession</td>
<td>13 and 2 documents</td>
</tr>
<tr>
<td>Political awareness</td>
<td>12</td>
</tr>
<tr>
<td>Partnering with stakeholders</td>
<td>11</td>
</tr>
</tbody>
</table>

*n=16

Table 4: Strategies that can be put in place to minimise the challenges being faced by NASW-Z.

Analysis and discussion of the findings showed that the highest number of respondents suggested that there is need for the association to lobby for financial resources, promote the visibility of the profession through engaging the government, facilitate political awarenesses, and partner with stakeholders.

4.4.1 Expanding the financial resource base

Given the diversity of human problems and social issues, the ever changing needs of human systems and the complexities of organisational structures it can be discovered that gaps and barriers exist in the view of services and resources in most communities. Sometimes what people may require for their social development will not be available, but NASW-Z should ensure that those people’s needs are met one way or another. Therefore, when asked on what
can be done to expand the financial resource base for NASW-Z so as to improve its effectiveness in promoting social development, one of the participants indicated that:

*Since it is easy to get funding for Council of Social Workers, NASW-Z is getting funding from structured child protection programmes like child protection fund, but however, we need people in those offices to be forward looking and actually run with the programmes of social workers and mobilize resources such that NASW-Z can be able to implement its activities. I don’t think that currently we have the registrar in the office of the council of social workers. There is also need to mobilize members to continuously subscribe so that the association will be self sustainable and not to rely much on external funding.*

This was validated by the findings from the constitution indicating that:

*NASW-Z branches are entitled to raise funds for their own activities in whatever lawful manner, but the funds should not exceed levels levied at national level by way of membership or annual subscriptions, unless the National Executive Committee has agreed to such higher fee structure.*

This finding is in accordance with Miley, O’Melia and DuBois (2009) who suffice that in order to fill gaps and overcome service delivery barriers, social workers need to mobilize resources in the private and public arenas through writing proposals and grants. This requires the same kind of thinking of social workers to working with client systems, including conducting assessments, developing plans that incorporate measurable objectives, implementing strategies and evaluating outcomes.

### 4.4.2 Promoting the visibility of the profession

Professional visibility refers to how people define social development practitioners; hence for NASW-Z to fulfil its mandate in promoting social development the social work professional identity is important. When asked on what can be done by NASWZ to ensure the association’s visibility in promoting social development, one of the participants indicated that:

*On the issue of visibility you are aware that there is a Social workers’ bill, so social workers are now recognized through an Act of Parliament, but that is not enough, the issue is that the Council of Social Workers need to engage with the minister of the Ministry of Labour and Public Social Welfare in a more vigorous way but that is not happening so there is need for leadership renewal. There is also need to capitalize or*
have a database for registered and trained social workers because there are some people who are practicing yet they are not qualified, they just masquerade as social workers.

The other participant when responding to the same question relayed that;

Since the efforts by NASW-Z to promote social development are not being recognized, the association should be involved in political and legislative arenas. NASW-Z should partner with the government clarifying maybe on what social workers do in terms of promoting social development for example, their role or contribution at planning and implementation levels should be recognised.

The finding is in line with Twikirize, et al. (2013) who indicate that in order to increase professionalism and professional identity there is need for the government to realise and give the profession its core skills and competences, and its key role in promoting social development.

4.4.3 Political Awareness

When one of the participants was asked on what can be done to ensure that NASW-Z’s advocacy and lobbying activities are enhanced, the participants indicated that;

People should understand that social development is actually linked to political situation on the ground and as social workers it is high time to stand up for our clients’ rights. There are some social workers who block funding because they are political influential to the donors, so there is need to raise awareness so that social workers can collectively work together for the betterment of people. Social workers should be sensitised so that we build the association and the social work profession.

Findings from the strategic plan corroborated what the 12 participants said on the need for political awareness;

There is need to reach to a total of 10 000 individuals across all sectors, geographic levels by 2020 with messages that demonstrate the role and importance of NASW-Z in advocating for social justice, human rights and dignity.

Finding is in line with Miley et al. (2009) who argue that social work by nature is a political profession, so social workers should be sensitised to address underlying political, social and economic tensions by using the political strategies of consensus building, compromise,
negotiation and even influencing policies development so that they may not block funding from potential donors.

4.5 Summary
In this chapter, the main focus was data presentation and analysis and discussion. The research outlined, analysed, discussed and evaluated the findings of the study on the social development activities being implemented by NASW-Z, challenges it is facing and the strategies to overcome the challenges. The next chapter will be focused on the study summary, conclusions and recommendations.
CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction
This chapter presents the summary, conclusions and recommendations of the study based on chapter four. The first sub section focused on summary of findings, the next on conclusions of the study and lastly on the recommendation section.

5.1 Summary of the study findings
The study showed that the main social development activities of NASW-Z include lobbying and advocacy, capacity building, influencing social policy, participating in social policy development and analysis, information dissemination, employment creation, promoting environmental sustainability and sign language training to the service providers.

The research findings showed that lack of recognition, narrow base of funding, toxic political environment, deployment of social workers, lack of personnel and culture which deprives married women to participate in other social development activities are some of the challenges being faced by NASW-Z.

Study participants further revealed that promoting the visibility of the association, expanding NASW-Z’s financial resource base and promoting human rights by facilitating political awareness are some of the strategies that can be put in place.

5.2 Conclusions of the study
The following are the conclusions of the study based on the summary of the findings:

5.2.1 NASW-Z is using lobbying and advocacy to promote social development

NASW-Z is enhancing the well-being of people through advocating and lobbying for the oppressed who may be facing particular barriers and exclusions in accessing social services that are meant to improve their well-being. This finding is in line with Brueggmann (2006), who argue that the work of social development agents involve working with families, communities, children and people living with disabilities, with the hallmark of enabling and empowering them to work in united ways to change their lives and environment as well as organising for services that are appropriate for different communities.
5.2.2 NASW-Z is influencing social policy formulation through research
NASW-Z is using research to participate in policy formulation so that it deliver social services that are familiar to the communities and services that can improve the living conditions of those communities. Findings are in accordance with Miley, O’Melia and Dubois (2009) who argue that research is conducted to assess the social problems and intervene through formulating policies so as to promote change at a macro level.

5.2.3 Lack of recognition of social work as a challenge
Despite the way NASW-Z has displayed its role in promoting social development, the association’s capacity to bring change to the societies is not being recognised as important. The finding is in line with Sign and Cowden (2013) who observed that the present crisis is that the social work methods, approaches and ideas such as empowerment, diversity, equality and creativity that were first developed in social work are now located in other fields such as business, marketing, health and politics. Thus, NASW-Z remains marginalised since other departments are now having a major influence across the society.

5.2.4 Lack of financial resources as a challenge
Narrow base of funding is affecting NASW-Z from promoting social development in an effective way because of unavailability of adequate financial resources for field works, hence, the association sometimes rely on other organisations’ budgets so as to effectively carry out its work. This finding concurs with Chitereka (2005) who note that social workers in Africa do not have adequate financial and material resources to carry out their roles in promoting social development.

5.2.5 Expanding the financial base of NASW-Z to address challenge being faced.
The study concluded that there is need to seek funding through the Council of Social Workers and to continuously mobilize members to subscribe so that the association will be self sustainable and not to rely much on external funding. Findings are in accordance with Miley, O’Melia and DuBois (2009) who suffice that in order to fill gaps and overcome service delivery barriers, social workers need to mobilise resources in the private and public arenas through writing proposals and grants.
5.2.6 Promoting the visibility of the social work profession to address the challenge being faced
The study concluded that promoting the visibility of NASW-Z in promoting social development is essential for the creation of an effective system of social services that can potentially contribute towards the progress of social development. The finding is in line with Twikirize, Asingwire, Omona, Lubanga and Kafuko (2013) who indicate that in order to increase professionalism and professional identity it is critical for the government and other departments to realise and give the social work profession its core skills and competences, and its key role in promoting social development.

5.3 Summary of recommendations of the study
Based on conclusions of the study, the following are the recommendations of the study.

5.3.1 It is the recommendation of this study that since NASW-Z is influencing social policy formulation through researching and recommending legislators for future policy changes, there is also need for the association to be involved in the policy analysis so as to assess their impacts on the targeted population and to assess whether the goals of social development have been achieved as those policies are meant to respond to human problems.

5.3.2 The study also recommends that while registering members and relying on other organisations’ fund can yield money for NASW-Z to implement its activities, there is also need for the association to continuously acquire new sources of funding through writing grants or project proposals.

5.3.3 While the NASW-Z is promoting the visibility of the profession through partnering with the government in its activities, and capitalising the database of registered and trained social workers, there is also need to hold international social workers day commemorations in other cities or towns not only targeting Harare such that the public will have a clear understanding on what social workers do in terms of promoting social development.

5.4 Recommended areas for further study
The researcher also recommends the following areas future research:

5.4.1 An in-depth study on the role of NASW-Z in social development promotion
5.5 Summary
This was the concluding chapter which focused on summary of findings, conclusions and recommendations which were drawn from the study findings. The study was on the Assessment of the Role of NASW-Z in social development promotion.
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Appendix I
INTERVIEW GUIDE: KEY INFORMANTS

My name is Ranganai Tsitsi, I am a Bachelor of Social Work Honours at Bindura University of Science Education. I am carrying out a research study in fulfilment of the requirements of the Bachelor of Science Honours Degree in Social Work.

I am conducting a study titled *An assessment of role of the National Association of Social Workers-Zimbabwe (NASW-Z) in social development promotion*. Your honest answers to the questions shall assist in the success of this study. The responses from this interview shall be kept confidential and will be used solely for academic purposes only. Kindly assist with information needed and no names are required during the interview process.

**Opening questions**

1. Gender: Male □ Female □
2. Can you tell me about the duration of your NASW-Z membership?
3. Can you describe your role in NASW-Z?

**Question 1: What is the nature of the activities being implemented by NASW-Z in promoting social development in Zimbabwe?**

4. Can you explain the objectives of NASW-Z?
5. What is your understanding of social development?
6. Can you describe the activities being implemented by NASW-Z that are promoting social development?
7. Can you describe how NASW-Z is using the advocacy to promote social development?
8. What activities are being implemented by NASW-Z in promoting human rights?
9. Can you explain how people are being empowered through the activities that NASW-Z is undertaking?
10. Can you explain how NASW-Z is using research to promote social development?

**Question 2: What are the challenges being faced by NASW-Z in promoting social development in Zimbabwe?**

11. Can you explain the extent to which NASW-Z has succeeded in promoting social development?
12. Can you explain how lack of professional recognition is hindering NASW-Z from promoting social development?
13. Can you describe how the unavailability of resources is affecting NASW-Z’s roles in promoting social development?

14. Can you describe the extent to which the political environment is affecting NASW-Z to promote human rights?

**Question 3: What measures can be put in place to minimise the challenges that NASW-Z is facing in promoting social development in Zimbabwe?**

15. Can you explain what NASW-Z is doing to ensure its visibility in promoting social development?

16. Where there any efforts made by NASW-Z in engaging the government to increase budget allocation for social welfare?

17. What else do you think need to be done to ensure the effectiveness of NASW-Z in promoting social development?

**Closing questions**

18. What is your vision about NASW-Z and promotion of social development?

19. We are coming to the end of the interview, are there any additional comments on the issues we have discussed?
Appendix II
INTERVIEW GUIDE: NASW-Z MEMBERS

My name is Ranganai Tsitsi, I am a Bachelor of Social Work Honours Degree at Bindura University of Science Education. I am carrying out a research study in fulfilment of the requirements of the Bachelor of Science Honours Degree in Social Work.

I am conducting a study titled *An assessment of the role of the National Association of Social Workers-Zimbabwe (NASW-Z) in promoting social development in Zimbabwe*. Kindly assist with information needed as your support in answering these interview questions will greatly contribute to the achievement of the desired goals of this research. The responses from this interview shall be kept confidential and will be used solely for academic purposes.

**Opening Questions**

1. Gender: Male □ Female □
2. Membership ........................................

**Question 1: What is the nature of the activities being implemented by NASW-Z in promoting social development in Zimbabwe?**

3. What is your understanding of the term social development?
4. Can you describe the nature of activities you have been involved in as a member of NASW-Z?
5. Can you explain how you are promoting human rights through NASW-Z?
6. Can you explain how people are being empowered through the activities being undertaken by NASW-Z?
7. Can you explain how NASW-Z is using research under to promote social development?

**Question 2: What are the challenges that are being faced by NASW-Z in promoting social development in Zimbabwe?**

8. In you view to what extent has NASW-Z succeeded in promoting social development?
9. Can you describe how lack of financial resources is affecting NASW-Z in promoting social development?
10. Can you describe the extent to which the political environment is affecting NASW-Z to promote human rights?

**Question 3: What measures or strategies can be put in place to minimise the challenges that NASW-Z is facing in promoting social development in Zimbabwe?**

11. Can you explain what NASW-Z is doing to ensure the recognition of its role in promoting social development?
12. Has NASW-Z at any point lobby for financial resources to implement its social development activities?
13. Can you explain how NASW-Z is facilitating the promotion of human rights?

**Closing questions**

14. In your own view what else do you think need to be done to ensure the effectiveness of NASW-Z in promoting social development?
15. Before we conclude the interview, do you have any additional comments on the issues we have discussed?
Appendix III

Document Analysis form

Date of Analysis:....................................... Document No:..........................................................

Instructions:

Answers must be given on the spaces provided on the form.

Do not write any name on this form.

Background Information:

i). Type of document………………………………………………………...

ii). Title of document………………………………………………………...

iii). Place where the document was written……………………………………

iv). Date the document was written……………………………………

v). Purpose for which the document was written………………………..

vi). The intended audiences………………………………………………...

<table>
<thead>
<tr>
<th>Analysis Questions</th>
<th>Manifest Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What are the objectives of NASW-Z?</td>
<td></td>
</tr>
<tr>
<td>2. Nature of social development activities being implemented by NASW-Z?</td>
<td></td>
</tr>
<tr>
<td>3. Empowerment activities undertaken by NASW-Z?</td>
<td></td>
</tr>
<tr>
<td>4. Human rights promotion activities by NASW-Z?</td>
<td></td>
</tr>
<tr>
<td>5. Challenges faced by NASW-Z in promoting social development?</td>
<td></td>
</tr>
<tr>
<td>6. What are the indicators for NASW-Z’s success in promoting</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>7. What indicators show that the role of NASW-Z in promoting social development is being recognised?</td>
<td></td>
</tr>
<tr>
<td>8. How is lack of financial resources affecting NASW-Z in promoting social development?</td>
<td></td>
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</tbody>
</table>

11. Salient/ significant issues in the document:

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12. Additional comments:

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Appendix IV

TO WHOM IT MAY CONCERN

RE : REQUEST TO UNDER TAKE RESEARCH PROJECT IN YOUR AREA

This serves to introduce the bearer... who is an HBSc SOCIAL WORK student in the Department of SOCIAL WORK, Bindura University of Science Education and is carrying out a research project in your area.

Your usual co-operation and assistance is therefore being sought.

Thank you for the continued support.

Yours faithfully

DR. C. NYONI
CHAIRPERSON – SOCIAL WORK

APPROVED/NOT APPROVED

DIRECTOR

Appendix V
Bindura University of Science Education  
Faculty of Social Sciences and Humanities  
Department of Social Work  
P. Bag 1020  
Bindura  
05 April 2017  

National Association of Social Workers-Zimbabwe  
Makombe Government Complex  
Block 3 room 83/99  
Harare  

Dear Sir/Madam  

REF: REQUEST FOR PERMISSION TO CONDUCT A RESEARCH STUDY AT YOUR ASSOCIATION

I am a Bindura University of Science Education, Bachelor of Social Work Honours Degree fourth year student. As part of the requirements of the degree, a student is required to carry out a research project. To this end, I am kindly requesting permission for your association to participate in a research study on the title; *An assessment of the role of NASW-Z in social development promotion.*

If you grant me the permission, your association will participate in this study by allowing 10 Harare NASW-Z members and 4 members of the executive committee to participate in interviews as key informants and giving me access to your annual documents from 2014 to 2016. The informed consent of the potential respondents and participants will be sought and their participation in the study will not infringe any of participant’s rights. All the data that will be collected for this study will be kept confidential. There are no direct benefits for participating in this study but your association will possibly benefit indirectly as the research study will reveal
how NASW-Z is empowering communities. The study findings will be compiled in a research report for Bindura University of Science Education for academic purpose. The report will be written in a manner that no individual comment can be attributed to a particular person. I also undertake to provide you with a bound copy of the full research report.

Your support in the study will be highly appreciated. For purpose of research ethics, Bindura University of Science Education requires written permission from your association stating clearly what permission has been granted for.

Yours Sincerely

Tshozi Ranganai

Signature of Researcher