

# **The Effect of Contracted Social Workers to Welfare Service Delivery: The Perspective of Supervisors**

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## **Abstract**

The aim of this research is to discuss the impact caused by undertake experience of short-term contracted social workers and short-term employment on the works of supervisors, the impact on the social work professional services, and expectations for organizational change, in order to investigate the affects for supervisors by short-term employment situation and social worker services for professional support services.

This research involved in-depth interview, comprised of 11 supervisors who had been received or were receiving public sector outsourcing programs commissioned, with more than 1 year contractor personnel management and supervision of the implementation of primary supervisors in social welfare programs. The results of the analysis of interview showed that: 1. For the contractor during the process of execution of the contract, grassroots executives felt forced to face a difficult contract specifications, and the Government would interfere with the project plan for the agency; while the cooperative interaction, the contractor personnel management was a real challenge for institutions. 2. The effects to primary supervisors are: short-term hiring social workers in charge of the work includes grassroots social worker recruitment and selection of role conflict work, work management and arrangements difficult dilemma to work planning and distribution,

institutional and social work bridges and face the burden of short-term employment and pressure.

According to the results of the interview, the supervisors and service quality of welfare service delivery are affected by short-term employment.

**Keywords : Short-term employment, Supervisors, Welfare service delivery, Service quality, Social work**