

# Cultural Aspects of Social Services

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**Abstract**--- The article deals with the formation and development of the social service system, the growing need and demand for social services in a pandemic. It also analyzes the content of various factors influencing the development of social services, highlighting its important features in ensuring a meaningful life of people as a social institution. Issues such as the nature, types, forms and methods of social services as a system, the structure of social service institutions, regional and departmental social services and the provision of social services are studied on the basis of sources. The authors also point out that social service is divided into general levels and categories, based on an analysis of sources on the conditions and culture of social services. In addition, the article emphasizes the need to develop theoretical models that reflect the professional quality of social services, and put forward conclusions and recommendations.

**Keywords**--- Pandemic, Concept, Social Service, Stage, Professional Activity, Degree and Categories, Ethnic Factor, Social Institution, Theoretical Model, Municipal, Resource Provision.

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## I. INTRODUCTION

In the late twentieth and early twenty-first centuries, the perception of the professional activity of social service in social thinking has changed. To understand the essence of this process, it is expedient to analyze the theory and practice of the process of social services to different segments of the population on the basis of the theory of ethno-genesis, the existence of ethno-culture, the transformational approach. Especially today, in the context of the COVID-19 pandemic, which poses a direct threat to all mankind and has become a global problem, there are stronger needs and requirements for the social service system, which in turn is associated with the development of the social service sector; which further enhances the relevance of existing scientific research and the research that needs to be done to achieve practical results. In particular, in order to achieve the effectiveness of measures taken in Uzbekistan to provide comprehensive social support to the population, to ensure the sustainable functioning of economic sectors, the President of the Republic of Uzbekistan issued a decree on March 19, 2020 on mitigation of the negative impact of the coronavirus pandemic and global crisis. On the next measures [5], April 3, 2020 “During the coronavirus pandemic, the population, the economy In the implementation of the tasks set out in the decrees “On additional measures to support the population and businesses” [6] and April 27, 2020 “On additional measures to support the population and businesses during the coronavirus pandemic” [7] The social service system is also of particular importance.

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In promoting and implementing the current quarantine requirements, families and their members living in quarantined areas, low-income families, lonely elderly and disabled, orphans and other similar groups of the needy belonging to different groups, strata and strata of the population to be important in carrying out tasks aimed at providing comprehensive support to those who belong to them, in particular for various food, medicine and other vital needs in the delivery and distribution of products, in the provision of psychological services, in the provision of medical care, in housing assistance, in the dissemination of information on the prevention of the spread of coronavirus to various needy groups of the population, compliance with information security rules ), the ratio of social services in our society in the provision of social assistance, the implementation of charitable work and the consistent implementation of other similar measures n showed that demand and demand are high.

In Article 5 of the law of the Republic of Uzbekistan “On social services for the elderly, disabled and other socially needy categories of the population”: “Social services are a legal, economic, psychological, educational, medical, rehabilitation measure to improve the quality of life of an individual, to create equal opportunities for him to participate in society and to meet his basic needs independently, to provide assistance to those in need. We can also see from the definition of "a set of measures and other measures" [2] that social service is a very comprehensive type of activity.

The sources put forward different views on the stages of formation and development of social services, but among them it is important that the four stages put forward by Professor R. Samarov are scientifically based. These are: the primary stage: acting only in the form of caring for those close to them; cultural stage: manifested in the form of assistance to the physical and mental needs; institutional stage: formed in the form of professional, systematic and structured assistance; The commercial phase has been observed to act as a form of labor aimed at making a profit through the provision of assistance” [3.89-90].

## **II. THE MAIN FINDINGS AND RESULTS**

Social services, in the pre-institutional stage of development, were the practice of each region and were embodied in ethno-cultural, national, religious values and norms. In turn, in the functioning of ethno-culture, it is important to establish cooperation, solidarity, interaction, in which the style of stereotyped relations has a special place. Because it had an important role in professional activities and domestic and social life. These are directly embodied in traditions, values, norms, rituals, customs, archetypes, etc., which are the constituent elements of ethno-culture, and serve the function of cooperation in society, in which E. Erokhina emphasized [4.109-114]. It should be noted that in the process of social relations in our region, the basic concepts of ethno-culture have not lost their essence. As an example, we can cite such concepts as “good deed”, “sin”, “shariat”, “charity”, “donation”, “mercy”, “compassion”, “haram”, “honest”, “moderation”, that is exactly the same qualities that exist in our people (during the Second World War, charitable actions carried out in order to support the frontiers financially and spiritually, the adoption and upbringing of evacuated orphan children, the development of Science and education of children, the development of show kindness to their self-sacrifice and so on. the G.), at present, in the framework of measures in the conditions of the pandemic being carried out in our country (within the framework of the activities of the public fund “Mehr-shavqat va Salomatlik” and the fund “Saxovat va Komak”, as well as on May 1 of this year, residents of

Sirdarya region who suffered due to the technological disaster of the “Sardoba” water reservoir were provided with the G. the noble work carried out is a practical expression of kindness, which is characteristic of our people, it cannot be overestimated.

Thus, social service as a social institution was created as a result of meeting the need (demand), ensuring a meaningful life of people. The history of social service is generally associated with ethno-genetic problems and has an immanent meaning. According to N. Musaeva, "Social service has a historical-epistemological" content [8.10-22], is associated with the actualization of individual dignity, personal potential (opportunity).

The essence of social services as a system is revealed in its statics on the basis of the definition of: the structure of types, forms and methods of social services; structure of separate institutions of social services and social services to the population; elements and subsystems of territorial and departmental social services (public, municipal, public, private, etc.); social service organizations (institutions and enterprises); social service management; resource provision of social services (property, finance, personnel, scientific-methodical, information).

The series of subsystems and elements described above describe the system in terms of stability, accuracy. Obviously, this is important, but not an adequate description. Therefore, the essence of social services is revealed through the analysis of the functions of institutions, subjects of social activity and the clarification of the principles of general approach to social services.

Researchers who have studied this issue have divided the functions of the social service system into two groups [9]:

*First group*, tasks related to the nature and activities (preventive, social rehabilitation, adaptation, protection, social patronage);

*Second group*, moral and humanitarian tasks (personal-humanitarian, social-humanitarian).

The practical implementation of these tasks is closely related to the optimal level of performance of all subsystems and elements of social service. At the same time, the functions of social services are reflected at the macro and micro levels.

The structure and functions of the social service system are an implicit indicator and a mirror of the nature of social services. This situation has a significant impact on the theory and practice of social activity through the social services system and individual professionals.

The characteristics of social services can vary depending on their purpose, area of activity and, of course, the contingent of customers [10]. Hence, social services to the population include types of social services, organizational forms, procedures, subjects and objects.

The criteria of the culture of social services can be based on the level of complexity and duration of social services, the level of satisfaction of the needs and wants of different categories of the population. Sh. Sodikova divided the tasks to be performed in the regions of the republic into four groups and indicated the tasks of each group separately [11.142-147]. This type of grouping is also found in other sources [12.153].

Social services include social services provided to older citizens, people with disabilities, at home and in service facilities, regardless of their position in society. The state and regional lists of social services guaranteed by the state provide for the provision of social services aimed at meeting the needs for living. A comparative analysis of theoretical sources and an axiological interpretation of service models [8., 13., 14., 15] show that social service must be based on: address; open for use; volunteer; based on humanity; priority of social services for minors, the elderly and the disabled who are in a difficult situation and difficult situation; compliance with confidentiality; focus on prevention; ensuring human and civil rights; such as the uninterrupted delivery of all types of social services.

Logically, social service is a type of social activity, which is carried out mainly through a network of social services that work together, aimed at achieving intermediate and final goals in the provision of social services to customers. Therefore, from the point of view of systems theory [16], it is theoretically and practically useful to understand the essence of the concept of “social services”. In the scientific literature published in our country and abroad, social service is usually interpreted as an organizational form of social activity [17, 18, 19, 20].

Based on the content analysis of sources, we present the following two theoretical models that reflect the professional quality of social services:

*The first model:* “Society - social problems - social policy (activity of service institutions) - social work specialist - person in need of social assistance (group) - individual problem (deficiency) - practical social assistance - social attitude (assessment) , in the form of confession) ”.

*The second model* is a set of relations such as: "Social environment - social work specialist - a person (group) in need of social assistance - micro environment - practical assistance - domestic life - problem (defect) - purposefulness (formation)" [18.15].

As can be seen from the models presented, it serves to define its functions, structure, and levels for social work practice. Therefore, it is necessary to develop a professional profile of social services on the basis of scientific teachings (for example, “Socio-functional approach”; “Cultural-civilizational approach”; “Individual-personal approach”), which is relevant in the sociology of labor, labor psychology.

### III. CONCLUSIONS

The above considerations have led to the following conclusions:

- Social services are developing in the form of sectoral structures of work with young people (juvenile), the elderly, the disabled, the temporarily unemployed, mothers and children, hospitals, immigrants and returnees from prisons; the idea of value is embodied;
- Social service is developing as a professional activity, which includes such factors as medical, sociological, psychological, pedagogical, legal, technical, and is distinguished by its own norms. This, in turn, requires the development (improvement) of their theoretical and methodological basis, the scientific study of social services as a cultural phenomenon;

- Social services are becoming more networked. As an activity, its effectiveness and importance have increased, and an integrative-cultural doctrine has been created. It is the responsibility of social service institutions to determine the technology of their use, taking into account national and cultural characteristics;
- It is necessary to create a culture of social services and access to social services in society, using the financial, economic and intellectual potential of non-governmental non-profit organizations. To do this, it is necessary to ensure the relevance of the subjects taught in educational institutions to the practice of social services, to conduct research and apply the results to the practice of social services.

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