

**RIGHTS – BASED APPROACH TO MARGINALIZED FAMILIES:
SOCIAL WORKERS IN FOCUS**



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APPROVAL SHEET

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ABSTRACT

This research aimed to know the experiences, challenges, and insights of the Social workers in implementing the Human Rights-based Approach to Marginalized Families. A qualitative phenomenology was used in this study. The researchers interviewed nine Social workers from the different non-government organization in Davao City. Social workers experienced the following: provider of programs and services for the development of the marginalized serves as the voice for the marginalized, bringers of sustainable impacts. The results show that Social workers faced the following challenges: lack of participation, lack of knowledge, low economic mentality, and structure vs. advocacy. The Social workers' insights were representation is vital to the marginalized sectors, Social workers' implementation is multifaceted, patience is a virtue and the sense of fulfillment is there. Implications to the field of Social work are significant to the beneficiaries who are the service users and are also essential to the Social workers who are advocates for the Rights-based Approach and its implementation. The programs and services of Social work should continue to protect the rights and sustain empowerment for the welfare of the marginalized families.

Keywords: Human Rights-based Approach, Phenomenology, Marginalized Families, Davao City, Philippines

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DEDICATION

This study is wholeheartedly dedicated to our beloved parents, who have been our pillar of inspiration and strength when we thought of giving up. Whose affection, love, encouragement and prayers make us through this study. This would not be possible without the people who taught us to aspire and inspire. And to God, for apart from Him we are nothing.

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CURRICULUM VITAE

Chapter 1

THE PROBLEM AND ITS SETTING

Background of the Study

Social workers play an essential role in ensuring equal services and resources for all human beings to ensure their basic human needs are met. This means that every human being can achieve the value of life's fulfillment (Krukenberg, 2018). Social workers work with people whose livelihoods have less access to income and claim rights that help to provide for their family needs. They work to prevent or alleviate problems of individuals, groups, communities and improve the quality of life for all people. They protect the rights of every marginalized family (IFSW, 2019).

For example, in the United States, social workers demand equal rights for their clients when violations of human rights occurred. The convention has supported massacres in the US; terrorism, civil and political rights, racial discrimination, and torture (McPherson, 2015). On the other hand, Saudi Arabia had reports of violations of human rights against oppressed groups. Also, social workers are fighting for security, particularly those victims of abuse and exploitation, women and children discrimination, to rule the areas of the life of women to men. Convention on the Rights of the Child signed an issue towards child labor. Western countries, including the US, have serious human rights issues (Posner, 2014). Marginalized families in the Philippine sense are those marginalized groups residing on the fringes of society whose interests are

ignored and whose voices are not heard because they are not significant (Sison, 2018). This study attempts to investigate the experiences of the social worker implementing programs and services using a human rights-based approach to marginalized families, including those with minimal access to power, other necessities such as food, education shelter, and health (Greder, 2004).

Research Questions

This study aims to investigate the experiences of social workers in implementing programs using HRBA to marginalize families. Specifically, it will seek to answer the following questions:

1. What are the experiences of Social Workers in implementing programs using the rights-based approach to marginalized families?
2. What are the challenges of the Social Workers in implementing programs using the rights-based approach to marginalized families?
3. What are the insights of social workers in implementing rights-based approach to marginalized families?

Purpose of the Study

This study aims to know the different experiences and insights of Social Workers in implementing the Rights-Based Approach (RBA) programs to the marginalized families. The RBA serves as a framework for the human development process, to promote and protect the rights of every human (UNOHCHR, 2006).

Theoretical Lens

A Human Development Approach is anchored to the study of the human rights-based approach, focusing on the human well-being of marginalized families. It is an approach to expanding the richness of human life than simply the wealth of the economy in which human beings live, focused on people and their opportunities, choices, and rights as well. This study used this theory because it focuses on the development of every marginalized to enhance and fight for their rights (UNDP, 2012).

Human empowerment is utilized in this study, it comes to providing an opportunity for people through training and empowerment. To gain access to social control resources and increased utilization of the resources. It is a matter of providing people with the means to empower themselves or to realize a process of empowerment that is largely independent of any external frameworks that are in some way oppressive or mandatory to impose conformity. In this study, this approach was used because the Social Workers work for the empowerment of the marginalized families. This approach supports the study of marginalized families in claiming their rights as well as promoting impact on human empowerment (Lee, 2001).

Lastly, the Human Equality approach is used in this study, by way of ensuring that each person or marginalized family has an equal opportunity to make the most of their lives and talents. It is also the idea of no one should live and have a poor life because of the way they were raised, where they come from, what they believe, or if they have a disability. Equality acknowledges

that discrimination has been encountered with groups of people with different characteristics such as ethnicity, disability, sex, and sexual orientation. Any person who believes they have been discriminated against, harassed or abused as established by the 2010 Equality Act can bring a claim to a court or tribunal (EHRC, 2018).

REVIEW OF RELATED LITERATURE

This study highlights the experiences, challenges and insights of the Social Workers in implementing programs using the Rights-based Approach to Marginalized Families. Studies are taken from international, national and local with the used of ProQuest, Google Scholar, Journals, Articles, Books and other related materials that supports this research.

Human Rights-based Approach. The Universal Declaration of Human Rights (UDHR) of the United Nations is fundamental to all human rights. The UDHR was adopted by the United Nations in 1948, and 185 member countries have ratified it. Many authors (e.g. Misgeld, 1994; Magendzo, 1994; Wronka, 1994) argued that the UDHR should be the foundation of education in human rights and all programs (Brabeck & Rogers, 2000).

In Central and South America, the system for human rights has been extended for abuses in Chile, Honduras, El Salvador, Argentina, and other military regimes. Human rights educators in these countries aim to empower people to be remembered if handled unfairly and not blame them for the abuses that many have endured. Latin American human rights educators also point out that human

rights violations have been possible in their countries because there has been a high degree of social tolerance of such violations (Magdenzo, 1994; Misgeld, 1994; Vergara & Estevez, 1994).

A panel discussion on challenges, perspectives, national policies, and human rights was conducted at the United Nations Human Rights Office in Geneva. The studies and discussions centered on bridging the gap between constitutional human rights obligations and the intervention of the state to ensure access to human rights by each person. Rytis Paulauskas, Lithuania's Permanent Representative to the United Nations Office in Geneva, asked to turn human rights commitments into concrete and meaningful progress, assess policy impacts and improve the mechanism (Human Rights Council, 2015).

Additionally, Paraguay's Minister and Executive Secretary, Hector Cardenas addressed the right-based change with increased involvement by citizens in vulnerable industries and deprivation circumstances and initiatives to strengthen their food security and facilitate access to basic social services (Human Rights Council, 2015).

The Trento University of Italy, notes that in recent years the issue of incorporating human rights into national policies has been the subject of discussion, but states have not always achieved this incorporation. The Italian-Ministerial Committee on Human Rights has strengthened its position as a central pillar in the promotion of human rights in Italy and the incorporation of human rights into national policies over the past 18 months and has become the priority of any part of the government (Human Rights

Council, 2015). There are numbers of speakers in the subsequent discussion who shared their experiences and best practices in applying the development strategy based on human rights-approach to development. The issues listed were, therefore, benchmarks for assessing progress, bridging the gap between standards and their implementation, corporate social responsibility, and accountability for various actors (Human Rights Council, 2015).

HRBA to Education. According to UNICEF reports (2007), since its adoption of UDHR in 1948, education has been formally recognized as a human right. The aim of an education policy based on human rights is to ensure a quality education for every child which value and promotes their right to dignity and development.

Several studies are discussing the approach to education based on human rights. Consequently, the organization's role like UNESCO, UNICEF, and the World Bank was shaped to help policies and fund education for all agendas formulated in Jomtien, Dakar, and then the MDGs. The link between education and the role of women in development has taken hold through their work (Kahl, 2015). Women's education was to support economic growth by improving the role and economic activity of nurturing women (Vaughan, 2010 & Kahl, 2015).

Furthermore, education projects as designed by UNESCO and to be financed by the World Bank and implemented by national institutions were initially distinguished from men's vocational projects. Such initiatives, however, culminated in further studies, which in turn helped to tie women's education to equality. In identifying sex in "dimensions of unequal power structures," equal

access to education has been extended to ensure equality in other areas of life as well as employment (Vaughan, 2010).

UNICEF claimed that India was one of 'the world's few developing countries' to implement 'a national provision to ensure child-centered, child-friendly education to help all children develop to their full potential' (UNICEF, 2010). However, assessments of educational achievement among elementary school students, on the other hand, showed that the levels were dismally low. Therefore, the challenge facing Indian authorities is to turn their landmark education policies into real changes (ASER, 2012; UNESCO, 2010; Ray & Saini, 2015).

A study has been endorsed that the right-based approach to education argues that each person, including children, has the right to a good education and that it is the responsibility of the state to ensure that legislation is implemented that supports this. Therefore, a rights-based approach to education is based on the belief that education is a general principle of universal human rights set out in the Convention on the Rights of the Child (CRC) of 1989. This research aims to include the principles of non-discrimination and fairness, the best interests of the child, child survival and growth, and child participation (CRC, 1989; Ray & Saini, 2015).

Besides, UNESCO (2014) shows data that about 58 million primary school-age children are still out of school in the world. More than half of these 58 million children are in sub-Saharan Africa, where 22% are not in school (UNESCO, 2014; McCowan, 2013). The number of children who do not have

access to pre-school education does not even account for these figures (UNESCO, 2014). More than one-fourth of children who do not attend primary school in developing regions will drop out. While the trends of gender equality continue to falter since 2007, it has resulted in 781 million adults and 126 million youth lacking the basic literacy skills needed to help lift them out of poverty. Sixty percent and more of these adults and teenagers are girls (United Nations Statistics Division, 2014).

Education has been a gradual right. Education was an incremental right. After the Second World War, education systems began to expand, thinking it would support economies and as a means of nation-building (Kahl, 2015 & McCowan, 2013). It would be a group of members from 155 countries and 125 NGOs put together in Jomtien, Thailand by four UN agencies creating the essence of the right to education (McCowan, 2013; UNESCO, 2014).

HRBA to Health & Poverty. According to the reports of the World Health Organization, the right to health does not mean the right to be safe, nor does it mean that poor government must set up expensive health facilities for which they have no money. A medical policy based on human rights seeks to recognize the right to health and other human rights related to health (WHO, 2002 & WHO, 2008). Subsequently, human rights law must ensure a fair right to health for the marginalized industries. Also, some studies indicate that the poorest people in the world are affected by diseases such as malaria, HIV/AIDS and tuberculosis, which puts a burden on developing country's economies (WHO, 2002).

Furthermore, research at the University of Essex provides information on a human rights-based approach to health showing cases of a human rights-based approach to health, but there is a threat of playing down the right to health, as shown by a study. Latin American studies indicate that active use of the human rights framework and policies has resulted in the disclosure of systematic discrimination toward oppressed industries, development of health budget, health system, and community access to performances of some UN recommendations on human rights (Human Rights, 2017).

Additionally, research from the University of Southern California notes that affordability, accessibility, acceptability and the reliability of health facilities, services, and programs for marginalized communities are the essential elements of the right to health (HRBA & Health, 2015; Health & Medicine, 2019).

Moreover, in Colombia, Brazil, Argentina, and Costa Rica in particular, thousands of cases, and in some cases hundreds of thousands, focusing on access to health care and necessary drugs but also including other public health issues (Yamin & Frisancho 2015). Finally, together with other states, Latin American civil society has adopted human rights values, norms, and benchmarks to provide meaningful content to every individual's right to health (Yamin & Frisancho, 2015).

Implementation of HRBA. University of California's study highlights the gaps in enforcing on-the-ground regulations on patient rights. The Patient Rights Protection Act (2008) and the related health care laws and other

elements of the social contract in Macedonia provide adequate protection of patients' rights such as the right to access health care, information and remedy. The legislation also provides many new legal mechanisms that allow patients to vindicate their rights at the local and national levels within organizational and legislative systems. Nonetheless, data shows that some studies and case file analyses indicate that there is a lack of enforcement of many key provisions, both in terms of quality and existence of Macedonian law services or mechanisms (Human Rights, 2014).

Implementation gaps impact marginalized and oppressed communities overwhelmingly, including women, rural residents, and Roma. Although Macedonian law's letter generally complies with international patient rights best practices, these rights are not fully implemented, and the mechanisms implied are not fully functional. According to the news editor, the reports concluded that additional investment must be made in monitoring systems, training, and incentive programs to ensure successful compliance, including the creation of a statutory commission to protect the rights of patients (Human Rights, 2014).

Human Rights and Social Development Implementation. According to recent studies by the Ministry of Human Rights and Social Development, human rights activists have been established to condemn abuses, but there is also a responsibility to consider and encourage positive acts, upholding the conviction that these dual roles are important to the security and development of human rights. It also highlighted the fact that both the report of the Bahrain

Independent Commission of Inquiry (BICI) and the National Commissions report was freely and publicly available to all. The ministry also stressed that His Majesty King Hamad bin Isa Al Khalifa, the National Commission, and the government have consistently made it clear that the ongoing implementation process and notable accomplishments to date do not reflect the government's full implementation efforts (Human Rights, 2012).

International Domestic Implementation of HRBA. In Iran, gender-based discrimination is forbidden in enjoying the right to health. Making health services accessible to the entire population physically and financially and removing cultural and social barriers to women's access to health assistance are considerations of Iran's health laws and policies. In recent years, Iranian women's health has significantly improved. But in health status and women's access to health services across the country, there are inequalities. Many groups of women have restricted access to health care in Iran, including the young, the aged, the disabled, the illegal immigrant, and those without a suitable male guardian, and rural women (Human Rights, 2012).

Besides, certain benchmarks and monitoring system should be developed to track the plans progress. Implementing other social, cultural, economic rights, including rights to food, housing, health, employment, social security, and public participation, would increase the enjoyment of rights by Iranian women (Kokabisaghi, 2019).

Proposed Local Implementation. In Davao City, there was an open letter to Mayor Sarah Duterte Carpio for the full implementation of the 1944 Davao

City Children's Welfare Code, amended in 2006, for Children's Special Office (SOCC) establishment under the City Mayor's office. Bernard Mondragon, director of the Children's Alliance Act (ACA), said the town was recognized as a child-friendly city because of the law but, unfortunately, he also said it also needs enforcement. Job opportunities for families, fostering responsible parenthood, improving the flexibility of Barangay councils and security officers were included (Lopina, 2018).

However, cases were reported by some organizations during the case conference, 21 cases of human rights violations were recorded as of March 2018, 11 of which are children aged 13 to 17. About 17 of these have taken place in Davao City and the victims are mostly female. A total of 96 cases were counted last year and most of the victims belonged to the age groups of 7-12 and 18-35 (Lopina, 2018).

Marginalized Families. In hiring vulnerable families in poor communities, the study revealed both positive experiences and obstacles. The obstacles included problems with the target group and difficulties in geography, and both relied on the context. Nevertheless, to reach marginalized groups, this article seeks to explain how recruiting strategies can encourage involvement in health programs in marginalized neighborhoods. This topic was explored through a report analysis of the experiences of the 12 participating municipalities with hiring marginalized groups during the period 2010–2014. The challenges facing the target group included mistrust, language differences in communities with many different nationalities, and lack of ability in

vulnerable groups to deal with new situations. Mistrust and lack of coping skills can result in residents lacking the confidence and motivation to engage in the health program, although language barriers can make it difficult for residents. Participation was also questioned due to the time and money problems needed to access the events. Positive experiences included maintaining a local presence and face-to-face contact that can strengthen the relationships and trust between project workers and marginalized groups and thus increase participation in initiatives. Other studies are consistent with our findings of a positive experience based on a personal and proactive approach to recruitment.

A study by Macleod (2013) examined recruitment approaches for overweight or obese post-partum women living in a deprived area of Tayside, Scotland, some of which could be comparable to Denmark's neighborhoods. The value of the socio-ecological approach is highlighted by international studies and researchers focused on poor communities and nutrition. The socio-ecological methodology entails understanding that the relationship between people and the world in which they work produces wellbeing.

Social Workers as Implementer of HRBA program. According to news from Taichung, Taiwan, by Vertical News correspondents, research reported, the concept of human rights is that everyone is entitled, without distinction, to possess certain rights inherent in every human being. But, is human rights be considered a self-evident quality for the social work profession? This study was aimed at exploring how social workers in Taiwan perceive the concept of

human rights. Responses from 276 participants in social workers were analyzed using a self-administered questionnaire. This study showed that social workers have a general knowledge of human rights. Research editors conclude that receiving training in human rights and engaging in social disputes was important to increase the awareness of rights for every social work practitioner (Social Work, Chung Shan Medical University, 2019).

Social workers in US implementing HRBA. A social worker learned in the civic school about the constitutionally guaranteed rights to freedom of speech, expression, jury trial, and have almost definitely been taught to recognize our country as the beacon of freedom and equality for all. In the Constitution of the United States, few were being educated about human rights. While the article focuses on the U.S. context, the theoretical framework used here may be useful for understanding the challenges faced by social workers when implementing rights-based policies in their own countries (CSWE, 2015). In the lens of human rights, social workers in the field of clinical, attempt to meet client's needs, in ways of securing their rights to any violations (McPherson, 2015 & McPherson, 2017).

Social workers in Australia implementing HRBA. Social workers have been involved in campaigns on critical human rights issues in the Australian context, one of the most important being the continuing oppression of Australia's indigenous people. It is an indictment of earlier generations of social workers participating in these forced removals, and the Australian Association of Social Workers must publicly apologize for the part that social workers have played in

the past in such abuse of human rights. The profession has moved to tackle this in three ways, first, by requiring significant content on indigenous cultures and cross-cultural practice in all programs of social work education; second, by trying to affirm indigenous voices and encourage indigenous awareness and world views as important to social workers; and third, by promoting and working in partnership with indigenous people (Ife, 2016).

Moreover, there is still a long way to go in achieving this goal, but social workers are now actively seeking to be part of the solution rather than part of the problem, in many cases led by indigenous social workers. Australia's handling of asylum seekers has been the object of major criticism in Australia as well as globally over the past 15 years (Ife, 2016).

Social Workers experiences with Marginalized families. The data were taken from written accounts given by 160 trained social workers who completed a university course on child welfare problems and vulnerable minority families whose rights were violated in 2008 and 2009.

Social workers in Norway. Most of the professional social workers in the postgraduate program were women (86%), while the remaining 14% were men (Thorshaug, 2010). In the public sector, nearly 90 percent are working. More than 80% had a bachelor's degree in social work or other related fields like sociology. Four social work schools in Norway partnered with the Norwegian government to increase the knowledge and skills of professionals working with marginalized minority families. As Fook (2002) argues, it is often easy to categorize and stigmatize social service users who usually lack a lot of

definitional control. As social workers realized power build their accounts about the lives of clients and thus the right to tell the story and decide what is counted as accounts serving as the database for our research was provided by social workers who were asked to identify and describe the central challenges they encountered when working with minorities as street-level bureaucrats.

Story of a brave social worker. "I had the experience of almost giving up my practice in the protection of my client's reputation and was harassed by other people who called on me to avoid protecting the rights and privileges of the family. I have seen a real desire to be a positive force in society and the impact it has had on the marginalization experience of families. Having me closely in this way and speaking about their experiences to families and young people has helped me better understand my own life and bring it into the broader context of ensuring that open rights serve all people. For this purpose, I have been inspired to continue my activism and have had the opportunity to get to know many social workers personally, and to learn about their passion and determination to do what they can to protect the rights of marginalized families and help them live in a peaceful community and provide assistance" (Stabler, 2017).

The scarce story of a Social worker. In fear of judgment and professional consequences, social workers wearing scars often feel compelled to hide their scars. Working with especially those marginalized families mentally ill for many years, I realized that this profession moved me so much to work with multifaceted different roles. In the world of health practitioners, for instance,

this in my view may seem to be a risky career path for those afflicted by mental illness, considering the weak-minded existence of those affected, a propensity to relapse under pressure, and persistent symptom appearance. Each family should be provided with affordable health services because it is written in UDHR that human beings can do the right thing. Furthermore, social workers who have had contact with care systems have a degree of knowledge of how to look for services. It can be extremely helpful to understand what can make the mental health system easier to navigate, particularly for a person with mental health problems, and what can lead to a stigmatizing, soothing, encouraging or inspiring therapy session (Nordt, Roosler, & Lauber, 2006).

Challenges encountered by Social Workers on HRBA. Many British research scholars have been blamed for introducing HRBA. British academic Malcolm Payne, for example, argues in favor of global solidarity to achieve justice and equality for all people. Two researchers from Morocco and Tunisia examine the Arab Spring's positive social policy implications in fostering greater freedom of expression and speech. Some commentators specifically refer to the social activism of social workers in the United States, Brazil and South Africa, while British scholar Sarah Cemlyn analyzes the challenges faced by immigrant social workers trying to balance the needs of young asylum seekers and immigration law demands (Mendes, 2015).

Undefended Rights. Walter Lorenz argues that in the face of government policies that aim to privatize the welfare state, social workers should protect users ' rights to welfare support. Another British scholar, Michael Lavalette,

claims that social work professionals have always been a politically compromised activity split among a conservative minority involving social service management. The maps the history of what they term, ordinary social work focused on identifying and resolving the collective causes of private suffering, including Jane Adams and the U.S. mediation movement, and Labor Prime Minister Clement Attlee's actions in Britain. He then turns his divisive focus to the West Bank of Palestine, where he tracks a variety of successful individuals (Mendes, 2015).

Conflicts between values and rights. Sarah Banks and Kirsten Nohr offer several case studies of contradictions between principles of social work and strict administrative regulations or unjust laws preventing the enforcement of user rights of service. We say that ethical behavior allows social workers to be innovative in violating or bending laws to achieve social justice, rather than behaving like machines (Mendes, 2015).

Lack of policy based- practice. Idit Weiss-Gal and John Gal suggest that all social workers should be involved in social policy advocacy or what they call "economic action" and not just political experts. Based on a recent comparative study of public practice in eight countries, they note that by some means social workers can influence policy, including membership in professional social work organizations (Mendes, 2015).

Social Workers Insights on HRBA. In the role of Social Workers, the task of providing service to all people and part of that human service is upholding human rights and our basic need. So, the individual's service, dignity and value

and how you don't honor the individual's dignity and value when you don't understand their rights (Chiarelli-Helminiak, 2018).

Valuing worth and dignity is a must. This is further indicated by Morgaine (2011) human rights have the power to unite social workers internationally with common goals for equality and human dignity. The recognition of human rights by the accreditation body for social work has contributed to the academy's other reforms. Participants, for instance, remembered their services by adding human rights to their mission statements.

Also, human rights appeared in just three (6%) mission statements based on 2012 results. As discussed, human rights are relevant in all practice areas and environments as social workers represent vulnerable populations whose rights have been violated (Holosko, 2015). The social work educator's importance in incorporating human rights into the curriculum will encourage the next generation of practitioners to view their work from a human rights perspective that will eventually change the policies and practices of social welfare and promote the promotion of social justice through social work profession. More growth areas include the need for expanded testing and funding.

Researches broadens learning on Human rights. Davis and Reber (2016) provide researchers with a starting point for exploring how to integrate human rights into the field of education. While their data are preliminary, the authors probe how to incorporate human rights in contracts for field learning. Comparing training contracts with how students relate human rights to their field experience needs future research. Garran (2014) provide an example of a

faculty seminar using a framework of mutual assistance to support social justice-related faculty teaching material. Such a model could be tailored for human rights-focused field educators and faculty of social work (Wronka 2016). Creating a human rights culture can include teachers, staff, and students in reforming inequity processes, implementing anti-oppressive practice strategies, and empowering those targets of oppression.

Significance of the Study

The results of this study may benefit the following sectors;

Marginalized Families. The research results can be beneficial to marginalized families through their participation in the community program for them to be aware of what is human rights. This study is the basis of supporting certain families who were deprived of different rights.

Social Workers. The research results are beneficial to social workers case management and future clients to deal with, especially cases of marginalized families. It will guide their practice interventions in cases of marginalization.

University of Mindanao. The results can be integrated into the university, especially to the social work program that will benefit and promote the productive study on cases, it may help their institution as well as professional subjects so students can learn from practical application.

Future Researchers. The research results can be the best use for future researchers to further investigate cases of marginalized families.

Definition of Terms

The following terms were used to emphasize the core importance of the rights-based approach to marginalized families.

Human Rights-based Approach. The term addresses the problems of discrimination, inequalities (de jure and de facto) practices and a power relation that are unfair and often at the heart of problem development (WHO, 2008 & UNICEF, 2015). In this study, the term is used to learn the specific rights of marginalized families.

Marginalized Families. The marginalized family is referred to as those with minimal access to power and other necessities such as food, education, shelter and health, low income in their jobs, lacks job opportunities and mostly belong to the poorest of the poor families (Greder, 2004). In this study, the term is used to emphasize the value and rights of marginalized families.

Social Worker. In this study, the term identifies that social worker is those professionals provide knowledge and exercise skills in facilitating activity to help individuals, groups or communities (NASWEI, 1971).

Chapter 2

METHOD

This chapter provides the different methods used to clearly state the arguments based from the experienced.

Research Design

The researchers used qualitative research based on a phenomenological design. A design based on the social worker's experiences in the implementation of a human rights-based approach to marginalized families which used three essential factors in the programs and services integration. These designs used interview guide questionnaires, recording tools, and data analysis since these instruments were transferable and reliable in gathering data.

This tool was applicable during researchers' data gathering and had found effective in analyzing process more about the ideas shared by the participants. Social worker's roles and functions are also included in this study and experiences under social workers' care of providing programs and services (Creswell, 2013). Phenomenology was used in this study, in a sense that there were factors that might exist from previous experience, which affect in this present situation. Certain data or information can only be gathered from the experiences of the social worker. Thus, to collect information and centralized experiences, social workers must integrate programs and services provided by social workers to marginalized families (Giorgi, 2012).

Research Participants

This study was participated in by nine social workers, one male and eight are females. Participant 1 or P1 is from SOS Children's Village, Participant 2 or P2 from Balay Pasilungan Incorporated, Participant 3 or P3 from Child Hope Field of Dreams, Participant 4 or P4 from Padre Pio Home for Children, Participant 5 or P5 is from Davao Jubilee Foundation Incorporated, Participant 6 or P6 from FCCDI (Family Care for Children's Development Incorporated, Participant 7 or P7 from Talikala Incorporated, Participant 8 or P8 from Mindanao Migrants Incorporated, and Participant 9 or P9 from Kaugmaon Incorporated.

The participants were assigned to different non-governmental organizations in Davao City designated to different fields where they mostly work with children sectors, such as orphaned, abandoned, neglected and street children who benefit in the implementation of programs and services to marginalized families using the rights-based approach. The nine social workers were knowledgeable enough in working their agency because of some if they were fully dedicated to handling cases of marginalized families.

Others worked for more than 5 to 10 years and beyond, still others are on the training process. Indeed, these experts were chosen because they implemented a human rights-based approach to marginalized families. Social workers focused on human rights violations and among other rights of marginalized families. The researchers supposed to have 10 social workers as prescribed by the panel but only nine of them confirmed to attend the focused group discussion. The discussion was successful.

Sources of Information

The researchers used different sources upon identifying human rights violations such as primary sources of information that came from the participant's experiences, challenges, and insights who responded based upon their implementation of the programs to the marginalized families. Secondary sources of information came from the legitimate authors of different books, theorists and internet resources who provided accessible data and relevant facts about the study concerning the rights of marginalized families. Private information from the participants had given full confidentiality since there were cases that could affect on the part of beneficiaries. Citation matters and influences an audience/reader on how the researchers interpreted without plagiarism (Mendoza, 2008).

Conduct of the Interview

The researchers sent a letter of invitation to different agencies here in Davao City inviting their Registered Social Worker as one of the participants in Focus Group Discussion. Social workers who worked with marginalized families are one of our targets in the conduct of the study since they were the sole source of information from social workers' experiences. The researchers also used recording tools to note the necessary information regarding the rights being violated to the families who were marginalized so that the researchers can understand and analyzed the study at a deeper level.

The researchers viewed as the receiver of data which became an existed problem caused by the phenomenon, they had experience. The researcher's goal was to

generate the maximum amount of discussion and opinions within the given time. Researchers considered the participants as highly respected professionals since their expertise in line with cases of marginalized families. So, the researchers set boundaries to the confidential cases that were asked in interviewing in a good manner. This interview conducted through helping principles especially self-determination of the client because they are capable of “self-help” for the good and welfare of the Marginalized Families, and the future Social Workers (Mendoza, 2008).

Role of the Researchers

Researchers played an important role in this study. The role of knowing the rights of marginalized families is somehow easier than deeply putting this rule into practice, others are taking the role of human rights violator, in some perspective, this must and should be according to the role standards given by the UDHR. As an interpreter, the researcher's role here emphasized the interpretation of data being gathered from the participants since questionnaires were provided to elucidate information based on the implementation of programs and services. Second, documentation, a good researcher should take down notes all necessary information is gathered so that relevant data.

Thirdly, analyzer, a good researcher must also know how to understand his/her participants feedback on their respective client being assessed. This role in the study applied to the implementation of programs using the rights-based approach since it promotes protection and awareness for human rights. Lastly,

researchers had also acted in the role of a mediator who acts as an intermediary or conciliator between two persons or sides (Mendoza, 2008).

Trustworthiness of the Study

The researchers of this study abide by the code of ethics that every individual inherent worth and dignity. This study is credible, in a sense that the researchers used "focused group discussion", to be entrusted only for the participants, and the researchers focused on their experience based. Validity measured through, "authorized personnel" who have signed the papers.

Transferability was also be done through a "legitimate agency" who used this study as a guide for their study purposes. This applied to the researcher's study since it emphasized full confidentiality to the participants and assurance to benefit from this study. And confirmability, to testify its approval and authenticate the agreement being made so that those data were all be purposive and have a clear factor on the part of the marginalized families (Mendoza, 2008).

Ethical Consideration of the Study

The researchers entitled to follow the principle of confidentiality as one of the principles of social work in order to protect the privacy of marginalized families, serves as a philosophically based principle refraining from unethical deliberation on the part of the participants, instead they followed on these three helping tools that are fundamentally known as honesty, in a sense that clear information from the participants should not be added nor complex words to use, also stated objectivity, this means that the study looks forward to an ultimate goal.

Responsibility, which social workers must be responsible for unethical observation in addressing family's marginalization and protecting their rights as well. However, this study was also used for the safety and security of the participants and the confidential cases of marginalized families. The researchers tasked in asking a question from the participants, informed consent, as well as to record that information coming from the participants, to gather information (Munhall, 1988).

Analysis Treatment of the Information

The researchers used thematic analysis through the process called "data analysis", a result taken from the participant's responses about their experiences on the implementation of programs and services using a human rights-based approach. Based on the data interpreted the researchers responded to the majority from the data gathered these terms are called themes and core ideas looking upon the commonalities of participants in the rights-based approach to marginalized families. This was done by collecting and providing sample sheets indicated with possible questions that answer the researcher's guide questions preferably to determine what area would need for intervention.

This analysis was used in this study because the source of this information contains the results from the discussion. Results are based on the discussion conducted by the researchers through the following questions containing the research question, identifying, and probe question. If the participants found out a commonality on the problem experienced by the social workers then it should be stated on the core ideas, and if the majority responded on the narrow perspective

then it is a theme. This study tapped a data analyst to facilitate the identification of core ideas and themes (Boyatzis, 1998).

Chapter 3

RESULTS AND DISCUSSION

This chapter contains the results and discussion of analyzed data. The results were based on a focused group discussion with nine participants from different non-governmental organization in Davao City. These participants are preferred to call P1, P2, P3, P4, P5, P6, P7, P8, and P9.

Table 1. Experiences of the Social Workers in the implementation or programs and services using the Rights-based Approach to Marginalized Families:

THEMES	CORE IDEAS
Social workers as providers of programs and services	Social workers provide educational training as basic learning for the marginalized families. Social workers provide temporary shelter for protection and development of the marginalized families. Social workers provide supplementary program for the poor families especially for the children need.
Social worker as representative of the marginalized.	Social workers are voice for the victims of abuse, neglected and abandoned. Social workers are model for strengthening vulnerable families especially those who lived at remote areas. Social workers are advocates for the

protection of marginalized families especially those who work abroad.

Social workers as bringers of livelihood sustainable program for the welfare of the families such as training and seminar.

Social workers as bringers of sustainable impacts.

Social workers as bringers of accessible rights particularly in the health of the marginalized.

Social workers as bringers of quality rights for the children to be recognized and registered.

Social Workers as providers of programs and services

Education is an essential component that meets the basic learning needs of marginalized families. This program emphasizes that education is empowering to different aspects of marginalized families. The learning capacity of this certain sector measures on how they absorbed the level of understanding that may also provide and meet their basic income assistance, services for children and adults with developmental disabilities, community services for specific populations, as well as child and spousal support orders. (Middleton, 2015).

“isa ka major components sa amoang program is implementation, program namo diay kay kana gyud education kay kanang empowering man gud kaayo ng education so once mutaas ang ilahang level of education and then naa pay mga other capacity building nga imohang gi made available for the community people” (one of the major components of our program is implemetation, the program core is education, it’s because education is empowering so once their level of education is increased then there are other capacity building that you have made available for the community people). P6

“nagapuyo sila kauban lang sa family tas gina monitor lang tas magkuan ug educational assistance” (They lived together with their family and monitor the need of educational assistance). P4

“and then we have education since we do seminars, we also have seminars and trainings for them not just for prostituted women and children”). P7

Education has the authority to change the lives of marginalized families. It widens people’s knowledge of choice and action, empowering them to participate in different areas of social and political lives of their homeland and equipping them with skills they need to develop their livelihoods (UN, Reaching the Marginalized, 2010). For these programs and services to be accurately delivered and sustained the need of marginalized families, the political leaders and other service agencies have realized the importance of integrating and re-planning their current service delivery and governance models. (Middleton, 2015).

Social Worker as representative of the marginalized

Raising the empowering voice becomes a powerful representation to defend the rights of the marginalized sectors. Social workers potentially abolished certain group in our society that may destruct structural inequalities to different sectors like marginalized families, in the context of marginalized, they are aiming for fair and respect for their right as marginalized, in order to give back, justice and right as a reason of being their existence (Alper, 2018).

“murag kulang lang jud sila ug pangusog ana lang jud voice, that’s why naay social workers nga parihas namo, parihas nato kung kamo puhon, kita ang mahimong tingog sa katawhan.” (unfortunately, they lack representative who will raise to be their voice, that’s why there are social workers like us, like you in the future, we will be the voice for the people). P1

“sa pag gamit sa rights-based kana ganing kaya na nimo mutindog diha bahalag kabalo ka nga naay mo against diha sa imohang pag tan-aw sa imohang advocacy sa imong campaign” (using rights-based it means you are able to stand eventhough you already know that there will be against on your perception on your advocacy campaign). P7

Social workers represent themselves to give justice to the unheard voice of the voiceless particularly to such insignificant poor people including, disadvantaged, or vulnerable who don’t have opportunities to sustain themselves through the help of social workers (Alper, 2018).

Social Workers as bringers of sustainable impacts

Sustainable development comes through the existence of advocators who brings itself the impacts that transform the lives of the poor. This occurs when

the social workers for example actively support the capacity of current and future generations to create healthy and livable communities. This enables the marginalized sectors to access sustainable services through education, and health services as a form of developmental change (WACOSS, 2019).

“access development in all its forms, pero that’s not being made accessible to them isa na siya sa amoang ginabuhay to make that accessible to them, kanang area sa education because we believe that education is very empowering, kana lang daghan gihapon hindrances ang kaning certain nga kaning particular nga education program for Badjaos”. (access development in all its forms, but that’s not being made to them it serves as one of our work to make that accessible to them, that area of education because we believe that education is empowering, yet there are still hindrances in this certain education program for Badjaos). P6

“so naga focus mi tanang intervention namo is gina tubag niya ang need sa PWD’s which is right to accessibility not just sa medical, not just sa health na accessibility but also sa physical. When we say physical sa mga building ing ana, so ang amoang manager is very focus kaayo sigeg apil-apil ug mga meetings in order to advocate jud diri sa Davao nga medyo gamay lang jud diri ang tao nga maka adto ug Manila, maka adto ug congress to share the situations of PWD’s diri sa Davao.” (so we focus on the intervention that answers the need of PWD’s, which is the right to accessibility not just in medical, not just in health accessibility but also physical. When we say physical those are related to building construction, so our manager really focusing on meetings in order to advocate here in Davao. There are only few people who can travel to Manila and join the congress to share the situations of PWD’s here in Davao). P5

The areas of education and health are significant for creating sustainable developmental change that promotes wellbeing to the marginalized families, this was done by providing what people need from places they live and work. The ability of a social worker develops family and structures which not only meet the needs of its current members but also support the ability of future generations to maintain a healthy community (ADEC, 2019).

Table 2. Challenges during the implementation of Rights-based Approach to Marginalized Families:

THEMES	CORE IDEAS
Lack of participation	<p>Parents show lack of participation in visiting their own children in the center knowing that they have also the right to give time for their children.</p> <p>Children's do not show any interest inside the center for his or her own development due to family detachment.</p> <p>Center staff, workers and volunteers are also seen as lacking in participation in providing fundamental needs of the marginalized families.</p>
Lack of knowledge	<p>Center head are lacking in knowledge in operating the right services for the marginalized families especially in the field of social work expertise.</p> <p>Beneficiaries also insists their own rights to access service even if they do not provide the complete requirements to claim the services intended for them.</p>

Economic Mentality	Marginalized families need to adapt to the concept of understanding the present life situation so that they will know how to survive in poverty.
	Social workers had difficulty to integrate rights to the families because others are ignorant.
	Marginalized consider themselves as poor but sometimes they do not want to see themselves as poorest among the poor in the eyes of many.
	Economic status of marginalized sometimes violated outside the center.
Structure Vs. Advocacy	Authority decision making sometimes prevail in the implementation of programs and services.
	Social workers do not have the authority to advocate for their own because they rely on the center head.
	Social workers want to have an equal and fair policy regulation in order to provide the right services for the marginalized families.

Lack of Participation

Social workers are highly valuing every client's involvement or participation. Since their roles are not just to guide clients' progress but also to monitor if the client is still physically functioning. In this area, there are parts of implementation wherein social workers found out certain dysfunctional cooperation of parents towards helping their children in the center, staff

participation/houseparent at the same time, social workers are also challenged on how to encourage the parents just to visit their children's at the center. Indeed, promoting their full involvement and participation in all aspects of decisions and actions affect their lives (IFSW, 2019).

“if we found the families pero dili cooperative walay mo cooperate even just we need just document so ing ana ang pinaka challenge sa amoa unsaon namo pag locate. And pag locate pa lang daan it takes time outside Davao so kana financially effort very challenge.” (if we found the families but not cooperative even just, we need the document, so that's very challenging in our part on how to locate. Even tracing the location is difficult it takes time outside Davao, so financially effort very challenge). P2

“wala gud na empower nga staff, naa mi staff dira nga hulaton pa nimo ay muhulat lang siya nga suguon nimo, nga kanang imong dukdukon, dukdukon pa gud nimo siya niya ingnon nimo uy imoha nang responsibility nga mag atiman sa record sa bata, uy ikaw dapat ang mag adto, eh monitor nimo ang bata sa eskwelahan pud niya.” (staff are not empowered, we have staff that does'nt have initiatives, they were just waiting for the other staff to remind them what to do, you have to knock the door many times before they work on their roles, you have instill in their minds to work on their responsibility that it is your job, you have to go for it, monitor the children in school). P3

Social workers can exercise their effort in working with marginalized to increase their power and influence in their decision-making. Yet, several social workers cannot empower their expertise to put effort into it. That is why they need also to facilitate in the development of leadership skills among clientele by establishing organized structures that empower staff and members' capacity

to work with marginalized and encourage their participation in agency decision making (Hardina, 2013).

Lack of Knowledge

Social Workers are skilled with broader knowledge in the context of marginalized sectors. Looking at the lens of beneficiaries seems to be a lack of knowledge when it comes to learning strategies. Knowledge and action are inseparable in this area, there is no action without knowledge, and knowledge is the basis of clients' social functioning by means which they legitimate their activities in the larger society and culture (Abbott, 1988).

“so importante pud kaayo no na ma inform or knowledgable pud ang family sa tanan rights sa mga bata and also especially ang mga bata kay from the marginalized man gud na gikan ang mga family so dili jud sila ano wala sila kabalo ana ba nga mga rights.” (so, it is essential to inform the family about the knowledge of all rights of the children especially the children is from marginalized family so they knew not about those rights). P4

“mag research man jud ka para ma sabtan nimo ngano man nga naay prostituted women, ngano man nga ang amoang mga clientele nga naa naman unta mi education program, ngano man nga naa man gihapon mi taas nga dropouts”. (we are making research for the purpose of understanding why there are existing prostituted women, state of life of our clientele, wherein we have this education program, why is it that there is still rapid dropout increased). P6

Social workers have a certain interest in the implication of knowledge and practice, first is on research-based, to acquire helping knowledge, second is a practical reason to see the reality beyond expectation. Both the tasks of practice

and the knowledge used to accomplish these tasks are defining characteristics of any profession. Research and knowledge are both applications that may develop certain individuals' aspects of life concerning physical, mental, and economic health for marginalized families are effective methods in the course of intervention (Marsh, 2002).

Economic Mentality

The social worker is concerned about the welfare of marginalized, who are affected by the economic state of life. Stated here are the common concern of marginalized clients towards the budget that the family provided the social workers on how a social worker find ways in dealing with families who are mentally adapting problem in their economic life situation (SWDC, 2018).

“so how can they assist their children sa pag skwela, isa na siya so how can they access education kung maglisud na gani sila economically”. (so how can they assist their children in sending to school, that is one of those on how they can access education if they have difficulty on economic situation). P6

“gina signan nila ang kontrata, ang gina tan-aw didto is pila ang ilahang salary pero kadtong mga benefits nila didto, wala sila kabalo unsa to, rights nila tong naa silay rights nga mag lingaw-lingaw unta” (they signed the contract and they're looking for the enough salary, without knowing what are those benefits, as well as their rights as an OFW all they want is for enjoyment). P8

The major problem why certain families cannot sustain their needs is almost always lead to calls for a financial budget. The capacity of this certain

families to involve with this certain program can reduce poverty. Which through social workers, their clients may benefit from assistance. Some states and localities are required by law to limit their budgets, and that fair distribution act is often performed through social programs to marginalized families (SWDC, 2018).

Structure Vs. Advocacy

Social workers are also known as advocates, they became instruments for various advocacies. The structure itself is their foundation for operating welfare services. There are several factors why social workers would promote advocacy as conceptual rather than operational structure (Schinke, 2000).

“siguro ang kulang pud sa amoa is kanang sa amoang Executive Director, kulangan pud siya ug pagplastar sa mga staff dili pa kaayo mi stable ba sa pagkabahong siguro sauna-sauna pa maong nihawa or ninghawa kay dili ganahan sa pamaagi”. (I think there is lacking with our Executive Director, he lacks organizing the staff, he is not yet knowledgeable in that area because way back before there was a worker staff who left her work due to unorganized ways). P3

“lain man gud ang pagkuan sa NGO ang pag provide sa services ba usahay mag depende ka sa imong executive director, sa manager kanang sa head ba kay kung kita lang pud magbuot pwede ra kaayo uy.” (NGO has different hierarchy structure in providing services, sometimes they rely on the executive director or a manager those that are center head, if I myself in the shoes of executive director I could do anything just to help the marginalized families). P4

Advocacy sometimes reflects on the provisions of programs and services provided by a certain agency but the structure itself as the mainstream of

welfare depends on the authority whether to promote or not. It was seen to be a hindrance in integrating opportunities and resources that families of deprived and vulnerable or implementing programs to marginalized (Wood, 2010).

Table 3 Insights of social workers in implementing rights-based approach to marginalized families.

THEMES	CORE IDEAS
Representation is vital	<p>Social workers do learn that they are responsible to stand as a voice of change to the marginalized sectors.</p> <p>Social workers knew their essential worth as a leader that implement rights for the welfare of the marginalized families.</p> <p>Social workers realized that the role of representative is much important for protecting the rights of those who were victims of sexual abused etc.</p>
Implementation is multi-faceted	<p>Social workers served as a generalist working with broader area of human rights violation.</p> <p>Social workers working with marginalized families is a multi-tasking role implementing such programs and services for the safety and security of all.</p> <p>Social workers roles are interrelated with the other systems meaning their problem is also your problem.</p>
Patience is a must	<p>Social workers rooted themselves of a character that is humiliation, despite the major differences of marginalized</p>

but the heart of a social workers always humiliates.

Social workers respect everyone character as it is written in the principles of social work.

Social workers always extend their patience because for them it always signifies a virtue.

Social workers look on the parameter of accomplishments, they are not just providing but also changing the life of their clients.

Sense of fulfillment is there

Social workers really appreciate those who are satisfied with the provisions of programs and services.

Social workers way of gratitude matters on the help they gave to their clients and now that they have it, they are thankful too.

Representation is vital

Social workers are model for change to the marginalized families. Social works indeed should represent marginalized sectors from the cruelty government depriving them of protection and rights in a way that represents that empowerment is a must (Corbett, 2019).

“if they say you have you principles sa Social work, we have our general power universal mercy and compassion, unsaon nimo pag deal so, sa sugod atong ways semi-conditional para lang ma seek, reinforce sa ila at just once sa life sa bata nga feel niya nga naay nag care sa iya.” (if they say you have principles of Social Work, we have our general power universal mercy and compassion, how would you deal so, from the start our ways is semi-conditional just to seek, reinforce to them just once in a lifetime fro them to feel that you care for them). P2

“yes, kung tan-awon nimo ang principles of human rights kuan na siya, it is universal, it is inseparable, it is not-discriminated, yes kana siya strong kaayo ang language sa rights-based, kani ang reality sa marginalized sectors, grabe ang culture of silence” (yes, if you look at the principles of human rights, it is universal, inseparable, not-discriminated, very strong language in rights-based, this is the reality of the marginalized sectors, especially culture of silence). P6

“ang executive director sa SOS kay SOS child before so gahot na kaayo siya kay kabalo siya sa knowledge kung unsay needs”. (the executive director of SOS is also a child product of SOS and he knew the application of knowledge concerning their needs). P1

The sense of having a representative is not measured on the capacity of the person who represented that certain advocacy, but it leads the capacity to represent oneself as an important component of community empowerment, dedication, and commitment particularly in the marginalized sectors (Corbett, 2019).

Implementation is multi-faceted

Social workers are known to be a generalist in nature, meaning a social worker is a biopsychosocial spiritual human being. They are not just focusing on one aspect but merely working on internalized roles meaning all aspects of life. Various aspects of implementation have seen to be effective in all forms of agency it's because services don't matter in one person only, it does matter on different services provided by the agency (Mendoza, 2008).

“even sa programming daan sa kana ganing kuan man gud sa organization dili lang baya ta sigeg implement, implement ug programs, ga craft baya ta ug program, ga design ug program, ga kana siya programming”(even in programming, when it comes to organizational process, we are not just implementing programs, we also craft and design a program, as well as programming). P6

“ang interventions jud namo is holistic, so when you say holistic and cognitive na aspeto kaya naay education, ang psychosocial or socio-emotional to build life skills, emotional intelligence because that is very important” (our interventions is holistic, so when you say holistic and cognitive aspect, included there are education, psychosocial or socio-emotional to build life skills, emotional intelligence because that is very important). P6

“case management kana siya importante jud kaayo na siya dili lang didto sa advocacy, case management you are dealing with individual and families, importante na siya kay naa may multi-faceted man gud ang problema sa tao no dili sa survival, protection, tanan no multi-faceted kana in place nga case management.” (case management is very relevant in advocacy, case management you are dealing with individual and families, it is important because man’s problem is multi-faceted, not just in survival, protection but all forms of multi-faceted aspects in place is case management). P7

Social workers usually deal with individuals, groups, marginalized families and communities as well, they intervene in their social functioning. Thus, being a generalist worker, social workers are also conducting multi-tasking roles of internalized roles just to provide the services intended for them (Medoza, 2008).

Patience is a must

Social workers must have an extreme level of patience to get in the root cause of a person's issues to help them (SWDG, 2019).

“kinahanglan ma stretch ang atong patience, kay dili man gud kita ang heroes para sa akoo ha social workers being a social worker dapat kabalo ka nga dili ka hero para sa mga tao they are heroes of themselves, that is why we advocate, we assist them, to have their voice their own voice, kadto lang akong pag tan aw sa atong profession dayon kadtong stretch ang patience kay dili masulbad dili tanan imong ma kuan.” (it is necessary to stretch our patience, because we are not heroes social workers, being a social workers it is good that you know yourself that you are not hero, they are heroes for themselves, we have to stretch our patience since all of this are not solvable, not all). P7

“ah attitudes kay kanang how you extend your patience in dealing with children, kay nganu man naa man naa gyuy mga batasan gyud na ikaw nalang gyud mo kay imohang sabton kay lisud kay sa ilahang background pud kungasa pud sila gikan oo extend gyud extend hantud sa makaya.” (in terms of attitudes is that how you extend your patience in dealing with children, because there are several behaviors that you need to understand, because it is really difficult for them especially their background where they came from, yes extend and extend as long as you can). P4

“unya sa attitude kay patience, taas kaayo nga pasencya kay working with clientele layo kaayo paman gud ang level of capacity where they can really speak for themselves, that can really have a corporate voice to express ba unsa man gyud amoang need.” (in terms of attitude is patience, increase patience because working with clientele is quite far from the level of capacity where they can really speak for themselves, that can really have a corporate voice to express what do they need). P6

Social workers in their profession should have that innate humility in dealing with marginalized families, it is indeed essential because families come from different background regardless of their attitude, since they are also often very complex, sometimes involving people with competing, opposed interests (SWDG, 2019).

Sense of fulfillment is there

Social workers are goal-oriented they effortlessly made work successful just to give a person's satisfaction. From planning, mobilizing services, to intervention, implementation, evaluation and most of all the successful accomplishment of work which brings a big impact for beneficiaries. Ideally, it is the core values of this profession that it is the attainment of a satisfying life that was lived well, same with family they gain a sense of fulfillment through programs and services (CK, 2019).

“happy, malipayon ang social worker, me in particular, I felt very blessed and privilege to be a part of an organization, a network of an organization that responds to the need of the communities, lahi-lahi man amoang clientele kay maka happy nga naka tabang” (happy as a social worker, me in particular, I feel very blessed and privilege to be part of an organization, a network of an organization that responds to the need of the communities, we have different clientele, I felt happy to help others). P6

“no child should grow up alone”, so dira pa lang rights na nah sa bata nga naa jud siyay pamilya pero dili lang man nato matawag nga pamilya ang mama, papa, ate, and kuya. Bantog residential na ang programs and services in which naa sila’y houseparent nga ginatagaan nila ug gina provide nila ang rights sa isa ka bata which mao to ang wala nila na experience sa past.” (no child should grow up alone, in that statement, it is children’s right to have their own family, but we do not just call family the mother, father, sister and brother. That is why we have this residential with programs and services in which they have houseparent who gave and provide the rights of a child which they don’t experience in the past). P1

Social workers have this sense of fulfillment in helping marginalized families. They advocate to claim and fight the rights of the marginalized families regardless of their situation and the possibility of attaining their needs has yet come because most people want the progress of their state of life (CK, 2019).

Chapter 4

CONCLUSION AND IMPLICATION

This chapter concludes all the results based on the study and the implications for field practice.

Concluding Remarks

This study concludes that Social workers play an important role in providing programs and services to marginalized families. This program is affecting accessible rights that promote knowledge and skills so that marginalized may acquire learning and discipline. Social workers also serve as representative to the marginalized especially those families whose voice haven't heard, and rights discriminated. They brought sustainable impacts to enriched families' needs.

However, social workers also encountered challenges along with the implementation of programs and services those are, lack of participation, knowledge, deprived economically, and setting boundaries between structures vs. advocacy. This happened when families are deprived of rights and accessible needs. That is why social workers are vital representation to marginalized families because they are implementing programs which are relevant for families. Patience had also seen as a virtue for social workers because they deal with various client's behavior and culture. But the most important part was the client's expectation of attaining a sense of fulfillment.

Implications for Field Practice

Marginalized families are those sectors with low income of economic sustainability when it comes to food, clothes, and shelter. Data gathered shows that this sector was economically incapable of striving for basic needs due to poverty. However, human empowerment stated that poor people should be given opportunities, choices, and rights that should empower the needs of marginalized sectors. Therefore, advocacy is highly needed for this certain marginalized sector to minimize poverty.

Social workers are those practice-based professionals responsible for the welfare of poor people. However, data gathered shows that they are entitled to social workers as bringers of sustainable impacts who are flexible in social work field practice. Human development stated that certain people had potentially grown and developed through their experiences in the field. Therefore, practice/experiences are highly needed to become a legitimate social worker.

University of Mindanao, Social Work Program continues to maintain its excellency in producing resilient social work students. Based on the data gathered, the social workers are the representation of the marginalized sectors. They are the voice for the voiceless. According to the Human Development Approach, Human Rights focus on human well-being. Therefore, social work student of the University should continue to be excellent and resilient in their chosen field and should continue to promote rights and be an agent of change.

Researchers in the future will still need to study about the different social work settings and engage in improving their skills by training and attending seminars to be able to step forward in the field practice. Nonetheless, the recent data gathered shows that there is a lack of participation of the researchers which occur stagnation of learning. Human empowerment enhances the potential through participating activities, taking opportunities and exercising rights. Therefore, future researchers must apply knowledge and skills on HRBA in future field practice.

Human rights are not about attaining recognition and fame to acknowledge you as a rights holder individual, this is also not a choice for us to select people whom we look for to respect them as a rights holder. It is all about the respect, value, and attitudes we give to marginalized families who belong to poverty and had been a victim of human rights violation, inequality, and deprivation. Social workers as a defender for each right should always be compassionate, committed and dedicated to raise their voice and give justice to the oppressed sexually victims of abuse, working abroad and the sick people also.

Social workers are endowed with a multi-faceted roles in the field of social work, emphasizing marginalized sectors as a recipient for programs and services that improved quality of life, knowledge and skills that enhances capacity building, theoretical framework of human development, human empowerment and human equality that influences and support our beneficiaries sustainable impacts that promote equality and justice.

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APPENDIX A
(Letter of Permission to conduct the study)

APPENDIX B
(Letter of the Adviser)

APPENDIX C
(Letter of the Data Analyst)

APPENDIX D
(Letter of the Panel Members)

APPENDIX E
(Letter of the Validators)

APPENDIX F
(Validation Sheets)

APPENDIX G
(Informed Consent)

APPENDIX H
(Interview Guide Questionnaire)

APPENDIX I
(Endorsement Letters)

APPENDIX J
(Certifications)

APPENDIX K
(Acceptance Letter)

APPENDIX L
(Turnitin and Grammarly Results)

APPENDIX M
(Outline and Final Defense Minutes)

**CURRICULUM
VITAE**