

**The Resilience of Social Workers Rendering Services to Nyaope substance
Dependent Youth within Waterberg District, Limpopo Province**

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DECLARATION

I declare that **The RESILIENCE OF SOCIAL WORKERS RENDERING SERVICES TO NYAOPE SUBSTANCE DEPENDENT YOUTH WITHIN WATERBERG DISTRICT, LIMPOPO PROVINCE** is my own work and that all the sources that I have used have been indicated and acknowledged by means of complete references and this work has not been submitted before for a degree at any other institution.

T SEKGOBELA

SIGNATURE

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DATE: 20/04/2021

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DEDICATION

Dedicated

to

**My late father Mr Maropeng Harson Sekgobela, My late Nephew Ngwako Collen
Lefophane,**

**My late friend and mentor, Professor Dumisani Gaylord Thabede, My late Aunts
and Uncles**

and

**to all resilient social workers who maintained their professionalism in challenging
situations**

ABSTRACT

The concept of resilience has gained widespread recognition amongst social scientists and it is used to explain the complexities of individual and group responses to traumatic and challenging situations. It is a concept of much relevance to the social work profession since social work is regarded as an emotionally challenging field. The research methodology in this study will be qualitative in nature and to understand the resilience of social workers who render services to Nyaope dependent youth. The goal of this study was to develop an in-depth understanding of resilience in social workers' rendering services to youth depending on Nyaope. This was achieved by conducting face-to-face, semi-structured interviews with social workers who were selected through the usage of purposive method of sampling. Interview guide with open ended questions was utilised as a data collection instrument. The study employed exploratory, contextual and descriptive research designs. The collected was analysed using Tesch's framework for thematic analysis. Data verification was guided by Lincoln and Guba's model. In carrying out this study, ethical requirements such as informed consent, debriefing, beneficence, confidentiality and avoidance of harm were adhered to. The aim and objective of the study was covered with the aim being to explore the resilience of social workers, to describe challenges and coping mechanism of social workers and to develop a strength and knowledge for social workers. Resilient theory was also fundamental to provide the background with regard to theory on this study.

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LIST OF ABBREVIATIONS

ARV - Antiretroviral

AU- African Union

CPO- Child Protection Organization

CPSW- Child Protection Social Worker

SWREC – Social Work Research Ethics Committee

DSD- Department of Social Development

DSW- Designated Social Worker

NDMP - National Drug Master Plan

NGO – Non-governmental organisation

SACSSP - South African Council for Social Service Professions

SANCA - South African National Council on Alcoholism and Drug Dependence

SUD- Substance Use Disorder

SWB – Subjective well-being

TA – Thematic analysis

UN - United Nations

UNISA - University of South Africa

UNY - United Nations Youth

WHO - World Health Organisations

WWII- World War ii

CHAPTER ONE

1. GENERAL ORIENTATION OF THE STUDY

This section presents the general introduction of the proposed study titled “Resilience of Social Workers Rendering Services to Nyaope substance dependent Youth”. The problem statement, rationale for the study and the theoretical framework, ethical consideration, clarification of key concepts and the structure of the study to be applied in guiding the research process will be covered.

1.1. Introduction and background

Social work is a rewarding job, but it is emotionally challenging and can be stressful. Resilience is a term that is increasingly used to describe and explain the complexities of individual and group responses to traumatic and challenging situations (Lindstrom, 2013; Boss, 2016; Monroe & Oliviere, 2011; Van Breda, 2011). It is frequently mentioned in relation to many areas such as social work practice, for example, ‘resilient’ is a term now commonly used to describe patients, professionals and family caregivers (Monroe & Oliviere, 2011).

More than many areas of employment, social work is heavily dependent on its ability to retain committed workers (Haley-Lock, 2007). This highlights the need for a clear understanding of what influences a worker to stay committed to the demanding work of social work or to leave the field of practice. A recent trend in the social work literature is a focus on those social work professionals who are successfully retained in social work and can be characterized as resilient workers (Collins 2007; Kinman & Grant, 2010 12). Acknowledging the findings of Russ, Lonne & Darlington (2009:111) which indicate that ‘staying is an active process that is decidedly different from simply not leaving’, the researcher believes that there is much to be learnt from those professionals who successfully continue to work in the sector and maintain high levels of commitment.

The concept of resilience in social work practice has generated a lot of interest in researchers over the past two decades (Kapoulitsas & Corcoran, 2015: 87). Grant & Kinman (2012: 605) noted that social workers need to be resilient if they are to effectively

discharge their duties and help the distressed in society. Though stress negatively affects some social workers, it is interesting to note that some seem to be immune to the negative effects of stress. For instance, a study by McFadden, Campbell & Taylor (2014:1546) revealed that up to 70% of social workers engaged in child protection had no symptoms of dysfunction regardless of the stressful nature of their daily duties. Individuals who are able to maintain acceptable levels of productivity under chronic stress usually have some coping strategies they can activate when needed (Shin, Park, Ying, Kim, Noh & Lee, 2014:45). Such individuals continue to work to the best of their ability and judiciously fulfilling their occupational responsibilities and such individuals are referred to as being resilient to the impacts of work related stress.

In general, the term resilience refers to an individual's capacity to handle difficulties, demands and pressures without experiencing negative effects (Grant & Kinman, 2014:3). Grant, Kapoulitsas & Corcoran (2015:88) stated that resilience is a quality that is inherent in individuals who are able to circumvent the negative effects of work-related stress in inherently demanding environments. Personality characteristics consistently found to be associated with stress resistance include reflectiveness and positive responses when confronted with new and ongoing situations. These characteristics help one to be resourceful, flexible, to actively engage with the source of stress and to have a repertoire of appropriate problem solving strategies. It can therefore be said that resilience is needed in the social work profession as resilient individuals are better positioned to assist their service users regardless of emotional turmoil they may be undergoing (Collins, 2008: 258). However, little is known about the competencies that promote resilience in social workers. Emotional intelligence and associated competencies like reflective ability, social confidence and empathy are some of the qualities social workers need to have if they are to be resilient (Grant & Kinman, 2012:605). Among other issues in relation to substance use and substance abuse, the increasing number of Nyaope substance faces social workers, which is relatively new in South Africa. Substance use/abuse is a stressful situation more in particular Nyaope substance. The actions and unreliability of Nyaope substance users and abusers may need the social worker to be resilient. This is because working with Nyaope is stressful and challenging which will require the resilient of the

social worker. As the term refers to the ability of an individual to deal with complex and challenging situations. Nyaope substance dependency is one challenging situation. The discussion below gives the background on what exactly are the issues, which social workers have to deal with which seriously, need their resilience.

The environment with which social workers are exposed on a daily basis is traumatic, stressful and has lots of pressure which leads to burnout (Crowder & Sears, 2017:26). There is a gap in the field of social work, particularly in relation to the study phenomenon which needs scientific research to ensure that there is clear understanding on what needs to be done to assist social workers to be resilient and be able to deal with the challenging situations they experience on their daily basis whilst on duty. In South Africa, particularly, within the department of social development, social workers are purposefully selected to focus on various programmes of which substance dependency is one of them. Social workers focusing of substance dependency directly work with Nyaope dependent youth. Nyaope dependent youth are not easy to work/deal with. Some of whom do not adhere to the programmes designed for them when placed at the rehabilitation centres or not even comply with the processes which one need to follow before placement to such centres. Most of the institutionalised nyaope dependent youth often discontinue with the programme or even relapse immediately after being discharged and as such the social worker responsible for him/her has to start over and again with assisting the same client with the same problem. Interestingly, social workers continuously do this amazing work regardless of minimal resources and this is what resilient is all about. Social wokers dealing with Nyaope dependent youth are therefore experience a lot of stress, depression and trauma in the workplace due to the fact that they have to address or deal with the nyaope phenomenon without enough support system.

1.2. Problem statement

Babbie & Mouton (2010:48) clearly indicate the importance of having a clear research problem and indicate that a research problem ought to be a clear and unambiguous statement of the object of a study. Strydom (2011:79) also suggests that before one can conduct or design a research study, one must have a clear picture of the direction of the study which can then be refined in the form of a research problem, problem statement

and research question(s). The researcher believes that the problem statement is at the heart of every research project and that a problem statement is paramount to the success of the research effort.

A problem statement, also referred to as research problem, is defined as a brief description of a challenge observed (Kush, 2015). A good problem statement should acquaint an audience on why what is the challenge, why is the issue worthy of research and who is affected, where and when. A research problem may come from a range of sources, including life experiences, previous research, theory and practical issues in the field (Savin-Baden & Major, 2013:101). In this research, the research problem was derived from what the researcher observed whilst interacting with fellow social workers as well as literature and news reports. Babbie & Mouton (2010:48) analyse and develop that a research problem ought to be a clear, and unambiguous statement of the object of a study

Social Workers in South Africa are faced with a number of challenges. Challenges such as over workload, lack of working tools, lack of support from the supervisors and the poor working conditions. The challenges are mostly too much workload, stressful cases, lack of working resources, lack of support from supervisors and management. An analysis by Earle (2008: 34) reported that the shortage of social workers in South Africa in 2015 stood at 17 149. Since 2008, recruitments of social workers have been limited and this implies that those in the profession have to serve an unsustainably large number of individuals. Furthermore, the social workers are chronically exposed to human suffering and this may result in negative reactions such as burnout and depression (Virtanen, Ferrie, Singh-Manoux, Shipley, Stansfeld, Marmot, Ahola, Vahtera, & Kivimäki, 2011: 2486; Shanafelt, Hasan, Dyrbye, Sinsky, Satele, Sloan & West, 2015: 1600). Other challenges faced by social workers in South Africa include dealing with difficult clients, as is usually the case when dealing with individuals with SUDs. Lack of orientation and exposure to cases are other challenges and poor working conditions (Khamisa, Oldenburg, Peltzer & Ilic, 2015: 652; News24, 2017).

The researcher as a practicing Social Worker for almost a decade has observed that in Waterberg district of Limpopo province, social workers are often the only source of professional help most Nyaope dependant youths can access without a charge/fee. For the Nyaope dependent youth to be admitted to a rehabilitation center they need to go through a lengthy process that is administered by the social worker. Nyaope use has emerged as a major public health issue with some researchers reporting that in certain areas as much as 80% of households are directly or indirectly affected by Nyaope addiction (Masombuka, 2013: 67). Nyaope users are usually from poor families and as such they have very limited access to health care facilities assisting individuals with substance dependency. Given the fact that social workers are faced by numerous challenges, they still remain resilient as they effectively and continuously provide their skills and time in ensuring that nyaope dependent youth get assisted to deal with this phenomenon. It can be argued that resilience is a quality or trait that is irreplaceable in some social workers. Nyaope is a social problem which is flooding the streets of South Africa and many communities are not coping with the spread of Nyaope as the users are engage in numerous incidents of crime.

The researcher has observed that some of the social workers rendering services to Nyaope dependent youths seemed to be immune to the challenges inherent in their daily work. These social workers engage their clients with zeal, hardly take time off due to sickness and are not seeking to leave the profession. On the other hand, there are those who are constantly lamenting about the poor environment they work in, the stress they endure both on and off duty and are seeking to leave the profession. These observations have interested the researcher and have prompted the researcher to ponder why this is so given the fact that most social workers operate in similar circumstances. It was therefore important to determine the sources of resilience or coping strategies used by those social workers who show resilient traits.

The problem formulated for this study was thus framed on the premise that there was dearth of information on the Resilience of Social Workers Rendering Services to Nyaope substance dependent youth within Waterberg District, Limpopo Province. It is the issue

that is to be addressed or improved. The researcher has observed that Waterberg is being flooded with the dependents of substances such as Nyaope and this is common among the youth. In most cases, when Nyaope dependent youth require help with regards to their Nyaope dependency problems, they visit the office of the social worker. Social workers are having fundamental challenges that disable them from performing their duties diligently. Employers in the South African context of social work make it difficult for social work professionals to be resilient because of the lack of working tools. They contribute to the failures of employees to be resilient.

1.3. Rationale for the study

Providing a persuasive rationale of a study is an important part of any research project as it enables the study to be grounded in the context of existing evidence and also spells out potential practical applications of the study findings (Rojon & Saunders, 2012: 55). This study was premised on the idea that interventions to address Nyaope substance use, a public health challenge South Africa is faced with, can only bear fruits if delivered by competent social workers who were sound emotionally. In this context, an emotionally sound social worker was one who had functioned optimally regardless of the stress he or she may have endured as a result of being in the profession. The acknowledgments by various scholars that social work is a stressful occupation suggests that social workers need to have internal and external resources to help them cope with the stressors, in other words, they should be resilient.

Having been working as a social worker for several years, the researcher has observed that some of his colleagues were able to function normally as suggested by the professionalism, confidence and enthusiasm as they carried out their duties. At the same time, some social workers appeared dejected and were constantly looking for employment elsewhere. This provoked interest in the researcher to try and understand why this was so. The researcher has practiced as a social worker in a typical South African rural setting, particularly, Mookgophong of Limpopo in Waterberg district for a period of over 9 years working with children, family and elderly people. Therefore, he was exposed to cases involving either gender-based violence or social workers experiencing challenges and looking for employment oftenly while others are happy within the same

employ. The researcher interacted with a considerable number of colleagues regarding their source of support. These field observations resonate strongly with what the researcher has gleaned from other societies through literature review. These rather sad observations are what motivated the researcher to investigate the resilient of social workers rendering services to Nyaope substance dependent youth.

Understanding the sources of resilience in social workers working with individuals suffering from Nyaope addictions is important for a number of reasons. Firstly, it allows the supervisors of the social workers to offer effective advice to the social workers so that they will be better positioned to help those in distress (Kadushin & Harkness, 2014: 6). The primary beneficiaries of enhanced supervision are the social workers working with individuals suffering from the substance dependent and the benefits will cascade to the individuals suffering from substance dependent since the social workers will be better equipped to assist them.

This dissertation suggested some strategies used by those who are resilient to the stressors that exist in the profession. Creating a pool of competent social workers will also be beneficial to the individuals suffering from SUDs and their communities as the social workers will be better able to help them move away from the self-destructing habits. It can therefore be said that the people suffering from substance dependent will be secondary beneficiaries from this study.

Being resilient as a social worker helps one to live healthier and happier. Though the families of social workers are not directly involved in working with people who depend on Nyaope substance, it has been suggested that job stress can cause instabilities in one's family life (Repetti & Wang, 2017: 15) and as such it is important to equip those with stressful jobs with the resources to positively cope with the stress.

The organizations employing social workers as well as the government are also to benefit from the findings of this research. The benefits will be in the form of knowledge on how they could assist non resilient workers to be resilient. The employers will be able to read into the findings of the study. This is building resilience in social workers to make them more competent and competent social workers can get more satisfaction from their work

and are less likely to leave the profession. Finally, the information gathered in this research can be used by academic institutions responsible for training social workers in improving their curricula so that social workers resourced with necessary tools needed to be resilient to the stress inherent in the profession.

The focus of this study was influenced by the fact that of social worker are expected to be resilience of which a significant number of them are showing satisfaction level in their job and perform their duties diligently. They are expected to perform their functions and always reach target agreed upon without the provision of required resurces. It has also been observed that resilience of social workers has not been adequately explored and there is limited literature on the subject especially in south Africa. It can also be said that this challenge is not unique to the study area since globally, research has focused more on other helping professions like doctors, teaching and nursing. This study therefore contributes to the resilience of social workers employed by the Department of Social development within the Waterberg district in Limpopo province. It has been noted that social work professionals experience a huge pressure with the workload and they are expected to work with almost all sector of society in a huge pressure without the support of the management. The role played by the supervisors, line managers and other senior management has left a huge gap in that the focus is only on the outputs and production and never about the welfare of the social work professionals. The management never play a supportive role to the social workers to assist them enjoy their role at work and to feel that they are been valued by their employers. Resilience is fundamental in the life oof social work professionals and it assists the professionals provide quality services to service users. The professionals who have in the past been exposed to traumatic situation and has traumatic history are likely to struggle with the building of resilience as they may still be exposed to similar situations. The social work professionals need to be provided with support in order to deal with the workplace challenges and to cope with distressors in exercising responsibilities at work, professional and academic development is important in order to assist the workers to build the resilience and be able to employ internal and external resources to suppress the negativities coming in the process of building resilience.

Furthermore, this study brings together the challenges and mechanism or coping strategies for the social work professionals. In addressing these challenges, it was expected that this study would bring awareness about the factors which lead to the non resilience in the professionals. The relationship which the professionals has with their supervisors, line managers and the colleagues and network within the profession. It is also expected to encourage the social workers to ensure that they have the support from the family, friends and the unit of the health and wellness of the Department. This was done to ensure that the professional maintain a healthy life in the workplace and outside the workplace. The importance of having positive and social support from the family, friends, supervisors and managers is that the social work professionals are able to deal with any form of challenge and pressure with the support of both the personal and the professional network.

1.4. Theoretical framework

The main role of theory is to guide the researcher (Blumberg, Cooper & Schindler, 2011:36). In the social sciences, the theoretical framework usually implies a set of statements describing and explaining the relationship between human behaviour and the factors that affect or explain such phenomena (Reybold, 2009:269; Green, 2014:34; Liamputtong & Ezzy 2011:308). Furthermore, Best & Khan (2012:10) state that a theory could best be described as an attempt to develop a general explanation for a phenomenon. The researcher considered resilient theory as suitable to guide this study as these theory was related to the aim of this study.

A theoretical framework gives clear and informed mechanism from which applicable and relevant understanding of the research problem is constructed (Grant & Osanloo, 2014:12). Such a framework provides the underpinning for all other sections of a thesis, including the literature review. “the researcher reviewed various other frameworks and the choice of this framework is not arbitrary but reflects important personal beliefs and understandings about the nature of knowledge, how it exists in relation to the observer, and the possible roles to be adopted, and tools to be employed consequently, by researchers in their work” (Grant & Osanloo, 2014:24). It has recently been made a norm

and critically important that any doctoral thesis should have a theoretical framework (Grant & Osanloo, 2014:13). Grant & Osanloo (2014:15) describe a theoretical framework as “a structure that guides research by relying on a formal theory...constructed by using an established, coherent explanation of certain phenomena and relationships.” It is therefore not surprising that a study should be informed by theory which is very relevant to the particular research project.

The researcher understands theoretical framework as the process of explaining and providing knowledge about the existence of the research problem under study. It was a structure that support theory of the research study. The theoretical framework had a significant role to play in research as it guided the process of the research study. It guided the research by providing guidance as to what should be done and what theory to be used in a particular study. The resilience theory was fundamental in the study as it provided theory with regards to the resilience of social work professionals and assisted with the factors which contributed in the past to the resilience of social workers and the reasons for not coping or for struggling with the resilience. It was fundamental as the study seeks to explore, describe and contextualize the source of strengths for the resilience of social workers. There is however limited theory on the resilience of social work professionals and there has been a lack of support for the social work professionals from the employers and this makes it difficult to flourish in the workplace. There is a lot of literature in other helping professions such as doctors, teachers, and nurses but there has been absolutely nothing in the social work profession. In terms of support from employers and the professionals' development there has been a gap in addressing the problems and challenges leading to low work moral and high level of stress.

1.4.1. Resilient theory

Helping professions like nursing, psychology and social work, amongst others, are vital in any society. Unfortunately, these professions witness a lot of suffering in those they seek to help and this may adversely affect their mental states. Those who continue to work in these professions and continue to discharge their duties effectively regardless of the emotional stress described as resilient. The concept of resilience can be traced back to the period soon after World War II (WWII) in the work of Garmezy (1993:128), Werner

and Smith (1992:2) & Rutter (1987:317). Though these pioneers of resilience science worked with children impacted by the war, their work is now relevant in most, if not all, situations where emotional stress is witnessed. For instance, Bonanno & Mancini (2008:369) reported that most people experience at least one traumatic event in their lifetime and as such most people need to be resilient if they are to return to a state of wellness of the mind after traumatic events. The ability to function optimally during or after stressful events is the psychological basis of the resilience theory, the ability to withstand and even thrive under adverse environments. In psychology, resilience has been investigated in three main fields which are developmental psychology, recovery from a traumatic event and formative psychology where competence under stress is the main theme (Watson, Ritchie, Demer, Bartone & Pfefferbaum, 2006:3).

Though the concept amassed a lot of attention from scholars, an all-encompassing and all accepted definition seems to be elusive (Olsson, Jerneck, Thoren, Persson, & O'Byrne, 2015:2). Masten (2014:5) offers a broad definition of resilience that attempted to satisfy the ideals held by many resilience scholars. Broadly, resilience is defined as the capacity of a dynamic system to positively adapt to perturbations that have the potency to change its function. The broadness of this definition means that, as has been shown in several cases, that the concept of resilience can be applied to systems of many kinds at different interacting levels, both living and non-living, such as an ecosystem, a child, a family or an economy (Masten, 2014: 5). In the context of social work with individuals suffering from Nyaope use disorders, the concept of resilience is important as the social workers are often subjected to a variety of stressors.

The idea that resilience is associated more with negative circumstances one is subjected to over a prolonged length of time is relevant in various health care professions, including social work, where chronic stress is inherent (Cyrułnik, 2015: 296). These professions are associated with a number of stressors such as witnessing individuals struggling to break free from self-harming practices like Nyaope use. Developing and fostering resilient environments and individuals within the social work profession is therefore recommended as one way of reducing negative and increasing positive outcomes of stress in

professions such as social work (McCann, Beddoe, McCormick, Huggard, Kedge, Adamson & Huggard, 2013: 60).

Available evidence has convincingly proved that individuals can learn or acquire resilient qualities (McAllister & McKinnon, 2009:375). Jackson, Firtko, & Edenborough, (2007:5) isolated five strategies that can be used by helping professions like social workers to develop resilient traits include establishing positive professional linkages through networks and mentoring, using laughter to promote positive emotions, developing emotional intelligence to understand one's propensity to gravitate towards negative protective factors such as engaging in heavy drinking when stressed, using and spirituality to give one a sense of purpose in life and finally, knowing where to find help and emotional support during times heavy emotional burdens.

The acknowledgement that resilience can be learned prompted Bonanno & Diminich (2013:386) to advance the concept of emergent resilience. In justifying the relevance of this concept, Bonanno & Diminich (2013:387) argued that though the concept of resilience is relevant in the event that one is subjected to an unexpected but short-lived stressor, in most cases, the adversities faced by helping professionals such as social workers are chronic and long lasting. This agrees with the findings of Offidani & Ruini (2012: 285) who noted that chronically stressful occupations like social work with difficult clients can produce individuals who are more enduring and able to adapt to difficult situations.

In summary, this study was based on the resilience theory because it provides explanations on how social workers, whose jobs are often stressful, can remain resilient in coping with the stress they endure. McAllister & McKinnon (2009: 371) commented that being resilient is an important part of being a social worker. Unfortunately, not all social workers have the same resilient traits. It is therefore important that employers help social workers build resilient traits and that resilience theory should be part of the educational content in universities training social workers and should be taught in a way that encourages reflection and application such that social workers will be able to endure stress in the workplace.

The resilience theory was fundamental in this study as we sought to explore, describe and contextualize the resilience in the social work profession. Researchers have in the past indicated that there is limited literature about the resilience of social workers and as such, social workers did not understand what needed to be done to deal with the issue of resilience. The management and supervisors in the field need to play a significant role in enhancing and improving the resilience in social work profession. This theory was fundamental in the provision of guidance and ensured that the study has a focus to achieve the set goal. This is normally used to ensure that there are programs and mechanisms in place for the professionals to fair well with the workplace challenges, stress, burnout and relationship problems at work. When the working environment is friendly and accommodative to the social workers, they then have opportunity to do well in work. Some professionals need to activate collaterals to ensure that they are always happy and suppress the negativities and focus on the positives which will sustain them. The social work professional usually uses the association, colleagues, friends and their families for survival. The resilience theory is significant to ensure that there is support for the social work professionals from the colleagues, supervisors and management, friends and members of the family. This assist in reducing a number of distressors in the workplace as the professionals would have a healthy life in the workplace and on a personal level. Resilience theory provide for the methods of coping and the strategies to be employed when addressing the stressors which could contribute negatively to the development and establishment of resilience in social workers. It has been established that once the social work professionals are resilience, service users benefit high level of quality service from the professionals in the sector. The social work professionals who are not coping will be able to get support and coping strategies as well as the source of strength used by other professionals who does not have struggle with the provision of good quality service because they are resilient. Having earlier acknowledged that social work professional is a demanding, stressful, traumatic and demanding work, it is fundamental that the professionals in this sector develop and build resilience.

1.5 Research questions, aims and objectives

The first step of any study is to develop the research question, aim and objectives (Parahoo, 2014). The social work research question seeks to answer research problem through the collection and analysis of first hand, verifiable, and empirical data (Engel & Schutt, 2009:31). Research questions can be developed from theoretical knowledge, previous research or experience, or a practical need at work (Doody & Bailey, 2016:19; Connelly, 2015: 435). Defining the research question is a particularly significant step in research as it narrows the research aim and objective down to specific areas the study will address (Creswell, 2014:50; Johnson & Christensen, 2014:143). Research questions are vital as they guide the choice of methodology, methods, sample, sample size, data collection instrument and data analysis techniques (Lipowski, 2008:156). A research question may be described as the formulation of vague thoughts about a subject into a specific question (Doody & Bailey, 2016:19). The researcher is of the view that all questions should be related to the goals and objectives of the study.

The researcher acknowledges the distinction made by (Leedy & Ormrod, 2014:54) between hypotheses and research questions. As this proposed study uses a qualitative approach, the researcher opted for a research question which is a highly focused question that addresses one concept or component of the hypothesis. In contrast, the hypothesis itself is used to state the relationship between two variables and the researcher in this study is not intending to compare the relationship between variables. Therefore, this proposed study will not have a hypothesis.

Grove, Burns & Gray (2013:708) has described the research question as brief though comprehensive and interrogative statement that the researcher seeks to understand. In supplementing the submission above, (Schmidt & Brown, 2015:78) emphasize that the research question derives from the problem statement and more importantly, (Maxwell, 2013:4) indicates that a research question should be clearly linked to the goal of the study and not confusing. The research question has direct relations with the topic. The focus of the research question must relate to the research topic (Maree & Van der westhuisen, 2010:30). The terminologies used during the research topic are conceptually and logically linked. It is stressed that the research question must be easy to understand and easy to

implement. (Fouche & De vos, 2005:100) stipulate exactly what the study or research want to achieve. It indicates what needs to be found out.

This study explored and attempted to gain understanding of the strategies used by social workers who continue to assist substance dependent youth, particularly those who use Nyaope. Therefore, the study had two main questions guiding this study:

- What are the resilience mechanism of social workers rendering services to Nyaope substance dependent youth within Waterberg district, Limpopo province?
- How do social workers rendering services to Nyaope substance dependent youth gain their resilience?

The research questions in this study were developed based on the experience that the researcher had in the field of social work for over years. This was because the researcher has established that there are quiet a number of social work professionals who are happy in their work space despite the challenges in the field which would normally lead to stress, fatigue and burnout. However, there are those professionals who are struggling to cope in the workplace and this raised a question for the researcher to wonder as to why significant number is coping while others are struggling with the profession and wants to leave the profession. The network within the circle of colleagues in the region and the understanding of the professionals regarding the working environment provoked the researcher to expore deeper into their strategy to cope with this difficult circumstances. The researcher has also explored more theory and some theoretical framework informed the research question in the study. It was fundamental to design a good question for the study in order to achieve the desired result. Research question determine where and what kind of research the researcher is looking for. It identifies the aims and objectives of the study. The research questions have narrowed and outlined what the aim and objectives of the study was to address. The research question, aims and objectives should ensure that there is a golden thread that connects the three aspects. The research begins with a question, followed by what the researcher wants to achieve, which is to seek answers to the initial question asked and such is guided by objectives.

1.5.1. Aims of the study

Maxwell (2013:4) indicates that a goal addresses the reason for undertaking the study and why it is worthwhile, what issues are to be clarified, and what practices and policies the researcher intends to influence. Carey (2012:24) emphasises that a clear and succinct statement usually represents the research aim that precisely what it is intended to research. Creswell (2016:97) suggests that the research question should preferably begin with words such as *how* or *what* but never with *why*, which is relevant in quantitative cause-and-effect discourse. Furthermore, where applicable, the research question should identify the place where the study will be conducted. According to Fouché & De Vos (2011:108) the research goal is the engine of any study and give direction to the study and what need to be achieved. In some circles, the term “goal” is interchangeably used as “aim”. In defining the aim of the study, Fouché & De Vos (2011:213) refer to “aim” as something that one tries to do or achieve, it is directing something or anything towards a particular point. while Gray (2009:129) defines an ‘aim’ as a general statement of the intent and direction of the research. Showing of the direction to be taken to achieve a particular goal. Therefore, the main purpose of the research aim is to guide decisions regarding the research design and closely ensuring that the study is worth pursuing. The researcher in this study hoped to accomplish the following goal:

To gain an in-depth understanding on the resilience of social workers rendering services to Nyaope substance dependent youth within Waterberg District Municipality, Limpopo Province.

1. 5.2. Objectives of the study

The objectives of a study were specific and relate to the research goal and question (Doody & Bailey 2016:22). Fouché & De Vos (2011:94-99) opine that research objectives are the specific steps one has to take to achieve the goal of the study and they include exploration, description, explanation, correlation, evaluation, intervention and action research. Flick (2015:4) defined research objectives simply as what the researcher expect to achieve at the end of his or her research. The goal of research is to make the identification, examination and analyse causes of observed phenomena

and this is possible if objectives are clearly spelt out and not confusing (Kothari, 2004:2). Research objectives are the exact goals of a study which needs to be precise (Asman, 2009:112). Khan (2011:9) defines research objectives as “specific statements of goals that you set out to be achieved at the end of your research journey”. In this study, which can be described as exploratory according to Cozby (2009:7), objectives are the process set by the researcher and the steps the researcher intends to implement to be able to the goals stipulated above. In order for the researcher to answer the aforementioned research questions, the following objectives will need to be met:

- To explore resilience of social workers rendering services to youth who are dependent on Nyaope substance.
- To describe challenges and coping mechanisms social workers use to remain resilient.
- To develop a set strength and knowledge for social work employers in both public, NGO, private and academics to use to ensure the preparation of resilience in social workers from the early stage of career in the profession.

It is fundamental that the goal is clearly communicated and understood. The research goal need to give the direction as to what need to be achieved and how should it be achieved. It is generally the route to the findings of the study.

1.6. Ethical considerations

According to Miller, Mauthner, Birch & Jessop (2012:23), in qualitative research considering ethics before starting with the actual research is important as ethics focus on addressing aspects that govern the relationship between the researcher and participants as well as the conducting of the study; hence working with human beings is different from working with non-human beings because many aspects need to be considered. In addition, Cooper & Schindler (2014:28) assert that ethics are norms or standards of behaviour that guide moral choices about our behaviour and our relationships with others.

The researcher has engaged with the University body that deal with the ethical considerations to ensure the fairness in the study and the safety of the participants in the study. This engagement was done through a process of the approval of the research proposal prior to the commencement of the study/research project. Prior to the commencement of the study, the researcher prepared a proposal that was presented to the Social Work Departmental Ethics Committee at the University of South Africa (UNISA). The committee was satisfied that the measures put in place would not damage the character of participants nor create animosity between the participants and the employer. However, some authors have expressed concern about the expertise on qualitative research among members of the institutional research bodies, either due to different training or an inability to conceptualize qualitative research (Creswell, 2016:32; Opsal, Wolgemuth, Cross, Kaanta, Dickmann, Colomer & Erdil-Moody, 2016:1137). Highly qualified and experienced individuals within the Social Work Departmental Research Ethics Committee (SWREC) have exceptional insight into the qualitative research

It is very important that researchers working on both animal and human subjects must uphold recognized ethical standards and must at all times maintain the ethical behaviour which is acceptable. This assist in the validation of the study and ensures that the consideration for ethical issues has been observed (Harris & Atkinson, 2012:223). In addition to upholding national and international law, researchers must adhere to high moral standards, must at all times represent communities which grant permission for the research project to continue (Resnik, 2015:200). Respect of the rights of participants must take precedence over any other interests. The views and security of the participants in any study is fundamental (Harris & Atkinson, 2016:1). Researchers must also be mindful of other ethical considerations which include honesty, must treat participants with respect and must be accountable to the sponsors. The research ethics always prohibit the plagiarism in the work of the researcher in any research project. Schwandt (2007:71) succinctly defines ethics in research as “justification of human action.” Resnik (2015:202) defines ethics as a “method, procedure or perspective for deciding how to act and analyse complex problems.”

Aspects that were being looked at when discussing ethics in research were the informed consent, confidentiality, beneficence, debriefing of participants and the avoidance of harm. The researcher has recruited the participants by approaching the individual respondents to form part of the study (Duke & Bennet, 2010:118). It is designed to ensure that the researcher in the process of the study at any stage does not harm or hurt the participants. It is designed to provide protection to the participants and to prevent any form of damage in the reputation and physical part of the participants (Van der westhuisen,2007:57). The national association of social workers (NASW) promotes the professional growths and developments of social workers. It indicates that consideration should be carefully made for the consequences of the research and guidelines must be developed by the researchers for the protection of the research participants. Social workers must never engage in research which does not afford the participants to have consent regarding their participation. Participants must always be protected from harm (Ginnell & Unrau, 2011:2-3). The researcher advised participants that the participation in the study is voluntary and willingly they gave permission by signing written consent form. This consent was granted without pressure from the researcher or any other person who was part of the study directly or indirectly. The validity of the research may be brought into question if the researcher did not observe the ethical issues prior and during the research project.

The researcher understands the importance of ethical issues. The ethical considerations were not only considered prior to the study but it was fundamental that there is continuous adherence to the provisions of the ethical issues. During the process of the interview, ethical issues were emphasized and observed to ensure the ethical study throughout the research project. The ethical issues which were considered relevant for this study are discussed below. The researcher has considered safety measures when conducting the research to consider the implementation of the Corona virus regulations and safety measures to mitigate the safety of the participants in the study. Considerations was made to ensure that all the required resources such as masks, sanitisors and in some cases the gloves were made available for the compliance with the ethical issues around the safety of the respondents in any study. The researcher has amended the ethical

considerations to make room for the provision of safety to the participants forming subject in the study and the provisions made did not cost the participants and it was explained that the researcher will bear the costs of the research process. It was important that the researcher look into provision of safety for the participants as the Corona pandemic was spreading in all corners of the country and the researcher had to ensure safety to comply with the provisions of the regulations as gazetted by the Minister of cooperative governance and traditional affairs on behalf of the national corona virus command council. The national disaster regulations provided that all citizens in South Africa must wear the masks when leaving the households and must sanitize more often to avoid the infections of the corona virus. The masks and sanitizers were provided to the participants in the research when they came to the identified location for semi structured interview and some participants demanded that gloves be provided to them as they felt they will be better protected with the addition of the gloves in the engagements. The researcher has incorporated the guidelines of the University of South Africa into the study with regards to the corona virus ethical considerations to ensure that the participants are protected from any form of harm as there was a growing number of corona virus infections in the country. The process of the University panels which approved the research proposals was thorough and the researcher took the responsibility of ensuring safety for the participants as they cannot spend a cent for their participation in the study. The researcher understands that the process of participating in the research must not cost the participants and they should not use their personal resources to assist the process and the validity of the study. Incurring costs for the participants would be in contravention with the ethical considerations for the study which is the reason the researcher took responsibility for all the costs including the safety measures to ensure that the participants are safe from harm.

1.6.1. Informed consent

The consent of individuals who are invited to participate in case studies, narrative studies, ethnographies, and other forms of qualitative projects must be obtained in a manner consistent with prevailing ethical standards (Fortune, Reid & Miller Jr, 2013:41). Holland & Rees (2010:98) state that the existence of informed consent means that all participants should be adequately informed about a research project before they agree to take part.

Whilst Strydom (2011:59) defines informed consent as all possible or adequate information on the goal of the investigation, all possible pros, cons, and dangers to which the participants may be subjected to should be discussed with participants. The researcher saw informed consent as upfront permission given by research participants to take part in a research process only after they understood exactly what the study was to entail.

The relationship between the participants and the researcher is always professional in nature and this informs Informed consent in each research study. Participants knew what they are consenting to and the relationship between the researcher and the participants was professional (Matthews & Ross, 2010:73) and participated voluntarily without any threat or undue pressure. There was no coercion for the participants to participate in the study as they willingly given consent and voluntarily participated in the study (Lapan, Quataroli & Riemer, 2012:32). The participants were made aware that they had a right to withdraw at any time. They were informed that at any stage of the research if they feel that they want to withdraw from the study they can do so, were further informed that when they would not be coerced. An assurance was also given to the participants that the data collected would be used for research purposes only, the personal details of the participants will not be given to anyone. Permission to use an audio recorder for capturing the proceedings of the interviews was requested from each participant before data collection as suggested by Brink (2006:78) together with Babbie & Mouton (2009:209). The participants consented to the methods of collecting data through the audio recording as they were informed.

The researcher considered it important to ensure that information was provided to the participants as it is ethically best practice, and in some circumstances a legal requirement, to inform study participants of issues pertaining to a study. The participants need to know about the details of the study prior to signing the consent form. Although the participants always reserve the right to withdraw from the study at any point of the study (Lokesh, P, Nijhawan, Janodia, Muddukrishna, Bhat, Bairy, Udupa & Musmade, 2013:134). Informed consent came to prominence in 1947 after a trial of several doctors who violated rights of human study participants. This violation saw the promulgation of the Nuremberg code

that fostered high ethical standards when research involves humans (Moreno, 2017:195). It is ethically fundamental that the participation of the participants into the research is voluntary. No participants should take part in the study because they have been coerced. The researcher is to take full responsibility of providing information to the participants regarding the consequences of the study. Participants must not be forced to participate in the study and must know that they are part of the study. The participants must be given opportunity to decide about their participation in the study and the goal of the research must be properly explained. Information must be given as to what the participation in the study would involve and mean (Rubin & Babbie, 2010:256-257). The participants were informed in a language (English) they understood of these pertinent issues prior to data collection. Issues they were informed on include the purpose of the study, the fact that participation was voluntary, their rights to withdraw from the study at any given time, their rights to decline to answer any question they did not feel comfortable about and the benefits of the study to the profession. The participants reserve the right not to answer some of the questions if they feel uncomfortable in answering and when they feel it will not be beneficial to the profession.

The researcher in this regard had explained to the participants what the study was about and that participation was by choice. The participants were made aware that they had a right to withdraw at any time. An assurance was also given to the participants that the data collected will be used for research purposes only. Permission to use a voice recorder for capturing the proceedings of the interviews was requested from each participant before data collection commences. The researcher informed the participants about the consent form which needed to be signed, however signing the informed consent form did not mean that the participants cannot withdraw forming part of the participants as this remain their sole rights and reserves this rights. The researcher was purely professional with the participants and the participants were informed what they were giving consent to and further advised that withdrawal was permitted at time they wish. Some of the participants were concerned with the participation as they were worried that they may be identified as participants in the study because of the restrictions of the corona virus lockdown regulations. The researcher informed the respondents that the study was about

the resilience of social workers rendering services Nyaope substance dependent youth. The participants must consent in writing for their participation in the study. The participants will be protected from any form of harm from the participation in the study. The researcher further explained the benefits of the participation in the study and what the study findings will like to address. When signing the informed consent form as part of the requirements for participation in the study, the researcher has reminded the participants about the South Africa's Covid-19 lockdown regulations with the emphasis on the social distancing clause that should be adhered to and indeed this was also applied during the collection of data.

1.6.2. Confidentiality

The principle of confidentiality often governs how social workers handle data about their clients (Yegidis, Weinbach & Myers 2012:40). On the other hand, Greener (2011:146) describes confidentiality as implying that the research data and its sources remain confidential, unless participants have consented to their disclosure. On the contrary, Morse & Richards (2013:1004) argue that in qualitative research, absolute confidentiality cannot be assured considering that the participants' excerpts are included in the research findings.

Morris (2006:246) depicts the importance of confidentiality by emphasizing that participants should be informed of all possible limits to this principle as well as the steps to be taken to ensure that no breach of this principle takes place. According to Strydom (2011:119) confidentiality means that every individual has the right to privacy.

Confidentiality refers to the obligation that the researcher does not at any given time make available and disclose information shared by the participants in a research study (McLaughlin (2007:61). In qualitative research, it is difficult to guarantee the confidentiality and the information is also included in the findings of the study. Absolute confidentiality cannot be assured considering that the participants' excerpts are included in the research findings (Morse & Richards, 2013:1004). The participants have the rights to determine their interest in engaging and participating in the study. Participants has rights to privacy and has rights to to come with conditions attached to their participation. It was fundamental to ensure that the details of the participants in the study was protected. The

interview venue was also made secret to make sure that the participants are comfortable. The participants felt they needed a secret location for the interview to ensure confidentiality because the participants were scared of victimization. Privacy is to be extended to personal attitudes, values and culture of the participants (Maithya,2009:56). However, the researcher ensured confidentiality that the audio-recorded interviews were kept safe and no person had access to the audio recorded. The only person with access to the audiorecorder was the research supervisor.

The researcher in ensuring confidentiality made sure that the tape-recorded interviews are kept safe in a locked cupboard and informed participants that the research supervisor, co-supervisor, independent code, peer reviewer and the examiners were the only people allowed to access such information after they had signed confidentiality agreement and that the interview guides, together with the device containing the recorded information will be kept for a period of two years. The participants were also assured that their names and personal details would be kept confidential and that no identifying information was to be included in the final research report as the researcher will use pseudonyms in order to protect the names of the participants. The participants were informed that there was nothing that would compromise their safety and in all the correspondents, their personal details will not be provided to any person. The participants were informed that the information will not be divulged even during the presentation of the research findings as it is key to keep the information safe and confidential.

Questions were raised by the participants with regards to the confidentiality of their personal information especially during the corona virus crisis situation in the country as people may associate them with the study by association with the researcher. The questions were raised because the participants thought being with the researcher might associate them. The researcher has however allowed the participants to make selection of suitable place where they would feel comfortable and the venue was selected by the participants. The issue of identification of their participation arosed because the participants feared that by association with the researcher, some members of society may assume that they contributed to the study. It was fundamental that the researcher allay fears that the participants had to ensure that the participants were not coerced to take

part in the study. The fear was that their colleagues and other members of society will have questions as to the reasons of the meeting and they feared that their participation will reveal their identity. It was fundamental that the researcher ensure that the confidentiality of the participants remains as agreed to ensure that there is no stigmatization and the victimization of the participants by the employer. The participants feared that they will be victimized in the workplace if their personal information was revealed. It is the responsibility of the researcher to ensure that there is absolute confidentiality for the respondents to respect the ethical considerations and the position of the participants because they were promised that their participation will not be known to any person at any stage. The details of the participants will not be revealed even during the presentations of the findings because it is against the ethical rules of research. The corona virus and the regulations of the lockdown did not impact much in the process of ensuring confidentiality for the purpose of this study. The participants submitted that the public must never have access to their personal information and the researcher made sure that the relationship between the researcher and the participants was the obligation for the researcher and the rights for the participants. The restriction to the personal details of the participants was guaranteed as it is part of the ethical considerations and also because of the special request made by the participants.

1.6.3. Beneficence

De Vos et al. (2011:116) define beneficence as “an obligation to maximize possible benefits and minimize possible harm”. A researcher must consider all possible consequences of the research and balance the risks with proportionate benefit. The type, degree, and number of potential risks must be assessed (Greaney 2012:40). The researcher was honest in informing the participants regarding non-remuneration for participating in the study. To avoid deceiving the participants, the truth was given by the researcher that the study was to be conducted for academic purposes because deception involves withholding information or offering incorrect information to ensure the participation of subjects when they would otherwise have refused. Ethics in research help to avoid possible problems. No information was withheld and no incorrect information was offered regarding this study as a way to reassure the participation of the participants.

It was fundamental for the researcher to communicate with the respondents that there are no personal benefits from the study and the participation is solely voluntary with no remuneration. This was to ensure that the participants do not make demands with regards to the payments as a result of forming subject to the study. Prior to the commencement with the study, they were information sharing as to what was going to happen and seeking the consent of the participants. During the recruitment phase of the respondents, the participants were informed that there was no payment to be expected because of their participation in the study.

The participants was informed that the benefits may be from the findings that will come from the study as it will give the direction to social work professionals as to what needs to be done to improve and encourage resilience from non resilience professionals. The findings will assist academic institutions and employers of social work professionals with knowledge on what leads to the professionals experiencing difficulties with building resilience and what would be important in the building of resilience in the professionals in the sector. The recommendations of the study may not be pre-empted by the researcher but it is evident that the benefits of the study will be for the social work professionals, employers who employ these professionals will benefit as well, academic institutions providing training to social work institutions and the south African council for social services professionals. The sole benefits are for the social work professionals who are failing to cope with the challenging working environment, stress, burnout and demanding job to benefits from the study and help install and develop resilience to professionals struggling to build resilience. This will be indirect benefits for the participants who will be taking part in this study. The researcher has made it clear to the participants who took part in the study that there will be no personal benefits as a result of taking part in the study and no payment should be expected from participation in this study. Some participants in the study wanted to make demands with remuneration for their participation in the study and further indicated that they will not participate in the study if they are not getting payment. The researcher has informed the participants that ethical issues does not permit for the payment of the participants in any research study and further informed the participants that they were free to withdraw their participation in the study should they feel aggrieved by non payment participation.

The participants that their participation in the study is not binding and the consent form they have signed can be withdrawn at any given time. This was to ensure that their participation is solely voluntary and demands are not made with regards to participation in the study. The researcher played a fundamental role in ensuring that the participants understand the reasons behind their participation in the study and that the researcher is not going to benefit financially out of the research project. The researcher provided that participants have the rights to withdraw from the study should they feel aggrieved regarding their payments. The participants understood that the ethical issues need to be observed and that they will not be compensated as it will be against the research rules and it was to compromise the study and its findings. The participants were informed that they will benefit with regards to their safety which remains the responsibility of the researcher. The researcher provided the sanitizers, masks and gloves for the protection with the corona virus. This was fundamental to make sure that the participants are not exposed to any form of harm for their participation in the study. The researcher and participants agreed on the social distancing as it was required in terms of the law regulating the lockdown to minimize the spread of the virus in the country.

1.6.4. Debriefing of participants

Gravetter & Forzano (2012:591) pointed out that research participants should receive debriefing when the researcher is done collecting data. Strydom (2011:68) maintains that it is the task of the researcher to provide debriefing with the purpose of restoring participants to the stage of normality where it was before the interviews. Picardi & Masick's (2014:35) assert that debriefing is aimed at ensuring that participants in research do not hang on in the aftermath of the negative emotions, furthermore, that the researcher has to make sure that report back is given about the episodes of data collection exercise. This study was sensitive and one would not have, with certainty, anticipated that the participants were just going to be the same after the interviews. It was important that their emotional state was restored to the state it was prior to their involvement in the study and this responsibility lies with the researcher and this can be addressed via an immediate debriefing session just after data collection.

Debriefing is addressing psychological distress resulting from the research project. After the completion of the research, it was expected that emotions would run high as it would have triggered a lot of emotions. The participants must be given adequate resources to address and this service must be provided to the research participants in the research project for free (Grinnell & Unrau, 2011:89). The researcher has provided debriefing to the participants in this study. The participants who showed signs of distress after the process of data collection has been identified and referred to the counsellor for debriefing. The services were rendered to the participants for free. The researcher has ensured that the participants comply with the Covid-19 regulations when attending the debriefing sessions. This was done through the provision of protective masks, sanitizer and some participants requested to be provided with gloves as they felt unsafe. The researcher ensured that the participants underwent the sessions of debriefing directly after the interview session. This was done to ensure that participants do not experience harm after interview session. The debriefing was to ensure that they go through the emotions which could have been triggered during the process of interview. As part of ethical considerations, the researcher saw the importance of providing safety to the participant who underwent debriefing. This was for the protection of the participants from harm. The researcher took responsibility of the costs of safety equipment required in terms of regulations for the national lockdown. It was a process of reflection about the process that took place during their involvement in the research. The participants reflected the project to the counsellor and made their emotions known. The counsellor did not charge the participants for the services rendered as arrangements were done prior to their referrals.

The researcher has ensured that he avoided sensitive questions which could trigger the participants' emotions because they were expected to describe, and contextualize their resilience in dealing or servicing the Nyaope dependent youth. This study was sensitive in itself and it cannot be ignored that the possibility of participants not being the same after the interview was high. It was important that their emotional state be restored to the

state it was prior to their involvement in the study and this responsibility was on the researcher.

It is possible that some of the participants might have been offended or the questions may have triggered an unpleasant happening during their practice, in which cases it was appropriate to refer them for counselling. (see addendum K) In restoring the participants, the researcher had decided with the psychologist within the Waterberg area to provide services without a charge to the participants. The researcher was in keeping with the commitment made about the provision of debriefing to the participants as the process could have triggered past events which were emotional in nature. This was also done to keep the promise of avoidance of harm to the participants because failure to make the services available would have been in breach of the ethical issues as required. Debriefing is a fundamental process after people have been exposed to events which some are not pleasing and bring back memories which would rather be forgotten. It is always fundamental to make the resources available to take the participants to the counsellor who will debrief the participants and the services must be rendered free of charge. The participants never paid a fee for the attendance of the debriefing as it was the responsibility of the researcher to ensure that participants are not made to pay fees. In this research project, there was no need for the payments for the services rendered of debriefing but in cases where it was required to have participants paying, the researcher would have been responsible to carry the costs.

It was a difficult exercise to ensure that participants in the study are not infected with the corona virus when going to attend the debriefing sessions arranged with the counsellor working for the Department of Health. The researcher ensured protection from the virus on the participants by the provision of the safety standards with regards to the corona virus. The participants received their sanitizers, masks and the gloves to the participants and ensured that they get transport to the venue for the debriefing sessions. The researcher took responsibility for the costs attached to the process of debriefing of the participants in the study and the costs were with regards to the provision of the sanitizers, masks and gloves as indicated above. The researcher further took responsibility with the transportation of the participants to the venue where the debriefing took place at the health facility in the Department of health. The debriefing sessions which was provided to

the participants was free because the counsellor was employed by the Limpopo Department of Health and the Department provide this service without charging a cent to the patients.

1.6.5. Avoidance of harm

The participants were informed that there will be no harm or discomfort in the form of physical, emotional, social, and / or legal harm during participation in the interview sessions. Emotional harm cannot be predicted in most cases and sometimes, it remains subtle. However, in addressing such, the researcher had ensured that he asks the participants how they feel after participating in the study. The participants were informed that they should not answer a question when they feel that such a question is violating their right to confidentiality and that they can terminate their participation in the research study whenever they feel that they cannot continue.

In many instances during the data collection, research interviews have the potential to be insensitive and stressful to the participants. The research interviews could cause harm not projected (Gibson, Benson & Brand, 2012:19). It is therefore important that the researcher take to cognisance, from the beginning of the study, if it is likely that participation in the study may be harmful to individual participants, and if so, to put measures to ensure that the identified threat to the participants has been minimised (Schmidt & Brown, 2015:60). This may arise directly in studies on sensitive topics or indirectly when sensitive subjects are raised in relation to otherwise non-sensitive issues (McLaughlin, 2007:64). Possible risks of participating in a qualitative study include being identified or causing emotional distress (Opsal et al., 2016:1143). It has also been observed that researchers may expose participants to possible harm by being excessively eager to create a close relationship in order to encourage participants to share intimate experiences (Haahr et al., 2014:12).

The researcher was able to observe the regulations for the COVID-19 to ensure the safety of the participants and himself. The personal protective equipment's in the form of sanitizers, gloves and masks was provided. This was done to ensure that there was no harm for the participants in the study but safety and protection. The researcher has ensured that the gazetted regulations are implemented with regard to the safety of the

research participants during data collection. The researcher ensured that harm was also avoided when the participants were debriefed by referring them to the accredited counsellor registered with the Health Professional Council of South Africa. The consideration of ethical matters in the study was fundamental to make the integrity of the research project was not compromised at any stage in the research project. It was fundamental to maintain the agreement of ensuring that there was no harm on the participants because of their participation in the research study. The compliance with the Covid-19 regulations was critical in this study to prevent the harm that could arise as a result of the participation on the research. The participation could have turned difficult and bad with the participants infected with the coronavirus and the researcher and participants agreed to strictly comply with the provisions of the regulations of the lockdown as gazetted. The compliance played an important role in ensuring that no harm was caused to the participants with regards to the pandemic coronavirus as declared by the World Health Organization. The participants have reported to the researcher that there was no harm caused to them as a result of participating in the study.

1.7. CLARIFICATION OF KEY CONCEPTS

The following key concepts were central to the research topic and were clarified to enhance understanding of the whole research process:

1.7.1. Social work

Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion and the empowerment and liberation of people. Principles of social justice, human rights, collective responsibility and respect for diversities are central to social work (www.ifsw.org). In the South African context, a social worker in South Africa refers to a duly registered person authorised in terms of the Social Service Professions Act No 110 of 1978 to practice the profession of social work (SACSSP, 2007:66). Social workers apply specialised knowledge and skills guided by professional values to help individuals, groups, and communities enhance or restore capacity for functioning and to create environmental conditions conducive to this goal (Rainford, 2006:02). For this study, the concept 'social workers' refers to social workers

registered with the South African Council for Social Services Professions and currently employed by the Limpopo Department of Social Development in Waterberg District.

1.7.2. Resilience

Resilience encapsulates the ability to adjust and fit in, determination and willpower to endure, the ability to recuperate and re-establish oneself to an earlier condition and collaborations (Taormina, 2015:36). According to McCubbin (2001:3), resilience is the ability to bounce back or overcome adversity. It involves successful adaptation to adverse conditions. Resilience is the capacity to recover easily and very soon from a difficult situations and toughness to the situations that the person was prior to the difficult situations. Psychological resilience is the to mentally or emotionally cope with a crisis or to return to pre-crisis status quickly and without feeling the impact of the crisis that they were exposed to. It exists when the person uses the mental processes and behaviors in promoting personal assets. Psychologists define resilience as the process of adopting well in the face of diversity, stressful and challenging situations, trauma and traumatic events, tragedy, threats or significant sources of stress such as family and relationship problem, serious health problems or workplace and financial stressors which may include the workload, lack of supervision and support, lack of working tools, demanding and pressure of deadlines and the financial over commitments (APA). Resilience is empowered by the environment with which an individual is exposed to daily which are playing the positive role in the life of the employee. The positive environmental factors are fundamental in helping build the resilience in people and assist in enhancing the resilience. It is always fundamental to use assisting environmental factors in the working sector to build resilience (Konnikova, 2016)

Resilience was thus referred to as the ability of an individual to bounce back to an earlier state by adjusting to adversity, maintaining equilibrium, retaining some sense of control over the environment and continuing to move on in a positive manner. In the context of this study, resilience referred to the social workers' ability to cope with challenges of dealing with Nyaope drug dependent youths.

Resilience is a fundamental function which social work professionals must have because they deal with difficult cases and are exposed to stressful and traumatic events which could discourage the professionals to retire from the profession. The social workers are exposed to very difficult deadlines, too much workload and does not receive the support from the supervisors and the management. Social work professionals need to have the personal and professional network to ensure that they are resilience in their line of duties. This will assist the professionals to be able to render quality services to the service users and still be able to have strength and have a good positive life despite the challenges that they experience in the workplace. It is fundamental to develop resilience in the profession of social work to ensure that they provide the best quality for the benefits of the community members and for their own benefits to ensure that they enjoy the profession and not retire in the early stage of their career. The support from the family, friends and the colleagues plays an important role in the building of resilience and the support from the supervisor is fundamental because the social worker will feel that he is valued in the profession and would want to stay and perform his duties delligently. When the social work professionals are happy they give good service to the service users.

1.7.3. Nyaope

Nyaope is a highly addictive drug used by youths and is often called by different street names which are area specific. Some popular names are 'Sugars' in Durban (KwaZulu-Natal), 'Whoonga' in Western Cape, and 'Pinch' in Mpumalanga and 'Nyaope' in Gauteng. Nyaope is a mixture of heroin and dagga and is sold in tiny brown packets for R30 a packet (Hosken, 2009).

Nyaope substance is a new substance recently introduced in south African communities. Nyaope is a drug that is commonly used in the townships and it is common among many young people. Most of the youth use the drug Nyaope with the understanding that they are using dagga and they easily become addicted to the drug as the drug is said to be very addictive. The drug Nyaope is being seen on the streets of many townships and has spread to most corners of the country and it is significantly spreading to the villages. The young people use it because of its availability and the affordability as it is believed that it is affordable. It has however become enemy of societies because users of this drug tend

to be easily addicted to it and when they are addicted they tend to take properties belonging to the family and sell them for the purpose of buying the substance. Many parents have opened criminal cases against their cases for theft because the children would have sold the items in the family to ensure that they get the substance to use and find themselves high.

1.7.4. Drug dependent person

The *Health Act, 1937 (Old)* has the following definition of drug dependent person.

“drug dependent person” means a person -

(a) who, as a result of repeated administration to the person of controlled or restricted drugs or poisons -

(i) demonstrates impaired control; or-

(ii) exhibits drug-seeking behaviour that suggests impaired control;

over the person’s continued use of controlled or restricted drugs or poisons; and

(b) who, when the administration to the person of controlled or restricted drugs or poisons ceases, suffers or is likely to suffer mental or physical distress or disorder.

The dependence in drugs involves the physical, spiritual and mental damage. Drugs are usually made the daily life of drug abusers. Drug dependence is usually a disease which increases over time (Sarkar, 2004). It is indicated that a person is dependent of substance when the substance user finds it difficult and impossible to stop taking the substances without getting the help from professionals, after the substance has been used on a regular basis for over a period of time. The dependence of the substance may be in both the physical and psychological aspects of the user (National drug master plan, 2017:17). The failure to stop or cut down on using even with huge efforts of attempting to stop. The individual feel and believe it has become a needs that he uses drugs for him to function properly. It could be caused by the genetics of an individual, the pressure from the peers, the emotional distress and the factors within the environment which surround the individual. Children oftenly are growing up in difficult environments which expose them to

the use of substances which will lead to the dependence wherein the individual need it to function properly (Condron, 2020).

Drug dependence is an adaptive state that an individual develops from taking the drug repeatedly, in which most have the withdrawal results upon the time to cease using the drugs. This means that the person who is dependent on the substance cannot survive without it and need it daily to keep going. The drug dependent person will not be able to stop engagement with the drugs on his/her own accord but need assistance from professionals to help. This is because the person has passed a stage wherein he will decide what he want about the consumption of substances but his body will tell him what it needs. The drug dependent person will not survive without the drug as the system on hisher body will inform him about what he needs to do. Dependence is usually referred to the physical and psychological part where there and a physical and psychological responds to the needs of the substance at the particular time that attention may be sought from the person. It is also marked by the change of behaviour and it mostly differ with age and the gender. For the purpose of this study, the drug dependence person refers to the person who has reached a stage where the person cannot have self control with regards to the substance. The person who is dependent on drugs has been through different stages in the usage of drugs and has now reached a stage where he cannot make a decision about his engagement but to comply with the directives from his physical and psychological part of his life. In some corners, drug dependence has been declared as an illness that needs attention and it affects both the physical and psychological aspects of their life. The cause of drug dependence in a person is caused by various things factors which will include the excessive drinking and some is genetics.

1.7.5. Youth

Commonly, the term Youth refers to a person between the age of 18-35. However, various legislative frameworks and different institutions defines the concept “youth” differently. According to national youth commission (1996) youth is referred to as the category of people who are between the age of 14-35. On the other hand, United National Youth (2008) defines youth as the graduation from the period where one is dependent of childhood to the independence of adulthood. It is referred to the period of leaving

schooling and looking for first employment (United Nation Youth: 2008). Youth refers to the period of between the ages of 15-35 years, the period is defined as the time of school going and employment (African Union Charter: African Union: 2006)

The researcher understands that there is a strong relation between the “youth” and the study. This was because the study focused on the services rendered by social workers on the youth dependent on Nyaope. The social workers were the respondents in the study had contacts with the youth in their line of duty hence the importance of youth. Youth are critical in the study which involve the use/abuse of substances as they are the most group identified to be in the category of substances. In most cases youth are exposed to the substances by their peers within the community and at the communities. Youth get exposed to the substances because they want to experiment the drugs and end up being dependent of the substance.

1.8. STRUCTURE OF THE STUDY

The study consisted of five chapters and contents of each of the chapters were described below.

Chapter 1: The first chapter included the introduction and background of the study wherein the researcher had outlined aspects such as the objectives of the study, the relevance of and motivation for the study, the research questions, and limitations of the study and definitions of major concepts.

Chapter 2: This chapter comprised of literature review and a detailed discussion on the theoretical framework of the study.

Chapter 3: In this chapter, the researcher had outlined the research design and methodology, focusing on the systematic discussion of the nature and type of the research, the study population, sampling and sampling methods, data collection methods and the preparation for data collection, the pilot testing, the method of data analysis and methods of data verification, and ethical considerations.

Chapter 4: This chapter contains the presentation of the data analysis according to the themes, sub-themes and categories that had been identified, including literature control.

Chapter 5: This chapter consisted of a summary of the study and it was followed by the conclusions and recommendations derived from the findings.

1.9. Summary.

The aims and objectives of the study was outlined in this chapter. It provided the fundamental understanding of the research questions and also covered the clarification of concepts found in the chapter. A detailed explanation of how the study unfolded was presented. The ethical consideration was also found to be important in the chapter and was explained. The problem statement and the theoretical framework was key as it was outlined in the chapter. The relevant theory was explained and gave the understanding of the theory informing the study.

CHAPTER TWO

2. LITERATURE REVIEW

2.1. INTRODUCTION.

Apparently, Social workers are vulnerable and mostly report significant number of stress in relation to their work and profession. Seemingly, there are times that a sizeable number become satisfied with their work, however in the pool of professionals, social workers are said to report burnout than any other profession (Kinman & Grant, 2010:262). It is mostly reported that the social worker does not last long in the profession. The longest period that is mostly served by newly recruited social worker is far less as compared to other professions such as doctors and nurses (Curtis, Moriarty & netten, 2009). Social workers need to be resilient in their line of duties. Significant literature indicate that social work is a stressful environment and profession. It is perceived as a career which is demanding, stressing and draining emotionally. Stress resilience is fundamental for the survival in the profession of social work.

South African social workers are exposed to various cases which are stressful and are traumatic in nature. The South African Children's Act 38 of 2005 indicate that designated social worker are those who work for the national and provincial Department of Social Development, municipal and designated child protection organization. The social workers in this employ are exposed to fundamental stress and need resilience for survival. These professionals work with cases of gender based violence, child abuse and exploitation, children in conflict with the law. Section 110 of the South African Children's Act further puts more responsibilities on designated social workers. Section 150 of the Children's Act categorise the children who are in need of care and protection. Categories under section 150 of the Children's Act exposes social workers fundamentally to the conditions which are very difficult and need professionals who are resilient.

The significant of the structure and the organizational context for social work has been stressed by literature on stress and social work. People and social workers are adaptive to different personalities of individuals (Collins, 2007:254). Social workers are mostly satisfied with their profession. Most of them have the will and desire to make the recipient

of their services happy. They have absolute believe and confidence in their ability to bring relief to their clients (Eborall & Garmeson, 2001). There is however a significant amount of pressure and stress among social workers. There is huge evidence of stress, lack of tools to perform duties, low support and shortages of social workers in the critical settings of social workers (Jones, 2001).

2.2. Substance abuse as a global issue

“The collapse of communism in the Eastern bloc and the capitalist unification of the world economic system around the neoliberalism paradigm have created a new increased and diversified horizon for drug production and drug trafficking in the global arena bringing together criminal networks in a massive transnational operation unmatched in history (Kalunta-Crumpton (2016:120). The new liberal drive to free trade has opened passages which are also used as drugs avenues. World-wide substance abuse is a major problem which is on the increase. Drug use and dependence, has broken out of well-defined localized addict communities and evolved into a global problem which infiltrates all strata of society (Dos Santos, 2006: 1)”.

The United Nations Office on Drugs and Crime, (2016) indicated that between 155 and 250 million people (3.5 to 5.7% of the world’s population aged 15 to 64) used illicit substances at least once in 2008. World-wide, cannabis is the most widely used drug with between 129 and 190 million users followed by amphetamine-group substances then cocaine and other opiates. Based on the global estimates of the number of cannabis, opiate, cocaine and amphetamine-type stimulants (ATS) users, it was estimated that there were between 16 and 38 million problem illicit drug users in the world in 2008. It can be estimated that in 2008, globally “between 12% and 30% of problem drug users had received treatment in the past year, which means that between 11 and 33.5 million problem drug users did not receive treatment that year” (World Drug Report, 2010:13).

Lee, Shek & Sun (2015:212) explain that “adolescent substance abuse is a growing global issue. Teenagers are not only taking conventional drug such as tobacco and alcohol but also abusing other psychotropic substances such as cannabis, ecstasy and so forth. The

worse thing is that these young people have a common myth that these substances are non-addictive, harmful and trendy. In Hong Kong, drinking and smoking were reported as the most frequent substance abuse behaviours among school teenagers". Kalunta-Crumpton (2016:43) found that the reaction of marijuana consumption is rather interesting world-wide and it has been a favoured drug of choice for young people; this is due to its availability, affordability and the wide spread that it is not harmful compared to other drugs such as cocaine. Teenagers believe that they have control over the drug because it is not addictive and one can quit whenever one wants to.

2.3. Substance Abuse in Africa

Nigeria which is the most populous country in the African continent has a population of 154 million. Substance abuse is increasingly becoming a problem in the Nigerian country. The country has reported the highest prevalent cannabis in Africa and has been ranked 3rd in Africa with the usage of cocaine and opioids (Onifade, Somoye, Ogunwobi, Ogunwale, Akinhanm & Adamson, 2011). Nigeria with its highest population in the continent has the highest prevalence of substance abuse in Africa. The drug treatment demands in Nigeria has grown aggressively as there is a huge number of people abusing substances seeking to be accommodated for rehabilitation (UNODC, 2011). Nigeria has the highest number of substance abuse in the African continent. It however does not have adequate treatment centres to accommodate the abusers of substances. Many young people continuously engage in substance abuse in Nigeria. The most commonly abused substances in west African country are alcohol, cannabis, tobacco and opioids (Atoyebi & Atoyebi, 2013).

A study has been conducted among six African countries with regards to the abuse of substances among the students and the youth. The data which was analysed from the six African countries which include Zambia, Kenya, Uganda, Swaziland, Namibia and Zimbabwe as part of school health survey showed that a significant number of students consume alcohol. They are reported to consume alcohol at harmful rate which is dangerous and not sustainable (Pelzer, 2011). In Swaziland, the use of illicit drugs has spread to all corners of the country. There is a huge market of illicit substances which is accessible to everyone at affordable price. There is also a high growing rate of alcohol

abuse in that country (Maithya, Muola & Mwinzi, 2013). The alcohol and other drugs are becoming a problem throughout the kingdom of Swaziland. It is becoming a great problem among the school going teenagers. There is increase in the intake of alcohol and other drugs (Owo, 2012).

Substance abuse is becoming a public health problem in Botswana. There has been a high concern among the adolescents and young people in the country engaging in substances. The substance which is most consumed in Botswana among the adolescents are alcohol and tobacco. There are lots of illicit drugs and alcohol, illicit tobacco and drugs. The usage of substance in the contributes significantly to social ills like unplanned pregnancy (Letamo, Bowelo & Majelantle, 2016). The World Health Organization (2011) indicates that substance abuse has impact on the mental health problems, sexual and reproductive health problems, injuries and all this may be intentional or unintentional. Alcohol is viewed as a major health problem and authorities are concerned about the level of consumption in Botswana (Pitso & Obot, 2011). The Botswana national alcohol policy indicates that the government has the responsibility to provide safety and protection to the vulnerable community members from the impact of alcohol abuse (National Policy on alcohol, 2008). There is a growing rate of substance usage among the students in the universities in Botswana. Most people seeking accommodation at the treatment centres in Gaborone are students. Most people who are abusing substances in Botswana are engaged in legal substances (Selemongwwe, Mphele & Manyanda, 2014). In Ghana, the research indicates that street children and the youth in that country are extremely at risk of substance use. This is because the street children are exposed to all forms of drugs and they believe the drugs will assist them deal with the stress. Substance use is also said to be a risk factor for the risk behaviour among the youth in Ghana (Asante, Meyerweitz & Petersen, 2014).

The use of substance has been reported among the youth who are attending schools and those not attending schools. All the categories in young people are at risk and are abusing substances. The national agency for the campaign against drug abuse in Ghana has reported the findings about the use of alcohol, tobacco, cannabis and inhalants in schools between the youth (NACADA, 2004). There is a growing increase of alcohol

consumptions among the students who are aged between 16 and 24 years in Nairobi, Kenya (Midetel, Mutiso, Ongecha-Owuor & Kokonya, 2009).

2.4. Substance use in South Africa

According to the Department of Social Development (2013:54), alcohol, cannabis/dagga, cocaine and ecstasy are the most commonly used drugs in South Africa. The impact of alcohol and substance abuse continues to ravage families, communities and society. The youth of South Africa are particularly hard hit due to increases in the harmful use of alcohol and the use and abuse of illicit drugs. Indications are that between 7.5% and 31.5% of South Africans have an alcohol problem or are at risk of having such a problem. This can be attributed to alcohol being easily accessible across different age groups. The total global production of dagga is estimated at 40 000 metric tons with South Africa producing 3 000 metric tons. Half of the production is used by the local user population of approximately 5 500 persons who spend roughly R3 560 million annually on cannabis at R0.65 grams. In addition, cannabis/dagga remains the most consumed and abused substance following alcohol (Hosken, 2009:5).

According to South African National Council on Alcoholism and Drug Dependency (SANCA) (2016), among teenagers, 69 percent of the respondents said drugs were available to buy at their schools. About 34 percent of teenage respondents admitted to having used drugs in the past six months. About 32 percent said they'd taken drugs over the past month and 27 percent said they had used within the past week. The respondents said the most readily available drugs at their schools, as other surveys also showed, was marijuana, and followed by cat, Methamphetamine also known as tik in South Africa and then cocaine. Nyaope is a mixture of antiretroviral drug, rat poison, marijuana and heroin, among other things is also popular among pupils, due to its availability and affordability.

SANCA reported an "alarming increase" of people under the age of 21 in treatment centres. It is also reported that the number of children under 13 years using illegal substance increased by three percent between 2014 and 2015 (SANCA, 2016). During the same period, individuals under 17 made up 22 percent of people in treatment centres, a two percent increase. The majority of the individuals in these treatment centres booked

themselves in (SANCA (2016:7). The second-largest group constituted people who were referred to treatment centres by their families or friends. The third-largest group was referrals by schools. Nel (pers. Com. 2018) who is a clinical psychologist from South African National Council on Alcoholism and Drug Dependence Horizon in Boksburg, said the clinic sees the highest increase in drug use among children in the 15-19 age group. Increasingly younger children were starting to experiment with drugs. The most probable reason for this trend is that illegal substances have become more accessible than ever before and children have more unsupervised time than they did in the past.

According to research by Crime Research in South Africa, as quoted by the United Nation Office on Drugs and Crime (2010:61), which was conducted in 2000 with Grade 7, 10 and 11 students from 35 secondary schools in Pretoria, more than one quarter of the respondents had witnessed illegal drugs being sold on their school grounds, whilst 42% had personally seen illegal drugs being sold in their neighbourhood. The same survey revealed that when asked whether they knew a friend or classmate who had been using illegal drugs such as LSD, ecstasy, cocaine or heroin, the majority of Coloured people (79.3%) confirmed that they had. Of the other racial groups, approximately 57% of Indians/Asians, 40% of Whites and 37% of Blacks/Africans answered in the affirmative. “Nyaope/Whoonga” is distributed as a white powder that is smoked and is a concoction that includes rat poison, soap powder and the main ingredient is the antiretroviral drugs which are pills used to manage the Human Immune Deficiency Virus; furthermore, it is also said to be a combination of cannabis or heroin, rat-poison and the ARV (Hoksen, 2009:32).

South Africa has several laws to address the substance abuse challenge. Such Acts are the Prevention and Treatment of Drug Dependency Act (Acts 20 of 1992), as amended, as well as the Prevention of and Treatment for Substance Abuse Act (Act 70 of 2008), as amended, to develop a National Drug Master Plan (NDMP). In this regard, the government and other various stakeholders are working together in creating programs which aim at combating alcohol and drug abuse as stipulated in the NDMP.

2.5. Etiologies of substance abuse

The reasons for the use of substances differ between individuals and are complicated. The following are the theories that seek to explain the etiology of substance abuse disorders (Mohasoa, 2010:11). Social learning theory is the theory that assumes that the child who is raised in an environment of substance is usually affected. The child may have the stress about the exposure of drug abuse until he reaches the age of adolescent. The child may also learn that in order for an individual to deal with the problems they are experiencing from their observation within their family and their known culture, the child may know that substance abuse is a way of dealing with stress. The children who are exposed to drugs as a result of parents who abuse drugs and selling are likely to abuse substances. Children mostly regard their parents as role models and tend to observe and do what was observed (Zastrow,2000:94). The anomie theory indicates that people find it difficult to achieve their goals, this people may be driven to drink and use other drugs. The drugs may be used to avoid some of the existing problems in his/her life. These drugs may be used to escape the failure and sufferings caused by failing to achieve goals. Children are exposed to substances because they are failing to achieve goals and have family problems. Some move to the streets where they are exposed to the drugs. Children from poor communities tend to abuse Nyaope to forget their economic problems (Zastrow,2000:93).

2.6. Nyaope as a new drug in South Africa

Nyaope is a relatively new drug in South Africa and is a combination of Cannabis and Heroin along with a few other ingredients (Masombuka, 2013: 3). Nyaope is smoked sometimes under the belief it is just Cannabis. Nyaope is a powerful combination of drugs that is highly addictive and as such Nyaope Addiction in South Africa is growing rapidly by the day. Nyaope has been described as “flooding” the streets of South Africa and destroying whole communities due to its highly addictive nature and cheap prices. Nyaope is one of the main government concerns in South Africa in relation to illicit drugs.

Hosken (2009:3) describes Nyaope as a mixture of heroin and dagga and is sold in a tiny brown packet for R30 a packet. Hosken (2009: 3) further elaborates that “the most popular way of using this drug in South Africa is smoking, traditionally called chasing the dragon.

The drug is either put on a foil to heat it and the smoke is then inhaled with a straw or it is mixed with dagga and smoked. It is a highly addictive drug and many who tried it out for the fun, found themselves helplessly addicted to it years down the line". In addition, effects of smaller doses include euphoria, rush, a sense of warmth and well-being.

2.7. The spread of Nyaope in townships

Dube (2007:14) asserts that drug abuse by children under the age of 16 is becoming more prevalent across Johannesburg. The report further states that Nyaope; dagga mixed with heroin is becoming more popular among children, especially in townships. The increase in the number of South African teenagers using heroin as their primary drug of choice is primarily due to the use of Nyaope. According to the South African Community Epidemiology Network on Drug Use report (in Rice, 2008:108), heroin seems to be the primary substance of use for eight percent of individuals in treatment centres in Gauteng. It is not as high as alcohol and dagga (cannabis) but remains the third highest substance of primary use together with crack. The use of Nyaope is worrying, as this is much higher than other harder drugs such as ecstasy, cocaine and methamphetamine; due to its nature of addictiveness. Nyaope is mainly used in lower social economic status communities with high rate of poverty (mostly townships). Young African people mainly resort to using Nyaope because it is cheaper and easily accessible.

Furthermore, Kalunta-Crumpton (2016:215) indicates that most respondents agreed that marijuana was easily accessible and can be acquired almost everywhere. In South Africa, it is known that Nyaope is mixed with cannabis and it is therefore highly available as cannabis. The availability of this drug is due to its nature of addictiveness and economic gain for the dealers. "It is an easy and lucrative source of income as one can get rich quickly through the sale of drugs" (Kalunta-Crumpton, 2016:217). It is said that being rich helps one to gain power and respect in the community and therefore getting rich faster is possible with selling drugs. Diversion of ARVs in South Africa has been reported in local newspapers and on the internet. The main theme emerging from these reports is that the availability of ARVs has also created 'havoc' for some populations in South Africa, as street thugs are stealing ARVs to reproduce the highly addictive drug 'Nyaope', which is also known as 'whoonga' in KwaZulu Natal. According to media reports, the exact

ingredients of 'Nyaope/whoonga' are elusive. It is argued that Nyaope is a combination of cannabis and heroine or cannabis, heroine and a cutting agent (Masombuka 2013:25). 'Cutting agents' or 'adulterants,' are substances that are used to dilute illicit drugs with substances that are less expensive than the drug itself. Antiretroviral drugs are 'cheap' and freely available in public clinics/hospitals.

2.8. Abuse of Nyaope as a form of drugs

There is a lot of targets on the young Nyaope addicts and schools are targeted to grow this market. There is a lot of overdose among hundreds of school children in Gauteng and children as young as 9 years were dying. Children steal and beg for their Nyaope addiction and they form school Nyaope club (Maughan & Eliseev, 2007:1). Experts believe that there is a deliberate acts to floods the schools and communities with with Nyaope so that youngsters are addicted to the Nyaope drug. Drug abuse among children below the age of 16 is becoming more prevalent. The mixture of dagga and heroin is becoming popular among children and this is called Nyaope (Dube,2007:14).

2.9. South Africa's substance abuse prevention methods

South Africa has used different approaches in the combat and prevention of drug abuse. In the earliest days of preventing substance abuse, south Africa used opinions approach in preventing the drug abuse and there was no evidence based on the approach. Mostly the government used scare tactics to threaten the citizens to stop engagement in drugs (United nations office on drugs and crime, 2004:9). The country developed and implemented the knowledge based approach through the dissemination of information. The reasoning was that once people have been given the information about the dangers and negative consequences of drugs, they will decide to stop and not use drugs. The shock and horror approach was to provide fear and exaggerate and focus on scaring citizens with fearful and negative effects of drugs. The scary pictures were used to scare people from using drugs. Studies have revealed that such approaches have not been successful and helpful and did not influence behaviour change. Although it did not work, fear approaches and arousals formed part of south africa's preventative methods of drugs in south Africa (United nations office on drugs and crime, 2004). Adolescent were

assumed to lack knowledge and have no understanding about the consequences of drugs. The informed based approach was used to provide knowledge so that informed decision could be made by users. There was understanding that provision of informations to adolescents will results in them rephrain from using drugs. Although there was evidence that excessive provision of information to the adoloscents increased drug use. The reasons were that the approach didn't address the positive aspects of drug use as perceived. The country also uses the life skills and the approach was based on social ills. The approach assumed that drug use was a result of poor social coping strategies, poor decision making skills and low self esteem (United nations office of drugs and crime,2004).

2.10. RESILIENCE AND SOCIAL WORK PRACTICE

Resilience need the working together of individual and his/her environment which include colleterals at work and at home. The sustainable resilience cannot be achieved by an individual but need to consider the environment (Ungar,2012). It refers to a mutual and respectful contacts which involves an individual and the environment they operate in. it cannot be a solely individual ability but it is dependent on the environment which has positive inputs despite the pressure that comes from work (Ungar, 2013). The literature which is currently available is however silent on the resilience of designated social workers in South Africa (Truter, 2014). In the global context, there is only three studies conducted to explore the resilience of social workers employed by child protection organization (Kearns & McArdle, 2012). A lot of individuals in stressful situation cope well and adapt freely, this form of adaptation despite challenges is called resilience (Masten, 2001). If the dependent ecology of an individual is not supportive, it will be difficult to get resilience from the environment (Masten & wright, 2010). The period in which individuals were resilient cannot be transferred into other period to assume resilience. The context will not be applicable in the period which is different (Ungar, 2011).

The lack of literature in resilience of south African designated social worker exposes the professionals and makes it difficult for the promotion of resilience (Truter, Theron & Fouche, 2014:307). It will be quiet significant to scientifically engage south Africa

designated social work in an empirical research. Resilience is referred to as a complex aspects of a professional's ability to retrieve his ability into handling difficult environment with negative effects and are of high pressure (Kinman & grant, 2010. The ability to use internal resources to deal with over demanding external factors and to adapt to internal and external factors. It is a protective source to help cope with ecological and stressors which are coming from within and outside factors (Kinman & grant. 2010: 263).

Resilience in social work profession is fundamental in ensuring that the service users get quality service from the social workers. Social work professionals need to deploy all the resources which assist in the enhancing of resilience to ensure that they do not internalize the problems of service users. Oftenly social work professionals deploy their expertise, skills and their training in instilling resilience in themselves to deal with stressful and traumatic situations in the workplace. It is never easy to be resilience when dealing with very difficult working environment that put too much pressure on the social workers. The workplace comes with significant challenges which oftenly needs the professional to be resilience. Social work professional is generally traumatic and stressful work due to its nature of work and cases of working with children, elderly, disability and families. The working environment also add to the pressure which require the social workers to be resilience.

2.11. POSITIVE EMOTIONS AND CARING.

It is fundamental for the developmental of coping mechanism in the profession of social work. Positive emotions are gradually built by the resources which a person has internally to be resilient. Individuals and professionals have ability to control emotions and be able to build and draw positive emotions in times of need (Collins, 2007:260). Although there is limited study and research in positive emotions, in heavy stressful and traumatic events, it is a fundamental aspect in a psychological resilience (Frederickson, 2001). Increasing of support, contacts from the significant people in life reduces the amount of distress by suppressing the negative emotions and empowering positive emotions. Reduction of negative thoughts and promotions of sources of supports leads to positive emotions (Collins, 2007:259). Some individuals have greater capacity to deal with

emotional aspects of life and are able to control their emotions and use their positive emotions during times of need in their life (Tugade & Frederickson, 2004: 260). In some corners it is linked with the mental and abilities of an individual.

The factors which are found in the workplace may significantly and negatively affect the positive emotions. These factors are shortages of staff, lack of working tools, violence and aggression in the workplace, lack of support and supervision, high level of stress, burnout and fatigue. Once the child protection social worker finds this in the workplace environment, they are likely to be affected (Truter, 2014). A call has been made to address the threatening factors in the workplace of child protection social workers to ensure and improve positive adaptation (Kearn & McArdle, 2012). Child protection social workers are therefore in risk of negative health outcomes as there is a gap in addressing resilience in this section. This sector of the profession has been neglected in ensuring that professionals in child protection are provided the support and there are no hazards which can affect the resilience of social workers.

Life satisfaction and happiness contribute to the positive emotions in building resilience in social work professionals. Happiness and coping resources are fundamental in the process of ensuring that resilience is well built and enhanced. Positive emotions would help people build lasting resources. In the process of resilience and life satisfaction, positive emotions are usually displayed and predicted (Cohn, Frederickson, Brown, Mikels & Conway, 2009). People are usually engaging in activities which increase the positive emotional experiences. The positive emotions help to cope with stressful and challenging circumstances, people make use of positive emotions to deal with the negative thoughts approaching which needs attention. The use of positive emotions in stressful and difficult situations is fundamental in social work profession. The regulations of positive emotions are very important in the process of reducing and elimination of negative emotions (Tugade & Frederickson, 2007).

2.12. BURNOUT, FATIGUE AND STRESS AMONG SOCIAL WORK PROFESSIONAL.

Individual social workers need to have reserves in addressing the resilience problem. Social work is a demanding profession which leads to high number of burnout, fatigue and stress. The individual capacity to handle stress is fundamental to the study. Stress need to be wiped or reduced in social workers by ensuring that resilience is strengthened (Crowder & Sears, 2017:26). It is commonly understood and accepted that social work profession is associated with stress, fatigue and burnout. The nature of work they perform expose social work professionals to risk of having fatigue and burnout although this is generally accepted (Bride, Radey & Figley, 2007). There are several factors which are stressful and putting pressure on social workers but are generally accepted. Burnout and fatigues are accepted as normal. Skills developmet, stress management, provision of support has brought up coping mechanism in all forms and in all types of burnout (Crowder & Sears, 2017:18). When presented with negative and stressful events, social workers are able to use skills provided to deal with the circumstances. Capacity is built among social workers to deal with oppressive situations and burnout as well as stress. Skills development, good stress management has been attributed to the resilience found among social workers and make them to deal adequately with the burnout. This skills and level of management enable social workers to have good coping skills in all levels of burnout (Cohen & Gagin, 2005). The burnout not attended could result in severe fatigue and will also lead to compassion fatigue. This is mostly avoided in the profession of social work due to the level of stress management, coping skills, problem solving techniques and management of life in and out of the work environment (Berzoff & Kitta, 2010). One suggestion made to intervene in the improvement of the social worker and to assist professionals to be resilience was mindfulness. This is suggested that once the mind becomes happy about work, it will be able to overcome challenges such as burnout and fatigue (Grant & Kinman, 2012). There are individual resources which can be used to deal with the stressors in the workplace, fatigue and burnout. The resources or factors are social support, coping skills, stress management and employer support. Problem solving skills is one significant role player in dealing with the issues of burnout and fatigue. Social

workers are able to apply appropriate strategies in addressing the workplace stressors, external and internal factors (Collins, 2008).

Social workers are mostly at risk of the development of work related health problems. This is because they often work on unbearable and difficult working circumstances with too much work demands and workload. The social workers are with no or limited resources and does not have the support from the employer and they are at large faced with a huge consequence of stress and burnout (Lloyd, King & Chenoweth, 2002). Within the social work group, there has been a high level of job dissatisfaction, low work morale, high level of pressure and stress, psychiatric symptoms and emotional exhaustion. All this factors lead to burnout and stress which is not managed (Bride, 2007). When social workers feel unvalued at work and they have a huge workload, it leads to the negative consequences (Evans, Hurley, Gately, Webber, Mears & Pajak, 2006). There is a lot of dissatisfaction in the social workers working in the public sector in sweden. There is a huge amount of psychological stress in the public sector as compared to their counterparts in other sectors regarding the symptoms of burnout, anxiety, depression and irritation. There is often a muscle tension, lassiness and tiredness (Brinkborg, Michanek, Hesser & Berglund, 2011).

Social workers' job is very demanding. There are lots of paperwork, unmanageable caseload, problems with clients who are naturally difficult, the lack of support provided by supervisors and management and shortages of working tools and shortage of staff. The difficult job conditions influence the strains and pressure in the workplace. There is a lot of emotional stress in the social work professions and these leaves a lot of pressure and results in stress and trauma. When there are forms of social support and other network within the life of a social worker, there is a better chance of dealing with the stress and burnout. There has however been lack of social support in the workplace and this mostly leads to burnout (Kim & Stoner, 2008). There is a mediation between the stress provided by the assigned role and the intention which most social workers have to quit their roles and jobs. Social workers who are mostly confused with their roles tend to have more stress and high burnout.

Social work impose stress to social workers which is based on relationships and client-worker interactions. The role conflict paly a significant role in the build up to the burnout of social workers and the lack of support is also fundamental in this. The management and supervisors can use their experience to assit social workers to plan their work on a daily basis and prioritise in order to avoid pressure which will lead to burnout. The provision of adequate guidelines by supervisors to the social workers in making decisions about clients is fundamental in the reduction of stress and burnout (Kim & Stoner, 2008). Supervisory communications is significant when dealing with the issues of stress, pressure and burnout. This will be in reference to the relationship in which the supervisor and the social worker engage in an informal and in a manner which is supportive to the social worker. When there is supportive personal relationship, the social worker tend to think they are valued at the workplace and are able to build resilience and be able to deal with burnout and stress (Kim & Lee, 2009). Effective supervision in social work need to be done and it is essential to help deal with the stress and burnout in the workplace. The supervisor plays a significant role of advisory, teaching and that of managing (Kadushin, 2002). The services delivered by social workers are very important as they look into the vital health services within the population and the areas of practice in the profession include the health social work and there is also health promotion and general health care (Hall, 2007).

2.13. RESILIENCE AND EMOTIONAL COMPETENCIES

Social support is one of the qualities that foster resiience. Understanding the difference and having boundaries in personal and work issues is fundamental in resilience and emotional competencies. Personal strength, having a good plan about work and home, functional methods of communication and proper provision of support and being aware of oneself and acceptance foster resilience (Kinman & Grant, 2008). Emotional resilience has been described as being able to help people who needs help despite challenges and frustations you are experiencing. Empathy also plays a significant role in resilience. It gives great professional effects in the service of the helpless (Morrison, 2007). For emotional resilience building, social workers need to be provided with the support from

early stages of their career which will be at the university. This will assist them to be prepared for what they might experience in the workplace. Development of key skills to enhance resilience in training is fundamental in emotional resilience (Kinman & Grant, 2008:271). Working environment which is overloaded with cases and lack of supervision may result in social workers failing to display resilience. A strong relationship has been established between emotional competencies that predict resilience and wellbeing.

2.14. RESILIENCE AMONG DESIGNATED SOCIAL WORKERS AND OTHER CARING PROFESSIONALS

Resilience among the designated social workers and child protection social workers is rooted in individual capacity and resistant and on the personal strengths. This is so as there is no study to indicate where does these professionals draw their strength from (Kearns & McArdle, 2012). It has been revealed that in the nursing profession in south Africa, the resilience from nurses is mostly drawn from their family, the believe and healthy lifestyle and being appreciated. These factors make the nurses to adapt to environment which is pressuring, stressful and with poor working conditions (Koen, 2010). The nursing and teaching professionals are usually provided with ongoing trainings to keep abreast with the development in their professions and this enhance both professional abilities and resilience (Sumsion, 2004: 309). In the Australian context, humour was found to be building resilience among nurses. It has further been stated that debriefing and the experience in the nursing profession enhance resilience among nurses (Cameron & Brownie, 2010).

The methods used by the teaching professions and the nursing profession has not been proven to work in the child protection social workers as they are seen to be more exposed to difficult and stressful conditions (Truter, Theron & Fouche, 2014: 309). Designated social workers are said to find their strength from the support from their colleagues, friends and family. There is also professional network which also provide support to the designated social workers. The referred professional support are fellow colleagues, supervisors and other professionals who have strength and capacity to support (Truter, Theron & Fouche, 2014:315).

There is a huge benefit for the provision of social support and the support has outcomes on the physical and psychological. The high amount of support lead to low level of depression, stress and this assist in enhancing the resilience. It is quiet fundamental trthat social workers are resilient in their difficult professions with complex challenges. The social support has beneficial impact on the friends and family (MacGoerge, Samter & Gillihan, 2005). The years of experience in the field as a social worker contribute to the enhancement in the resilience building of social work professionals. With the number of experience gained, social workers tend to be more understanding with their situations and accept things as they appear. They develop resilience and become more understanding and accepting of most difficult situations. There is awreness among social workers regarding their situation and the difficulties they experience in their daily work. The difficulties in the recognition of the profession contribute negatively to the building of resilience in the social work profession (Palma-Garcia & Hombrados-Mendieta, 2014).

2.15. COPING, JOB SATISFACTION AND DISSATISFACTION.

Social workers are said to have a number of coping strategies in ensuring job satisfaction and resilience in the challenging working environment. They are said to apply interpersonal skills, expecting the unexpected, ensuring that they have achievable goals, having confidence and find support from other colleagues and supervision (Khan, Rehman & Rehman, 2013; Nordick, 2002). They also keep work issues at work and ensure that they have good life outside the work environment. They are also provided with debriefing and are aware of themselves and have self awareness (Somvir, 201; Aclaro-Lapidario, 2007). The social workers are also said to be using coping strategies such as problem solving techniques, proper expression of emotions and being given social support. Although it depends on the level of burnout and the stress.

The social workers do not avoid to address the problems. The workers are using the coping strategies which are life support from colleagues and focusing on emotions (Aydogdu & Asikgil,2011; Anderson, 2000). Burnout is also unlikely when the support system and emotion focus coping are active. Social workers are on a high level of

satisfaction and love their profession in the middle of high level of burnout, huge number of child protection cases. They are thriving for perfection in their performance of duties and does not want to leave the profession (Nordick, 2002). Social workers with high level of cognitive development are immune to stress, burnout and have ability to make decisions which are tough and assist them to remain in the profession. The same social workers use their internal resources and those that are outside and use intellectual and high level of cognitive development to cope with the difficult conditions and situations (Somvir, 2012., Coleman & Clark, 2003). They are more equipped to deal with stresses affecting them and their environment. Coping strategies is significant in the build up to stress management and resilience development and job satisfaction.

There are a number of coping strategies employed by social workers and these strategies lead to the happiness of workers, job satisfaction, surviving in the workplace despite the challenges and these workers are thriving. There is involvement of interpersonal skills in the coping with any challenges. Finding the support from colleagues, supervisors and others are also sources and methods employed in other for the professionals to cope with the demands of work (McGowan, Auerbach & Strolin-Goltzman, 2009). The maintenance of life outside the workplace is one of the fundamental tool to use to cope with demanding workplace and has been found to be effective. The social work professionals also find meaning and purpose by applying a lot of mechanism for coping. The social workers also use the competence achieved during training and their confidence. These are used to help social workers build resilience and deal with work demands in order to avoid stress, trauma and burnout. The application of this strategy is fundamental in building resilience and development of stress management. Workers in the stressful professions like social workers need to employ coping strategies and use the provided training and competence to deal with problems and challenges (Weuste, 2006). One of the key tools used by social workers is the pleasure of helping others regardless of the challenges they experience. This pleasure is one of the main sources to keep relevant. Spousal conversations and colleagues' engagements is one of the mechanisms used to cope with traumatic situations in the workplace. When social workers activate active coping, stress and burnout are unlikely to occur.

The workers use the conversations with spouses and fellow colleagues to cope with difficult and stressful situations (Aclarolapido,2007). The personal awareness and personal development are important for the social workers in their early stage of their career. There must be consideration for social workers who have personal traumatic history to be provided with the support to help them deal with the past traumatic events to avoid the secondary traumatic stress. The practice at the level of undergraduates and postgraduate should reflect the challenges and stress experienced in the workplace. This will prepare the professionals for the challenges likely to be experienced (McFadden, Campbell & Taylor, 2014).

2.16. WORKLOAD, PEER AND MANAGEMENT SUPPORT

It is fundamentally acknowledged that workload in the work environment is a significant stressor in the child protection organization. It is usually associated with a huge amount of work and low remuneration and they are been reported to impact negatively on the believe in the profession and low self esteem (McFadden, Campbell and Taylor, 2014:10). Workers have the understanding that employers do not pay attention to their welfare and does not care what happens to them. They feel that due to the workload, they are not valued by their employers. The job of social workers is usually demanding and the workload put more pressure on the workers (Tham & Meagher, 2009).

It has been widely researched that support from the society, social support, colleagues and supervision contribute to the resilience of social workers. This also contribute to the retention of workers as they feel they belong to the working environment (Nissly, Barak & Levin, 2004). Social workers who are receiving support from their supervisors, management and colleagues are less likely to be stressed about the work related problems. Good relationship with supervisors provide for good output and nurture good productivity. The supervisor and colleague support eliminate the effects of stress and burnout (Yankeelov, Barbee, Sullivan & Antie, 2009).

2.17. SPIRITUAL WELLNESS, PROFESSIONAL AND PERSONAL NETWORK

Resilience is mostly understood to be derived from resources available. Spiritual wellness is one of the tools used by designated social workers to be resilient. The affiliation in religion and participation in prayer and worship is believed to enable resilience. The professional networks which assist in building resilience refers to colleagues, supervisors and other professionals. Personal networks refer to the friends and family for their support (Truter, Theron & Fouche, 2014: 316). The support with which social workers, supervisors and line managers provide to each other play a fundamental role in the resilience of fellow social workers. The demands and pressure imposed by the work is dealt easily by the provision of education and training in resilience and the management of positive emotions (Collins, 2007:266). Social workers need to offer mutual support to each other. The support could be provided through the association, formal and informal meetings, unions, team meetings and through case discussions (Collins, 2007:266).

2.18. REFLECTIVE SUPERVISION

It is understood that resilience in social work could be promoted and enhanced through the reflective supervision (Paris, 2012). The south African council for social services professionals and the Department of social development (SACSSP and DSD) has recognised and emphasized the importance of supervision in social work. For the resilience to be promoted in the south African social work context, the supervisor need to perform the function of education, administration and support (Botha, 2002). Resilience could be promoted through the support which could be emotional and professional support (Kadushin & Harkness, 2002). It has been identified that there is a gap for social work supervision and there are generally limited social work supervisors. The available supervision has a gap with emotional support as the only available support is professional work (Bradbury & Jones, 2013). The child protection social work supervisor need to assume the role of empathic functions as it may be dangerous if this part is neglected (Goddard & Hunt, 2011).

For the emotional support aspects to be enhanced, there is a call for the division in the professional supervision and the managerial functions (Beddoe, 2010). Supportive management and low amount of workload enhance and foster resilience in social workers

(Kearns & McArdle 2012:390). Resilience is a combination of environment around the social worker. It is not an individual competency that an individual was born with (Bottrell, 2009). Social work supervisors need to do more in their duties to ensure resilience in social workers. The provision of support from all angles in the life of a social worker establish the resilience in a social worker (Botton, 2012:2).

2.19. RISK AND RESILIENCE IN DESIGNATED SOCIAL WORKERS

There is a huge risk in the practice of social work regardless of the field of practice or specialization. The risk is aligned with the burnout, fatigue and stress. The risk is informed by the general practice in social work field such as lack of resources, cars, staff shortages and workload (Kim, Ji & Kao, 2011). There has been no resilience enhancement in the field of child protection social worker, this study has been done in professions such as teaching and nursing (Wood, Ntaote & Theron, 2012). Supervision has been found to be playing a significant role in the life of child protection social worker if implemented well to include empathy (Truter & Fouche, 2015).

2.20. Specific resilient qualities found in social workers

In a study on resilience of social workers in Michigan, Greifer (2005:53) identified several resilient qualities specific to social work. In a sample of 73 Michigan social workers using both quantitative and qualitative techniques to identify personal and organisational protective characteristics of resilient social workers, resilience was defined as job engagement, the opposite of burnout (Rushton, Batcheller, Schroeder & Donohue, 2015: 413). High social support, perceived fairness and low workload were found to relate to high job engagement. Qualitative findings reveal that resilient workers attributed their job engagement to several cognitive and behavioural individual factors and organisational factors such as problem-focused coping, relaxation coping, optimism, conscientiousness, internal locus of control, humour, spirituality, gender, age, maturity, and job-meaning, skill match and job variety.

Using two samples of New Zealand social workers (self-defined resilient practitioners and supervisors of student social workers), Beddoe, Davys, & Adamson (2011:9) explored social workers' understanding of resilience in the face of workplace demands and

stressors. Resilience-maintaining themes included the importance of self-care, strong professional values, exposure to positive role models and realistic professional expectations, maintaining learning and professional identity, awareness of 'the big picture', and the vital role of on-going supervision and holding on to personal and professional goals. Through qualitative analysis, it is possible to identify personal factors that positively influence levels of subjective wellbeing (SWB), workplace SWB and the impact of mindfulness on SWB in social workers (Graham & Shier, 2010:23; Shier & Graham, 2011:33). In a sample consisted of 13 social work practitioners in Canada, several themes were identified as being important predictors of SWB and these themes are personal behaviours (spirituality, establishing routines, participating in activities, and seeking help); interpersonal relationships (the impact of spouses, children, extended family, and friends); and a clear self-identity beyond work (relations to groups, culture, and personal identity). In addition, three themes that influenced workplace SWB were identified. These were work environment (physical, cultural and systemic); the types and characteristics of relationships at work (connection with clients, relationships with colleagues and interactions with supervisors); and the nature of the job (workload, type of work, personal fit and meaningfulness of the work) (Shier & Graham, 2011:34). Participants also confirmed that mindfulness influenced their overall SWB and indicated five aspects of their lives where they needed to be mindful (Shier & Graham, 2011:34). These were reflecting on and developing a personal identity; considering issues related to control and openness; internal and external awareness; reflecting on important moments in one's life, and maintaining work-life balance.

Carson, King & Papatraianou (2011:76) suggested that the ability to be resilient is linked to professional values and identity. Collins' research (2008:28) highlights the interaction of structural, organisational and individual differences in resilience. He recommends that education and training in resilience, the management of positive emotions and optimism might benefit both students and qualified social workers, enabling them to cope more readily with work-related demands. In addition, the provision of on-going professional development, peer support, sensitive supervision and rest and recreation activities may enhance coping strategies.

2.21. Health promotion and stress management

The provision of coping mechanism and strategies to workers to help deal with personal and workplace stressors is a critical approach for the promotion of good health and the positive stress management. This approach is done through the implementation of the stress management programs and the programs which are designed to assist workers change unhealthy behaviors which are likely to lead to stresses in their work life. The provision of coping skills in the workplace stressors gives workers more strengths to address the challenges they are experiencing and assist workers to build and enhance their resilience in the workplace despite the challenges. In this case, unhealthy behaviors are referred to as smoking, poor diets and the lack of exercises which are likely to be informed by stressful and demanding jobs. Social work professionals because of the nature of their jobs and the demands posed by their work often are exposed to lack unhealthy behaviors. Counselling has been identified as one of the most important factors to be used in this approach to ensure that workers are in good mental health. This is because of the stressful nature of the demanding work. The provision of counselling will however flourish in the life of workers if the pressure, workload and workplace stressor have been addressed.

The working condition and the heavy burden of job stressors need to be addressed first for the effective provision of counselling. When counselling is provided with similar working conditions and workplace stressors, the workers are likely not to benefit from the counselling but to remain in the condition they were prior to the provision of counselling. It is fundamental that the welfare of workers be made priority and their workplace stressors be addressed to ensure that the workers will effectively benefit from the counselling provided to deal with situations and the unhealthy behaviors in the workplace (Landsbergis, 2005:201). The concomitant reduction of the stressful and challenging workplace will assist in the promotion of health and good techniques of stress management will be fundamental in promoting good health and ensure that workers are stress free at work. The promotion of good health lead to the development and enhancement of resilience in the workplace despite the stressful working conditions and other stressors. The stress management programs need to be implemented effectively

and this programs needs to have follow up sessions to ensure that workers continue practising the good approach to the promotion of good health good stress management techniques in the workplace. If there are no sessions to follow up to the initial program, the program risk not to be effective and positive in the stressfull life of workers and will result in the program not useful and not performing and reaching the intended purpose. The workers who have been provided with the counselling and stress management programs, need to return to a better working condition.

Failure to provide the better working condition to workers who received counselling and other positive programs may result in the program being useless and may have the workers return to the conditions in which they were prior to the provision and implementation of the good health and stress management program. There has been lot of focus on the policy of the work environment during the provision of the program and attention was also given to physical and psychosocial activities (Landsbergis, 2005). The focus has been pointed to stress reduction strategies that will aid the workers with good health. There has been neglecton of critical aspects in the proper management of workplace stress because the policy matter has not been addressed and the disease programs as well as safety programs have been neglected. These programs are fundamental in the enhancement and promotion of health and stress management because they contribute to workplace stressors (Landsbergis, 2005: 202). It is fundamental that the working environment contribute positively to the life of workers to ensure that they build resilience and some develop resilience as they may not have it. The stressful tasks and aspects and impact negatively in the life of workers need to be addressed to ensure the promotion of good health and the good stress management skills.

2.22. Foster wellness and self compassion

Self care may be a popular buzzword, but it is also a legitimate practice for mental health and building resilience. This is because the stress affects both the emotions and physical wellbeing of the client and it impact in the entire functioning of the client. The promotion of positive lifestyle matters such as nutrition, enough time to sleep, hydration and

exercises which can give the body strength to adapt to the pressure and challenges experienced by workers in the workplace. The body need to be assisted with resources which assist in the management of stress. Practicing of mindfulness and engagement of prayers and meditations assist in the building of resilience. Wellness is a fundamental part in the build up and enhancement of resilience especially for professionals that experience challenging working environment. Instilling the feeling of good health and promotion of good diet and getting adequate support from the family, friends and supervisors assist in the development of wellness. Keeping healthy assist in the process of building resilience (American psychological association). Healthy thinking assist in the management of stress and coping mechanism. It assists in the building of resilience in the social workers.

Self compassion involves the compassion to oneself. It approaches own problems with a positive attitude and kindness. This is to ensure that the worker does not have too much pressure coming from the work and its environment. All the problems are approached with a mentality of being able to solve and being able to go through it. The self compassion has been divided into 3 steps and it is mostly used any time one feel stressed. The three steps are mindfulness, remember you are not alone and to be kind to oneself. It argues that we need to have development of kind attitude towards ourselves regardless of the stress, pressure and challenges we are experiencing. The kind attitudes help us have good thinking about life and equip us to be ready for any challenges with the believe that it is possible to find the solution (Newman, 2016). Self compassion is important in that it provide confidence to people to know that they are able to come with solutions for any problems they may experience and they are surrounded by lot of positive thinking in their life. There is development of good skill to deal challenging situations.

2.23. Development of problem solving skills

It is fundamental to develop problem solving techniques in order to assist with building resilience in an individual. Problem solving skill is a skill used to assist navigate in any problems experienced and provide a better option to solve the problem. People who naormally have solutions to problems fare better with problems and the stressful

situations and challenging as well as demanding situations. Whenever they experience problems, they retrieve list of solutions to help deal with the problems. It is argued that a problem need to be solved than to be wished away and does not need to be prolonged. It may take quiet a while to build resilience if an individual does not have problem solving techniques. Focus on self nurturing is important to ensure that the problem solving skills is enhanced to equip resilience building in an individual. It is always difficult to stay optimistic in a crisis and dark periods but this is one of the fundamental tools to be used to enhance resilience and is one of problem solving method. One of the importance of problem solving is the establishment of confiding in people you trust who could provide support. Talking to friends, families and colleagues are other methods of problem solving skills (Cherry, 2020).

2.24. Coping with trauma

Coping with trauma is fundamental in the life of a social worker daily working with traumatic clients who some are suicidal and some does not pose threat to their own lives. The exposure to the fatal, nonfatal behavior and thoughts of the clients are traumatic and need coping mechanism employed by the social worker. The mechanism used by the social workers to cope with trauma can be classified as positive and adaptation (Aldwin & Yankura, 2004; Bangasser & Valentino, 2014). Positive coping is a behavior and approach which helps in the reduction of anxiety and stressors as well as distress. When positive coping is deployed into the life of a social worker, there is minimal causation of further harm and the positive coping contribute to the improving of worker's life without causing harm. Some of the examples in the positive coping which does not bring harm are the engagement in physical exercises, prayer, meditation and seeking social support from family and friends. Although negative coping contributes to the anxiety, distress and also to the future problems and does not have healthy outcomes. This is not a good method of coping as it creates problems which in the long run contribute to the significant social ills such as substance abuse and contribute to a worse outcome (Liddon, Kinglerlee & Barry, 2017; Ruzek, 2005). It is alluded that that coping with the daily stress is different from coping with trauma. This is because coping with trauma is associated with lot of lack

of control for traumatic events and is associated with the possibility of having the long term negative outcomes for workers.

The traumatic events often lead to cognitive change and reduction in self believe (Bangasser & Wicks, 2016; Ting, Jacobson & Sauders, 2008). The availability of internal and external resources contributes to the approaches of coping positively with the traumatic events in the workplace. The coping factors involve the usage of family and friends, religious support and support from the colleagues as well as supervisors and management (Bober & Regehr, 2006). There are many means of coping positively and groups has been identified as one of the positive coping strategies. Group coping has been identified as one of the sources for coping. The general methods which is important to support positive coping for social workers has been indentified as social support (Den Elzen, 2018; Schulman, 2006).

2.25. Building and cultivating resilience

Individuals process challenges, stress, burnout in a manner which is different. The manner in which individuals deal with the stresses and other disturbing and challenging factors differs. The factors used by individual people are different. Management of stress and coping with different stressful situations is administered differently by different people. Social support is one fundamental tool used to be resilience. The society and the ecology or the environment in which an individual reside in assist in the building, enhancement of resilience and also assist in the suppressing of the stress and challenges. Social support is fundamental in the building and enhancing of resilience in social work professionals.

The social support could include the entire community, members of both nuclear and extended family members, friends and resourceful organisations withing the community. Setting achievable goals assist in building and cultivating resilience because you will always achieve the goals without pressure. The self esteem and confidence is one key strength of positives, in building and maintaining resilience in individuals. Coping skills and problem solving is one key fundamental tools to empower an individual to overcome

hardships. The individual should have individual capacity to address the emotions which are potentially overwhelming (Hurley, 2019).

2.26. Workplace violence

The effects found in workplace violence on the social and psychological well-being of the social workers has been found to be negative. The effects have negative contribution on the social workers and the social networks which are families and friends. It has been found that social workers who have been affected by the workplace violence has mostly not received the interventions from the employer in a form of debriefing. The families and friends of this social workers have also never benefitted from the debriefing sessions as well and this impact negatively on the social support to be provided to the social workers (Malesa & Pillay, 2020). There is a minimal number of workplace violence cases reported in the south African context for social workers. Most of the researches done on workplace violence has been on healthcare professionals (Terblanche & Borchers, 2018).

Social workers exposed to workplace violence are more likely to be exposed to trauma as a result of stress and violence they experience in the workplace. The violence exposes them and affects the psychological and social emotional aspects of social workers (Malesa & Pillay, 2020). There need to be a clear policy and guidelines given to social workers and management on the reporting of workplace violence. This is because there has been minimal reporting about their incidents and the seriousness of it is not considered. The establishment of a clear policy and guidelines will assist in the implementation of the recording of incidents and keeping the records properly. The kept records must be accurate as they contain serious information regarding the workplace violence (Malesa & Pillay, 2020).

Workplace violence is very important in the study of resilience in social workers. This is so because the violence among social workers of to social workers in the workplace contribute to the workplace factors which makes it difficult for social workers to be resilient. In some corners, social workers depend on the support network from friends and members of the family. We have learned that the effects of workplace violence also

impact among friends and family who are supposed to be the source of strengths for the social workers in enhancing resilience. The workplace violence is one of the fundamental challenge to the resilience and this need to be addressed when building and enhancing resilience. It is critical that employers develop and and implement policies to do away with the workplace violence.

2.27. Personal history of maltreatment.

Profesionals who have abuse history and traumatic experiences in their personal life are usually vulnerable to be traumatized. Professionals like social workers who have history of trauma due to their personal abuse have been investigated and it has been found that these professionals struggle with resilience. The continuos exposure of these professionals to the traumatic experience they have witnessed in their personal life lead to burnout and vicarious traumatization. The exposure and traumatic materials does not help professionals with resilience (Stevens & Higgins, 2002). There is a relationship between the personal history of the professional who have been abused or personal maltreatment and vicarious traumatization and burnout in the workplace (Shepel, 2009). The personal history of a professional who is exposed to traumatic situations tend to put the professional at risk of secondary victimization. The trauma from childhood increases the chances for secondary traumatic stress. Personal history of social work professional is fundamental when dealing with burnout and resilience. The personal history of trauma in social work professionals is fundamental risk for the development of trauma and secondary traumatic stress (Caringi, 2008). It is fundamental that the personal history of social workers is addressed to ensure that the history does not expose the professional to secondary traumatic stress. Personal history experienced during childhood have tendency of coming back in the life of social work professionals and subject them to secondary traumatic stress. This history provides a blow to the enhancement of the professional in developing resilience. Professionals with personal traumatic history struggle with resilience in their life and experience burnout (Nelson-Gardell & Harris, 2003). There is however no indication as to whether the personal traumatic history of a professional or a social worker enhance or reduce the resilience. There has been no measurement with the enhancement or reduction as there is no study to make conclusion

in this sector. In some corners, personal traumatic history motivated some professionals into the caring professions to assist with the development of resilience and suggest strategies to be used by organizations to foster resilience (Stevens & Higgins, 2002:323).

2.28. Organisational and professional commitment.

Social workers show commitment to their organizations and professions. It is fundamental for the workers to show high level of commitment to the profession, this will reduce the worker exhaustion and will show the level of satisfaction in the workplace. Provision of co-worker support play a significant role in the commitment of worker to the profession and the organization. The remuneration of staff plays a significant role in the determination of staying or leaving the profession. The salary provided to the worker and the benefits contribute fundamentally to the retention of staff (Chen & Scannapieco, 2010).

Workers who have close relationship with their colleagues and supervisors were observed to staying in their work. They commit themselves to the organization and profession because they have found sources of strengths in the organization. Workers who have close attachment to the supervisor consider committing to the organization because they have established a family in the workplace who provides support (Chernesky & Israel, 2009). The commitment based on the stipend was more organizational. The commitment to the organization has previously provide insight into whether the worker will stay in the profession or will leave. Once there is close commitment by the worker to the organization and there is close attachment between the worker and the co-worker and we as the supervisor, the worker will most likely commit to the profession (O'Donnell & Kirkner, 2009).

The attitude which the workers has with regards to the working condition has more association with the intention to leave the job. There is argument that workers first need to commit themselves to the organization before consideration of the profession. The workers who have close attachment with their supervisors, those attached to their

supervisors have good attitude and perception about their organizations and are retained (Weaver, Chang, Clark & Rhee, 2007).

2.29. Organisational culture and climate.

The organizational climate is fundamental and key to the turnover and retention of workers. For the workers to be retained in the organization, the climate plays a significant role (Bednar, 2003). The level of support that workers have among each other and the support from the supervisor assist with the retention of workers in the organization as it provides for a good climate. The climate of the organization has consequences and inform the quality of service by the organization and received by service users. The climate has been found to be the positive informer of the positive outcomes (Landsman, 2008). The amount of co-worker support and the team work in the organization are the climate which increase positive perception about the agency. On the other angle, workers with increased burnout increase the intention to leave the organization.

The good working team in the agency decrease the intention of workers who want to leave the agency as workers appreciate the climate in the organization (Kyonne's, 2009). When the organization unnecessarily and passively defend the culture of the organization, there is a huge chance of workers especially on the early stage of their careers to leave the agency. Support and positive organizational culture has positive outcomes for the organization (Chenot, Beuton & Kim, 2009). There is an important line between the support of workers from the line managers and the colleagues. The huge amount of inexperience workers and the lack of support from supervisors and line managers contribute to the bad culture and climate (Healy, Meagher & Cullin, 2009).

2.30. Resilience, risk and protective factors.

Resilience is displayed when the social worker is adapting to difficult and stressful life events. The successful outcome of coping with pressure and demands, stress as well as too much workload is resilience. The cognitive capacity deployed by an individual to deal with complex and stressful situations is often viewed as resilience. Despite the difficulties

and challenges, the worker uses the cognitive capacity to avoid psychopathology (Corey, 2016., Tugade, Frederickson & Barret, 2004). The development of psychological positivities and strength manifest into the physical strength. The inner strength of an individual translate into the physical strength. Individuals often recover quickly into the normal functioning and return from the dysfunctional into functionals (Hendriani, 2018., Steinhardt & Dolbier, 2008).

Resilience individuals display coping strategies in complex, traumatic and stressful situations. They turn stressors which could a problem to other people into opportunities to explore other things and learn from stressors. The stressors do not destroy resilience people but it is used as an opportunity to learn and develop coping skills (Campbell-sills, Cohan & Stein, 2006). The employment of problem solving techniques in addressing the problems and stressors is fundamental in building and enhancing resilience. The resilience workers employ problem solving skills in difficult situations (Paolini, 2016., Kariv & Herman,2005). Specific focus on a particular problem assist with resilience and the person is able to overcome stressors coming with the particular problem (Clifton, Perry, Stubbs & Roberts,2004). Students are focusing on individual problem and who use the problem focus skills are performing much better academically. When you address problems as they come and focus on a particular problem, you are better equipped to deal with the stressors and become resilience. The students who fail to utilize problem focused coping skills and who uses the emotions focused coping skills are not doing well academically. The students will manifest the resilience as he has effectively dealt with stressors (Gingerich & Peterson, 2013., Ward Struthers, Perry & Menec, 2000).

When individuals easily adapt to complex and stressful situations, the resources used to adapt may be viewed as the protective resilience. The protective factors are used for an individual to deal with the environment which is stressful, demanding. Oftenly the protective factors as the exact opposite of the risk factors (Hoy & Adams, 2016., Ortega, Beauchemin & Kaniska, 2008). The protective resources used could be internal and external factors to assist in dealing with complexities. Individuals with high self esteem use it as protective factor to cope with stressors and use it to cope with stress,

demanding situations and deal better and achieve higher (Hendiani & Mulawarman, 2020; Clifton, Perry, Stubbs & Roberts, 2004). The additional responsibility and also viewed as burden in social work professionals increase the stresses in the profession. Social work professionals as a helping profession experience huge workload and have number of deadlines to meet which put more pressure to the professionals. Despite the workload and the stress, they endure on a daily basis, they characterize themselves with high level of resilience (Corey, 2016; Wiks/2008). The interrelation and connectness is fostered in the social work faculty. The group project and class seating arrangement can lead to fostering of connectness in social work which assist in the resilience. The various sectors assist with the enhancement of resilience and this factors will include the social factors which involves friends (Paolini, 2016; Milner & Criss, 2006).

The support from friends is important in building and enhancing resilience. The psychological stressors which prohibit resilience in students include emotional consequences that result from events and the personal. The physical stressor includes making noise in the classroom. Students who does not have social support factors struggle with the resilience building and does not have coping skills nor problem solving technique (Ginsberg & Garpen, 2008). The enforcement and greater level of social support result in less number of stress and depression. There is benefit in the social support that student social workers employ to address the stress and challenges attached to deadlines, work pressure. There has been positivities with support from the professors/staff and friends and this help build strong resilience in the life of a student (Fall, 2008).

2.31. Goal directed and problem focused coping.

Problem focused is fundamental in that the individual direct all resources and energy on a particular problem to ensure that it does not become a problem. This approach is goal directed and need to manage the problems, the challenges which causes stress. There is a lot of preparation and gathering of information to arrive at an appropriate decision. The resources are required in the decision making and conflict resolution (Collins, 2007).

This approach indicates that when an individual is in a difficult deteriorating, you make it possible to identify goals which need to be focused on and work on achieving coping skills. It is the approach which is task centred and it could in significant cases be meaningful. In social work, the approach of goal oriented and directed focus on the client or person is fundamental. The feelings in an individual which are effective and positive are encouraged to nourish (Collins, 2007).

There are clear indications that social workers need to utilize all the resources available within the structure to develop and enhance resilience in social workers. It is very important that social workers focus on their problems and address all the presenting problems. This will assist that there is nothing coming in the way of resilience in the life of a student social worker and practicing social worker. Generally, there is agreement that social worker is a stressful, demanding, challenging and a traumatic work which need professionals in the field to display and employ all resources to be resilience. Folkman & Maskowitz (2000:651) allude that problem focused coping skills is important. This is because the social workers reinforce positivities and provide praise in the middle of stress. The approach will focus more resources and energy on the particular problem being experienced. Problem focused coping skills encourage the skill of mastery and control.

2.32. A support network for south African social workers.

The comprehensive support provided to the south African social workers is fundamental. In some corners, support network is defined as safety net for the designated social workers. There are a number of individuals who comprise the support network. The support network in south African context assist with the development and enhancement of resilience in designated social workers. Studies have shown that support network for the professional designated social workers emerge from the personal and professional network (Truter, Theron & Fouche, 2014:315).

The designated social workers in South Africa need to approach the management and request for the support in assisting with the resilience. The approach and negotiation is

found in personal networks wherein it does not need the management of the organization but personal. The professional risks are mitigated by the support received from the colleagues, supervisors and management. The supportive family relations that the social worker has with the family is important and assist in the process of coping for these professionals. They are assumed to draw their strength from the support of the family and mostly positive relationship. The composition of personal relations derives from the positive relationship with the family and the friends.

The professionals have more time to spend and communicate on a personal level with the friends and family. This part is significant to ensure that the resilience is not neglected from the personal level (Truter, Theron & Fouche,2014). The emphasis on the personal relationship is on the constructive and positive families as well as the environment which is nurturing. The friendship and family which is encouraging and motivating is one important example of personal network. The provision of love and support from the family and friends as well as the positive words assist in providing motivation to enhance resilience. The family and friends provide emotional comforts and safety as well as security to the designated social workers (Truter, Theron & Fouche,2014). Positive professional network is important and the support from this sector is recognized as essential. The professional support for the designated social worker in south Africa comes from the colleagues, supervisors, line management and the entire management team. The support assist workers to function properly despite the challenges and the stress in the workplace. The professional network does not have racial and ethical barrier (Truter, Theron & Fouche, 2014).

2.33. Value embedded life

This is living in a fixed set of life with guidelines and the guiding principles. The professionals in this sector live according to the set of rules, ethics, values and positivities. The professionals establish and develop positive values to guide their life and adhere to the values. This set of rules and guidelines assist the designated social workers not to have complex life but to adhere to the positive values and set of rules. The resilience designated social workers have set standards and the values which guide their lives are

positive value, ethics, measures of self care, professional stability and considering designated social workers as a calling (Baumgardner & Crothers,2010).

The values of treating others well gives grounds to the designated social worker to be resilient. They live positive life according to a set of positive values, positive ethics and standards. It is considered that when no harm is done to service users, it is one of the significant positive ethics and build resilience in professional designated social workers. The designated social workers with positive set of goals are considered to have honesty, respect, compassion, openness and empathy. Respect is also referred to as importance and affirm oneself (Theron, Stuart & Mitchell,2011). Taking responsibility for choices and decisions made is also one of the considered positive values. Taking care of oneself is considered one of the importance of building resilience. When one takes care of oneself, he/she engage in a number of hobbies and leisure activities. This will include the promotion of good health in a form of physical exercise. Such activities encourage positive to the profession which is filled with stress (Truter, Theron & Fouche,2014).

The professional stability is one aspects of building resilience in the life of a designated social worker. The stability of the professional social worker in the profession informs the resilience in the profession. The latest development in the profession enhance the resilience in the designated social workers. This provide for th stability in the life of professional of a social worker. The commitment and perseverance in the profession promote the professional stability and resilience. Keeping abreast with the development assist in the stability of designated social workers. Designated social workers who regard themselves as a profession which is a calling have the stability in the profession regardless of the challenges and stress experienced by all in the profession (Truter, Theron & Fouche,2014).

2.34. Foundation for strength based social work practice

The strength based approach focus on the strength which the users of the services has rather than focusing on the problems which service users present, it is fundamental to look into the inner strengths which will assist the service user to overcome the problem.

The strength based approach has resilience in it. Social workers use this approach in resilience and find it useful. This is one of the strategies used for survival and to maintain resilience in the profession of social work (Saleebey, 2006). The strength based approach look into the abilities and the strengths which social workers have. Instead on focusing on the problems and challenges experienced in the workplace, the focus is on the strengths which social workers have and use it to their advantage.

Resistance and rebellion are one of the strengths used to overcome difficulties and the stress. The resistance and rebellion are the resources employed by the disadvantaged to ensure that they are resilience in their duty. The personal behavior and the social status in society contribute to the strengths of the professionals. The resources mobilized by the professional in the everyday life contribute to the strengths and resilience of an individual. The usage of this approach is fundamental because internal resources are being used to deal with the problems and become resilient (Guo and Tsui, 2010).

2.35. Summary.

The previous literature of the subject under review was found to be very important in this chapter. The chapter provided the data which has been documented regarding the research topic. Substance abuse was clearly explained from the global view and the regional as well as the local view. The history of substance abuse was also viewed and explained in details with regard to the subject. The manner in which the Nyaope substance spread in South Africa and in townships was explained and the prevention methods of South Africa on substance. Literature has been reviewed which is in line with the research topic.

CHAPTER THREE

3. RESEARCH METHODOLOGY

3.1. Introduction

Kumar (2011:113) defines research design as the strategy through which a study obtains responses to the research question. This chapter provides a detailed description and justification of the research methodology that was adopted to guide this study. Singh (2015:133) emphasizes that the entire study should have coherence across research purpose and the researcher demonstrates such in this chapter. Therefore, literature is used to provide a sound basis for the qualitative research methodology adopted. The justification of the methodology flows from the research question, which links with the research goals and ultimately the research objectives.

3.2. Research Methodology

Research methodology refers to methods, techniques and procedures that are employed in the process of implementing the research design or research plan (Vaismoradi, Jones, Turunen & Snelgrove, 2016:100). There are several steps in the research procedure that need to be taken to conduct successful research (Fouché, 2011:261-354). Research methodology in the context of this study refers to the exact procedures to be employed to identify, choose, process and analyse information on the social workers' resilience as a phenomenon which interest a researcher (Taylor, Bogdan & DeVault 2015:15). The section below was therefore explained on which research approach was be followed, the research design thereof and how data was generated as well as the method of analysis. Research methodology explain the reason for the selection of the methods and the the techniques chosen in the study. It gives explanation of the logic behind the method employed (Van der westhuisen, 2010:16). The research methodology puts more focus and emphasis on the chosen tools and the procedure which will be used for the study. It focuses on the process to be followed and the tools and guidelines to be used in the study (Mouton, 2011:56). Research methodology basically refers to the methods, strategies, blueprint, set of decisions, and procedures that guide the choices researchers make in carrying out a study (Carter & Little, 2007:1317). It assists with the provision of justification

for the methods and techniques of a research project, and guides the research process to ensure that appropriate procedures are followed. Research methodology is largely informed by the research question (Lapan, Quartaroli & Riemer, 2012:72).

The researcher understands research methodology as the methods used to implement the research plan. It was a process in which research approach, research designs were incorporated to pilot, collect, analyse and verify the data. This study was qualitative in nature; therefore, the researcher presents the qualitative research paradigm within which the study was conducted. A detailed justification and application of the research approach was included as well as a discussion on the application of the research design adopted, namely the exploratory, descriptive, contextual and phenomenological. The presentation also addressed the reasons for selecting the sample, sampling methods, preparing participants for data collection, data-collection tool, pilot testing, data analysis, and trustworthiness of the overall study. The research methodology is fundamental in any research project to provide guidance as to the methods and guidelines to be followed in order to have a reliable and ethically sound research findings. It provides for the proper way of analysing and verifying the data wwhich was collected in the study and gives procedure on how the study will be piloted. It has been established that the pilot study process is a fundamental exercise to ensure that the discrepancies are addressed prior to the commencement of the main study.

3.2.1. Research approach

The researcher selected a qualitative research approach for this proposed study. The qualitative research approach puts the emphasis on studying human behaviour and attitudes within their natural settings (De Vos, Strydom, Fouché & Delport, 2011:65). The research approach refers to the traditional division between quantitative and qualitative traditions in research (Whittaker, 2012:03). According to Creswell (2014:03), research approaches are plans and procedures for research that span the steps from broad assumptions to detailed methods of data collection, analysis, and interpretation. The qualitative approach is found relevant by the researcher particularly because he is

interested in gaining an in-depth understanding of the resilience of social workers who are working with the youth using Nyaope substance.

Babbie and Mouton (2010:53) state that a qualitative approach provides the researcher with an insider perspective on social action. In addition, a qualitative approach is consistent with the researcher's aims of making sense of the study phenomenon. As a result, the focus will be on process rather than outcome. This will yield richer responses from participants.

The researcher engaged participants in a meaningful manner to gain a holistic picture of their life experiences since qualitative research acknowledges that there is no single truth (Moule & Goodman, 2014:173). Furthermore, the rural married men who were participants were consulted in their natural settings as advised by Grossman, Tracy, Richer and Erkut (2015:34). Such naturalistic inquiry enables participants to describe and explain their experiences and perceptions on the studied phenomena

There is some common agreement about the core characteristics that define qualitative research. Several authors such as Creswell (2014:234), Rossman & Rallis (2012) agree on the following as core characteristics:

Qualitative researchers are interested in **meaning** – how people make sense of their lives, experiences, and their structures of the world. In this research study, the researcher was mainly interested in the meaning social workers attach their continuous involvement in working with youth using Nyaope substance.

The qualitative researcher was the **key instrument** for data collection and analysis. Data were mediated through this human instrument. For this study, the researcher was the main key instrument when collecting data through face-to face interviews using interview guide and recorder after the participants have voluntarily consented to the study.

Qualitative research involves the **natural setting**. Qualitative researchers tend to collect data in the field at the site where participants experience the issue or problem under study. This up-close information, gathered by actually talking directly to people and seeing

them behave and act within their context, is a major characteristic of qualitative research. In the natural setting, the researchers have face-to-face interaction, often over time. The researcher physically went to social workers' preferred places of interview at Waterberg District Municipality to conduct the interviews. The researcher encouraged the participants to use their own time as opposed to the employer's time.

Emergent design: The research process for qualitative researchers is emergent. This means that the initial plan for research cannot be tightly prescribed, and some or all phases of the process may change or shift after the researcher enters the field and begins to collect data. For example, the questions may change especially because the researcher will conduct pilot testing first to ensure that the questions on the research interview guide are clear and will be easy to understand by the participants. Furthermore, should the individuals studied and the sites visited be modified then the researcher will ensure that a new design is introduced and before implementation of such, the notification to the ethics committee will be prioritised.

Reflexivity: In qualitative research, the researcher reflects about how their role in the study and their personal background, culture, and experiences hold potential for shaping their interpretations, such as the themes they advance and the meaning they ascribe to the data. The researcher will strive to ensure that his personal background does not influence the findings and conclusions of the study. The researcher, as a qualified social worker, will also constantly remind himself that the participants are not clients and as such he cannot wear the cap of a social worker during the interview but that of a researcher. Furthermore, the researcher plans to document his own thoughts, feelings, and assumptions which may inhibit the accuracy of the findings.

Holistic account: Qualitative researchers try to develop a complex picture of the problem or issue under study. This involves reporting multiple perspectives, identifying the many factors involved in a situation, and generally sketching the larger picture that emerges. A visual model of many facets of a process or a central phenomenon aids in establishing this holistic picture. The researcher will ensure that the study is conducted according to a holistic approach.

Inductive and deductive data analysis: Qualitative researchers build their patterns, categories, and themes from the bottom up by organizing the data into increasingly more abstract units of information. This inductive process illustrates working back and forth between the themes and the database until the researchers have established a comprehensive set of themes. Then deductively, the researchers look back at their data from the themes to determine if more evidence can support each theme or whether they need to gather additional information. Thus, while the process begins inductively, deductive thinking also plays an important role as the analysis moves forward.

In view of the aforementioned characteristics inherent in the qualitative approach, and the fact that qualitative research concerns itself with the study of people in their natural environment as they go about their daily lives and by trying to understand how people live, how they talk and behave, and what captivates and distresses them, the researcher concludes that this approach is well suited to realising the goals of this study. From this qualitative stance, the researcher wanted to come to an understanding of the meaning social workers attach as their resilience when providing services to Nyaope substance dependent youth. This was important in this research project to understand how does social workers cope around the phenomenom of resilience and have the understanding on what prohibit resilience building and enhancement to the social workers who are struggling in the profession. This was so because there are those who operate in the same working condition as the resilience social workers but are struggling to cope with the working environment, stressful working condition.

3.2.2. Research design

The research design is the logic of the study. Green & Thorogood (2009:42) in explaining what the research design entails they allude that it encompasses the set of strategies, measures, procedures and questions that will be implemented by the researcher to ensure the required production and collection of data. On the other hand, David & Sutton (2011:204) maintain that research design exists to provide the logical framework upon which the research project is conducted and enables the position of the sample elements. A research design is a plan of action that the researcher uses and strictly adheres to adequately address the research question and yield answers and is conducive to results

which are as unequivocal as possible (Orme & Shemmings 2010:82). The researcher is of the view that the design takes into cognisance the nitty-gritty of methods of data collection including but not limited to the manner in which participants will be chosen from the population, and the sampling process, the place in which research will take place as well as how will the collected data be analysed and disseminated. Research design is the technique that the researcher uses to put into action the study. It is the plan implemented by the researcher in his/her study. The approach which was used during the study determine the research design. The strategy is based on the approach of the researcher to the research (Maree & Van der westhuisen, 201:70)

In this qualitative study, the following designs were considered relevant; explorative, descriptive and contextual design. The researcher applied explorative research design, descriptive research design and contextual research design. Utilising these three research designs enabled the researcher to gain a better understanding of the social workers' resilience of providing services to youth who are dependent on Nyaope substance particularly at Limpopo province within the Waterberg District Municipality. The utilization of this research designs in qualitative study is fundamental to bring the understanding of what need to be achieved. The designs assist in gathering information which has not been in public and has limited literature and also to describe what the researcher has observed after having spent time with the participants for the observation purpose.

3.2.2.1. Exploratory research design

An exploratory research design was devised in this study to gain insight into the phenomenon under study. Exploratory research is often conducted when little scientific knowledge and research are available about the specific phenomenon to be studied (Gray 2013:36). Townsend & De la Rey (in O'Neill, 2011:39) point out that researchers opt for exploratory study when little is known about the phenomenon or when there is a gap in existing research literature. Singleton & Straits (2010: 107) also alluded that exploratory studies are undertaken when relatively little is known about something. The researcher is convinced that this study is exploratory in nature hence he opted to use semi-structured interview guide (see Addendum B) with the participants who have consented to

participate in this study in order to achieve the explorative part of the study. The pre-formulated questions are in relation to the two main research questions which are outlined in section 2.1 of this proposal. Responses were then followed by probing questions where necessary for the purpose of clarifying what has been reported. Exploratory research is the approach that the researcher uses to look into sectors which has limited information or has no information at all. It looks to examine a new interest when there has been limited study or has been no study at all. This seeks to explore and reveal into areas where there has been limited study or no study (Babbie, 2007:88). It is used to learn more in depth, insight data into how people get along (Engel & Schutt, 2010:10). It is used to uncover the phenomenon where there is not enough data and there is minimal knowledge. The exploratory seeks to investigate in depth where there is little information (Van der Westhuisen, 2007:11). The researcher seeks to get insight information and bring knowledge out so that people will be able to understand the specific phenomenon.

This study was explorative in nature. Exploratory studies are conducted when we do not know much about the research topic and we want to learn more (Dudley, 2011:107). According to Babbie & Mouton (2010:80), exploratory study intends to describe a phenomenon within a group of people, this will also allow the researcher to gain insight into the phenomenon under study. This type of research is considered open and flexible to the degree that the researcher involves participants by means of different data-collection instruments (Durrheim, 2006:34-59). Qualitative research approach was chosen as it has a rich history in the social sciences, according to Holland & Rees (2010:71). Qualitative research has developed an identity of its own by adopting diverse approaches which seek to explore and understand human experiences, perceptions and behaviours (Maxwell, 2013:26). Although qualitative approach has been criticised by quantitative researchers for not being scientifically rigorous (Singh, 2015:267), Hood (2016:160) defends its importance and justifies its scientific credentials.

Exploratory research design was important in this study as it has assisted the researcher to arrive at fundamental findings. This was applied because there is limited data regarding the resilience of social workers especially when dealing or rendering services to the Nyaope dependent youth. The exploratory research design aims to provide insight

knowledge and understanding to the research field which has no information. It aims to look deeper into the subject and provide an indepth analysis of the environment. When conducting a qualitative study, it is fundamental that exploratory research design is used especially to fields which has limited information for review or has no information at all. This research design was quiet significant for the researcher to obtain indepth knowledge and understanding with regards to the subject being studied.

3.2.2.2. Descriptive research design

Descriptive research design is a comprehensive description that characterises the population group that is being studied (Rubin & Babbie, 2013:51). It further seeks to describe situations and quantify an issue or phenomenon, for example, the magnitude of the phenomenon, its prevalence, and where the phenomenon exists (Babbie, 2010:93; Matthew & Ross, 2010:57). In other words, descriptive research design is a thicker examination of the phenomenon and its underlying meaning (Rubin & Babbie, 2013:51). The central questions to descriptive research are *who* and *why* (Marshall & Rossman, 2011:69), although there are no immediate intentions of understanding the “why” of their circumstances or the causes of their problems (Dudley, 2011:106). It entails to situations where the researcher observes the environment of the phenomena and then describe what has been observed. The researcher spends much time in observation and then come to describe the situation as observed (Babbie, 2007:89). The researcher will be part of the phenomenom which is observed or the people and describe what he has been able to observe. The description of the observed phenomenom must be after thicker examination in qualitative study. It tends to explain more and want to be in the shoes of the observed and described people (Rubin & Babbie, 2010:42). Description research involves gathering the data in a way of making observation and describe what has been observed by the researcher (Engel & Schutt, 2010:9). A descriptive research design will assist the researcher to gather data by giving the participants time to describe their perceptions in relation to the phenomenon being studied. The researcher examined the perceptions of social workers who are providing services to youth who use Nyaope substance wherein the focus was on the social workers’ resilience. The researcher had

an opportunity to understand the phenomenon with a detailed account of the context and activities as the phenomenon occurred in the context of the participants' descriptions.

Following the exploration of the participants' resilience in relation to their work in rendering services to Nyaope dependent youth, the researcher provided a detailed description of what was explored during the interviews. Through qualitative descriptions, the researcher was able to connect and make sense of what was shared by the participants. The researcher observed some of the behaviors and attitude and described them as they were observed.

3.2.2.3. Contextual research design

Qualitative researchers employ this design to elicit the meaning of participants' perceptions, experiences, and feelings. Participants' perceptions, experiences, and feelings create a context in which the meaning attached to the phenomenon is expressed in the form of explanations or reasons that the participants draw from a situation (Corbin & Strass, 2015:155). In contextual design, the face-to-face interviews was conducted with participants in their preferred place particularly because contextual research design involves understanding the participants of the study within the immediate setting they live in while avoiding the separation of participants from their context (Hennink, Hutter & Bailey, 2011). It seeks to gather information from the participants and their perceptions in the manner and the context they have appeared and in its volume. It is looking into gathering evidence of participants' perception according to the large context in which they occur (Kayrooz & Trevitt, 2005:10). It relates to the meaning of some events in the context in which the event took place and was understood within the specific background and a particular context (Babbie & Mouton, 2001:272).

3.2.2.4. Phenomenological research inquiry

Phenomenology is a branch of qualitative research that is grounded in psychology and philosophy (Randles, 2012:11; Moule & Goodman, 2014:176), and premised on the assumption that meaning and truth can be drawn from people's lived experiences (Wojnar & Swanson, 2007:173; Fochtman, 2008:186; Moule & Goodman, 2014:176). Phenomenological research "is concerned with how an individual views the world and

how they live from inside. Whilst many approaches to research look for commonalities of human experience, phenomenological research considers what it may be like to this person, living this life at this time” (Holland & Rees, 2010:75).

This research design is also termed “the arena where people build their own reality” (Martignani, 2011:567, Mayoh & Onwuegbuzie, 2015:92; Marshall & Rossman, 2016:17). The researcher described the lived experiences of participants with regard to how they expressed them, their feelings and how they made sense of these experiences. Phenomenological research design allowed the researcher to present as many details as possible on the subjective experiences of the participants. This design compliments the other three designs, namely exploratory, descriptive, and contextual research designs as their combination allowed the researcher to understand the participants in this study more comprehensively.

3.2.3 Study Population.

Engel & Schutt (2009:114) view a population as the entire set of individuals or entities to which study findings are to be generalised. A population includes all individuals, families, groups or organisations, communities, events, and the like that could contribute to a research topic (Leedy & Ormrod, 2013:152). A research population is the theoretically specified aggregation of the elements in a study (Babbie & Benaquisto, 2010:188).

The population for this study consisted of social workers attached to Department of Social Development in Waterberg District Municipality as the main employer in Limpopo Province. However social workers in this region are many and it is almost impossible to include every social worker in this study. A sizeable number was considered for the purpose of the study.

Due to time and financial constraints, the researcher could not afford to include the whole community leading to the need for a sample. However, the size of the sample was determined by the point of data saturation, which is when the data or information starts repeating itself. The researcher managed to reach data saturation when interviewing the nineteenth (19th) participant. The data saturation was the only cue for the researcher to

terminate the data collection process since he felt he already got rich information and that no new information was forthcoming out of new sampled units (Liamputtong & Ezzy 2005:49).

3.2.4. Sampling Method/s

A sample denotes a small group of individuals drawn from the entire population from whom a researcher will gather information (Townsend & De la Rey, 2011:39). According to Babbie & Mouton (2010:166), sampling is a process of selecting a group of people or social phenomena to be studied from the large universe to which they belong, however, there is a possibility of leaving out sampling should the population be found manageable. Similarly, Leavy (2017:76) describes sampling as a process by which researchers select several individual cases from a larger population. Creswell (2009:121) explains that the selected site should be a place where one or more individuals are available to study.

For the entire population, a sample was selected for study purposes from the 216 social workers employed by Limpopo Department of Social Development in Waterberg District Municipality. The researcher's choice of this area (Waterberg) was basically influenced by the snap-shot survey report compiled by Department of Social Development (2013:10) on substance abuse in the nine provinces in South Africa. The study indicates that Waterberg is becoming a destination for drug use and abuse.

It is imperative for the researcher to utilise purposive sampling in this study as the researcher is knowledgeable about the population concerned and its elements and this sampling method suits the research objective.

The selection of this sampling type was influenced by the fact that the researcher had contacted the Department of Social Development in Limpopo Province to request permission from them (see addendum F- request letter) after the proposal was approved by two committees namely, Scientific Review Committee and Social Work Research Ethics Committee and the ethics approval was issued. The Department gave the researcher permission to recruit the participants within their organisations after the proposals was approved.

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- The participants had at least five years and above experience in working with substance dependent clients especially youth, the researcher's reason for including specific years of experiences was influenced by the understanding that the participants who have gained more experience on issues relating to substance can report valid information based on their experiences.
- The participants were also expected to have clear understanding of English language as the semi-structured face-to-face interview guide was only in English. The reason for this language criterion was that the study area was populated by people from different cultures who speak different languages of which some of the languages were not known or understood by the researcher and this may have had financial implications should the researcher have opted to use other languages. The researcher did not have funds to train data collectors and therefore English as it is understood by the researcher was the only used language during the collection of data. Confirmation questions was asked prior to the interviews regarding their years of experience of social worker serving.
- The participants were working for the Department of social development.
- The participants were registered with the South African council for social services professions.

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- Social workers who have worked with substance dependent youth but were focusing in other areas during the time of the study.
- Social workers who were attached to NGO, private practice and retired social workers.
- The social workers who have consented to participate in the study but hospitalised, on sick leave and on annua leave during the data collection period.

According to Gray (2009:152), purposive sampling is cost effective and the least time consuming. It was therefore easy for the researcher to establish the rapport with participants that were able to conduct face-to-face semi-structured interviews. The researcher is confident that this sample provided in-depth responses during the face-to-

face semi-structured interviews. All participants who participated in this research study were fully informed about the purpose of the project and what was required from them, consented to participate and was also notified that they have the right to withdraw from the study at any point at any time, without prejudice.

3.2.5. Data Collection

3.2.5.1. Preparing participants for data collection

Data gathering requires researchers to think about the people from whom they obtain information and how to appeal to these individuals (Feldman, Bell & Berger, 2003:3). Data gathering only commenced after approval of the research proposal by the Ethics Research Committee of the Department of Social Work, UNISA, had been obtained (See Addendum A,B or so). This committee comprised a group of independent experts whose responsibility is to ensure that the rights and wellbeing of participants in research are protected, and that the study is carried out in an ethical manner. The ethics committee cautions researchers against predictable consequences which have to be addressed timeously.

In preparation of the data collection, a semi-structured interview guide with open-ended questions was prepared to aid the process of data collection from participants. The researcher in complying with UNISA COVID-19 guidelines, has ensured that enough safe masks, sanitizers, and gloves were available for the participants. The researcher had also adhered to the regulations on social distancing. The researcher has ensured compliance with the regulations as gazetted by the national corona virus command council with regards to the safety measures to curb the spread of the corona virus. This was important because the compliance with this was also providing safety to the participants in the study. In all methods used during the collection of data in the study, the corona virus safety measures were observed. The provision of the sanitizers, masks and gloves were significant in the study because the researcher was going to have face to face interview with the participants and this is a difficult period in the country with the spread of the infections rising everyday. The researcher had to be cautious for his safety and for the safety of the participants. During the periods of data collections, the numbers for the corona virus infections were increasing on a daily basis and necessitated the provision of

safety equipments to the participants. The researcher began the process by contacting the participants at their workplaces wherein a slot was given to him to explain to the prospective participants who he was, what the study was about and explain the criteria of inclusion to them. It was pointed out to the participants that participation in the study was voluntary and their rights was not to be jeopardised in any way. Those who agreed to participate in the study was prepared by having the contents of the preamble to the consent form explained to them. When they indicate that they understood the contents of the letter, they were requested to sign the consent forms (Addendum A). In preparation for the data collection, the researcher, as the key instrument in the process of data collection, made sure pilot testing took place mainly to test the researcher's interview skills and also the data collection tool.

3.2.5.2. Method used for data collection

Data collection was a significant part of a research study. The researcher notes that for any research project to be completed, you have to have data collection. It guided the process which was followed when collecting data, how it was analyzed and verified. It was fundamental to have clear procedure to be followed when collecting data to ensure reliability, credibility and trustworthy for the study. There were several methods researchers apply in collecting data from participants. Each method has advantages and disadvantages and some methods are better than others in certain circumstances. Data collection is a series of interrelated activities aimed at gathering good information to answer emerging research questions (Creswell, 2014: 147). In addition, data collection is also viewed as a systematic way of gathering information that is relevant to the research purpose (Burns & Grove, 2013:44).

The researcher used the semi-structured, face-to-face interview as the method of data collection. Thus, a semi-structured, face-to-face interview was an interaction between an interviewer and the interviewee in which an interviewee was the centre and the interviewer had a general plan of inquiry albeit not necessarily a sequential order of questions (Babbie & Mouton, 2017:289). Semi-structured interviews as stated by Mathews & Ross (2010:221) follow a set of questions for each interview and may introduce questions in different ways as appropriate for each interview. In addition, data

collection is also viewed as a systematic way of gathering information that is relevant to the research purpose (Burns & Grove, 2013:44). The choice of semi-structured, face-to-face interview is based on the following considerations as outlined by (Creswell, 2009):

- The semi-structured design gave the participants ample time and scope to express their diverse views and allowed the researcher to react to and follow up on emerging ideas and unfolding events.
- Results obtained through semi-structured interviews was compared among each other since all participants were required to express their views about the same general themes.
- Open-ended questions allowed the participants to freely voice their experiences and minimize the influence of the researcher's attitudes and previous findings.
- Anonymity was guaranteed to give the participants the opportunity to freely express their views and encourage them to address politically delicate issues.
- Semi-structured interviews allowed not only for assessing the participants' opinions, statements and convictions, they also allowed the interviewer to elicit narratives about their personal experiences.

The semi-structured interview guide was in English. The researcher also asked permission from the participants to use an audio-recorder to capture what were shared. The researcher only used the audio-recorder after each participant has given him permission by way of signing the consent form provided.

The researcher utilised communication techniques during the semi-structured one-on-one interviews as outlined by De Vos et al. (2011:330-331). The authors employed interviewing techniques such as paraphrasing, timing, clarification, tracking, using silence, and probing.

- The researcher used paraphrasing to confirm what the participants were saying. This was done by repeating the participant's descriptions in simple but fewer words without adding new ideas to the message; especially at the end of each unstructured interview.

- The participants were given time to share their perceptions without being interrupted in any way before finishing what they intended to communicate.
- The researcher repeated what the participant said in an understanding way regarding their responses as a reflection of what the participant has communicated and for the participant to perceive the researcher as being respectful.
- The researcher applied tracking as a skill to show interest and encourage the participants to communicate freely about the content and meaning of their verbal and nonverbal conversation.
- The researcher also used silence to allow the participants and the researcher to think, share perceptions, and to motivate the participant to talk.
- The researcher probed to stimulate the participants to provide additional information for clarification of misunderstood responses.

The questions to be asked to the participants were outlined in the semi-structured interview schedule (see addendum A). The participants were encouraged to answer questions in a manner which clearly reflected their experience

3.2.5.3. Pilot testing

The purpose of the pilot test is to ensure that the participants understand the questions in the same way (Strydom & Delport, 2011:395). Ravitch and Carl (2016:90) stated that pilot testing has an important role in designing and refining a research study. In addition, pilot testing is a small-scale trial run of a research interview or observation (Holloway & Wheeler, 2010:341). Pilot study is the mechanism used prior to the study. This is used to alleviate pitfalls which are likely to be present during the study. It is mostly used in qualitative research to avoid and eliminate practical pitfalls before the commission of the study. This part is important to ensure that once the research start, it will not have pitfalls as it would have been addressed by the researcher at this stage (Rubin & Babbie, 2010:205). It carries the version of the study which is proposed with a limited and restricted sample (Mason & Henningfield, 2001:84). It is used to determine if the study is

feasible and identify the prospective problems. It is through pilot study that there is collection of preliminary data prior to the actual study, test the validity and accuracy of the interview questions and assess the data analysis method proposed to be used in the study. This is to uncover problems before the beginning of the research project (Mohasoa, 2010:52). It trains the researcher about many elements of the research. It however has been indicated that having a successful pilot study does not necessarily mean that the bigger study will be a success with no problems. It does not guarantee that the large scale study will be a successful as this is a pilot with few selected sample. The data collected during the pilot study may mislead with the predictions and assumptions. This is primarily because the sample will be small (Mohasoa, 2010:54)

For this study, the researcher interviewed at least two social workers who share similar characteristics of those who will be included in the study. The participants who took part in pilot testing were requested to provide honest feedback about the interview. In this research project, piloting the interview guide provided information as to the length of time that was to be allocated for each interview session as well as questions that needed to be included or amended so that they are clear to the participants. Amendments were made to the semi-structured interview guide by including additional questions and deleting some. This critical part of the research project ensured that the final research tool was participant-friendly. To avoid contamination of the sample, the participants for the pilot testing was not involved in the actual study.

The researcher has applied the Covid-19 regulations in the process of pilot testing. Pilot study was fundamental to comply with the regulations of the corona virus and the national lockdown regulations. In this phase of the research project, the researcher ensured that there was compliance with the social distancing as recommended to reduce the spread of the pandemic corona virus. This was done in compliance of the regulations and most importantly to provide safety to the participants sampled for the purpose of pilot study. The researcher has the responsibility to ensure that the participants piloted in the study are safe as provided for in the Unisa Covid-19 guidelines and the ethical issues for research and as indicated in the chapter one of this research project with regard to ethical consideration. Generally, in research every person who participate in research must be

guaranteed safety and the safety must be provided by the researcher at the costs carried by the researcher. The process of pilot study is fundamental as there is contact between the researcher and the participants and under the circumstances which we were during the pilot study, it was fundamental to practice safety to ensure that participants are not exposed to the risks of being infected with corona virus. The researcher provided the face masks to the participants, provided sanitizers to ensure that they sanitize during the process of the interview and provided the gloves to the participants. It must be indicated that the regulations of corona do not provide for the use of gloves by the public. However, the participants requested that they are provided with the gloves as well because they believed that the gloves provide further security to them. We have implemented the issue of social distancing also with regards to not having many people in the research room which is also part of ethical issues to be considered.

The participants were encouraged to always have their masks on their face as recommended by the government to provide safety to both the participants and the researcher. They were also encouraged to ensure that they make use of the provided sanitation more often to ensure that they disinfect in case there was infections. The pilot study was conducted successfully and provided the researcher with the understanding about the research questions. The process has given the researcher the understanding that there is understanding towards the research questions. During the process of pilot testing, the researcher made sure that the audio recording machine was sanitized more often to continue ensuring that safety of the participants is guaranteed and never compromised in the process of pilot test. The fundamental aspect in a research project is provision of safety to the participants and the pilot test is one of the most important phase for the implementation of the planned provision of safety. This is so because this is one of the first phases for the physical contact with the participants in the study and it is always important to comply with the rules of research and other rules which may be relevant to the study to ensure that it is credible and valid.

3.2.6. Method of data analysis

Data analysis is an on-going process that involves breaking data into meaningful parts for the purpose of examining them (Savin-Baden & Major, 2013:434). Houghton, Murphy, Shaw & Casey (2015:9) clarify the process of data analysis in qualitative data as rigorously and creatively organising, finding patterns in, and eliciting themes from data. It is further indicated that though there are no systematic rules for this process, it must be a systematic and logical process. The data to be obtained from the research study will be analysed using thematic analysis. However, for the purpose of this study, the researcher will use the term thematic content analysis as described by Babbie & Mouton (2010:492) interchangeably. The researcher transcribed the audio-recorded, semi-structured interviews and interpreted where necessary.

The process of data analysis involved making sense out of text and image data. It involves preparing the data for analysis, moving deeper and deeper into understanding the data, representing the data, and making an interpretation of the large meaning of data (Creswell 2009:186).

The researcher worked with the independent coder throughout the process of data analysis who had then independently code the data and subsequently have consensus discussions with the research supervisor and the co-supervisor on the themes, subthemes and categories to be presented as research findings. Tesch in Creswell (2014:198) provides the upcoming eight steps for data analyses and they are adopted for the purposes of the study. Data analysis is defined as the process which is used by the researcher to arrange the massive collected data in proper order. It is the process of organising and putting a huge volume of data collected in order to be ready. The researcher need to have focus in this stage and need to pay lot of attention and need to develop patient as this is the crucial part of the research and data. It also need the researcher to be creative and this has been described as time consuming (De vos, 2005:333).

The researcher carefully read through all the transcriptions, making notes of ideas that came to mind. The researcher obtained a sense of all the collected data by reading through the transcripts carefully.

The researcher selected one interview, for example, the shortest interview, the one at the top of the pile, or the most interesting and go through it while asking: "What is this all about?" The purpose was to establish the underlying meaning of the information. Again, any thoughts that come to mind was jotted down in the margin of the interview transcript. After going through the transcripts, the researcher arranged the similar topics in groups by forming columns labelled major topics; unique topics; and leftovers.

The researcher then abbreviated the topics as codes and wrote the codes next to the appropriate segment of the text. The researcher observed the organisation of data to check if new categories or codes were emerging.

The researcher found the most descriptive wording for the topics and converted them into categories. The aim was to reduce the total list of categories by grouping topics together that relate to each other. Lines were drawn between the categories indicating the interrelationship of categories. A final decision was made on the abbreviation of each category and the codes were arranged alphabetically. The data material belonging to each category were put together in one place and a preliminary analysis were performed. Lastly, the researcher recorded existing data using a book in order to verify data and make sense out of it. The researcher organized and analysed that data gathered during the process of data collection. This was the most critical and fundamental process which needed the researcher to be careful and to be patient. The process took over a month to finalize the analysis of the data received. The audio recording equipment which was used was sanitized almost every time to ensure disinfections of every virus which could have infected the machine.

3.2.7. Method of data verification

Polit & Beck (2017:570) postulate that commitments to verification entail confidence in data, in analysis and interpretation of those data. Polit & Beck (2017:570) continue to say data verification is possible only when researchers are to institute verification and self-correcting procedures throughout the study. Krefting (1991:215) outlines that researchers need alternative models appropriate to qualitative designs that ensure rigour without sacrificing the relevance of qualitative research. Rigour refers to the quality of qualitative

enquiry and is used as a way of evaluating qualitative research (Liamputtong, 2009:20). According to Lincoln & Guba (1985: 288), trustworthiness or rigour of a study refers to the degree of confidence in data, interpretation, and methods used to ensure the quality of a study (Pilot & Beck in Connelly, 2016:435). To ensure trustworthiness in data collection, four methods namely, credibility, transferability, dependability, and conformability as suggested by Lincoln & Guba (1985:290) was used in the study.

3.2.7.1. Credibility

Credibility/truth-value refers to confidence in the truth-value of the data and interpretation of them (Pilot & Beck, 2014:323). Credibility is the term used to address activities that make it more credible that the findings were derived from the data (Wagner, Kawulich & Garner, 2012:243). Furthermore, credibility is the degree of fit between respondents' views and the researcher's description and interpretations (Padgett, 2008:181). Credibility refers to whether the participants' perceptions of the settings or event match up with the researcher's portrayal of them in research report (Lodico, Spaulding & Voegtie, 2010:169). The researcher in verifying credibility will have peer examiners.

Peer examination involves locating a person who reviews and asks questions about the qualitative study so that the account presented resonates with the people and not of the researcher as suggested by Creswell (2014:202). The researcher, with the assistance of his supervisors, approached a seasoned researcher in the field of social work research and/or supervision and requested that she peer-reviews the analysed data in conjunction with the recorded findings.

3.2.7.2. Transferability

Transferability was also ensured in this study. Transferability refers to generalisability, not of the sample (as in quantitative terms) but of the study's findings (Padgett, 2008:181). The nature of transferability is the extent to which qualitative findings can be transferred to or have applicability in other settings or groups (Pilot & Beck, 2014:323). Transferability refers to the degree of similarities between the research site and other sites as judged by the reader (Ladico et al., 2010:173). In order to accomplish transferability in this proposed

study, the researcher applied a detailed description of research methodology to be employed during the data collection as advised (Polit & Beck, 2017:164).

3.2.7.3. Dependability

Dependability was also ensured. Dependability means that the study's procedures are documented and traceable and that they need not lead to the same conclusions but should have a logic that makes sense to others (Padgett, 2008:181). Dependability also refers to the stability of the data over time and over the conditions of the study (Polit & Beck, 2014:323). Moreover, dependability refers to whether one can track the procedures and processes used to collect and interpret data (Lodico et al., 2010:172). For this study, the researcher was able to make use of an independent coder to check the consistence of recorded data and the results. The coder was used to verify the information recorded to make sure the researcher did not miss out any information.

3.2.7.4. Confirmability

Confirmability was ensured. According to Wagner et al. (2012:243), confirmability is ensuring that the findings are grounded in the data and gauging the degree of biases present to demonstrate that the data and findings were derived from events rather than being solely from the researcher construction. Confirmability is also achieved by demonstrating that the study's findings were not imagined or concocted but, rather, firmly linked to the data (Padgett, 2008:181). Confirmability further involves objectivity, that is, the potential for congruence between two or more independent people about the data's accuracy, relevance, or meaning (Polit & Beck, 2014:323). In this study, confirmability was ensured by adapting the following steps, which are suggested by Gibbs in Creswell (2014:203):

- The researcher checked transcripts to make sure that they do not contain obvious mistakes made during transcription.
- The researcher also made sure that there was no drift in the definition of codes, a shift in meaning of codes during the process of coding. This was accomplished by comparing data with codes and by writing memos about the codes and their definitions.
- The researcher further coded the data.

The audio recorder was used to ensure confirmability in the study because the researcher can have opportunity to go through the recording in case he cannot remember or the research supervisors can also go through recording to verify that what was written was the true reflection of what was been shared by the participants.

3.2.8. Summary

A qualitative research approach was applied to develop an in-depth understanding of the resilience of social workers rendering services to Nyaope substance dependent youth. A detailed explanation of the research methodology and techniques applied was presented. These descriptions outline the empirical process followed, and the validation for the choices made to demonstrate the authenticity of the study. The qualitative research approach was deemed appropriate for the goal of this study due to its inherent ability to highlight the resilience of social workers rendering services to Nyaope substance dependent youth.

The following chapter provides a detailed discussion of the findings that were derived from the data collected.

CHAPTER 4

PRESENTATION AND ANALYSIS OF RESEARCH FINDINGS

4.1. Introduction

This chapter presents the findings on the resilience of social workers rendering services to Nyaope substance dependent youth. This chapter is important as it presents the data analysis according to the themes and sub-themes which were identified during the process of analysis, including literature review. Tesch's steps of qualitative data analysis in Creswell (2014:196) were applied in analysing the data. The first part of this chapter describes the sample by presenting the profile of the research participants and by providing the biographical background of the participants.

The researcher used verbatim quotations from statements by participants to confirm what they said regarding the issue investigated. Literature control is used to verify the findings from the study (Creswell, 2014:196). This was done to facilitate a better understanding of the resilience of social workers who are rendering services to Nyaope substance dependent youth and in answering the research questions that were posed in Chapter 1.

4.2. Profile of the participants

The participants of the research are the social workers who are employed by the Department of social development in Waterberg district of Limpopo province. The researcher anticipated to encounter the Sepedi, Tshivenda and Xitsonga speakers in the area and among the sample as the researcher was familiar with the sample to participate in the study. The reason for the expectations of this group is that the region has attracted a number of Xitsonga and Tshivenda speaking groups in the profession of social work. All participants were familiar with English and that gave them an opportunity to participate in the study using English, considering the fact that the researcher is also familiar with the afore-mentioned language. The face-to-face semi-structured interviews were conducted with each participant and it was conducted in English. The profile of the research participants is described below.

The nineteen participants in this study are social workers who are employed by the Department of social development in Waterberg district of Limpopo province. The

participants all have more than 5 years of experience working as a social worker with the Nyaope substance dependent youth. The participants' ages range from twenty-nine years to forty-six years. The participants are from 3 ethnic group. Three participants from the Xitsonga ethnic group, four participants were from the VhaVenda ethnic group while the rest were from the Bapedi ethnic group. All the participants have bachelor degrees and are practicing as social workers in the employ of the department of social development in Waterberg district of Limpopo province.

All the participants used English in the study as there was agreement for the usage of the language to avoid interpretation and translation because it will have more financial implications to accommodate all languages. Three participants are registered for postgraduate qualifications. There is no participant with masters degree qualification from the 19 participants. The participants have been exposed to other programs in the department of social development as they are not only focused on substance. Only three participants indicated that they do not believe in Christianity and they believe in African religion. The other participants indicated that they believe in Christianity, although some of them do not attend church, they believe in Christianity as their religion. All the participants have more than 5 years of experience working as a social worker and focusing on substances. Five of the participants are not married and the other participants are married. The information above presented in Table 4.1 below:

Table 4.1. Biographical background

Participant	Age	Education	Work Experience	Ethnicity	Religion
A	29	B	7 years	VhaVenda	C
B	30	B	7 years	VhaVenda	A
C	33	B	9 years	VhaVenda	C
D	37	B	9 years	Bapedi	C
E	35	B	8 years	BaPedi	A
F	35	B	9 years	BaPedi	C
G	35	B	11 years	Xitsonga	C
H	46	B	14 years	BaPedi	C
I	35	B	7 years	Bapedi	C
J	34	B	10 years	TshiVenda	C
K	37	B	12 years	Bapedi	C
L	33	B	9 years	Bapedi	C
M	37	B	10 years	Bapedi	C
N	30	B	7 years	Xitsonga	C
O	32	B	7 years	BaPedi	C
P	38	B	10 years	BaPedi	C
Q	34	B	9 years	Xitsonga	C
R	34	B	10 years	BaPedi	C

C=Christian Belief, A/C= Dual belief, B=Bachelor degree.

The majority of participants were Sepedi speaking as the Waterberg region is an area dominated by the Bapedi ethnic group. However, interestingly there were a number of other ethnic groups including Va-Tsonga and Vha-Venda. This is however expected because the participants are professionals. Regardless of the participant's level of education, ethnicity and their economic status, participants had some common understanding of many of the questions asked by the researcher. The participants had the understanding of the questions asked as they work with this research questions on a daily basis.

4.3. THEMES AND SUB-THEMES

The development of themes was guided by the interview guide that the researcher developed for data collection. This was aimed at ensuring that all the significant

aspects pertinent to the research questions were investigated. The table below outlines themes and sub-themes as identified by the researcher from the data.

Table 4.2. Summary of themes and sub-themes

THEMES	SUB-THEMES
1. <i>Understanding of social workers on the concept resilience.</i>	<ul style="list-style-type: none"> • <i>Defining the concept resilience</i> • <i>Recovery, recuperation as elements of resilience.</i> • <i>Adaptation and adjustment as factors of resilience</i> • <i>acceptance</i>
2. <i>Challenges of social workers working with Nyaope substance dependent youth.</i>	<ul style="list-style-type: none"> • <i>Lack of support by dependent's family members</i> • <i>Relapse as a challenge</i> • <i>Limited resources, rehabilitation, admission space and office space</i> • <i>Substance dependency case overload: quality vs quantity</i>
3. <i>Coping mechanism as sources of resilience.</i>	<ul style="list-style-type: none"> • <i>Consultation with colleagues as a methods of coping</i> • <i>Religion as source of comfort</i> • <i>Family support system</i> • <i>Satisfaction and helping client as a source of strengths</i> • <i>Knowledge, experience and skills as a coping mechanism</i> • <i>Separation of work and personal life</i> • <i>Spousal support as a tool for coping</i> • <i>Self-compassion, built/born with and written down feelings</i> • <i>Positive thinking, videos and appreciation</i>
4. <i>Social workers and support needs</i>	<ul style="list-style-type: none"> • <i>Supervision support</i> • <i>Tools of trade, resources as sources of resilience</i>
5. <i>Support offered to deal with challenges</i>	<ul style="list-style-type: none"> • <i>Supervision support</i> • <i>Colleague support</i> • <i>Friends and counselling</i>
6. <i>The views regarding the support provided</i>	

THEME 1: UNDERSTANDING OF SOCIAL WORKERS ON THE CONCEPT RESILIENCE

1.1. The focus of this section was on the understanding of Social Workers regarding the concept “resilience” as a phenomenon and also wanted them to verbalize their own experiences regarding their own resilience in helping Nyaope substance dependence youth. This section has five subthemes namely (1) defining the concept resilience (2) Recovery, recuperation as elements of resilience (3) Adaptation and adjustment as factors of resilience (4) acceptance which will be discussed below:

1.2. Defining the concept ‘resilience’.

The findings in this study shows that there are a number of concepts associated with the concept “resilient”. Concepts such as ‘bouncing back’ among others kept on coming in through participants’ definition of the term resilience. A significant number of participants indicated that resilience has to do with experiencing of difficult situations but being able to survive and still face the world. From various examples given by participants, it is evident that social workers based on the nature of their work are more likely to be exposed to stressful and traumatic events especially when having to work closely with Nyaope substance dependent youth who in most cases relapse. From their definition of the term, “resilient” one can cannot doubt that social workers working with nyaope substance dependent youth are resilient. The participants attributed in their definition that resilient means bouncing back after being exposed to an environment, situation and or events, which is stressful and traumatic but remain strong but manage to bounce back and function normally. For example: participant ‘6’ defined the resilience as;

“I think when we are talking about resilience we are talking about how you bounce back after a difficult situation.”

The latter participant was supported by participant 13 who defined resilience as;

“My understanding on resilience is that is something that keeps on bouncing back. Err it doesn’t collapse, it bounce back, after pressure it bounce back to the normal strength that it had before.”

Participants’ definition of resilient resonate well with the definition by McCubbin (2013) who stated that, “resilience” is the ability of an individual to bounce back to an earlier state by adjusting to adversity, events and very difficult challenges. Interestingly, Taormina

(2015) allude that resilience encapsulates the ability to adjust and fit in, determination and willpower to endure, the ability to recuperate, bounce back and re-establish oneself to an earlier condition and collaborations.

Based on the manner in which the participants defined resilience, the researcher is convinced that they have a greater understanding on what the concept mean. It is also evident that they are able to apply it daily when working with nyaope substance dependent youth. Support is key for one to gain strength in order to bounce back to the earlier state and normality. The support comes from various environmental factors such as the co-workers, management, and stakeholders, which include the infrastructure. The researcher is of the view that a social workers understanding of the term resilience contribute in them being resilient as lack of understanding would have meant that they would have lacked applicability of such which may have led to many failing to bounce back from the adversity and events which causes stressors and pressure.

1.3. Recovery, recuperation as elements of resilience

The findings show that recovery and or recuperation is of utmost important. The emphasis here as attributed by participants is that one does not necessarily have to only gain, recover and or recuperate physically but also emotionally and or mentally. Human state of mind has a greater impact on how an individual's function or operate. It is evident that for social workers to continuously serving with pride regardless of their daily challenges due to the nature of their work, they have to be resilient, particularly because working with nyaope substance dependent youth can be demanding and sometimes discouraging. The study further shows that concepts "stress and trauma" seems to be playing a negative role in discouraging social workers to perform their roles the best way they know how to, however, through resilience, then one is able to recover and or recuperate from such condition. On the other hand, participants showed a clear understanding that when one recover and or recuperate does not mean there will be no other challenges and as such, it is pivotal that social workers working with nyaope substance dependent youth stay emotionally and or psychologically ready to withstand possible tough situation For example, participant 2 defined resilience to mean;

“stressed. Ok its also a situation in which you recover from an events and you are able to bounce back from it or you can be able to bounce back from emotions, emotionally and mentally experience of that situation”

Moreover, participant 3 supported participant number 2 and defined resilience as;

“The ability to bounce back, the ability for a social worker to recuperate after the traumatic experience that they experience when dealing with those kinds of people (researcher, mmm) that’s how I see it.”

Furthermore, participant 13 share the same sentiments in support of resilience and define it as;

“Err resilience I would say it’s a, I understand the word resilience to be meaning to be strong or being able to recover err a tough situation or being able to withstand a tough situation. So ya that is what I understand by the word resilience.”

Similarly, Taormina (2015)’s definition of the concept resilience is in line with the understanding of the participants which was shared during the data collection that resilience encapsulates the ability to adjust and fit in, determination and willpower to endure, the ability to recuperate and re-establish oneself to an earlier condition and collaboration. Taormina corroborate what the participants of the study have indicated.

1.4. Adaptation and adjustment as factors of resilience

The researcher found out that not everyone is able to bounce back and recover for traumatic or stressful situations of working with nyaope substance dependent youth. It is evident that social workers needs support for them to gain strength and be resilient in order for them to be able to effectively assist nyaope substance dependent youth without being discouraged.

Some participants mentioned adaptation and adjustment as factors which symbolises resilience among social workers whon experience stressful situation and challenges. The study further shows that the ability to face a difficult situation but be able to adapt to adverse situation is one fundamental element of resilience. For example, participant 5 in defining resilience said:

“Err my insight about the word resilience, I would say that when we are speaking about resilience, it encompasses or it compose of err you know being able to adapt,

to a particular situation, yes which might be stressful, which might not be conducive but still you are able to fit in. you are able to you know to produce or to manifest your self-actualization in terms of Maslow hierarchy of needs. Eerr you can push in respect of hardship, in actual fact. Geographically speaking if I may answer again, its to say you are able to gain power horizontally and vertically and you are able to proceed with anything in the midst of challenges.”

Interestingly, participant 7 did not just dwell on adaptation and or adjustment but emphasized the importance of rebuilding oneself as in taking charge to deal with the challenge faced. It is evident that by adjusting to and adapting to an adverse situation may not necessarily mean one is resilient but one need to need to be responsible by rebuilding themselves towards normality. For example: the participant indicated that;

“Ok my personal and professional understanding of the term resilience err it talk about one’s ability to face a situation or crisis, life changes and life challenges that we are encountering in life as we are working that will need one to adapt to adversity without having lasting difficulties. In essence it talks about having the ability to bounce back normality (researcher,ok) ya. Err regardless of what challenges or short comings one may be encountering but we believe that err a person has the ability to bounce back. Has the ability to rebuild life given the challenges that they are encountering.”

Kinman (2010) define resilient as the ability to adapt to internal and external factors and use the resources to adapt to the challenges. In addition, Taormina (2015) indicate that resilience encapsulates the ability to adjust and fit in.

The researcher has found that social workers have in-house forum like colleagues and stakeholders to adapt and adjust to any form of environment. The study found that the social workers are able to adapt and adjust or have the ability to adapt to adversity. The study further found that social workers have the ability to adapt to particular stressful situation and are able to face crisis situation. Social workers have the abilities to adapt and to adjust to any form of adversity. The researcher finds that social workers are resilient because of their ability to use and maintain the strengths which helps them to cope with any scenario. It is significant to note that social workers are able to adjust and adapt to adversity in the midst of challenges they are experiencing. The study has emphasised the adaptation and adjustment as key elements in the resilience. Adaptation and adjustment are fundamental tools in dealing with any form of stress, situation and adversity.

1.5. Acceptance

Acceptance is one of the fundamental factors and methods to be considered in defining the concept of resilience. The research has found that it is very important for the social workers to accept things they can change and those they cannot change. In addition, the study further found during the data collection that resilience is the ability to accept various difficult situations. It is fundamental to note that during the interview, the word acceptance was used on numerous occasions to define the concept of resilience. The word was however alluded by one participants in the interviews to define the concept. Moreover, it is important to note that the word was more emphasized by the participant as a word which should be included in the definition of the concept of resilience. The participant 17 defined resilience to mean;

“Err its all its all about accepting that things are not ok and found a way to bounce back and function normally. You don’t have to be ignorant if things are not ok they are not ok you need to work on that. You need to accept you need to admit that things are not ok because that is the first step for you to enable you to move forward but if you keep in denial and act like everything is ok then its just wrong. Err err as social workers we go through certain things, if you cant accept you wont cope. You wont have the ability to face life so I think most of us we say we are social workers. We just act everything is perfect we are social workers.”

Apart from all the concepts discussed above which participants attached to the term “resilient”, others mentioned terms such as fulfilment, acceptance to mention but few as those which influence them to continuously serve nyaope substance dependent youth regardless of the challenges they have to face as social workers.. Even though there is no universal definition of resilient various authors share similar sentiments with the participants in this study. Although acceptance, adaptation and adjustments were mentioned, these terms should not be viewed as though they promote suffering in the name of resilient but the emphasis should be on recovery, recuperate through rebuilding oneself with intension of normalising the situation after an adverse event..

The field of social work has enormous challenges, for this reason support from the employer is quite critical in influencing the social workers to remain resilient whenever they are working with nyaope substance dependent youth..

THEME 2: CHALLENGES OF SOCIAL WORKERS WORKING WITH NYAOPE SUBSTANCE DEPENDENT YOUTH

The focus in this section was on the challenges experienced by social workers working with nyaope substance dependent youth. The researcher sought to have the understanding of the challenges on social workers working with Nyaope substance dependent youth. During the semi-structured, face-to-face interview with the participants, the researcher established that there are lots of challenges experienced by social workers who are focusing on substance abuse. These challenges include but not limited to the following (1) lack of support by dependent's family members (2) relapse as a challenge (3) lack of resources and (4) substance dependency case overload: quantity vs quality

2.1. Lack of support by dependent's family members

Support from family members is very significant in the process of recovery of the nyaope substance dependent youth. Without family support, the nyaope substance dependent youth is more likely not to cooperate with the social worker and such may be a serious challenge among other on social workers. The findings shows that there is a lack of family support to many clients of such nature. The findings further showed that some families go to an extent of rejecting their own after discovering that he is hooked into this type of substance. For example, participant 1 indicated that:

“Err, there is a lot of challenges that we experience when working with err substance abuse clients, usually Nyaope in particular especially Nyaope err very much difficult because Nyaope substance dependents are people who are actually not able to focus on what you are doing, they are already in deep situation that is not easy to cover for them in order for them to be on board with what you are saying they should do. It is very much difficult, even the families sometimes you find that they already rejected them, they no longer care for them. So to put that person under our services or give that person services so that the person can recover and come back to normal is a very challenging situation.

Truter, Theron and Fouche (2014) allude that family support is very important. The supportive family relations that the social worker has with the family is important and assist in the process of coping for these professionals. They are assumed to draw their

strength from the support of the family and mostly positive relationship. The composition of personal relations derives from the positive relationship with the family and the friends. Crowder and Sears (2017) concur with the findings of the study. provision of family support has brought up coping mechanism to the workers.

2.2. Relapse as a challenge

There is nothing more saddening for a social worker to see a client not reconstructing or revering from a complex situation such as nyaope substance dependency situation. The worst case scenario could be that which a client is relapsing after enough efforts were put in the process including limited resources. The study showed that relapse of nyaope substance dependent youth has and is still a challenge social workers having to deal with more often. However, due to nature of their work, social workers are taught not to judge and as such will continue working with the same person and only one word to define that could only be resilient. The study fundamentally found that the Nyaope substance dependent youths are not cooperating in the sense that they do not adhere to the scheduled appointments and they self-discharge when committed to a rehabilitation center. Additionally, the research found that one of the significant challenges are the stigmatization of the service users. For example, participant 2 had this to say:

“The second one is they come forward and after they seem like they want to leave the substance and then after 2 days they still say they feel they don’t want to leave the substance. Like it looks like you need to beg them to do it and then the other one is as some of them they leave for rehabilitation when the processes are done and then you transport them to the pace and then within 2 weeks before they could finish the program, they are back. And it looks like you have just gone back to zero. It’s like you have never worked. It looks like you you you energy has been in vain. Do you understand? And then the oter one when it comes to the same thing is this people come back err ok rehabilitated and all but then still go back to to the same situation that they just found themselves in. like they wwill just go back to Nyaope like nothing has happened really, it looks like you are working in vain.”

2.3. limited resources, rehabilitation admission space and office space

The study established the challenge with regards to the availability of space for accommodation in the rehabilitation centers. Similarly, the study has found that there is a

great challenge of office space to provide adequate and required intervention. This has been observed to make it difficult for social workers to render dignified session. The study found that service users, particularly nyaope substance dependent youth have been struggling to open up in the session due to sharing of offices and this has not provided sufficient therapy. Significant number of participants indicated similar challenges which makes it difficult for them to function properly.

The research has on the other hand found that there is a huge challenge with the shortage of resources. This will clearly compromise the ability of the social workers to perform their duties in relation to nyaope substance as an issue. The study has found that there is lack of transport, office space, telecommunications and all these are fundamental tools needed to that the nyaope substance dependent youth is assisted. The participant number 3 have expressed his own challenges as follows:

“The... first challenge that I can allude in the department is transportation. We do not have cars, actually we can just say we have one car and the social workers are 16. We utilize the government motor vehicle according to the rooster that has been set by the supervisor and you might find that on that particular day is somebody’s turn to occupy the car. Err the other challenge that I can allude to is the overload of the work that we get here at work since as social workers we do generic. You might find that instead of you to go look for that client of Nyaope, you must go and monitor a crèche. On that particular day, you need to attend to clients who are in custody battle for their kids, sometimes you need to go to court for foster care so those are the things that will make the jobs to be effective.”

Participant number 3 was supported by participant number 5 when making submission regarding the challenges:

“Ok, one of the challenges that we encounter or that we face when we render our integrated services to our nyaope..... We call them in terms of the Act, the substance abuse Act. One will be, remember we must do a therapy. The reality therapy you know we must apply them wherein we instil hope to the hopeless. Unfortunately due to the environment, lack of offices we find ourselves in because you cannot do therapy while having 3 professionals in it. It jeopardise err err confidentiality. Clients are not even I mean Nyaope substance dependent youth are not even free to express. Some of the services are not comfortable when you are so many and again the other thing is that in Limpopo we have only rehabilitation centre in seshego, they only accommodate around 17in-patients, you know we have got many Nyaope substance dependent youth you know. We are dealing with the whole municipality here it’s a challenge on its own. Again issue of a transport,

you need to conduct home visits you know it's also a challenge on its own because you can't render a service without a car you know. Those are some of the things, again also lack of supervision it also contributes towards decrementing our services err to our err to our err service users. We are so many and supervisor is one."

Day, Hartling & Mackie (2015) indicate that provision of resources impact on the performance of workers. Resources enable workers to successfully complete goals and targets. They help workers achieve their work tasks and goals. Additionally, Nielsen, Nielsen, Ogonnaya, Kansala, Saari & Isaksson (2017) allude that workplace resources is related to employee well-being and organizational performance. Working tools is important to ensure well-being of employees and high performance.

The challenges as alluded by the participants was found to be contributing heavily on the social workers' intervention. Participants indicated that they get exposed to stressful situations due to the number of challenges they are experiencing.

2.4. Substance dependency case overload: quality vs quantity

Dealing with people's life is not a matter of quantity but quality. The services provided to nyaope substance dependent youth ought to be thorough in such a way that it represent quality. However, tapping from lack of resources such as rehabilitation centres, cases of this nature becomes more which somehow perpetuate one to focus on quantity and devalue quality intervention. The participants have during the interview mentioned on numerous occasions the words quality of work and workload. The study has revealed that workload with less resources poses a challenge and threatens the quality of work social workers provides when dealing with nyaope substance dependent youth. Participant number 5 have explained how this is a challenge:

" Yes because you end up not doing quality work. you end up doing quantity work. Your services are no longer effective because you have too much work and too much to focus on but yet you have few resources you know the pressure is too high so you end up compromising the quality and focus on quantity. Err you know the fact that we are being appraised with the work that has been done. My biggest challenge is the work is not being evaluated and you see if you quantify cases to say a social worker is supposed to have an average of 40 cases in a year or 100 cases and you happen to you happen to have people elsewhere having 20 cases, that in itself is a challenge and my challenge has been that of being overwhelmed

with work but also the temptation of not being able to do this work even during office work office hours. It becomes a challenge once im overwhelmed with my work apart from the fact that im doing other things. Err for me is about me helping the client, if that is against the bigger workload that I have, it pushes me to do my work also on weekends.”

Furthermore, a significant number of participants in the study has alluded about this challenge impacting on daily work of social workers while executing their duties. As alluded by the participants, quality of work and the workload was found to be common challenges and it is important to note that these challenges are very stressful, demanding and very traumatic for the service providers. The participants indicated that that the matter of quality of work and the workload has placed a significant amount of pressure and responsibilities on the social workers. The research has established during the data collection that quality of work and workload makes it difficult for social workers to focus on the Nyaope substance dependent youth even though they are trying their best not to lose the direction and this shows how resilient we are.. Participant number 10 have explained how this is a challenge:

“You know let me tell you something, uhhh we can provide counselling and everything in our offices but its discouraging for our caseload for us to can handle the caseload its difficult despite remember the issue that I told you about the issue of resources of the department but yet we still here trying to do the best for our substance dependent youth regardless. So somehow even if even to us as department is difficult because you cannot talk to a person and then yes you can talk to a person and then he or she will be listening to you but at the end of the day that person must be referred to the rehabilitation center. So we have a caseload, we have a lot. We have lots of cases that needs to be dealt with and when you check those cases they just need referrals to the rehabilitation centers and to be honest its discouraging but one thing for sure err we have a lot of caseload and its difficult to deal with.”

In addition, participant number 11 indicated that:

“Yhoo we’ve got a lot of workload especially in our area. so its very difficult because as a social worker coordinating substance dependency programme you deal with every case that comes your way pertaining to substances such as nyaope and so forth. So if maybe you are, you are, you were to deal with a case of nyaope and remember that person is not reliable its very difficult because you need to focus on him or her and on the other handle you’ve got other things that you need to do. Remember you also do intakes you need to do follow ups on the intakes that you did and we also do campaigns.”

Tham & Meagher (2009) attributes that the job of social workers is usually demanding and the workload put more pressure on the workers and thus may perpetuate quantity as opposed to quality. McFadden, Campbell & Taylor (2014) acknowledges that workload in the work environment is a significant stressor in the social welfare organization. It is usually associated with a huge amount of work and low remuneration and they are being reported to impact negatively on the believe in the profession and low self-esteem.

3. COPING MECHANISMS AS SORUCES OF RESILIENCE

This section is a fundamental part of the research as it was looking into the mechanism of strategies used to cope with the challenges. These mechanisms will then assist with the resilience of social workers who are rendering services to Nyaope substance dependent youth. The focus of this section was on the methods applied by social workers to cope with the challenges which assist them to be resilience. It is always understandable that the mechanism will always differ from one participant to the other. The section further wanted the participants to verbalize their experiences with regard to their own source of strengths and their resilience in helping the Nyaope substance dependent youths. The coping mechanism that assist social workers to be resilience was explored as the main theme of the section. The research sought to understand deeper into the things which assist social workers to cope and to be resilience as social work is a demanding profession, stressful in nature and expose the participants. This section has nine subthemes namely (1) consultation with colleagues as a method of coping (2) religious as source of comfort (3) family support system (4) satisfaction and helping clients as a source of strengths (5) knowledge experience and skills as a source of coping mechanism (6) separation of work and personal life (7) spousal support as a tool for coping (8) self-compassion, built/born with and writing down feelings (9) positive thinking, videos and appreciation which will be discussed in details below:

3.1. Consultation with colleagues as a method of coping.

Colleagues have been found to play a very fundamental role in assisting the participants with coping and ultimately with resilience. During the interview, the resilience of participants on colleagues has been found to be of paramount importance. A significant number of participants mentioned that in one way or the other, they rely heavily on the

support of co-workers to cope with challenges and stress in the workplace. It is very important to allude that the research has found that consultation with the colleagues is very useful. The study revealed that social workers who are exposed to difficulties, stressful and traumatic events consult with their colleagues and they get source of support and cope with their situations. The consultations have been found to play a critical role as a method used to cope with the challenges and this leads to resilience. Furthermore, the study found that most of the participants sit down with the colleagues to discuss any form of challenges and this relieve pressure from the participants. The support from colleagues has been found to play a fundamental role in the professional life of a social worker in this study. Additionally, the study has found that it is important to be surrounded by positive colleagues who will always encourage you, provide support and who will always appreciate your contribution. Consultation with colleagues as alluded by participants during the interview was found to be one important form of support for social workers who are rendering services to Nyaope substance dependent youth. It was further found to be the key source of support which further assist with resilience. The participants indicated that when you are exposed to environment, stressful situations, you will be able to cope with the challenges if you consult with your colleagues. Example of the understanding of participant number one is as follows;

“Err I have been dealing with this challenges in different ways sometimes by consulting with some of the err colleagues so that they can assist me with a wayforward, what they think I can do if I have a challenge with a case”

Similarly, participant number two concurred with the view of the first participant;

“With work number 1, family, my colleagues are always there. Whenever I come across a challenge its them, whenever I come across a hiccups that I don’t understand they are there to say you are supposed to go left and you are going right. They, they they we are able to sit down and discuss cases that we have all been across such that we are able to get whatever route the other people have have have went.”

Correspondingly, participant number three also agree with the understanding of the first two participants;

“Err talking amongst our colleagues is one of the mechanisms that helps us or help me to cope. Err even though the experience might be very traumatic but coming back to talk to colleagues it helps really a lot.Err regarding the experience that I

have acquired during the years, err I can now if ever we are talking about people who are having challenges with Nyaope. I can say that im no longer the person that I were before. I cannot cry easily because im used to it now. I I I I I see to it I see myself as a as if ever you are a savior to other people. You need to be very much strong and err you need to treat each and every case as you unique so that you can give the help they to to to each and every person properly. I don't know if im making sense?"

Anderson (2000) concur with what has been mentioned by the participants as he says The workers are using the coping strategies which are life support from colleagues and focusing on emotions. The social workers do not avoid to address the problems. Additionally, McGowan, Auerbach and Strolin-Goltzman (2009) support the understanding of the participants and says There is involvement of interpersonal skills in the coping with any challenges. Finding the support from colleagues, supervisors and others are also sources and methods employed in other for the professionals to cope with the demands of work.

The research has found that social workers get comforts in consulting with their colleagues as part of coping with challenges which also assist with resilience. The social workers make use of the support available to them as they also term it immediate and available support. The immediate available support is that which comes from the colleagues. The researcher has understanding that a significant number of social workers have colleagues as their key form of support a they have platforms to engage with their colleagues. It is the view of the researcher that the support of the colleagues in social work profession assist social workers with resilience. Moreover, the research has found that the colleagues support is a primary form of support that every social worker must get. In this study, the researcher has found that the role played by colleagues in the resilience of social workers is immeasurable. The research has further found that social workers use this support of colleagues as a fundamental source of coping mechanism.

3.2. Religion as source of comfort

Religion play a significant role in assisting social workers who are working with Nyaope substance dependent youth to cope with the stress and pressure being experienced. Religion has been found during the data collection to be one of the most important source of comforts for social workers who are daily exposed to stressful situation and challenges.

Furthermore, the study has established that social workers are dependent on meditation and prayer for their sources of support. The research has further found that the grace of God plays a significant role in the life of a social worker. During the interview, the words “religion” and “God” were mentioned regularly by the participants which showed the dependent of social workers on spirituality. The study has significantly found that religion gives the participants the inner peace and this is used as a source of support and comforts which assists in resilience. The research has additionally found that spiritual upliftment plays an important role in the resilience of social workers. The study has again found that the preaching motivates the social workers and encourage the participants to be resilience. Spirituality has been found to provide guidance and to play a major role in assisting the social workers with the source of strengths and comforts. Moreover, the study has found pastors play a significant role in providing the much needed counselling and debriefing. The pastor further provide support to ensure that social workers cope with their challenges. Spirituality is one of the most important source of support. For example, participant number one explained how religion and spirituality assist with resilience;

“I also use my own religio err err believe to pray and also take time to meditate in whatever that is challenging. Yes its very much important to have time to engage in spiritual believes because they are some of the things that we depend on wwhen it comes to challenges that we are facing, we believe that if we engage into prayer and other things they will reduce the stress and challenges that we experience at work.”

The latter participant was supported by participant number five who explained spirituality as;

“Ok, apart from being a social worker im also a pastor, im also a man of God, humanity plus dignity to explain it. Err the bible say cast your burdens unto me, I care for you. Come to me all that are heavily burdened, you know we go to God burdened by workload, you mentioned burnout here with many issues and we are going to pray. And when you come back you feel relieved, you feel new power, new strength developing mighty. Then you are able to perform your work. Remember if I have a too much supernatural power upon me, nothing will stop me, im unchangeable, im im un unstoppable because wwhen the supernatural power meet the lesser power whether difficult the lesser power must bow down to the bigger power. So I rely on the bigger power to succeed on this job.”

Additionally, participant number six had similar understanding about prayer and meditation.

“Yes it does cause especially when I have difficult cases, I pray about those cases I pray for them before I can execute my duties. And then I I try to ask for guidance as to what I can do this person better like medi meditating.”

Correspondingly, participant number eight believe Christianity brings stability in his life.

“Yes err it does but remember it goes with your faith. If you truly believe that whatever you are believing in (researcher, in your case, in your case) ya in my case I believe that it gives me that sense of stability within the workplace and even when im dealing with a client it gives me that opportunity to err err understand others errr want to assit them that from my point is normal for everyone to live. And spirituality in a way we are Christian as a family and Christianity play important role as a social worker. Remember it doesn’t condone issue of drinking alcohol, issue of taking substances like grugs like cigarettes then that will alsoe assist. When you are assisting the client err you are assisting the client in a position wwhere err err you are not compromising even your own principles.”

Importantly, participant number ten also believe the grace of God assist with coping mechanism.

“Err you know it’s a its just a day to day and one thing for ssure though like im going to say something that is not fine but its just a grace. We are coping, its its its just a grace. WeThe grace from God (researcher, ok) ya we are living on a day to day by the ggrace of God. Personally I can when I wake up everyday because I know that the people that im going to work with are people that are so difficult to deal wwith. So I, I, I, I ask the power from the man above from God to say God help me from the situation im going to be confronted with and spiritually to me it really assist me. Thank you.”

Truter, Theron & Fouche (2014) concur that spirituality play a significant role. Spiritual wellness is one of the tools used by designated social workers to be resilient. The affiliation in religion and participation in prayer and worship is believed to enable resilience. Bober & Regehr (2006) further mentioned religion as a coping factor. The coping factors involve the usage of family and friends, religious support and support from the colleagues as well as supervisors and management.

The research has found that a significant number of social workers finds their strengths from spirituality. The study further found that praying when stressed play an important role in ensuring that the social workers have resilience. Spirituality and religion has been identified as a key source of some of the participants in the study. Furthermore, the participants strongly mentioned the grace of God being important to sustain his strengths and support that they get from the spirituality. The study additionally found that praying

and meditation for the participants assist in the provision of support and comfort. Importantly, the study has found that social workers who cast their burdens to God, they will be cared for and those that are heavily burdened by workload must cast it to the lord and they will be answered. It is very much important to engage in spirituality to find source of support as it was alluded in the study during the interview.

3.2.1. Pastoral support

Most participants in the study have associated themselves with Christianity as their religion during the data collection interviews. The participants indicated that pastoral support plays the most important roles in the lives of social workers. The study has revealed that the participants rely on the support from their pastors. It further revealed that some participants believe that pastors are the only people who can give them support and counselling when they are experiencing difficulties. There was a strong believe found that the grace of God continues to keep the social workers strong, focused and provide effective social work services to Nyaope substance dependent youth. During the interview, the respondent kept on mentioning the importance of having the pastoral support and the role played by this form of support. For example, participant number four has explained the pastoral support as:

“Ok, yes the kind of support I received, I normally receive support from my pastor. Yes you know in most cases what I have realized is that a person is a package and if err you are a person you are spiritually connected to the body, you are like there is a need. There are needs, there are different needs in life. There are needs which are needs spiritually err, I don’t know hoe to put it but there are needs which are spiritually related wwhereby like by mentioning pastor earlier, I prefer counselling from pastor also because I realized that it contribute to my focusing. Because after speaking to the pastor, im able to cope like he is able to change my mindset. Even the behavior the the manner I was behaving im able to change, yes.”

The articpant number five indicate the importance of pastoral support.

“Ya if im translating it that way so obviously when you share your problems to your thing when you share your challenges to your pastor or to a supervisor they give you counselling. Its like to direct you to give you a way out then you feel relieved then those that I can think is support we get is counseling also it play a vi a very pivotal role.”

Truter, Theron & Fouche (2014) concur that spirituality play a significant role. Spiritual wellness is one of the tools used by designated social workers to be resilient. The affiliation in religion and participation in prayer and worship is believed to enable resilience. Bober & Regehr (2006) further mentioned religion as a coping factor. The coping factors involve the usage of family and friends, religious support and support from the colleagues as well as supervisors and management

Pastoral support might be argued by some in society to be unscientific in providing help to ensure that workers cope with the challenges. However, religion is one of the most important source of support and the strengths for workers. The study has established that the pastoral support is significant to ensure that workers cope with the challenges they are experiencing at work. The researcher has further found that the participants are coping with their workplace challenges because of the support they get from the spirituality. The research has found that the pastoral support, the spiritual wellness is one fundamental methods used by the social workers who are rendering services to Nyaope substance dependent youth to cope with challenges despite adversity and also used by the workers to be resilient. the participants further revealed that spiritual wellness is one of the resources available for the workers to be able to be resilient. The provision of the pastoral support enables the workers to be able to cope with pressure despite the challenges. Furthermore, one of the resources available to ensure resilience to workers is the support which workers receive from their pastors. The participants additionally indicated that the engagement and communication with God, worship and affiliation with religion enable the coping and resilience. Moreover, the participants alluded that emotional support from the pastor and counselling assist the workers to cope with stress and give the workers the positive emotions. The participants mentioned that a good relationship with the pastor and religion provided for coping

3.3. Family support system.

Family has been found to be one of the most important structures which provides support to distressed social workers. The family play a fundamental role in ensuring the provision of coping mechanism to the social workers who are rendering services to Nyaope substance dependent youth. A significant number of participants during the interview

alluded that the family play a motivating and encouragement role to ensure that participants continue to function effectively with enough support. The study has established that the family support system is fundamental when there is joy and happiness as well as laughter in the family. During the interview, the participants repeatedly mentioned the word family as a good support system to rely on. The study has revealed that families provide approval to the happiness of social workers and provide a good comfort for the majority of the participants. The participants indicated that when you are stressed you will end up at home at the end of the day where you will receive the support and love. The research has established that during the data collection interview, the significance of the family support system was emphasized. Generally, there is a common understanding and knowledge that social work is a very stressful and demanding profession. Therefore, it is paramount to use the family support system to provide the support which assist with resilience. An example, participant number one explained the family support system as follows;

“Family contributes a lot because they understand that social work on its own is very stressful profession emm its emm it is very much important for them to be there for me, when im stressed and challenged with some cases they understand they even keep on err motivating me that I should not stop doing what im doing, im helping people and it is very much important because its good for assisting someone who is struggling in their lives especially with the Nyaope addidcts.”

Similarly, participant number two concur with the first participant and explained the family support system as follows.

“Err, my family hhhh, my family has, it loud in nature. No matter how stressed you are but when you get there, when you get to the gate you become unstressed because of the life that they live. They live a simple life that which there is a lot of joy. Few pains there and there but there is a lot of laughing, there is a lot of talking that when you get there you were a mask of home and not work. You, you get there there is also a lot of work to do at home that you will not even think of the work that you have left in your office (researcher,hmmm) yes, there is a lot to do at home and there is a lot of laughing and there is a lot of noise in which you will never think of think. Those 2 things can make you forget and can make you forget that you have to go to work tomorrow.”

The two participants were supported by the participant number four who rely on family support.

“Yes, you see family error I prefer also relying on my family members due to the fact that you know during the social gatherings like whereby we share, we are able to share and I am able to pick or to share with that I am close to within the family and that particular person at the end of the day that challenge that I see in a negative one I error I end up seeing it in a positive way.”

Participant number 5 supported the views on the basis of the family support system and explained it as follows.

“Yes, in the family we have got a family support system wherein we share issues that we encounter at workplace. Sort of ventilation, you know when you ventilate you help to ease the pressure that you are going through and also we also share with other colleagues from outside the district we are in. and those also inside the district, you know the challenges we go through, you see it will also help. Also again as a student of a particular union. Also we also engage with those superior then they also able to help us to show us the easy way, how to deal with this challenges.”

Truter, Theron & Fouche (2014) support the understanding of the participants. The supportive family relations that the social worker has with the family is important and assist in the process of coping for these professionals. They are assumed to draw their strength from the support of the family and mostly positive relationship. The composition of personal relations derives from the positive relationship with the family and the friends. Crowder & Sears (2017) concur with the findings of the study. provision of family support has brought up coping mechanism to the workers.

The researcher understand that some participants does not have a good relationship with their families. The research has fundamentally established that participants can rely on the family support system as a coping mechanism to deal with the challenges and the stress experienced. The research has further found that a positive family which understand the challenges experienced in social work is important. The family that is joyous, has a lot of laughter and provide for a better family support system. The research has further found that family support system provides for the happiness of participants and assist workers with resilience. The provision of sufficient support or coping mechanism ensure that a significant number of social workers rendering service to nyaope substance dependent youth are resilience when it comes to their work.

3.4. Satisfaction and helping clients as a source of strengths

Satisfaction is one of the most important source of strengths. The participants have during the interview stressed the importance of being satisfied with the work they are doing. Job satisfaction is fundamental and social workers ensure a good complete service to fulfil their inner satisfaction. This has been found in the research to be one of the key methods which the participants use to gain support and strengths in order to be resilience. There has been a lot of mentioning during the interview that when social workers are satisfied, they become happy and this assist with resilience. The study has established that helping the clients provide the happiness in the life of the participants and they do not have stress when they have helped their clients. Furthermore, the study has established that social workers need to help the clients to get their satisfaction and happiness which in turn assist the professional to be resilience. The participants indicated that it is important to help people who are struggling and it is relieving to help especially the Nyaope substance dependent youth. The participants further indicated that it gives them the satisfaction that provide encouragement to them to continue providing the service to the clients who are experiencing the same challenge. The participants become at peace when they have provided help to their clients and this is a source of strengths. Self-satisfaction in assisting those in needs is very fundamental method that is being used to cope with the challenge and assist with the resilience. For example, participant number one has explained the importance of satisfaction and helping clients in the following way;

“Yes it is very much important, it is very much relieving knowing you were able to assist someone who is struggling especially an addicts who are deep into Nyaope, at the end you find you were able to aplay a role in that person’s life and assisted them but then referred that person to rehabilitation centre and when that person comes back is happy and also back to normal life. It also gives a satisfaction that ensourages me to continue offer the service also to other clients with the same challenges.”

The participant number three has concurred with the first participant on the matter of satisfaction.

Ya, defitinely yes. Err I am a social worker because I love being a social worker and that keeps me going everyday. Yes it is one of the things that is helping me to cope knowing that though im not helping everyone individuals here in south Africa. The little that im doing I know that ime doing a great job and that help me to cope too. Yes I do get the satisfaction in that.”

Similarlay, participants number six indicated that they get satisfied be helping clients.

“I think when I see that I have assisted one person even though I did not assist many, I become satisfied to a point where sometimes I follow up on the person to see how they are doing the follow up sessions. Even if even after the follow up sessions have ended. I personally follow up if the person is on the right track. So I become err how can I put it I become at peace to say if someone has changed from the wrong doing then try to change their lives for the better.”

Nodick (2002) supported the assertion by the participants that Social workers are on a high level of satisfaction and love their profession in the middle of high level of burnout, huge number of child protection cases. They are thriving for perfection in their performance of duties and does not want to leave the profession. MaFadden, Campbell & Taylor (2014) indicate that commitment and satisfaction of the social workers is important in assisting the workers to cope with the workplace challenges. Aclaro-lapidario (2007) further alluded that one of the key tools used by social workers is the pleasure of helping others regardless of the challenges they experience. This pleasure is one of the main sources to keep relevant.

Satisfaction and helping clients is one of the strategies employed by the participants as a source of strengths. The study has found that social workers who are rendering service to Nyaope substance dependent youth are thriving for perfection in their performance of duties. This strategy is found to bring out happiness and satisfaction. Additionally, the study has found that the fundamentality of using job satisfaction and helping the clients as part of coping assist with resilience. The research has significantly found that social workers who are rendering service to Nyaope substance dependent youth use the pleasure of helping people regardless of the challenges. Pleasure of helping was found to be one of the most important tools used as a coping mechanism. The research has established that social workers rely heavily on the job satisfaction as a form of coping mechanism. It has further been found during the study that when social workers provide help to the clients and the clients get happy, they become happy as well and this lead to the pleasure and job satisfaction of service users.

3.5. Knowledge, experience and skills as a coping mechanism.

The study has found that one of the most important methods used to cope with the challenges is the knowledge, skills and experience. During the data collection sessions,

this subject has been repeatedly mentioned to be one of the most important tools used to cope with challenges being experienced. The usage of experience in similar cases which have been handled by the social worker was alluded to be important because it relieve the worker of the pressure. The participants indicated the importance of the application of experience in dealing with the cases. The application of skills learned at school was also found to be key and used as the method of coping with the challenges. The knowledge, experience and skills have been found to be important factors to be used in dealing with the challenges being exposed to in the workplace. Furthermore, the study has established that social workers get satisfied when they have helped their clients. The example in this instance is explained by participant number one;

“Yah emm the skills that I have acquired avery much important dealing with the challenges that we are having but they are not that much helping than the experience itself because you can have the skills that you have learned from school but when it comes to practical, ite more different from the theoretical view of the profession in itself. When you come to face to face with real cases you start to feel that sometimes they even they are real people this ones they have families, they are like you they live like you they think like you then today with those cases you need some experience without some skills that you learned from school. You need also experience.”

When probing further, the participants mentioned the importance of the experience to support the participants.

“Uhm lets say for example you are dealing with a case of Nyaope addict, if its your first case its not easy todeal with those type of people, they are not cooperative, the family is might not also be cooperative at the same time so you need to learn how to approach them and you need to learn how to approach the family also, you need to learn how to to to to to communicate with the family and the addict to come together and acquire that support from the family for the addict to be taken to the rehabilitation centre, so it’s not easy when you are coming from school, you don’t have the experience you don’t know anything you just have the skills that you have learned from the school or your university or the institution that you were learning. So you need that experience to know that previously I have dealt with a similar case, I have dealt with it in this way, this time when im meeting this challenge this is how I approach it.”

Similarly, participant number two has supported the views of the participant number one with regards to experience.

“Experience helps you grow, the the more you get into our line of duty, the more you get to know that our work is our work.... The everyday you meet new people

you meet new challenges and people with different situations, it helps you realize that people are not the same, people are ever changing being. So as, as you grow into this thing and when you, you experience this thing on a daily basis, you then understand you then get holistic understanding of the whole thing, so experience is not a way day process, every day we experience new things and it is it helps to understand that we all have our own bargages and move with them around. It just depend on how you want to grow in them and how you want to to to to what you call to die in them.”

Aclo-ro-lapidario (2007) concur with the study and indicated that The social workers are also said to be using coping strategies such as problem solving techniques, proper expression of emotions and being given social support. Although it depends on the level of burnout and the stress. McGowan, Auerbach & Strolin-Goltzman (2009) in support of the findings of the study allude that it is important to apply the skills, knowledge and experience acquired during the years.

The study has revealed that social workers use various methods to deal with the challenges they experience. The knowledge, experience and skills have been found to be the important participant tools used to cope with stress despite the challenges. The problem solving skills has been established to be one of the most important skill to deal with the pressure which may come with the work. The study has further found that when there is a good application of the problem solving skills, the social workers become less pressured and less stressed. Therefore, this this become one of the most important mechanism to be used as coping strategy and to assist the workers with resilience. Moreover, it has been found that it is used to navigate in any form of problems which are experienced and provide for a better option to solve problems. The study has further found that people who have solutions to problems fare much better with problems and the stressful environment they may find themselves in. moreover, the study has revealed that having the knowledge, experience and skills is fundamental when you apply them to the pressure situation and when you apply them to the problem situation. Furthermore, the study has found that social workers are more knowledgeable and skilled as they have been trained and have been exposed to difficult situations.

3.6. Separation of work and personal life

The separation of work from personal life has been found to be one of the most important factor in assisting social workers who are rendering services to Nyaope substance dependent youth. During the interview, the participants kept on repeating the separation of work from the personal life. A number of the participants indicated that you are able to cope and focus while at home after knock off from work when you have left the work related issues at work. The participants revealed that the separation is very important to relieve workers of the work stress when they are at home. The study further found that the maintenance of life outside of the workplace is fundamental methods which is used by social workers to cope with the challenges and the demanding workplace stressors. The study further revealed that the employment of maintaining the boundary between personal and work life is working. The personal life has been found to focus on the personal networks which would involve members of the family, the friends and community and this assist the workers with coping mechanism and being resilience. The professional network was viewed as coping mechanism as well which involves colleagues and other professionals and this assist with resilience. In this case, participant number two provided example of separation of work and personal life;

“I understood that these people are people that those are my clients, they are not, they are not like not to take them personal, yes. Its my work and my work I work from 7:30 and until 16:30. If needs be that’s how I started to cope, some of these people I helped them and after that I started to talk and go on again and be able to to to to separate my work life and also my personal life.It, it does a lot bcause it, wwhen I leave my work I leave my work. Even if my child is behaving in a certain manner I understand it’s a child than to say ive seen this behavior in a 15 year old and im seeing it in my child. It helps, it also helps me sleep because I don’t have to stress a lot. That is the most important thing because the more I carried it the less I slept thinking about work, you will be sleeping and dreaming about work and that is not healthy, it is not at all.”

The participant number one was supported by the participant number five indicated the importance of not taking work home.

Remember we don’t have to take job to home work to home. One thing that I taught myself is that if things are not done let me leave it there. Hen I get home, let me do that which im expected there, I will do work when im at work so that has been my way out. I don’t I don’t personalize work, no no I professionalise work.”

Correspondingly, participant number nineteen agrees with the first two participants and say.

“I had a terrible day ok. What I taught myself is to leave everything work related at the gate or the door and move to to home. But what you are saying is true, normally when they ask if im fine and tell us about your day? Then you do and then they will make you a cup of coffee to feel better, we watch generation life goes on. The importance is going and fixing family with work related stress. When I get home I want to focus on my family not what I did at work. I don't want to dream or maybe overthink what I did or didn't do at work. So I will attend to that tomorrow when at work. Tomorrow when I come to work I pick up where I left off yesterday. I don't want my family to suffer for my attention because I will be dwelling much on what has been happening at work.”

Weuste (2006) concur with the participants and indicated that the maintenance of life outside the workplace is one of the fundamental tool to use to cope with demanding workplace and has been found to be effective. Additionally, Acloro-lapidario (2007) has supported the views of the participants and say they also keep work issues at work and ensure that they have good life outside the work environment.

The study has found that it is quiet fundamental to separate the work from personal life. The participants have alluded that the workers need to leave work at the office and focus on other commitments at home to avoid pressure. The researcher has found that the separation of work from personal life may be effective when the worker has a positive personal network and professional network. It was further found that the demarcation of the personal life and the professional life must be established and must be effected to ensure that workers are coping with the workplace challenges and stresses. It however has been found that it is very difficult to separate work from personal life. The maintenance of the boundary for both form of life was found to be of utmost importance to ensure that workers focus on one thing at a time and cope with stress. The maintenance of the separation of personal and work life has been found to be significant and is one of the key tools used to cope with the challenges and the demanding workplace and the demanding personal life. The separation of work from the personal life has been found to be the promotion of good health and it assist and functions one of the tools used for coping despite the challenges.

3.7. Spousal support as a tool for coping

During the data collection interview, the participants repeatedly mentioned spousal or partner support. This was found to be one of the most important form of support which assist social workers who are rendering services to Nyaope substance dependent youth to cope with the daily challenges they are experiencing. The participants alluded about the importance of spousal support to ensure there is no pressure for the workers. The study has found that social workers who are receiving support from their spouses/partners are less likely to be stressed about the work related stress and problems. The study further found that the support from the spouse contribute to the resilience of social workers. The participants indicated that one of the most important tools towards coping is the spousal support. Furthermore, the study found that social workers use the conversation that they have with their spouses to cope with the problems and challenges in the workplace. The study has additionally found that spousal conversation is one of the most important mechanism to deal with the stresses, demanding working environment and the everyday trauma. The participants alluded that talking with the spouse about the challenges experienced at work is important and assist with coping and relieving of stress and pressure. The participant number six has example of how this can help;

“Yes it does but when I talk to my partner about cases I don’t close a names. I just talk about general case to say 1 2 3 4 happened I felt bad about 1 2 3 or I felt hurt about 1 2 3 and he comforts me.”

The participant has found the support from participant number 10 and have revealed the importance of spouse discussion.

“Err though it will be unprofessional for me to discuss issues of work with my (researcher not necessarily) with my family but I I live im a human being. Before being a professional im a human being, sometimes for me to deal with some situations in my workplace like the issues of nyaope. I will like talk with my wife err because like she is part of me and I cannot I cannot run away from the fact that she is my wife. And there is there is the issue of confidentiality and everything, as long as like im not mentioning names and everything. I did sit down and talk with my wife about the nyaope and everything that im that we are being confronted with at my at our workplace. So I think somehow somehow it also assist for me to relieve whatever that I have in my in my mind.”

Truter, Theron & Fouche (2014) support the understanding of the participants. The supportive family relations that the social worker has with the family is important and assist in the process of coping for these professionals. They are assumed to draw their

strength from the support of the family and mostly positive relationship. The composition of personal relations derives from the positive relationship with the family and the friends. Crowder & Sears (2017) concur with the findings of the study. provision of family support has brought up coping mechanism to the workers.

Although the participants do not mention personal details of the clients. The study revealed that talking to the spouse or partner helps. The research has found that the spousal conversation provides comforts and make social worker to be calm and relax about their distressing and demanding work situations. This has been found to be one of the most important support system and used often by the social workers. Although there is admission that not all social workers have a good relationship with their spouses, it has been established that spouses and partners are key in assisting social workers with coping mechanism. The research has further found that positive thinking partners or the spouses play a fundamental role in enhancing coping mechanism for their partners. Furthermore, the research has found that the positive spousal support provides happiness in the life of the participants and this leads to joy and laughter. The happiness, joy and laughter are the important characteristics of coping with stress, workload and pressure as well as trauma. It has been alluded that social workers spend lot of their time with spouses outside the work environment. This provide for good engagement and conversation which helps them to cope and understand the challenges. Spousal and partner support has been found to be one of the personal networks available to help in coping with the stress and challenges.

3.8. Self-compassion, built/born with and writing down feelings.

The study has unearthed that there are many forms used by social workers to cope with the challenges in the line of duty. It has been established during the data collection that some social workers have built in or born with abilities to resolve their problems and cope with the pressure coming their way. It has been found that social workers have internal abilities to deal with difficult situations. The ability to deal with emotional and physical wellbeing that is being affected by the stress was established in the study. Moreover, the study found that self-compassion is one of the most important tool to deal with stress and workload. The study has further revealed that social workers approach the problems with

a good and positive mind as well as positive thing, attitude and kindness. The social workers divert problems and does not have too much problems to deal with. Interestingly, one participant indicated that she writes down her feelings and this make one to relax and to be at peace or to have the inner peace. The participant number seven has explained it as follows;

“Ok, err the coping mechanism that I have err its just let me say it’s a build in, it’s a born with kind of mechanism. Err given, having had exposure of different situations, life situations and then err that also assisted me to see things differently. Err I have done a series of programs a series of therapeutic programs that are helping me to see things in a different perspective to say if it has to do with trauma then it has to do with this form of counselling. Err I don’t need to consult with any counsellor, I just have to internalize what I have acquired to say haai no this is how life it is. Life has got challenges life has got this and that. I don’t need to also seek a therapy to enable myself to cope with that.”

Similarly, the participant number 12 support the views and say:

“Err a lot of time when I have stress I utilize my own technique breath in breath out and then also the personal prayer that I didn’t want to mentioned because most time when you pray people come and they ask that you are not exactly what you are doing may sound you end up having people understand you don’t believe what people believe. So I do pray although I do it at a personal space. So that’s help me a lot to cope with the stress even at the workplace.”

The participant number eighteen further indicated that writing down feelings is important and explained it below;

“There is so much that I have learnt through writing, wwhen I think about something I put it down, put your feelings down and start to relax how your day has been or your week or your weekend has been. Then it gives you your inner peace at the end of the day and then even though the next person wont wont be able to read what ive written because most of the things are confidential information of the client. I write and then burn the paper.”

Newman (2016) indicate that Self compassion is important in that it provide confidence to people to know that they are able to come with solutions for any problems they may experience and they are surrounded by lot of positive thinking in their life. There is development of good skill to deal challenging situations. Moreover, Cherry (2020) concur with the participant and say People who normally have solutions to problems fare better with problems and the stressful situations and challenging as well as demanding

situations. Whenever they experience problems, they retrieve list of solutions to help deal with the problems.

Self-compassion, built in as well as writing down feelings have been found to be major contributory factors to help deal with the stress and challenges at the workplace. The participants have indicated that they approach all the cases with the mentality which is positive and being able to solve and go through it. The research has revealed that this provide confidence and make workers aware that they are able to bring out solutions to any form of problems they are experiencing. The study has made findings that built in or born with is a good tool used to deal with significant amount of stress because it provides the workers with positive thinking in their life. The workers have been mentioned to have a good source for the development of good skills which will assist in dealing with the stress and the demanding pressure. The study has further found that the workers are able to internally address any challenge which may arise with consulting other people. Furthermore, the research has importantly found that the social workers have lot of confidence and skills which assist them to address any form of stress and challenges. When social workers approach challenges, they do so with positive attitude and hope that they are going to resolve the challenge or problems because they have the internal ability to solve the problems. The employment of the internal problem solving skills was revealed by the research and was found to be significant.

3.9. Positive thinking, videos and appreciation.

The study has found that social workers who are working with the Nyaope substance dependent youth deploy positive thinking and positive coping into their lives. The study alluded that positive coping is one of the most significant tool or mechanism which is used to cope with stress and assist workers to be resilient. during the interview, the participants indicated that when workers have positive minds and thinking, they are able to deal with all the challenges which they experience. The participants indicated that positive coping involves positive thinking and always being upbeat about the challenges which might be experienced. The study has found that positive videos are one of the paramount materials which can be used to cope with the challenges. The positive videos referred to are those of the preachers and the people who have survived the challenges of Nyaope substance.

The positive materials on substance abuse are part of the methods which people use to deal with problems as coping strategy. Being appreciated for the performance of excellent duty is very important. The social workers feel fulfilled and become passionate about their work when they are appreciated for the work they have done to assist the clients. Appreciation was one of the tools which gives the workers comfort that they are making impact in the lives of clients. For example, participant number thirteen explained this as follows;

“ I motivate myself on daily basis. That’s where I draw my strength from but one case or two which are successful are also boasting in terms of strengths. Yes the other is when you rely on positive cases. Err when someone will come and give testimony of what transpired and ultimately they are changed individuals. And then they are contributing positively to their families, that’s encouraging.

The was support from the participant number nineteen with regards to positive thing.

“Err the positive thinking it does contribute to what I have been able to achieve because if I don’t think positive you are going to what give up easily and the challenges that come your way. And in terms of I don’t know maybe if the question also relate to man power support or not but I will answer that to say we make sacrifices for our clients. We use our own resources to achieve err for for our clients.”

Ruzek (2005) Positive coping is a behavior and approach which helps in the reduction of anxiety and stressors as well as distress. When positive coping is deployed into the life of a social worker, there is minimal causation of further harm and the positive coping contribute to the improving of worker’s life without causing harm. Some of the examples in the positive coping which does not bring harm are the engagement in physical exercises, prayer, meditation and seeking social support from family and friends. McFadden, Campbell & Taylor (2014) indicate that the general methods which is important to support positive coping for social workers has been identified as social support

To be able to be appreciated for the good work done is one of the most fundamental tool that help social workers to cope with the daily struggles at home. The study has found that social workers develop positive thinking and emotions which are internally built to ensure resilient and coping. The study further alluded that social workers are able to retrieve positive thinking and positive emotions in the time of need and they have the

ability to control the emotions. Furthermore, it was alluded that social workers have the individual capacity to deploy positive thinking and this assist to deal with the challenges. Positive thinking was seen and found to be influenced by life events, happiness and life satisfaction. Additionally, the study has found that positive thinking helps to cope with the stressful and demanding situation. Negative thoughts have been mentioned that they are defeated by the positive thinking which is used by workers to deal or cope with circumstances which could be stressful and pressurizing.

THEME 4: SOCIAL WORKERS AND SUPPORTS NEEDS

Social workers like any other professionals cannot health or treat themselves. They need support in the process of rebuilding themselves from adverse situations, particularly when dealing with the nyaope substance dependent youth. Support is pivotal in influencing one to remain resilient to serve regardless of possible challenges. The findings in this study shows that amongst other needs, social workers attributed proper supervision, tools of trades, as a sources of resilience. The research sought to understand the needs for the participants to remain resilient in order to perform their functions. He then allowed participants to express their own experiences regarding such needs in relation to nyaope substance dependency, particularly by youth. In verbalizing their needs, two sub-themes emerged which are already mentioned in this paragraph namely (1) supervision support and (2) tools of trade/resources as sources of support and will be discussed below:

4.1. Supervision support

Supervision has been described as the most fundamental form of support in social work profession. Some of the participants showed that the proper supervision they get keeps them going and performing to the best of their ability when assisting nyaope substance dependent youth. From the information shared by the participants, it is evident that lack of proper supervision can have negative impact on social workers' interest to help youth to deal with their nyaope dependency dilemma.

The researcher found that some participants lacks support in a form of supervision which in a way may affect their resilience whereas others find strength from the type of supervision they receive since working with nyaope substance dependent youth can be

strenuous. The study acknowledges that social work is a demanding, challenging, stressful profession and as such supervision as part of support is key in retaining and or encouraging resiliency of social workers considering the complexity of this profession.

Participant number 3 has given example of how supervision is a need to assist with resilience.

“Err, from my point of view or where im standing, my supervisor plays an important role in my professional life. He is very supportive all the time and always available. my supervisor I take him as a colleague (researcher,ok) because most of the time, he is one person wwho has always been helping me (researcher,ok). Whether he has lots and lots and lots of things to do here at the office but he always find time so that he can help us on and I think that’s one of the important things that makes us not to be demoralized at work because we even try to talk sometimes at work with him about the challenges that we are getting and then about the lack of support that we are not getting from the management on top (researcher, hh). And errr, him and i we fall in the same blanket yes.”

Contrary to the view of the participant number 3, it has been noted that participant number 2 does not enjoy the support of the supervisor and it demotivate her.

“Mmhh, my supervisor is is not really supportive. She is a, for me she is a go out and get bitten and learn from it than to sit you down and explain the whole process of how things should be done. She might threw you in the fire so that you get burnt and tell you that fire burn (researcher, ok) so she for me she is not supportive. Shes shes for me she is a boss not a supervisor and tell you what to do even if its unbreakable she will tell you to go and break it. Whether you break it or not, how its not of importance to her. She wants results so there is no support. She makes the workers to lose the morale in the workplace”

Nissly, Barak & Levin (2004) talks about the need for the provision of supervision as It has been widely researched that support from the society, social support, colleagues and supervision contribute to the resilience of social workers. This also contribute to the retention of workers as they feel they belong to the working environment. Yankeelov, Barbee, Sullivan & Antie (2009) further concur that Social workers who are receiving support from their supervisors, management and colleagues are less likely to be stressed about the work related problems. Good relationship with supervisors provide for good output and nurture good productivity. The supervisor and colleagues’ support eliminate the effects of stress and burnout.

The researcher is convinced that supervision support plays a pivotal role in influencing one to be resilient and provide effective service delivery toward service beneficiary who in this study are referred to as nyaope substance dependent youth. The absence of social work supervisor support may bring instability in their lives and affect their resiliency hence supervision support provides comforts and gives hope.

4.2. Tools of trade/ resources as sources of resilience.

The issue of resources for social workers is non-negotiable. Without resources and or tools of trade, social workers may not necessarily be effective in the provision of services towards the youth depending on the nyaope substance. The study shows how important resources are in influencing social workers to be resilience. On the other hand, lack of resources does not necessarily mean social workers would not do their utmost best to deal with the challenges regardless of lack of resources for they are resilient. The latter should be viewed as perpetuating employers to ignore the importance of providing resources.

The study shows that resources such as office space, transportation, stationery, laptop, cellular phone and or telephone internet and office library are some of the key resources. Not only does provision of these resources is fundamental in assisting the social workers to cope with challenges they are experiencing but prioritise the lives of the nyaope substance dependent youth. On the other hand, lack of resources to some service beneficiaries may mean incompetency of the professionals and such could kill one's morale to work harder for the nest interest of the client.

. Furthermore, the research has found that tools of trade or resources is a principal need in the life of social workers and in assisting with resilience. As alluded by the participants, it is of importance that the provision of tools of trade and resources is ensured in assisting social workers with resilience. Additionally, the participants indicated that tools of trade is resources or tools of trade that all social workers needs to ensure resilience. As an example, the participant number 1 has explained resources and tools of trade as:

“Ummm, we have a lots of needs as social wworkers especially me personally I have a need a car that I can access anytime, the need for cellphone that I can use when I need something from my client so that I can communicate with them and

other officials and also the need for hmmm accessible supervisor that can always be there when you need them. The err err there is also emm the need for, for, for, for private office where every one of us can be placed without sharing the office with other officials, but hey due the love of what I am doing, I persist and believe that one day I will have resources. I am also motivated by seing the life of the youth being transformed for better”

Lack of resources as an thorny issue has also been highlighted by participant 2 when saying: .

“The first one has to be an office, office space is very important. A place where you are able to put your things and know where you have put something and know when something is not and the second one will have to be a stationery, your laptop or your desktop, like a place where you put your information digitally and then you are still able to recover from it. We also need a phone where you are able to tele-communicate with people also look for people, ya.”

Correspondingly, participant number 3 also supported the mentioned two participant regarding the needs.

“I don’t know what im doing will be totology but then first thing first a motor vehicle is a necessity because you cannot conduct a home visit without a motor vehicle and if ever I'm talking about a motor vehicle I’m talking about a motor vehicle which isbeing offered by my employer. And secondly, I don’t know whether what im talking about, to somebody might look as if is nothing big but we even lack stationery . I go to the shops and buy my own pen just because I have that thing in me of wanting to assist my clients, I go to the workshop and have my own diary because the government give us, since I come here since 2011. I only got 3 diaries, so I might say that in 3 years they give one diary. Yes those even stationery is a problem in our department. And the other need err are ya I think those are the needs like I need them as a social worker. I, the, the salary which they give me every month is the money that I use to buy, they do not subsidize me, subsidize us. They do not pay us back the money that we have used to buy stationery and sometimes when it comes to motor vehicle, you find that I use my motor vehicle to go to the client’s place using my own petrol. The petrol that I am not going to claim back from the state since it is not a scheme B. funny enough is the fact that even if I still spend money for the state due to lack of resources, my love to assist client especially those dependent on substances such as nyaope has never went down but employer must do his part or else one day a person will get tired”

Day, Hartling & Mackie (2015) indicate that provision of resources impact on the performance of workers. Resources enable workers to successfully complete goals and targets. They help workers achieve their work tasks and goals. Additionally, Nielsen, Nielsen, Ogonnaya, Kansala, Saari & Isaksson (2017) allude that workplace resources

is related to employee well-being and organizational performance. Working tools is important to ensure well-being of employees and high performance.

The participant indication of loving what he does is evident that indeed some social workers do have resilient considering the challenges of lack of resources he mentioned. The knowledge, skills but mostly attitude towards one's work contribute positively to the resilient one has.

5. Support offered to deal with challenges.

This section has focused on the support which has been provided to the social workers rendering service to Nyaope substance dependent youth. The theme wanted the social workers to express their understanding on the kind of support that has been provided to them to deal with the pressure and the stress they experience on a daily basis at work. The expression of the social workers was sought in this particular session and the explanation of the kind of support provided was given. The section has three subthemes namely (1) supervision support (2) colleague support (3) friends and counselling which will be discussed below.

5.1. Supervision support.

Supervision support is one of the most important form of support that workers require to cope with the everyday challenges and the professional stresses. There has been a constant use of the word supervision by the participants. However, participants indicated different form of supervision which is provided to them. During data collection, the participants revealed that the provision of peer supervision, group supervision, developmental and educational supervision. Significant number of the participants indicated that supervision is one of the support that is provided to them to help deal with stress they are experiencing at work. It has further been revealed that supervision is one of the methods which are available to assist social workers to cope with the challenges and assist the social workers to be resilience. The study revealed that social work as a profession expose social workers to challenges on a daily basis and therefore need the supervision support and the supervision must be intense. Furthermore, supervision was found to be the most important source of support to be provided to social workers. The

participants indicated that the proper provision of supervision support is important. The participants have explained their view regarding supervision support as follows:

“Ehm, lets say we only have little support. We don’t have enough support even though we have ehm ehm group supervision and peer supervision where we are able to support one another, we are able to give to share some of the skills that we have learned and with the those who have been on the field for some times ago before us to can be able to give to share with us some of the things they have learned so that we can be able to go through some of the challenges. Giving us support so that we can be able to cope with stress in the workplace.”

Similarly, the participant number five has supported the views of the first participant.

“I think the support from the supervisor and my colleagues would be the one that like assist with cases if you feel that you need someone to discuss with before you can do it. The supervisor normally offer the support and the colleagues and my partner. Sometimes you find you working abnormal hours so if your partner is not supportive, he wont understand.”

Botton (2012) concur with the finding of the study and say Social work supervisors need to do more in their duties to ensure resilience in social workers. The provision of support from all angles in the life of a social worker establish the resilience in a social worker. Similarly, Paris (2012) support the study and allude that It is understood that resilience in social work could be promoted and enhanced through the reflective supervision.

The research finds that social workers perform much better at work with the support of supervisor. The social workers make use of the support in which they receive from the supervisors to cope with the challenges they experience on a daily basis. The study has found that that supervision which is intensive makes social workers to remain in the profession because they are resilience as a result of the support provided to them. Furthermore, the research has found that supervision support plays an important role in the professional life of a social worker because it determines the happiness of the worker and also determine if the worker stay or leave the profession. The participants indicated that good supervision and good relationship with the supervisor assist the workers to cope with the challenges and to subsequently be resilience. Interestingly, the participants indicated that supervision must also focus on the welfare and the emotions of the workers. This was found to be important because workers believed they are valued by the employer if the focus could also be on the emotions and welfare as opposed to the work

and targets required. Moreover, the participants have alluded that workers feel more welcomed and feel that their welfare is important to the employer and they commit to the profession and to the employment. Importantly, the research has found that this form of support is important because the worker spend most of the time in the day at work and that is where the happiness must come from. The supervision support is critical in the life of a professional social worker.

5.2. Colleague support.

The colleagues are found to be one of the most important source of support for social work profession. Repeatedly, the participants mentioned the fundamentality of the colleague support for workers and this is said to be assisting in the resilience of professionals. The study has found that colleague support is one of the principal support provided to the workers. The colleagues have repeatedly found to be playing a significant role in the workers and most of the workers rely on this form of support. The study has further found that most social workers are provided the co-workers support and most rely on this support because it contributes heavily on the lives of workers. For the most part of the interview during the data collection, the participants mentioned the provision of the co-worker support and its impact on the professional life of the social workers. The research has established during data collection that social workers who are rendering services to Nyaope substance dependent youth are receiving the colleague support and are very happy with the support which is being provided to them. Harmonious relationship between workers play an important role in the personal and the professional life of a social worker. During the data collection interview, the participant number three gave example of this as follows;

“Ya like I said mostly the support that I get is from the spouse and then on the other hand the colleagues. Those are the people that gives me the support (researcher,yes). I habe never seen any form of support from the department apart from the colleagues and then even after work when I go to I find the support from the spouse. That’s the only where we I get the support and that keeps me going.”

There was a support from the participant number seven.

“Errrm im having social workers that im working with (researcher, ok) though they are not enough but we are able then to cope like we have mentioned from the first

point of resilience. Err we are with the limited number that we are having resilience and we are making sure that we are rising to the occasion as we are assisting the client.”

Anderson (2000) concur with what has been mentioned by the participants as he says The workers are using the coping strategies which are life support from colleagues and focusing on emotions. The social workers do not avoid to address the problems. Additionally, McGowan, Auerbach & Strolin-Goltzman (2009) support the understanding of the participants and says There is involvement of interpersonal skills in the coping with any challenges. Finding the support from colleagues, supervisors and others are also sources and methods employed in other for the professionals to cope with the demands of work.

In this research study, the researcher has found that social workers have reliable co-workers support and this support helps them to cope with workplace stresses, pressure and challenges. The study further found that workers rely more on their co-workers or the colleagues because they are always available. Furthermore, the research has found that colleagues are the dependable source of coping mechanism when experiencing or exposed to difficulties. It has been found in this study that there is significant amount of comfort among social workers when they confide and have the support from their colleagues. The study has found that it is important for the social workers to have a good relationship with their co-workers or colleague to ensure that they cope with the challenges. Social workers use the support of their colleagues to be resilient despite the challenges which they are experiencing on a daily basis. The study further found that social workers need emotional support and the educational support from their workers.

5.3. Friends and counselling

Friends support is important in the lives of all individuals and provide a mechanism of coping to the social workers who are working with Nyaope substance dependent youth. The participants alluded about the importance of sharing challenges with the friends to relieve the pressure, although it was indicated that the discussion does not include the personal details of the clients. Significantly, a number of participants kept on mentioning the importance of sharing challenges with friends and explained that this is the most

important form or tool to be used to cope with adversity in the workplace. The study further indicated that it is important to share with family the difficulties. Positive friends and family was found to be used by workers to cope with the challenges. counselling was also found to be one to the kind support provided to some of the participants. The participants indicated that workers get exposed to stress, pressure and challenges but they cope well when they have good support system in the form of friends support and the family support system. During the interview, there was a consistent use or mention of the support from friends and family which was alluded to be enabling the participants to understand and navigate through the difficult situations. The participant number four as an example has explained how it is important;

“from my friends, the people that I live with and also my family members and I make it a point that like at the end of the day even though we are not like we are not perfect human beings, I try by all means to change the behavior (researcher,ok) whereby I no longer when I knock off from work im done with the work. Errr I change the mind set, I try by all means to change the mindset whereby I must cope I must be able to cope at home differently from work.”

Additionally, participant number seven indicated that the family play an important role in provision of support.

“Ok, ya the support that im having or that I have been getting is from the family like I indicated so ya the family is very supportive. Ive never had encounter where one would criticize or disagree or have a different view in terms of what im doing i remember in some stage my mom couldnt understand what im exactly doing at work but often when she calls she will hear me out driving and often time my phone will be answered by colleagues whom I will be driving with at that particular moment so by that it means even their understanding even one acknowledge that they did understand or they do not but to me it means that they have a positive you know approach they have a positive attitude towards the work that im doing. And then getting compliments or comments from other professionals, it helps me to strengthen or to pull my strength when it comes to advancing my knowledge. So with colleagues they are very supportive in the sense that we understand the nature of the job that we are doing, they understand the organization that we are serving and its success and with its challenges.”

Truter, Theron and Fouche (2014) support the understanding of the participants. The supportive friends relations that the social worker has with the friends is important and assist in the process of coping for these professionals. They are assumed to draw their strength from the support of the friends and mostly positive relationship. The composition

of personal relations derives from the positive relationship with the family and the friends. Crowder and Sears (2017) concur with the findings of the study. provision of family support has brought up coping mechanism to the workers.

The study has revealed that social workers who are working with Nyaope substance dependent youth rely on the support from the friends and from the family to be able to cope with the difficulties within the profession. The study has further revealed that the support of the friends is worthy and the participants alluded that they cannot operate as an individual and find it difficult without the friends' support. Furthermore, the understanding and knowledge of family about the work of social work professionals is important in order for them to be able to understand when you have been pressured from work. The reliance of family support by the workers plays an important role in the life of a social worker. The research has found that friends are a fundamental tool which if used wisely could make a positive impact in the life of workers who are experiencing the difficult situations.

6. The views regarding the support provided.

The focus of this section was to get the understanding of the social workers who are rendering services to Nyaope substance dependent youth on their views regarding the support which is provided to them. During the semi-structured data collection interview, it was established that the views of the social workers are that the support which is provided to them is not sufficient to keep them coping despite the challenges. The study emphasized that the support which is provided to the participants is not adequate. The study further emphasized that there is little support from the employer to ensure that workers have the tools to cope with the workplace tools and the daily challenges they experience. Importantly, the study further established that some participants believe the support from the employer is non-existence. Moreover, the study has significantly found that the social workers are not provided with support with regards to programs such as debriefing and employee health and wellness. A significant number of participants indicated that their concerns regarding the support which is provided to them because they indicated that they have adequate support from colleagues and spirituality. The lack of support for the social workers has been repeatedly mentioned by the participants in this

study. The participants indicated that when they are exposed to stress they become vulnerable because of lack of support. For example, the participant number one explained the views of the support provided as follows;

“What will make it sufficient em is to provide us with healthy working place where we are able to to to to have time to share information, our challenges maybe with a one of the employee health and wellness err practitioner who will be there to share some of the challenges we are experiencing and we get some support to say how do to deal with some challenge as employee and also the provision of resources that are needed because that are also that also one of the things that are contributing to the stress that we get at the workplace. Provision of the resources that we need can also minimize the challenges that we have and workplace issues that we have for now.”

Participant number seven in supporting the first participant indicated that the support from the employer is inadequate.

“Ya I think my view on the support that im given, I would say its not sufficient because even if I have other ways of sourcing that form of support but I think it has to be the primary responsibility of the employer to ensure that their subjects is coping well with the workload, their subject is responding well to the call of duty err regardless of the challenges in hand because I reason to believe that they know exactly what we are encountering even if it may not be the same but they equally understand that this kind of job is frustrating on its own. So if you spend the entire time without checking on your employees, without checking on the working environment and other necessary aspects of operations and err that is needed for her to fulfill it means errrr. I think they are not doing well because im lacking. If they arrange for wellness programs that will enable us to consult at their expense because I cannot always be paying from my pocket to seek for therapeutic help which results from my wwork but I think the the employer need to do something about it.”

However, the participant number three alluded that they receive good support from colleagues which is building.

“. Nut then wwwhen it comes to work, the colleagues, supervisor, we do support each other and and and as colleagues and as my supervisor since they are on the same boat with me, it means that they can support me to up until a certain level because they are human being and whatever that im encountering they are encountering it too. So whatever the support that they are offering is good but at the end of the day we are colleagues and we can do up until there so much.”

McFadden, Campbell & Taylor, 2014 concur that Workers have the understanding that employers do not pay attention to their welfare and does not care what happens to them.

They feel that due to the workload, they are not valued by their employers. Tham and Meagher (2009) further indicated that It has been widely researched that support from the society, social support, colleagues and supervision contribute to the resilience of social workers. Truter, Theron & Fouche (2014) allude that about the friendship and pastoral support and says the affiliation in religion and participation in prayer and worship is believed to enable resilience. The professional networks which assist in building resilience refers to colleagues, supervisors and other professionals. Personal networks refer to the friends and family for their support.

The study has interestingly found that the participants receive their support from colleagues and they are happy with the support from colleagues. The study further established that the participants view the support of colleagues as building and have indicated that this support makes them grow. Pastoral, friendship support has been viewed as the fundamental support that the workers depend on. Furthermore, the participants indicated that they lack support from the employer and there are no programs to support them. Additionally, the research has found that there is no existence of management support and further alluded that the management must operate from the grassroots level.

4.4. Summary

This chapter presented the discussion on the findings of this study. It focused principally on analysis and interpretation of the collected data obtained from the social workers rendering services to Nyaope substance dependent youth. The findings revealed that social workers are experiencing various difficulties in their daily duties. Furthermore, the findings show that supervision is a critical part of resilience in social work and need to be fully provided. Additionally, the study found that the working tools and resources need to be provided to assist with resilience in the workplace. Furthermore, the findings pointed out a need to empower the social workers to ensure they provided adequate service to the communities. The study revealed that the participants receive their support from the colleagues, family and the spirituality. Moreover, the study has revealed that social workers use various methods to cope with diversity. A positive aspect coming out of the

data is that social workers have understanding of resilience and make use of bresources available to cope with challenges.

The following chapter presents the directives for social work intervention in the field of reproductive health.

CHAPTER 5

SUMMARY, CONCLUSION AND RECOMMENDATIONS.

5.1. Introduction

The resilience of social workers rendering services to Nyaope substance dependent youth were identified, explained, described and explored in this study. The study provides the understanding that social workers have challenges in their professional roles and needs to be provided with support so as to maintain their resilience. It further provided the fundamental knowledge on how social workers could be provided as part of coping mechanism. This chapter provides the summary, conclusions and recommendations for employer, future research, social workers, policy developers.

5.2. Summary of the study

The research report consists of five chapters; the chapters have been systematically designed to ensure the credibility of the study. The study followed all the processes outlined in conducting qualitative research study and the preceding four chapters are summarized as follows:

Chapter 1 provides a general orientation to the study. The background, problem statement for the study are described with the support of relevant literature. The rationale for the study, theoretical framework and the research question, goals and objectives derived from the topic are also provided in the chapter. The ethical considerations that guided the researcher's conduct during the study are outlined in the chapter. These include informed consent, confidentiality, beneficence, avoidance of harm and debriefing of participants and the clarification of key concepts.

Chapter 2 provides an overview of the literature used in the study relevant to the study and the theoretical framework. The theoretical framework that guided the study was also used to understand the phenomenon and in this case the resilience theory was used. The chapter has presented the assumptions on the resilience theory. This framework explored the resilience of social workers and the main focus was on the services being rendered to the Nyaope substance dependent youth. The researcher was able to have

understanding through this framework that social work remains the most stressful profession. This chapter has established and identified the literature to be reviewed relevantly to the study. The literature provides understanding of what previous studies have found in relation to the resilience of social workers. The study reviewed various relevant literature from authentic sources such as books, published articles and internet sources to mention but few.

Chapter 3 provides a detailed description of the application of the qualitative research process. The chapter also orientates the reader on the chosen research paradigm and provides the justification of research methodology adopted in accomplishing the goals of the study. A discussion on the application of the research design, sampling methods, data collection methods, data analysis and data verification is presented.

Chapter 4 presents the findings according to the themes and sub-themes derived from the data. The study had 6 themes and 22 subthemes. Literature control is utilized to compare and contrast the findings with other similar studies. The qualitative data were independently analysed by the researcher and verified by the supervisor to increase the credibility of the study.

5.3. Conclusions based on the research findings

Conclusions drawn from the findings detailed in Chapters 4 are presented below following the pattern of the themes and subthemes. These conclusions will be informed by the findings made in each theme and subtheme during the presentation and analysis of data.

Conclusions on the understanding of social workers on the concept resilience.

- It was established that social workers have the understanding of what resilience is and comprise resilience.
- Social workers are able to recuperate and recover from difficult situations through resilience although stress and trauma makes it difficult for them to provide the service the best way possible.

- The participants have a greater understanding of what resilience is and are able to provide practical example.
- Social workers bounce back from earlier state to normality after they have received the support from the environmental factors. The environmental factors include the co-workers, supervisors, management, and the stakeholders.
- It was revealed that social workers have the ability to adjust and adapt to the adversity and challenging situation. Social workers have inhouse forum like colleagues and stakeholders which assist to deal with challenging situation.

Conclusions based on the challenges of social workers working with Nyaope substance dependent youth.

- There is lack of support from family members and some families go to the extent of rejecting the clients after finding that he is using Nyaope substance.
- Clients relapse and go back to complex situation in which they were prior to efforts made by social workers to assist them.
- There is lack of cooperation from the clients in the sense that they do not honour the scheduled appointments and self-discharge themselves when placed in a rehabilitation centre.
- There is a general lack of resources. The lack of resources compromises the ability of social workers to perform their functions effectively especially on Nyaope substance dependent youth.
- The challenges contribute heavily on the interventions which social workers must provide to the clients.
- The quality of services is sometimes compromised as a result of lack of resources. The workload with less resources pose a threat to the quality of work to be rendered.
- It was established that the quality of work and workload makes it difficult for social workers to focus on the Nyaope substance dependent youth.

Conclusions on coping mechanism as sources of resilience.

- Social workers rely on the support of co-workers to cope with the challenges on a daily basis and stress in the workplace. Positive co-workers always provide support, encouragement and consultation to social workers who have been exposed to difficult situations.
- The available and immediate support is said to be provided by the colleagues as they are always available for the consultation.
- Religion has been revealed to be the most important source of strengths from social workers who are experiencing challenges. Social workers are dependent on meditation, prayer and the grace for their sources of support in their stressful situations. The spiritual upliftment play a significant role in the resilience of social workers.
- Some participants believe they can only receive counselling from the pastors and further alluded that the pastors provide emotional support.
- Family play a motivational, supportive and encouragement role to assist social distressed social workers to cope with the challenges. Social workers can rely on families for them to cope with the challenges. It was revealed that joyous families provide for coping despite adversity.
- Social workers provide a full complete service to ensure their inner satisfaction. Self-satisfaction in assisting the needy is important to ensure that social workers cope with challenges.
- It was established that social workers use the pleasure of assisting the clients to cope with the challenges they are experiencing on a daily basis.
- The usage of experience in a similar case handled previously was found to be one of the important source of strengths.
- The study has revealed that the good application of the problem solving skill ensure that there is less pressure on the social workers.
- It has been established that the maintenance of personal life separate from the work is important in helping the social workers to cope with the challenges they

experience. The maintenance of boundary between personal and work life is important to ensure that there is minimal stress.

- Spousal support has been found to be playing a significant role in the resilience of social workers. It has been revealed that social workers use the conversations with their spouses to cope with the challenges. Positive thinking spouses provide adequate support for coping with problems.
- It has been established that social workers have the internal abilities to deal with their challenges. Self-compassion is one of the most important tool used to deal with stress and workload.
- Social workers have confidence and skills which assist them to cope with the challenges they are experiencing.
- Positive coping which involves positive thinking is one of the sources used to cope with stress.
- Social workers have individual capacity to deploy positive thinking to deal with stressful situations.

Conclusions of social workers and support needs.

- Social work supervision has been described as one fundamental need for social workers to cope with adversity.
- Supervision play a pivotal role and provide effective service delivery towards service beneficiary.
- The importance of resources in influencing resilience has been revealed.
- The provision of resources prioritizes the services to Nyaope substance dependent youth.
- It has been found that tools of trade are a principal resources required to assist with resilience of social workers.

Conclusions on Support offered to deal with challenges.

- It has been established that friends support is important in the lives of all individuals and provide mechanism for coping for all social workers who are working with Nyaope substance dependent youth.
- It has been revealed that social workers use positive friends to cope with difficulties experienced at work.

- Friends form part of a well-structured support system for the social workers.

Conclusions on the views regarding the support provided.

- It has been established that the support that is provided is not enough to help the social workers cope with the challenges.
- There is little support from the employer and some think the support from the employer is non-existent.
- The study has revealed that they have support from the colleagues and the spirituality.
- The colleague support makes the social workers to be happy, to grow and assist them to build in the profession.

5.4. RECOMMENDATIONS

This section focuses on the recommendations of the study, derived mainly from the findings that have been presented. The section comes with proposals and suggestions as to the best course forward to be taken to various responsible institutions and persons. The recommendations are directed at the employer, future research, social workers and policy developers.

- **Recommendations for the employer**

There is a need for the provision of healthy working condition in the workplaces. Employers have a huge role to play in the lives of social work professionals to ensure happiness, laughter, support to the workers. There is a need for the employer to establish a good relationship with the social workers and ensure that the needs of social workers are always catered. The relationship between the employer and the social workers will foster and ensure adequate services to the Nyaope substance dependent youths. It cannot be avoided that the employer has a massive role to play in the resilience of social workers rendering services to Nyaope substance dependent youth.

In this study, it has been found that there is a huge gap between the employer and social workers rendering services to Nyaope substance dependent youth. The responses found during the study suggest that social workers are vulnerable without the support of the employer. The employer needs to ensure that there is adequate provision of resources to

reduce the less of stress that social workers are daily exposed to. The employer must prioritize the provision of working tools as they are the primary tools to lessen the effects of the challenges and needs on a daily basis. The employer needs to provide the primary working tools to ensure support to the workers.

Supervision is one of the most important role in social work profession. The employer need to provide adequate supervision to social workers in line with the supervision framework. Supervision play a fundamental in the life of social workers and the employer need to hire more social workers to lessen the effects of the challenges experienced on a daily basis. The challenging nature of social work profession requires that there are enough supervisors to ensure support to the social workers rendering service to Nyaope substance dependent youth. The supervision need to be on a personal and professional level and need to provide educational, emotional and moral support. Proper provision of social work supervision ensures happiness to workers and assist in the retainment of social workers.

Employee health and wellness program is one important program that the employer need to provide to the workers. The program need to be accessible to all the workers to ensure that they recharge when under a lot of pressure. The unit of employee health and wellness need to be improved to include the chaplain services, social work services and psychological services. This is important because a significant amount of social workers believe in spirituality and pastoral support to be assisting them to be resilience and cope with the challenges. The provision of this integrated services is important in order to lessen the effects of the challenges that social workers who are rendering services to Nyaope substance dependent youth are exposed to on a daily basis. Employee health and wellness is one of the important tools which the employer need to provide to the workers. Employee health and wellness program need to provide debriefing to social workers because they are exposed to demanding, stressful and traumatising situations at work. The program will provide the stress management and health promotion programs as well as psychosocial services to the social workers rendering services to Nyaope substance dependent youth. The program will refill and re-energise the workers.

- **Recommendations for future research**

Research on the importance of the resilience of social workers who are rendering services to Nyaope substance dependent youth is key and could provide a better understanding on how to handle or support social workers. The empowerment of social workers to be resilience could ensure the happiness of workers, commitment to the organization and the profession. Such study would also be able to come with the scientific evidence of what is required to support the social workers to be resilience in their line of duty. Such a study would be both longitudinal and experimental in nature, providing for the comparism of literature available. Future research needs to look at the profession which is understood to be stressful in nature and find ways to address the challenges to make it more friendly to the social workers.

The findings of the study might be found to represent other regions in the province and in the country. However, there is a need for the commissioning of similar studies in other regions and provinces to have the data or literature which can be compared. The studies would provide a better understanding about the phenomena and will also provide fundamental insights into the differences and the similarities which might be unearthed. The studies to be conducted in other regions might bring out a different data and findings among social workers who are rendering services to Nyaope substance dependent youth. The important of future research is that the circumstances and the data may vary from time to time and region to region. The future research may re-assess and expand the theory and the model addressed in the study. It will build upon the findings of the study that has been conducted.

- **Recommendations for social workers**

Social workers play an important role on a daily basis in the communities with which they are servicing. The profession and professionals need to improve on the availability of support to be provided to one another to ensure that they cope with the challenges they experience. There is a need for the development and improvements of programs which will assist the social workers to be resilience in their line of duty despite the difficulties. The social workers should foster a good relationship with their colleagues, supervisors, management and stakeholders to ensure that there is no pressure and stress. The

provision of personal and professional support to fellow social workers is paramount to assist the workers to cope with adversity and to be able to be resilience. It is fundamental that fellow social workers are provided with the knowledge and skills which will assist them to be resilience in their daily duties despite the challenges.

The study has revealed that there is support of colleagues provided to the workers. The findings revealed that there is a gap between the social workers and their supervisors and the management who should be providing the support. Although it has been mentioned in the recommendations for the employer, it is fundamental to stress that the employer support is fundamental to the social workers and this will assist with resilience. The outcomes of the study suggest that there is nothing much which the social workers can do because of the lack of conducive working environment. Social workers have a fundamental role to play in assisting the fellow social workers to cope with the challenges in providing support, counselling and debriefing. The findings of the study have provided evidence that the provision of colleague and supervision support is important in the stressful profession like social work as it provide comforts and reduce pressure. Social workers need to be at their best state of mind to avoid further damage on the clients, need to be happy and well informed.

- **Recommendations for policy developers**

Policy development is important in every structure to ensure that there is good policies and procedures to ensure resilience in the professional lives of social workers. Policy developers develop, maintain and implement policies. It is important that policy developers need to develop policies which will be relevant to assist the distressed social workers exposed to adversity. Research need to be conducted by the policy developers on what needs to be done to ensure that the challenges are addressed and should ensure that they keep up to date with new developments. The outcome of the study has suggested that there is a need for policy developers to work on the development of policies to accommodate the resilience of social workers.

Policy developers should develop the relevant policy to ensure that the gap identified by the study is addressed. They should develop programs for the implementation of the

policies and to make sure that they address the challenges. The policy developers must monitor the available programs and policies to ensure the relevance of the policies and legislation. They should develop the proposals to amend and maintain the relevant acts and policies and develop new policies to ensure that there is adequate legislation to provide support to the social workers to be resilience. The professional journals need to be studied to ensure the new developments relevant to be implemented in the organization. The policy developers should liaise with the stakeholders, other departments to improve the current policies and legislation to ensure compliance and support to the social workers to help with resilience.

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SW (Wits) DSW (UNISA)
(012) 429 4780 / 0838790697
maleskj@unisa.ac.za Limpopo Province Research Ethics Committee
Limpopo Office of the Premier
Private Bag X9483
Polokwane, 0700
Date: 06/07/2020

Dear Chairperson

Re: Confirmation letter I.R.O Mr T Sekgobela (Student number: 69719675)

This letter serves as a confirmation that **Mr Tumelo Sekgobela**, Student number: **69719675** is a registered student at the University of South Africa pursuing his Master of Social Work degree. I further confirm that I am his supervisor for this research project. The proposal has been scientifically reviewed by Unisa Social Work Scientific Review Committee (USWSRC) and also reviewed and ethically accepted by Social Work Research Ethics Committee (SWREC). The ethics approval certificate has been issued to the student with the following topic:

“The Resilience of Social Workers Rendering Services to Nyaope Dependent Youth within Waterberg District, Limpopo Province “

Should there be any questions, please do not hesitate to contact me.

Regards



Dr KJ Malesa

Senior Lecturer (Department of Social Work)
BSW (Univen) MSW (Wits) DSW (UNISA)
(012) 429 4780 / 0838790697
maleskj@unisa.ac.za

ADDENDA B INFORMATION SHEET

Dear Prospective Participant

I **Tumelo Sekgobela**, the undersigned, am a social worker in service of Department of Social Development, Waterberg district in Limpopo province, and also a part-time Masters student in the Department of Social Work at the University of South Africa. In fulfilment of requirements for the Master of Social Work degree, I have to undertake a research project and have consequently decided to focus on the following research topic: The resilience of social workers rendering services to Nyaope substance dependent youth. In view of the fact that you are well-informed about the topic, I hereby approach you with the request to participate in the study. For you to decide whether or not to participate in this research project, I am going to give you information that will help you to understand the study (i.e. what the aims of the study are and why there is a need for this particular study). Furthermore, you will be informed about what your involvement in this study will entail (i.e. what you will be asked/or what you will be requested to do during the study, the risks and benefits involved by participating in this research project, and your rights as a participant in this study). Having been working as a social worker for several years, the researcher has observed that some of his colleagues are able to function normally as suggested by the professionalism, confidence and enthusiasm as they carry out their duties. At the same time, some social workers appear dejected and are constantly looking for employment elsewhere. This provoked interest in the researcher to try and understand why this is so. The researcher has practiced as a social worker in a typical South African rural setting, particularly, Mookgophong of Limpopo in Waterberg district for a period of over 9 years working with children, family and elderly people. Therefore, he was exposed to cases involving either gender-based violence or social workers experiencing challenges and looking for employment oftenly while others are happy within the same employ.

Should you agree to participate, you would be requested to participate in 1 (number) face-to-face interview that will be conducted at you place/workplace from to (time.) It is estimated that the interview will last approximately (duration). During

the interview the following questions will be directed to you: (see attached interview guide).

With your permission, the interview will be audiotaped. The recorded interviews will be transcribed word-for-word. Your responses to the interview (both the taped and transcribed versions) will be kept strictly confidential. The audiotape will be coded to disguise any identifying information. The tapes will be stored in a locked office at University of South Africa University and only I will have access to them. The transcripts (without any identifying information) will be made available to my research supervisor; Dr. K.J. Malesa, a translator (if they need to be translated into English), and an independent coder with the sole purpose of assisting and guiding me with this research undertaking. My research supervisor, the translator and the independent coder will each sign an undertaking to treat the information shared by you in a confidential manner.

The audiotapes and the transcripts of the interviews will be destroyed upon the completion of the study. Identifying information will be deleted or disguised in any subsequent publication and/or presentation of the research findings. Please note that participation in the research is completely voluntary. You are not obliged to take part in the research. Your decision to participate, or not to participate, will not affect you in any way now or in the future and you will incur no penalty and/or loss to which you may otherwise be entitled. Should you agree to participate and sign the information and informed consent document herewith, as proof of your willingness to participate, please note that you are not signing your rights away.

If you agree to take part, you have the right to change your mind at any time during the study. You are free to withdraw this consent and discontinue participation without any loss of benefits. However, if you do withdraw from the study, you would be requested to grant me an opportunity to engage in informal discussion with you so that the research partnership that was established can be terminated in an orderly manner. As the researcher, I also have the right to dismiss you from the study without regard to your consent if you fail to follow the instructions or if the information you have to divulge is

emotionally sensitive and upset you to such an extent that it hinders you from functioning physically and emotionally in a proper manner. Furthermore, if participating in the study at any time jeopardizes your safety in any way, you will be dismissed. Should I conclude that the information you have shared left you feeling emotionally upset, or perturbed, I am obliged to refer you to a counsellor for debriefing or counselling (should you agree).

You have the right to ask questions concerning the study at any time. Should you have any questions or concerns about the study, contact these numbers (064) 501 3844/ (078) 510 8243. Please note that this study has been approved by the Research and Ethics Committee of the Department of Social Work at UNISA. Without the approval of this committee, the study cannot be conducted. Should you have any questions and queries not sufficiently addressed by me as the researcher, you are more than welcome to contact the Chairperson of the Research and Ethics Committee of the Department of Social Work at Unisa. His contact details are as follows: Dr K.J Malesa, telephone number: 012 429 4780, or email maleskj@unisa.ac.za. If, after you have consulted the researcher and the Research and Ethics Committee in the Department of Social Work at Unisa, their answers have not satisfied you, you might direct your question/concerns/queries to the Chairperson, Human Ethics Committee, College of Human Science, PO Box 392, Unisa, 0003. Based upon all the information provided to you above, and being aware of your rights, you are asked to give your written consent should you want to participate in this research study by signing and dating the information and consent form provided herewith and initialing each section to indicate that you understand and agree to the conditions.

Thank you for your willingness to participate.

Kind regards

Signature of researcher

Contact details: (064)501 3844/ 0785108243

(Email)tumelosekgobela@yahoo.com

Addendum C

INFORMED CONSENT BY PARTICIPANT IN THE STUDY

I volunteer to participate in a research project conducted by Tumelo Sekgobela, a student at UNISA. I understand that the project is designed to gather information on the Resilience of Social Workers Rendering Services to Nyaope Substance Dependent Youth

As an informed participant of this research study, I understand that:

1. My participation is voluntary and I am free to withdraw from the research study at any time and without giving a reason and without any cost.
2. During this interview, notes will be taken and the interviews audio recorded.
3. All data will be stored anonymously once it has been collected. This means that it will be impossible to trace information about me.
4. All information appearing in the final report will be anonymous. This means there will be nothing that will enable people to work out what I said.
5. This research study has been approved by the Scientific Review Committee and the Social Work Research Ethics Committee. These committees are run by a panel of professionals who make sure that proposed studies meets high standard of professionalism before approval.
6. All my questions about the study have been satisfactorily answered and I am aware of what my participation implies.
7. Tumelo Sekgobela will treat my participation in this study into utmost confidentiality and that anything I say in the interview will be treated confidentiality, unless convinces him to believe that my safety and my repute are in danger. In this case, he will be unable to keep this information confidential. If this happens, he will inform me that he will have to share that information because of his concern for my welfare.
8. I understand that I will be given a copy of the consent form.

I have read and understood the provided information, and agree to take part in this study:

Participant's Signature: _____ **Date:** _____

I have explained the above and answered all questions asked by the Participant.

Researcher's Signature: _____ **Date:** _____

Addendum D
INTERVIEW GUIDE

Section A: Biographical Information for research participants

- How old are you?
- What is your gender?
- What is your highest qualification?
- How long have you been practising as a social worker?
- How long have you been working with Nyaope substance dependant youth?

Section B: Topical questions for research participants

- What are your understanding of the term resilience?
- Tell me about the challenges you experience while executing your duties as a social worker focusing on substances?
- Describe your needs as a social worker on a daily basis as you execute your duties?
- Share with me how you have been coping with challenges in your daily duties relating to Nyaope drug dependent youths?
- What kind of support has been offered to you to help you deal with the situation?
- Please describe your view regarding the support you are given?
- What would you like your employer to assist/help you with in order to lessen the effect of the challenges and needs on your daily life?
- Tell me more about your relationship with your co-workers?
- What do you do when faced with adversity in the line of duty?
- Thank you for the valuable information. Is there anything else you would like to add before we end?

ADDENDUM E
DEBRIEFING ACKNOWLEDGEMENT LETTER

Enq: NF Mohale

Tel. (C): (081) 014 5529

Tel. (H): (076) 669 6953

Email: Ntombifuthi.Mohale@dshd.limpopo.gov.za

mohalef@yhao.com

To whom it may concern

Re: LETTER OF DEBRIEFING SERVICES ARRANGEMENT

This serves to confirm that Mr. Tumelo Sekgobela student no: 69719675 arranged with me to render debriefing services when a need arises. I am employed at the Department of Health in Lephalale as a counsellor and commit myself to offer debriefing services as requested.

Your cooperation in this regard shall be highly appreciated.

Regards

Ntobifuthi fortunate Mohale

NF Mohale (counsellor)

P.O BOX 663
THOLONGWE
0734
22 November 2020

Dear Sir/Madam

This is to certify that a Masters thesis entitled "The Resilience of Social Workers Rendering Services to Nyaope substance Dependent Youth within Waterberg District, Limpopo Province" by Sekgobela Tumelo has been edited and proofread for grammar, spelling, punctuation, overall style and logical flow. The edits were carried out using the "Track changes" feature in MS Word, giving the author final control over whether to accept or reject effected changes prior to submission, provided the changes I recommended are effected to the text, the language is of an acceptable standard.

Please don't hesitate to contact me for any enquiry.

Kind regards



Dr. Hlavisomhlanga (BEDSPF-UL, BA Hons-UL, MA-IUP: USA, PhD-WITS, PGDiP-SUN)

Cell number: 079-721-0620/078-196-4459
Email address: hlavisomhlanga@yahoo.com

CONFIDENTIAL



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

OFFICE OF THE PREMIER

Office of the Premier

Research and Development Directorate

Private Bag X9483, Polokwane, 0700, South Africa

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LIMPOPO PROVINCIAL RESEARCH ETHICS
COMMITTEE CLEARANCE CERTIFICATE

Meeting: February 2021

Project Number: LPREC/19/2021: PG

Subject: The Resilience of Social Workers Rendering Services to Nyaope Substance Dependent Youth Within Waterberg District, Limpopo Province.

Researcher: Sekgobela T

Dr Thembinkosi Mabila

Chairperson: Limpopo Provincial Research Ethics Committee

The Limpopo Provincial Research Ethics Committee (LPREC) is registered with National Health Research Council (NHREC) Registration Number REC-111513-038.

Note:

- i. This study is categorized as a Low Risk Level in accordance with risk level descriptors as enshrined in LPREC Standard Operating Procedures (SOPs)
- ii. Should there be any amendment to the approved research proposal; the researcher(s) must re-submit the proposal to the ethics committee for review prior data collection.
- iii. The researcher(s) must provide annual reporting to the committee as well as the relevant department and also provide the department with the final report/thesis.
- iv. The ethical clearance certificate is valid for 12 months. Should the need to extend the period for data collection arise then the researcher should renew the certificate through LPREC secretariat. PLEASE QUOTE THE PROJECT NUMBER IN ALL ENQUIRIES.

CONFIDENTIAL



OFFICE OF THE PREMIER

TO: MR MOLOISI MJ

FROM: DR T MABILA

ACTING CHAIRPERSON: LIMPOPO PROVINCIAL RESEARCH COMMITTEE (I-PRC)

DATE: FEBRUARY 2021

SUBJECT: THE RESILIENCE OF SOCIAL WORKERS RENDERING SERVICES TO NYAOPE SUBSTANCE DEPENDENT YOUTH WITHIN WATERBERG DISTRICT, LIMPOPO PROVINCE.

RESEARCHER: SEKGOBELA T

Dear Colleague

The above researcher's research proposal served at the Limpopo Provincial Research Committee (I-PRC). The committee is satisfied with the methodological soundness of the proposed study.

Decision: The research proposal is granted full research approval.

Regards

Acting Chairperson: Dr T Mabila

Secretariat: Ms J Mokobi

A handwritten signature in black ink, appearing to be "JM", written over a faint circular stamp.

Date: 15/03/2021

CONFIDENTIAL



OFFICE OF THE PREMIER

TO: MR MOLOISI MJ

FROM: DR T MABILA

CHAIRPERSON: LIMPOPO PROVINCIAL RESEARCH ETHICS COMMITTEE (LPREC)

DATE: FEBRUARY 2021

SUBJECT: THE RESILIENCE OF SOCIAL WORKERS RENDERING SERVICES TO NYAOPE SUBSTANCE DEPENDENT YOUTH WITHIN WATERBERG DISTRICT, LIMPOPO PROVINCE.

RESEARCHER: SEKGOBELA T

Dear Colleague

The above researcher's research proposal served at the Limpopo Provincial Research Ethics Committee (LPREC). The ethics committee is satisfied with the ethical soundness of the proposal.

Decision: The research proposal is granted full approval and ethical clearance.

Regards

Chairperson: Dr T Mabila

Secretariat:

A handwritten signature in black ink, appearing to be "J Mokobi".

Secretariat: Ms J Mokobi

Date: 15/03/2021