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Analysis of the Needs of Social Workers Regarding Their Utilization of ICT in the System of Provision of Social Services (Kyiv City, Ukraine)

Abstract

The use of information and communication technologies (ICT) is an important element in the work of social workers. Recent progress in ICT creates fundamentally new opportunities for social work in the provision of social services, including high-quality and timely responses to the requests of vulnerable population groups and persons in crises. In the information sector, work in the social sphere requires knowledge and skills in effective search, accumulation, processing, storage, presentation, and transmission of data using computers and computer networks. A social worker must be able to use information and computer technologies both for self-development in the professional sphere and for organizing their daily practical activities and solving socially significant problems. Therefore, it is necessary

to form and develop ICT competence in professional activities for the quality provision of social services.

The purpose of the study is to determine the ICT tools used in the practical work of social workers in the provision of social services, the scope of ICT application, and the analysis of the needs of social workers in Kyiv regarding the introduction of ICT into the system of providing social services.

An online survey of social workers of state and non-state organizations in Kyiv, which provide social services to vulnerable population groups and persons in crises, was conducted. The theoretical sampling method was used, which made it possible to formulate generalized recommendations regarding introducing ICT tools into the social services system. To determine the typical ICT tools and directions of ICT used in social work, an expert meeting was held with specialists of the Department of Information and Analytical Work of the Kyiv City Center of Social Services. Resource monitoring was used for the automated search of information on the Internet.

The authors of the article researched the information and communication technologies used by social service providers in their work and highlighted the prospects of ICT tools in state and non-state organizations. The ICT tools that are most often used in the provision of social services have been determined as a result of a survey of social service workers of state and non-state organizations in Kyiv. These tools are grouped into three main categories: communication channels, information dissemination channels, and methods of building online service provision processes. The key needs of social workers regarding the use of ICT tools in the process of providing social services and the most typical challenges in the implementation of these technologies are presented in the article. The authors identified the advantages of using ICT in the provision of social services and proved the effectiveness of the use of electronic services as a quick and effective tool in the process of meeting the requests of vulnerable population groups. The prospects for the use of ICT in the provision of social services are highlighted as well. It has been shown that the use of information and communication technologies in the provision of social services will positively affect the quality of the provision of social assistance and social services. The use of these technologies by social institutions makes it possible not only to effectively respond to the challenges of the military situation in Ukraine but also to promptly respond to the requests and needs of social service recipients and provide them with quality services. The authors presented the main ICTs that can be used by social workers when providing social services.

Key words: information and communication technologies, social work, social worker, professional activity, social services, recipients of social services, professional competence

The activity of social workers is aimed at solving social problems of individuals and society, such as social and psychological conflicts, crises and stressful situations; emotional and psychological problems; need and poverty; deviant behavior; delinquent behavior; violence and discrimination; ethnic and national problems; unemployment and professional adaptation; disability and segregation of people with disabilities; lonely elderhood; housing problems. Currently, these issues are extended to work with victims of military aggression, forced migrants, war veterans, combatants, and their families, work with individuals and families in difficult life circumstances and crisis.

In Ukraine, since February 24, the circle of potential recipients of social services has significantly expanded, because every citizen of the country can potentially find him/herself in difficult life situations due to active military operations. Thus, the demand for reliable information about basic social services, social guarantees, and services that are available to the recipient at a specific time and in a specific community has increased dramatically. First of all, official sources (information channels of state institutions, community leaders, and state and public organizations that have experience in social work and are well-known in the community) are the translators of updated information and the main communicators for the population in this situation. In Kyiv, the capital of Ukraine, the communicators from the first days of the full-scale invasion of Ukraine were institutions of the social sphere - centers of social services, services for children, social service institutions, and representatives of international public organizations. Moreover, due to their mobility, client orientation, and orientation to the implementation of practical social work, it was the centers of social services that accepted the initial request of citizens for information about a wide range of services including issues of evacuation and delivery of food kits to the restoration of documents and the search for rare medicines; issues of payments to internally displaced persons and psychological support in stressful situations. The growing number of information requests actualized the professional need to ensure prompt response of social workers to existing customer requests, to search for and moderate relevant, reliable, and verified information; to establish high-quality communication between various social services and volunteer organizations that ensure compliance with social guarantees and take care of specific categories of service recipients (Liakh, Spirina, Lekholetova, & Shved, 2021). In this situation, information and communication technologies (ICT) are effective tools for the social worker.

Information and communication technologies are a set of methods, means, and techniques used for the development of information systems and the construction of communication networks, as well as technologies for processing data, information, and messages for the formalization and clarification of tasks in certain subject areas using such systems and networks (Bykov, Spirin & Pinchuk, 2020).

In the conditions of the modern socio-economic and geopolitical problems of Ukraine, the use of information and communication technologies is an integral

element of social worker activity. Therefore, the development of ICT creates fundamentally new opportunities for social workers regarding the quality of providing social services, including a high-quality and timely response to the demands of vulnerable groups of the population and people in a crisis.

The main purpose of ICT in the practice of social work is to provide an immediate and effective response to the demands of social services recipients; ensure high-quality service provision and a wide range of performing tasks; inform people about the services they are entitled to; ensuring the realization of rights and freedoms, and complying with the terms of confidentiality of information.

To achieve this goal in social work, knowledge, and skills of effective search, accumulation, processing, storage, presentation, and transmission of data using computers, electronic and social networks are required. A social worker should be able to use them both for self-development in the professional sphere and for organizing his/her daily practical activities and solving socially significant problems. Therefore, to provide high-quality social services, it is necessary to form and develop IT competence in professional activities.

The author of the research “Information and communication technologies in professional training of social workers” defines the ICT competence of a social worker as “the ability of an individual to use ICT to meet their own needs and solve socially significant, in particular, professional tasks” (Ditkovska, 2013, p.79). The activity of a social worker is diverse and multifaceted. A specialist needs theoretical knowledge and practical skills in using ICT to perform diagnostic and prognostic; human rights protection; organizational, preventive, and communicative functions of professional activity (Denysiuk, Lokhvytska, Martovytska, & Petrochko, 2021). There are two main components in the formation of the ICT competence of a social worker: basic and professional.

The basic ICT component of the social worker’s competence is a set of knowledge, skills, and abilities to use general-purpose programs, which is necessary to solve personal and socially significant tasks. The professional component of ICT competence involves mastering special-purpose programs and actively using them to solve professional tasks. The separation of components is conditional, as they are interconnected and interdependent (Ditkovska, 2013).

In the context of our research, the study “Psychological and Pedagogical Conditions for Developing Professional Competency in Future Social Workers Using the Global Network Internet” (Fushtei et al., 2020) is essential for understanding the needs of social workers regarding the use of ICT in the system of providing social services. The study reveals the importance of developing the informational activity of social workers and the use of Internet resources in the formation of their professional and informational competence. The findings of this and subsequent studies (Santos, Barcelos, & Rangel, 2021; Berzin et al., 2015; Goldingay & Boddy, 2017) are valuable and significant as scholars indicate that social workers are increasingly using social media, websites, and online databases,

e-mail, and text messaging services for dealing with social service recipients. Therefore, social workers should be properly prepared to use ICT and it should become an integral part of social work education.

The author of the manual “Globalization and International Social Work” (Payne, 2016) in one of the sections “Technology-based Social Work Education and Practice” describes the influence of future trends in ICT on social work education, as well as on social work practice. In this chapter, the author emphasizes that neither education nor social work practice can be completely empowered by the Internet and other technologies, but these trends will inevitably affect them. The paper examines the main points about how the effects of globalization, which are facilitated by technological development, can contribute to postcolonialism and work against locally contextual social work education and practice.

A group of authors (Ditkovska, 2013; Slechtova, 2015; Lakkala & Ilomäki, 2015; Pavliuk & Liakh, 2019; Buynytska, 2021; Maussumbayev et al., 2022; Liakh, Lekholetova, Petrovych & Spirina, 2022) carried out a thorough analysis of the importance of training future specialists in the social sphere using ICT and formation their ICT-literacy. The researchers have indicated that the labor market needs qualified specialists who possess a system of knowledge with the possibility of application in related fields, can quickly adapt to technological changes, and are ready to improve their education. Thus, to be competitive in the modern labor market, future social workers must be able to use ICT to perform diagnostic, prognostic, human rights, organizational, preventive, and communicative functions of professional activity. The use of ICT in professional activities opens up great opportunities for ensuring constructive social interaction, quick response to the requests of recipients of social services, and quality services.

The study “Utilizing social media for social work: insights from clients in online youth services” (Chan & Ngai, 2019) demonstrated the importance of using ICT in the provision of social services. The study indicated that quality service provision is impossible without combining the technical component with the service need component. personalized news feeds have proved useful in identifying service and news information; online status indicators improve service availability; online communications provide a disinhibition effect; asynchronous communications facilitate continuous feedback loops.

The findings of these studies, current challenges facing social workers in the conditions of military operations in Ukraine, and the emergence of new target groups of recipients of social services require an analysis of the experience of using ICT in the provision of social services by social workers, which formed the basis of our scientific search.

Research question

What are the ICT tools used by specialists in the social sphere of the capital of Ukraine under martial law to achieve the goals of informing, communicating, and providing social services in their daily practical activities?

Hypothesis

The provision of social services and the implementation of social work in Kyiv City under martial law are associated with a sharp increase in requests for information about social guarantees and social services, primarily from those citizens who did not need any social services before the war. It is possible to satisfy this demand in the current conditions without increasing the number of social workers due to the wide use of ICT tools in practical social work, including innovative and popular tools among young people and young families (for example, social networks, messengers, QR codes and others).

Methodology and the Procedure for Assessing the Needs of Social Workers in the City of Kyiv Regarding the ICT Utilization in the System of Provision of Social Services

In the course of the study, an online survey was conducted in June-July 2022 among social workers of state and non-state organizations in Kyiv, which provide social services to vulnerable population groups and persons in a crisis. An online survey is a quantitative method of information collection, the most modern way of obtaining and processing data. Online surveys have become especially relevant during the period of quarantine and under the restrictions related to the pandemic of COVID-19, as well as in the conditions of martial law in Ukraine. This method allows you to quickly and accurately obtain operational information from the target audience. The survey was conducted using the questionnaire method through the online service for collecting information “Google Forms”.

The purpose of the survey was to determine the ICT tools used in the practical work of social workers in the provision of social services, the scope of ICT application, and the analysis of the needs of social workers in Kyiv regarding the implementation of ICT in the social services system.

The questionnaire mainly consisted of closed questions, the topic of which was related to the use of ICT by social workers in the provision of social services, namely: alternative questions (answers “yes” or “no” were expected); a question with a selective answer (three or more answer options were offered to choose from); questions on a Likert scale (questions with an evaluation of the degree of agreement

or disagreement with the essence of each statement); semantic differential (a scale between two bipolar concepts, on which the interviewee chooses the point that most closely corresponds to his/her perception of the phenomenon). The questions of the questionnaire had a logical sequence.

The questionnaire included five blocks of questions:

- I. Information about respondents.
- II. Identification of the main ICT tools for building interaction with service recipients, informing the community about the services of state or non-state organizations, operational communication with a certain category of service recipients, direct provision of social services, and finding necessary information to provide high-quality services and development of professional competence.
- III. Evaluation of the interaction of recipients of social services with electronic services to meet existing requests.
- IV. Evaluation of requests from recipients of social services for information about social guarantees, benefits, and social services after the imposition of martial law.
- V. Work with the personal data of service recipients.

Participants were invited to participate in the survey through announcements posted on official social networks of state and non-state organizations, personal emails to social workers, and mailings in working groups in messengers.

74 respondents took part in the survey, including volunteers and employees of state and non-state organizations in Kyiv (Table 1).

Table 1
Socio-demographic characteristics of specialists of state and non-state organizations (in %)

n=74	
Age range	20-60 years
Experience (%)	0-1 years – 11 (14.9%)
	1-5 years – 24 (32.4%)
	5-10 years – 7 (9.5%)
	More than 10 years – 32 (43.2%)

Position (%)	Specialist in social work – 34 (45.9%) Manager (director, head of the department, deputy director, project coordinator, others) – 9 (12.2%) Psychologist – 7 (9.5%) Social worker – 7 (9.5%) Civil servant – 6 (8.1 %) Social manager – 3 (4.1%) Methodist of social work – 2 (2.7%) Volunteer – 2 (2.7%) Leading specialist in social work – 1 (1.4%) Involved specialist – 1 (1.4%) Personnel inspector – 1 (1.4%) Social teacher – 1 (1.4%)
Represented institution (%)	Center of social services – 58 (78.4%) Service for children and family – 6 (8.1%) International project for the provision of social services/ implementation of social work – 6 (8.1%) Public organization – 2 (2.7%) Other institutions (Territorial Center, Family Center, Complex Rehabilitation Center, etc.) – 2 (2.7%)
District (territorial affiliation) of the institution	The whole city of Kyiv (City level) – 12 (16.2%) Solomianskyi – 20 (27%) Dniprovskyi – 14 (18.9%) Desnianskyi – 9 (12.2%) Podilskyi – 5 (6.8%) Darnytskyi – 3 (4.1%) Pechersky – 3 (4.1%) Holosiivskyi – 3 (4.1%) Svyatoshynskyi – 2 (2.7%) Shevchenkivskyi – 2 (2.7%) Obolonsky – 1 (1.4%)

Source: own work based on survey results

As a result of the survey, the frequently used ICT tools by specialists in the social sphere have been identified and grouped into three categories: a) communication channels, b) information dissemination channels, and c) methods of building online service provision processes. Also, the main needs and difficulties of using electronic services by recipients of social services have been indicated. After that, the theoretical sampling method was applied, which made it possible to formulate generalized recommendations for the utilization of ICT tools in the system of providing social services. To identify the typical ICT tools and directions for the use of ICT in the practice of social work, an expert meeting was held with specialists at the department of information and analytical work of the Kyiv City Center of Social Services. For the automated search of information on the Internet, resource monitoring was used, which was based on the method of content analysis (content monitoring). Content monitoring was used to study the effectiveness of the provision of social services through electronic documents in *Diya (Diya – State services online, 2022)*.

Results of the Assessment of the Needs of Social Workers in the City of Kyiv Regarding Their Implementation of ICT Utilization in the System of Provision of Social Services

The first topic that was covered as a result of the research is the quantitative changes regarding requests for social services and social services, the change in the number of clients, and the response of social sector specialists to these changes. The first question that was answered as a result of the research is the question of quantitative changes regarding requests for social services and social services, changes in the number of clients, and the response of social sector specialists to these changes. As a result of the survey, specialists note an increase in both the request for information about social services and social services (noted by 94.6% of respondents) and an increase in the number of recipients of social services (noted by 90.6%). Detailed information is presented in the diagrams (Figure 1 & Figure 2).

ICT tools have undoubtedly become an effective tool to satisfy primary requests for information about social services and social services and guarantees in the conditions of work during martial law. A significant part of the respondents (37.8%) indicated that the number of working online communications has increased significantly since February 24, 2022 (the beginning of the large-scale invasion of Russian troops into Ukraine). In general, over 50% of respondents reported an increase in communications. Only 12.2% of specialists have not noted the increase in working online communication. In a detailed analysis of the questionnaires

of the group of specialists who did not report an increase in the number of communications, it is possible to follow the trend that the main duties of these specialists are mostly methodical and organizational rather than practical work.

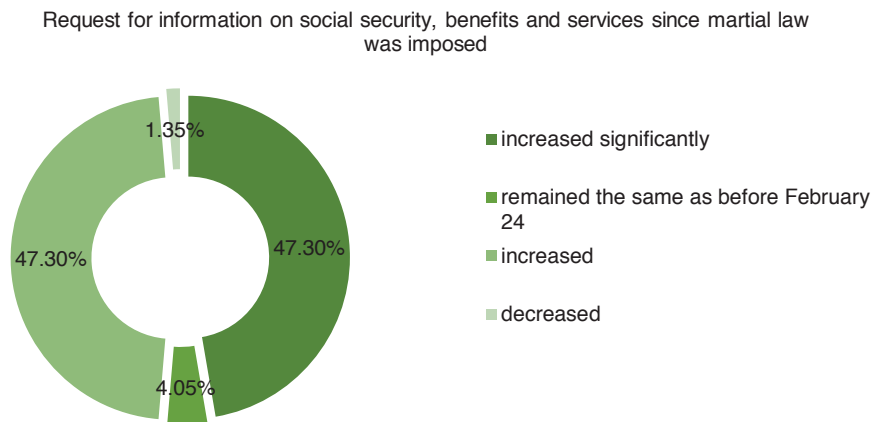


Figure 1. Dynamics of changes in the request for information on social guarantees, benefits, and social services since martial law was imposed

Source: own work based on survey results

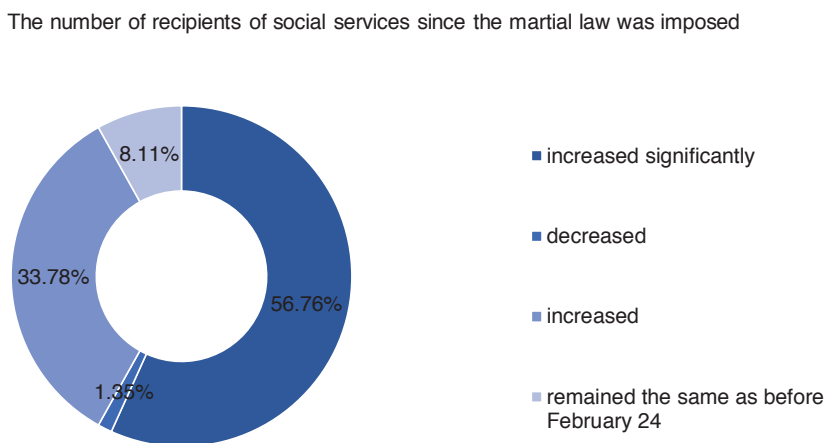


Figure 2. Dynamics of changes in the number of recipients of social services since martial law was imposed

Source: own work based on survey results

The second and main question of the research was the definition of typical ICT tools used by specialists in the social sphere in their work. It should be mentioned

that all 100% of participants use ICT tools in their practical work, though 83.8% of respondents do it regularly, while 16.2% only sometimes. It was found that the frequency of using ICT tools does not depend on the position or institution the respondent represented, as it is equally distributed among all groups of respondents.

Typical reasons for using ICT tools to achieve work outcomes are:

- development of personal competencies – always or often used by 94.6% of respondents;
- searching for information necessary to provide the service – always or often used by 89.2% of respondents;
- building interaction with service recipients – always or often used by 79.7% of respondents;
- informing the community about the organization’s services – always or often used by 78.4% of respondents;
- prompt communication with recipients – always or often used by 77% of respondents;
- direct provision of social services – always or often used by 56.8% of respondents. Typical ICT tools and the frequency of their utilization in the practical work of specialists in the social sphere are presented in the table (Table 2).

Table 2
Use of ICT tools to achieve work goals

Purpose of using ICT/ frequency of use	Always (%)	Often (%)	Sometimes (%)	Never (%)
Building interaction with service recipients	33.8	45.9	18.9	1.4
Informing the community about the organization's services	36.5	41.9	14.9	6.7
Prompt communication with recipients	44.6	32.4	21.6	1.4
Direct provision of social services	23	33.8	36.5	6.7
Searching for information necessary to provide the service	55.4	33.8	10.8	0
Development of personal competencies	59.5	35.1	5.4	0

Source: own work based on survey results

As shown, ICT tools are most frequently used to develop competencies and to search for necessary information and are less often used in the direct provision

of social services. It can be concluded that according to the data obtained, there is a dependence of the frequency of ICT use on the factor of the need for personal contact, because the technologies for providing many social services require direct contact with the recipient of the service, while such contact is not decisive for finding information or mastering new competencies.

To determine the typical ICT tools, the authors of the survey held an expert meeting with specialists of the Department of Information and Analytical Work of the Kyiv City Center of Social Services. Based on the results of the joint work, a list of 20 ICT tools that are effective in the process of organizing social work, as well as three main directions of using ICT have been defined. The main directions of using ICT are 1) to disseminate information about social services and services, 2) to build communication with recipients of services and services, and 3) to provide direct social services and social work. Also, survey participants justified the frequency of use of all these 20 ICT tools in three areas. The results are presented in the table (Table 3).

Table 3
Frequency of use of ICT tools by the purpose of use

Purpose of use/ ICT tool	Dissemination of information about social services and services		Implementation of working communication with recipients of services		Direct provision of social services and social work	
	Used more often (%)	They are not used more often (%)	Used more often (%)	They are not used more often (%)	Used more often (%)	They are not used more often (%)
Web site	46	54	29.7	70.3	28.4	71.6
Email	47.3	52.7	43.2	56.8	33.8	66.2
Closed group chats on Viber	67.5	32.5	60.8	39.2	50	50
Open communities in Viber	47.3	52.7	48.7	51.3	43.2	56.8
Telegram groups	37.8	62.2	37.9	62.1	35.2	64.8
Channels in Telegram	29.7	70.3	21.6	78.4	24.4	75.6
Personal Youtube channel	8.1	91.9	9.5	90.5	10.9	89.1

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Personal page on Facebook	36.5	63.5	29.8	70.2	20.3	79.7
Professional page on Facebook	56.7	43.3	44.6	55.4	32.4	67.6
Facebook Group	51.3	48.7	33.8	66.2	33.8	66.2
Facebook event	41.9	58.1	31.1	68.9	31.1	68.9
Personal profile on Instagram	8.1	91.9	6.8	93.2	6.8	93.2
Corporate Instagram profile	17.6	82.4	16.2	83.8	16.2	83.8
Zoom conferences and calls	60.8	39.2	43.2	56.8	35.2	64.8
Meet conferences and calls	27	73	24.3	75.7	18.9	81.1
Skype conferences and calls	27	73	25.7	74.3	23	77
SMS mailing	31.1	68.9	41.1	59.4	27.1	72.9
Google Forms	44.6	55.4	43.3	56.7	29.8	70.2
Google Docs	44.6	55.4	37.9	62.1	25.7	74.3
QR code	16.2	83.8	17.6	82.4	13.5	86.5

Source: own work based on survey results

So, summarizing the obtained data, we can define that the most popular ICT tools for social workers in Kyiv in their work in all three areas are the tools of the Viber messenger (used by 67.5% of respondents for information, 60.8% for communication, when providing direct services – 50%, respectively) and professional (specialized) pages on the Facebook social network (used for information by 56.7% of respondents, for communication by 44.6%, and practical service provision by 32.4% of respondents). ZOOM services are also a popular tool for informing about social services (60.8% of respondents prefer to use them), social specialists prefer to use the Google form tool (43.3% of respondents) for communication with service recipients, and Telegram and ZOOM messenger

services are preferred (rather used by 35.2% of respondents) for practical implementation of social work.

The least used in the practical work of specialists are such tools as personal YouTube channels (91.9% of the respondents rather do not use them for information, for communication – 90.5%, and for service provision – 89.1%, respectively), Instagram social network services (rather not used for information by 91.9% of respondents, for communication – 93.2%, and service provision – 93.2%, respectively) and the QR code tool (rather not used for information by 83.8% of respondents, for communication – 82.4%, and service provision – 86.5%, respectively). So, these ICT tools can become a resource for increasing online communications and informing the potential recipient in the future.

It is also worth noting that state-wide and city electronic services, such as the Diya portal (Diya – State services and online, 2022), HELSI medical portal (Medical Information System for Healthcare and the medical portal for patients in Ukraine, 2022), the portals of the Centers for the Provision of Administrative Services (Administrative Services Center of Kyiv city, 2022) and the Kyiv services „Kyiv Digital” (Municipal Main Information and Computing Center, 2022) and „Electronic office of the Kyiv city resident” (The account of Kyiv City resident. Kyiv ID, 2022). At the same time, service recipients often needed help (clarifications, consultations) regarding interaction with the above-mentioned services, as well as assistance in registering on these portals. The frequency of using services and providing consultations by specialists regarding the use of digital services is presented in the table (Table 4).

Table 4
Use of digital services by recipients of social services

Criteria for interaction with services/ Digital service	Use of services by recipients of social services		The need for consultations regarding the use of services		The need for help when registering for the service	
	Rather, they use it (%)	Rather, they do not use it (%)	At least once (%)	No need (%)	Use (%)	No need (%)
Diya portal services	63.5	36.5	75.7	24.3	52.7	47.3
HELSI.me services	66.2	33.8	71.6	28.4	56.8	43.2
The electronic account of the Kyiv City resident. Kyiv ID	31.1	68.9	64.9	35.1	44.6	55.4

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Administrative Services Center portal	47.3	52.7	71.6	28.4	56.8	43.2
Kyiv Digital	55.4	44.6	67.6	32.4	48.6	51.4
Other services	31.1	68.9	68.9	31.1	51.4	48.6

Source: own work based on survey results

Another aspect of the study is data on the use of electronic documents by recipients of social services to build interaction with social professionals. Thus, according to the experience of specialists, service recipients are more likely to use electronic documents in the Diya service (81.1%) than not to use them (18.9%). At the same time, for most specialists, electronic documents are sufficient only for the provision of certain services, and not for the entire range of social services.

Sufficiency of electronic documents in the Diya service for providing social services to the recipient

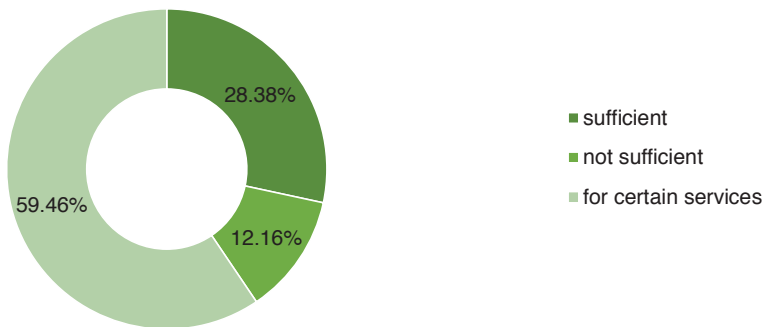


Figure 3. Sufficiency of electronic documents in the Diya service for the provision of social services

Source: own work based on survey results

The final questions of the survey related to the assessment of the needs of specialists in the social sphere were about mastering ICT technologies. According to the results of the study, it was concluded that 75.7% of the respondents mastered new ICT on their own, while 18.9% of respondents mastered ICT solely due to work needs. Only 5.4% of the specialists do not feel that their ICT competencies are lacking. Among the main gaps are the skills of working with Google electronic documents, the use of TikTok, Instagram, and YouTube services in social work, as well as the lack of knowledge about the features of the organization of online groups of preventive and psychological work.

Conclusions

Increasing requests for information, arranging work in a remote format, and prompt search for data to provide up-to-date and relevant answers are the tasks that social specialists face when working under martial law. Daily response to these challenges also requires the development of personal competencies in the use of ICT tools.

For the effective operation of the entire system of providing social services and providing social guarantees, the general level of mastery of the basic tools and competencies necessary for the provision of high-quality services is very important. The basic level of mastery of ICT tools among social workers in Kyiv proved to be sufficient for prompt response to the sharp increase in requests for social services. Professional competencies helped to relieve social tension and provide the necessary support to service recipients in the first months of work under martial law. It was a thorough preliminary training, including ongoing measures to develop ICT competencies, that made it possible for social workers to function effectively in new circumstances.

However, to improve the general level of competence of specialists, it is important to pay attention to the formation of a general idea of ICT as a full-fledged, rather than auxiliary, working tool, to understand the specific characteristics, and advantages/disadvantages of using ICT tools in the implementation of practical social work, and the development of internal professional standards in terms of the mandatory basic level of using ICT tools as an effective information mechanism for informing potential recipients, building communication and providing social services.

Future research

The contribution of this study was to identify the benefits of using ICT in social service delivery and identify effective ICT tools that social workers could use to deliver quality social services.

We see prospects for future research in the further determination of ICT competencies of social workers in their professional activities and the effectiveness of using electronic services as a tool for obtaining quick and effective results in the process of meeting the needs of various population groups.

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Analiza potrzeb pracowników socjalnych w zakresie wykorzystania przez nich technologii informacyjno-komunikacyjnych w systemie świadczenia usług socjalnych (Miasto Kijów, Ukraina)

Streszczenie

Ważnym elementem działalności pracowników socjalnych jest wykorzystanie technologii informacyjno-komunikacyjnych (ICT). Ostatnie zmiany w ICT stwarzają zasadniczo nowe możliwości pracy socjalnej w zakresie świadczenia usług socjalnych, w tym wysokiej jakości i terminowego reagowania na prośby słabszych grup ludności i osób w sytuacjach kryzysowych. W sektorze informacyjnym praca w sferze społecznej wymaga wiedzy i umiejętności skutecznego wyszukiwania, gromadzenia, przetwarzania, przechowywania, prezentacji i transmisji danych za pomocą komputerów i sieci komputerowych. Pracownik socjalny musi umieć wykorzystywać technologie informacyjne i komputerowe zarówno do samorozwoju w sferze zawodowej, jak i do organizowania codziennych zajęć praktycznych oraz rozwiązywania istotnych społecznie problemów. Dlatego konieczne jest kształtowanie i rozwijanie kompetencji ICT w swojej działalności zawodowej dla jakości świadczenia usług społecznych.

Celem badania jest określenie narzędzi ICT wykorzystywanych w praktycznej pracy pracowników socjalnych przy świadczeniu usług socjalnych, zakresu zastosowania ICT oraz analiza potrzeb pracowników socjalnych w Kijowie w zakresie wprowadzenia ICT do systemu świadczenia usług socjalnych.

Przeprowadzono internetowe badanie pracowników socjalnych organizacji państwowych i niepaństwowych w Kijowie, które świadczą usługi socjalne dla słabszych grup ludności i osób w sytuacjach kryzysowych. Zastosowano metodę doboru teoretycznego, co pozwoliło na sformułowanie uogólnionych rekomendacji wprowadzenia narzędzi teleinformatycznych do systemu świadczenia usług społecznych. W celu określenia typowych narzędzi ICT oraz kierunków wykorzystania ICT

w praktyce pracy socjalnej odbyło się spotkanie eksperckie ze specjalistami wydziału pracy informacyjno-analitycznej Centrum Opieki Społecznej w Kijowie. Do automatycznego wyszukiwania informacji w Internecie wykorzystano monitorowanie zasobów.

Autorzy artykułu przyjrzeni się technologiom informacyjno-komunikacyjnym wykorzystywanym przez świadczeniodawców usług społecznych w swojej pracy i naświetlili perspektywy ich wdrożenia w pracy organizacji państwowych i niepaństwowych. W wyniku badania pracowników socjalnych organizacji państwowych i niepaństwowych w Kijowie określono narzędzia teleinformatyczne, które są najczęściej wykorzystywane w świadczeniu usług społecznych.

Narzędzia te są podzielone na trzy główne kategorie: kanały komunikacji, kanały rozpowszechniania informacji oraz metody budowania procesów świadczenia usług online. W artykule przedstawiono kluczowe potrzeby pracowników socjalnych dotyczące wykorzystania narzędzi teleinformatycznych w procesie świadczenia usług społecznych oraz najbardziej typowe wyzwania we wdrażaniu tych technologii. Autorzy zidentyfikowali zalety wykorzystania ICT w świadczeniu usług społecznych oraz wykazali skuteczność korzystania z usług elektronicznych jako szybkiego i efektywnego narzędzia w procesie zaspokajania żądań słabszych grup ludności. Zwrócono również uwagę na perspektywy wykorzystania ICT w świadczeniu usług społecznych. Udowodniono, że wykorzystanie technologii informacyjno-komunikacyjnych w świadczeniu usług społecznych wpłynie pozytywnie na jakość świadczenia pomocy społecznej i usług społecznych. Wykorzystanie tych technologii przez instytucje społeczne pozwala nie tylko skutecznie reagować na wyzwania sytuacji militarnej na Ukrainie, ale także szybko reagować na prośby i potrzeby odbiorców usług społecznych i dostarczać im usługi wysokiej jakości. Autorzy przedstawili główne ICT, które mogą być wykorzystywane przez pracowników socjalnych w świadczeniu usług socjalnych.

S ł o w a k l u c z o w e: technologie informacyjno-komunikacyjne, praca socjalna, pracownik socjalny, aktywność zawodowa, usługi społeczne, odbiorcy usług społecznych, kompetencje zawodowe

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Análisis de las Necesidades de los Trabajadores Sociales en cuanto a su Utilización de las TIC en el Sistema de Provisión de Servicios Sociales (Ciudad de Kyiv, Ucrania)

R e s u m e n

Un elemento importante de las actividades de los trabajadores sociales es el uso de las tecnologías de la información y la comunicación (TIC). Los desarrollos recientes en las TIC crean oportunidades fundamentalmente nuevas para el trabajo social en la provisión de servicios sociales, incluidas respuestas oportunas y de alta calidad a las solicitudes de grupos de población vulnerables y personas en situaciones de crisis. En el sector de la información, el trabajo en la esfera social requiere conocimientos y habilidades en la búsqueda, acumulación, procesamiento, almacenamiento, presentación y transmisión de datos efectivos utilizando computadoras y redes informáticas. Un trabajador social debe ser capaz de utilizar las tecnologías de la información y la informática tanto para el desarrollo personal en el ámbito profesional como para organizar sus actividades prácticas diarias y resolver problemas socialmente significativos. Por lo tanto, es necesario formar y desarrollar la competencia TIC en las actividades profesionales para la prestación de servicios sociales de calidad.

Los autores del artículo investigaron las tecnologías de la información y la comunicación utilizadas por los proveedores de servicios sociales en su trabajo y destacaron las perspectivas de las

herramientas TIC en las organizaciones estatales y no estatales. Los autores encuestaron a trabajadores sociales de organizaciones estatales y no estatales en la ciudad de Kyiv sobre las herramientas TIC más utilizadas y frecuentes en la prestación de servicios sociales. Estas herramientas se agrupan en tres categorías principales: canales de comunicación, canales de difusión de información y métodos para construir procesos de provisión de servicios en línea. Las necesidades clave de los trabajadores sociales con respecto al uso de herramientas TIC en el proceso de prestación de servicios sociales y los desafíos más típicos en la implementación de estas tecnologías se presentan en el artículo. Los autores identificaron las ventajas del uso de las TIC en la provisión de servicios sociales y comprobaron la efectividad del uso de los servicios electrónicos como una herramienta rápida y eficaz en el proceso de atención de las demandas de los grupos poblacionales vulnerables. También se destacan las perspectivas del uso de las TIC en la prestación de servicios sociales. Se ha comprobado que el uso de las tecnologías de la información y la comunicación en la provisión de los servicios sociales afectará positivamente la calidad de la prestación de la asistencia social y los servicios sociales. El uso de estas tecnologías por parte de las instituciones sociales hace posible no solo responder de manera efectiva a los desafíos de la situación militar en Ucrania, sino también responder rápidamente a las solicitudes y necesidades de los destinatarios de los servicios sociales y proporcionarles servicios de calidad. Los autores presentaron las principales TIC que pueden ser utilizadas por los trabajadores sociales en la provisión de servicios sociales.

Palabras clave: tecnologías de la información y la comunicación, trabajo social, trabajador social, actividad profesional, servicios sociales, destinatarios de servicios sociales, competencia profesional

Татьяна Лях, Татьяна Спирина, Алина Дуля, Руслан Горчинский

Анализ потребностей социальных работников в использовании ими ИКТ в системе оказания социальных услуг (г. Киев, Украина)

А н о т а ц и я

Важным элементом деятельности социальных работников является использование информационно-коммуникационных технологий (ИКТ). Последние разработки в сфере ИКТ создают принципиально новые возможности для социальной работы при оказании социальных услуг, в том числе для качественного и своевременного реагирования на запросы уязвимых групп населения и лиц, находящихся в кризисных ситуациях. В информационном секторе работа в социальной сфере требует знаний и навыков эффективного поиска, накопления, обработки, хранения, представления и передачи данных с использованием компьютеров и компьютерных сетей. Социальный работник должен уметь использовать информационные и компьютерные технологии как для саморазвития в профессиональной сфере, так и для организации своей повседневной практической деятельности и решения общественно значимых задач. Поэтому необходимо формировать и развивать ИКТ-компетентность в профессиональной деятельности для качественного оказания социальных услуг.

Целью исследования является определение средств ИКТ, которые используются в практической работе социальных работников при предоставлении социальных услуг, области применения ИКТ и анализ потребностей социальных работников г. Киева по внедрению ИКТ в систему предоставления социальных услуг.

Был проведен онлайн-опрос социальных работников государственных и негосударственных организаций г. Киева, которые предоставляют социальные услуги уязвимым группам населения и лицам, оказавшимся в кризисной ситуации. Был применен метод теоретическая выборка позволивший сформулировать обобщенные рекомендации по внедрению инструментов ИКТ в систему предоставления социальных услуг. С целью определения типовых инструментов ИКТ и направлений использования ИКТ в практике социальной работы была проведена экспертная встреча со специалистами отдела информационно-аналитической работы Киевского городского центра социальных служб. Для автоматизированного поиска информации в Интернете применялся мониторинг ресурсов.

Авторами статьи исследованы информационно-коммуникативные технологии, которые используют социальные работники в профессиональной деятельности и освещены перспективы их внедрения в работу государственных и негосударственных организаций. В результате опроса социальных работников государственных и негосударственных организаций города Киева было определено средства ИКТ, наиболее часто используемые при предоставлении социальных услуг. Эти инструменты сгруппированы в три основные категории: каналы связи, каналы распространения информации и методы построения процессов предоставления онлайн-услуг. В статье представлены ключевые потребности социальных работников относительно использования средств ИКТ в процессе предоставления социальных услуг и наиболее типичные проблемы при внедрении этих технологий. Авторы выявили преимущества использования ИКТ при оказании социальных услуг и доказали эффективность использования электронных услуг как быстрого и действенного инструмента в процессе удовлетворения запросов уязвимых групп населения. Также выделены перспективы использования ИКТ в предоставлении социальных услуг. Доказано, что использование информационно-коммуникационных технологий социальными работниками положительно повлияет на качество предоставления социальной помощи и социальных услуг. Использование данных технологий социальными организациями позволяет не только эффективно реагировать на вызовы военной обстановки в Украине, но и оперативно реагировать на запросы и потребности получателей социальных услуг и оказывать им качественные услуги. Авторы представили основные ИКТ, которые могут быть использованы социальными работниками при оказании социальных услуг.

К л ю ч е в ы е с л о в а: информационно-коммуникационные технологии, социальная работа, социальный работник, профессиональная деятельность, социальная услуга, получатели социальных услуг, профессиональная компетентность