ETHICAL DILEMMAS IN SOCIAL WORK

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Abstract
Each person currently faces a number of Psychological and Social Issues and uses physical fitness, experience, skills or intelligence to be able to cope with such concerns. Social Workers encounter clients with these issues during their daily jobs and seek to address them using knowledge stemming from an interdisciplinary concept of Social Work with the help of Philosophy, Psychology, Sociology, Ethics, Legal, Economics and other approaches. Social Workers also need to have knowledge about a particular client’s social background; understand; have their own views on current developments in their social environment.

Keywords: Ethics, dilemma, client, morality, Social Worker,

Introduction
In recent years, Professional Ethics has become very real and also has become a topic in many technical discussions. Anglo-Saxon world authors agreed that Ethics could be the phenomenon that could bring together various systems in this area, including Social Work. Talks about the affairs of Social Workers who morally failed increased interest in Ethics. Marginal effect also is limiting the resources that flow into the social sphere; use of new technologies, especially Medical, which create Ethical dilemmas for all helping professions. Discussions devoted to Ethical issues, among other things, help Social Workers to navigate when they make decisions that fall within moral dilemmas and problems. Social Workers often have to make decisions in situations where they are moving between the poles of unilateral action and symmetrical cooperation with the client. (Matoušek et al. 2003).

Social Workers are inevitably confronted with Ethical dilemmas when conflict makes more involved demands; often competing interests applies to multiple, often conflicting values. Typical examples of Ethical dilemmas in Social Work may be questions as to which Social Services with limited financial resources we should support, and which to reduce; how far we can overlook the quality of Social Services and not deal with its cancellation; how we will provide Social Services so they will lead to promoting independence and responsibility and do not lead to its abuse; when and under which circumstances to stop providing Social Services and Social Security benefits; etc.; subject to which decision to accept is therefore determined by the outside society and the final decision will depend not only on its ability to carry out the decision itself, but also on the willingness to accept it, knowing its different impacts on various parties to the conflict. Decision in this case, takes on a more multidimensional form as either, or considering of the impact of decisions on other parties to the conflict (Palovičová 2011).

ETHICAL DILEMMA
Ethics brings to a Social Worker not just Ethical Principles and Values but the situations in which she/he must make moral choices associated with Ethical dilemmas. Banksova (1995, In: Matoušek et al. 2003) distinguishes between Ethical issues and Ethical dilemmas:
**Ethical issues** - arise in a situation where it is clear, how the Social Worker should decide, but this decision goes personally against her/him. An example of an Ethical problem is consequently a situation where the Social Worker believes that the client should receive the necessary assistance, but cannot give it to him because the client does not meet criteria established by the Institution in which the Social Worker acts.

**Ethical dilemmas** - arise when the Social Worker feels that she/he is faced with two or more equally unacceptable options that represent a conflict of Moral Principles (e.g. the conflict between a client’s rights to self-determination and the Social Worker’s duty to protect the health of the client). It is not clear which decision will be more acceptable.

As reported by Matousek (2003), what for one Social Worker may be a technical issue (Following the Rules), may be an Ethical problem for another Social Worker. The decision is obvious but it is difficult to decide; for another, a dilemma may be where it appears that there is no acceptable solution. It depends on the personality of the Social Worker, how she/he looks at that situation; how experienced in moral decision-making she/he is; and what are her/his personal hierarchy of values. Context, in which Social Work is realized, plays a big role in the welfare state; and more specifically; the employer organization.

Goals of Social Work include to improve living conditions in society; Social Workers and their activities towards reducing social injustice, discrimination, oppression and poverty. One of the main objectives of Social Work which is closely linked with General Ethical Principles, are their clients, but also the public is very sensitive to possible Ethical disagreements. In Social Work, it is necessary to find a solution were Ethical problems, dilemmas and critical situations which are always present. In the course of evolution, Ethical issues and dilemmas become specific components of Social Work. (Filová, Levická 2010). As a particular group, clients represent individual, group or community with distinctive socio-diagnostic features. Belonging to the client's social group or not, is usually not a problem. Social Workers are familiar with the specifics of the client group and based on their experience are able to work with them. When working with clients, it is necessary to respect the inherent dignity of the client; to comply with client confidentiality and self-determination. It is necessary to see client’s uniqueness; her/his ideas about problem solutions; to assist in the formation of self-confidence; to increase motivation for consideration of real possibilities.

**If the term dilemma is understood as a questionable choice between opposing options, then the Ethical dilemma is a conflict between opposing Ethical priorities.**


**Ethical dilemmas** are seen as situations in which the individual chooses between two or several ways of proceeding further which do not correspond to the hierarchy of values which are the result of the decision concerned.(Lešková 2010).

Resolution of Ethical dilemmas, according to Matousek (2003) recommends that Social Workers adhere to the following procedures:

- First we need to correctly identify an Ethical dilemma; the values and obligations that are in conflict,
- To think about which individuals, groups and organizations will be in any way directly or indirectly affected by resolution of Ethical dilemmas,
- Perform a thorough analysis of all possible courses of action, taking into account Ethical Theory, Ethical Principles and recommendations which are based on them, such as a Code of Ethic, Rules of Law, Social Work methods and personal evaluation,
- Any consultation with colleagues and supervisors.
On the basis of this sequence, it is usually possible to solve a dilemma; but solving the
dilemma is not so simple. Social Work is cooperation with a client who has their own
characteristics; with different dilemmas and their resolution; must respect the specific client
while applying all the Principles under the Code of Ethics.

The Model Addressing Ethical Issues Consists of Five Steps (Bonda In: Lešková 2010):

1) Describe the problem and identify its components.
2) Obtain not only the Ethical Code of their own Organization, but other available codes
   as well.
3) Analyze the course of events.
4) Explore all other options that could come into play for progress and if possible ask
   your nearest colleague for help. This step compares: Ethical Principles of Value
   (best possible outcome); justice (the fairest result); respect for autonomy (for a
   particular client); not hurting (avoiding harm); consider all the implications,
5) Choose the best course of action and consider the best solution before it is
   implemented; analyze its result; ask the following questions: Is there success in
   my expectations? If not, what happens? Would a different solution be preferable?
   How would it be possible to predict? What have I learned about myself?

Moral Action Involves Free and Voluntary Decision.
It is a clearly established duty to respect the Principles and act according to the Rules. A
Code of Ethics also contains Rules and Penalties relating to a failure or a breach. According
to Vajda (2004), where one side is morality, than morality must be associated with force;
where the general morality only works with public opinion which is used as a instrument
of force. Just the pressure of public opinion maintains valid moral rules and ensures inter-
generational transmission.

According to Palovičová (2011), Ethical Issues are directly related to Social Work:
concerning application of moral concepts and moral standards for deciding what is morally
right or wrong, good or evil in Professional Practice: Moral Philosophers have traditionally
identified three central questions of Normative Ethics, etc. that can subsume most Ethical
problems:

1) Why do we observe moral standards as reasons which lead us to adopt
   a morality framework for our actions?
2. How to distribute resources and forms of goodness?
3. Which acts are considered valuable, good and desirable, and for what reasons?

Professional Ethics Build their own Ethics Committees for the Purpose of Control
and Force.
Ethical Committees assess compliance with the Ethical Principles and Rules laid down
by a Professional Community; they have the right to establish penalties for violations.

The Principle of Force Breaks the Freedom of Decision-making. If the Social Worker
does not violate of the Principles and Rules of the Code of Ethics, we can question the extent
of Ethical requirements of the Profession since we can not really judge whether its conduct
was the result of moral values or the result of fear of possible sanctions. (Levická 2010).
Thompson (2004) sees solving of dilemmas as actions which will be judged in moral terms
only to the extent to which as someone is perceived to be free to accept, reject or challenge
the order which has, or which fulfills the role expected of him. The Ethical Court is bound
by self-determination.
**Ethics in Social Work** addressing issues of reason based on justification of moral decisions based on Ethical Principles, listed under Banksova (1995, In: Matoušek *et al.* 2003) are:

1. It is a solution concerning a good lifestyle (welfare) and should support the satisfaction of people in fulfilling their needs. It should be borne in mind that the definition of human needs is relative and depends on the type of company; the ideological system; the personality; variations in time and in place; etc. It is necessary to ask the questions: "What is a good and happy lifestyle for the client? How can it be achieved?"

2. Solutions include action. If we respect the client's decision, we must be prepared for subsequent action in accordance with this decision.

3. There should be universal guidelines in terms of similar procedures for clients who find themselves in similar situations. It is not a violation of an individual approach to each client, but the point is, no clients should be considered as favored and others denied.

4. The action should be justified by Professional and General Values (eg. Principle of Self-determination of the client).

As reported by Levická (2010), we could also partly find a solution in the newer Ethical Theories that emphasize a focus on character. It is believed that in the educational process, Social Workers already identify with the content of the Code of Conduct established by key members of the Professional Community which were gradually incorporated into their personal value pyramid. Nevertheless, we do not consider that the content of this document could be the reason for Ethical Dilemmas. But some of its parts can cause Ethical Dilemmas. The Social Security Code does contain some rules that can be seen as contrary to accepted Ethical requirements.

One of the most famous is client confidentiality. It is not easy for the client to talk to a stranger about sensitive information from life. If she/he does so, it is based on a decision that she/he has to trust the Social Worker. This personal trust refers to a specific Social Worker who takes responsibility for information from the client. There may be times when a Social Worker receives information from the client which may be under the obligation of Laws of Reporting. A dilemma occurs between the objective and the role of Social Work that is fulfilling and protecting the human rights of clients and the Law that must be respected by a Social Worker. Precisely for this reason, a working strategy must be gradually developed that aims to minimize the breach of client confidentiality and subsequent lose of confidence. At the beginning of their cooperation, Social Workers should inform their clients about their legal obligations in case of sensitive information which is subject to reporting. It can be assumed that if they provide such information clients will be aware of possible consequences. (Levická, 2010).

**Confidentiality is Related to Protection of Personal and Health Data:** a Social Worker refers mainly to health data and may provide information to relatives, neighbors, friends, or other patients. Social Workers are obliged by Sedlakova (2010) to carry out their work in accordance with Ethical Principles. Unlike Theory, in practice their application is also associated with vulnerable problems that require review of their procedures by other Social Workers. In Practical Social Work situations may arise where the Social Worker is in a dilemma between complying with legal obligations and respecting client confidentiality. This happens in a situation where the Social Worker learns from the client that he/she has committed a crime, so must ask for a right to notify Law Enforcement, but the client demands secrecy be kept. The Criminal Code imposes guilt if the Social Worker is informed about a crime personally or through others and does not report the crime. Apart from those
mentioned, exemption from this requirement applies when a Social Worker, or a loved one, is endangered for infringement of the seal of confession and the impossibility of committing a felony without significant difficulty (§341 of Act no. 300/2005 Coll.). From the wording of this Law, the Social Worker, on the offense, does not have the option to remain silent without violating the Law. (Sedláková 2010).

As stated by Žilínek (1997, In: Sedláková 2010), in Professional Communities which emphasize their reputation as a matter of honor, must fully apply and respect in practice requirements of the Ethics of the Profession which are expressed in codified form of Ethical (Moral) Codes. The Code has abilities to protect against unauthorized attacks and the public has explicit trust, respect and social recognition.

According to Sedlakova (2010), Right and Morality largely regulate the same social relationships. This means that human behavior is also governed by Morality and Law. Actions by individuals and other entities can be evaluated by both normative systems. Therefore, it is important to examine the relationship between Law and Morality. Legal Rules oblige us from the outside and are enforceable by State power. Čečotová (2005 In: Sedláková 2010) points out that Moral Norms oblige a person within and their maintenance - unless contained in a legal norm which is enforceable only by public opinion.

Sedláková (2010) notes that Criminal Law and the Moral Code of Ethics deal with the issue of mitigating the legal norm. There is a possibility to break the Rule of Law because of its conflict with the moral norm resulting from acting in conscience. But such an approach must necessarily deal with sanctions for infringements. Moral and Professional Duty of a Social Worker to respect the client's privacy and the confidentiality of the information does not need to be in conflict with the notification obligation under the Law. It's just the client's beliefs, what is and what is not in his own interest, so he does not require not disclosing a crime.

Currently, under Hangoniho (2010), to implement Practical Social Work, Ethics dilemmas of Social Justice which perceives a particular Social Worker in a particular social situation in which she/he can find her/himself also a client of Social Work. At the same time, she/he can find that certain legal standards are discriminatory or restrictive, and in terms of providing social assistance or services are not feasible while simultaneously favoring certain groups over other people finding themselves in similar social situations. Such Ethical dilemmas on Social Security are still applicable by legal standards. The guarantee of the freedom of deciding about providing Social Services occurs when citizens, against their will, are legislatively forced into taking certain Social Services. A typical example is the Law on Social Insurance, which forces unemployed citizens, even against their wishes, to register at the Office of Labor, Social Affairs and Family in order to be entitled to receive unemployment benefits; the benefits and unemployment services belonging to the support of the State for Social Events.

Another dilemma is the enormous number of clients in which a Social Worker not least through knowledge and social skills acquired by education and practice, as well as the Organization itself, does not perform the Social Work according to client expectations. A number of clients of a Social Worker do not fully develop Social Work with a specific client. Requirements on the personality of the Social Worker and the constant pressure to increase their professional competence can be recognized as Ethical dilemmas since some acquired professional skills, for objective reasons, cannot even be used in Social Work. This Social Worker subsequently loses the incentive to increase their professional competence which contributes significantly to still lower social valuation of Social Work.
According to Levicka (2010), it is important to make Educators of Social Workers aware of the fact that Social Workers are Professionals whose main Ethical Principles are just about respecting and promoting self-determination of service users. They are also employees of various Agencies and Institutions. Their daily work is within the constraints of the Legal and Procedural Rules, and in general, must also work to support the public good or well-being of society. In this spirit, they need to learn that despite various restrictions that come with the Practice of Social Work, to always bear in mind that in matters of an individual client the core Principle of Social Work to seek to remain within their decision-making role and to always act for the benefit of their client.

The current direction of Social Work raises a number of dilemmas facing a Social Worker who needs them in a certain way to cope in order to remove barriers which prevent full realization and improve the quality status of Social Work; to accept fair and also Ethical responsibilities in relation to the customer; to remain morally blameless and internally identify with their profession's anticipated personal and, private expressions of initiatives to Social Work. In order to be qualified as a Social Worker it is necessary for her/him to understand the Ethical conflict between Theory and Practice of Social Work. (Hangoni, 2010).

**There are Gaps and Opportunities Social Ethics:** precisely, based on the holistic complexity of conversion and transformation of those waiting in the wings looking at the matter. The truth about the value of life and also about being true and meaningful socially in interpersonal relationships; together with a preference for good in historical time contributes to a higher humanity. To benefit the world, there is kind of problem to maintain the existence of life itself which should be seen as a benefit without which humankind cannot exist. If the common “good” should work then the community needs to keep running Institutions: their functionality; compliance; codifying labor relations for an equivalent functioning community (Strieženc 2006).

The globalization process according to Navratilova (Sisáková, Cehelník, Navratilova 2007) affects the development of social capital, and the development of human potential. For this reason, some dimensions have a more social character in nature; others a more personal nature which cannot be strictly separated by the social dimension and personality. As a consequence, there are high rates in values in the individual's life and an unsettled human in a society where negotiation and missing values define social competence and orientation. Every single member of the community should have some kind of need to set a target and realize community specified values. It is therefore important to establish Global Institutions as a whole to address new global challenges which will be addressed directly to the problem from the perspective of the needs of society (Beno 2001).

**Globalization Poses an Enormous Threat But Also a Chance:** A threat because of failure to allow a deeper Ethical dimension which could lead to a distortion of conciliation between humankind in the world. That is why it is important to give Globalization a human shape that it can become the promising future of society (Kiss 2006).

The current dynamics of the management processes of social development on emancipation of the individual not only deepens, but also produces new forms of social relations. A retreat culture binds to the Ethical requirement of social life accompanied by the escalation of the debate on Ethical values; their relativity and pluralism in all spheres. Social pressure of globalization brings a new kind of Ethical discourse consisting in increasing consciousness of responsibility towards the future; support for the development of humanistic values can be called "responsible individualism". **Responsible Ethics** seeks the optimum level of tolerance
of different evaluations which includes the general interest of the individual; changes in assessment; approaches in particular terms of respect for the human being and the human dimension. This opens the way for a possible moral orientation - habitus - which can be defined as the transition to the Ethical Order. Rehabilitation of Ethical discernment, therefore does not eradicate personal interests or moralizing, but tends to balance and reasonably compromise the individual and society. The current culture is accompanied by a continuous transformation of values and its dynamic ethos and its forms require us not only to detect the trap of moralism, but especially challenging to develop Humanistic Principles of Coexistence associated with respect and dignity of man. (Bilasová 2010).

The Current Financial and Economic Crisis in Europe and in other parts of the world is primarily the result of a moral decline of humanity. It is a condition of morality and lack of accountability of the powerful. People should realize that to live at the expense of future generations is not an optimal premise. Moral decay of society today has reached a point that if in life you are encounter an honest man, most people will deem him as stupid or a naive idealist. The terms Ethics and Morality are not currently highly preferred; success, money, career, influence and power are more interesting for people.

Most Urgent and Most Serious Challenges for the Future Include National Security.
In the past, most of us did not need to have an interest in this topic. An increase in the use of extreme violence for political purposes in some countries coupled with increasingly harder reactions, fears of abuse of state power were mostly associated with totalitarian regimes, but now can be seen in the so called established democracies. We fear that the situation will not change. The rich continue to get richer; the poor get poorer; the political powers hold the country's wealth and mineral resources in their hands. While a change in thinking is absent, we should not lose hope to reverse a fall of civilization by supporting human mutuality and participation; trust that we can keep the core values of human rights; such as the right to life; liberty; dignity; justice; security; peace and freedom from fear and misery. Bujdová, Dancák (2011) states that to help and serve people means providing through the Ethics of Love and Attention to Morality.

With regard to the function of Codes of Ethics, according to Palovičová (2011), it would be helpful if Principles and General Principles on which the Codes and value-based and politically incompatible concepts from different philosophical traditions were explicitly declared; i.e. communitarian notions of common good and justice with liberal values (individual freedom and individual autonomy). Ethical Codes provide practical advice only if they are based on well-articulated and clearly defined Values and Moral Principles. Fuzzy definitions and values to differentiate between socio-political, legal, economic and Ethical values and some Principles to articulate more or less psychological aspects such as effective communication; decision-making in impossible situations; practical dilemmas faced by Social Workers in practice. Moreover, axiological foundations of Social Work in recent years faced pressure in economic efficiency and commodification of Social and Ethical Values and Standards, and in legislative changes which have important practical consequences for the whole profession of Social Work.

CONCLUSION
Ethics is manifested in everyday human life and helps us make decisions and take actions in difficult life situations, and at the same time, regulate our behavior so that it is morally right. Anyone forming an essential part of the Profession, who adopts Standards, Principles and Values of Social Work must act in accordance with them not only in their Professional life but private life as well. In their everyday work, Social Workers have encounters with humanity and dignity; on the one hand, the workers must respect the dignity of their clients,
and on the other hand, they must respect their own dignity. Therefore, Social Work is entirely based on mutual respect for the dignity and worth of all people and the rights they entail.

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