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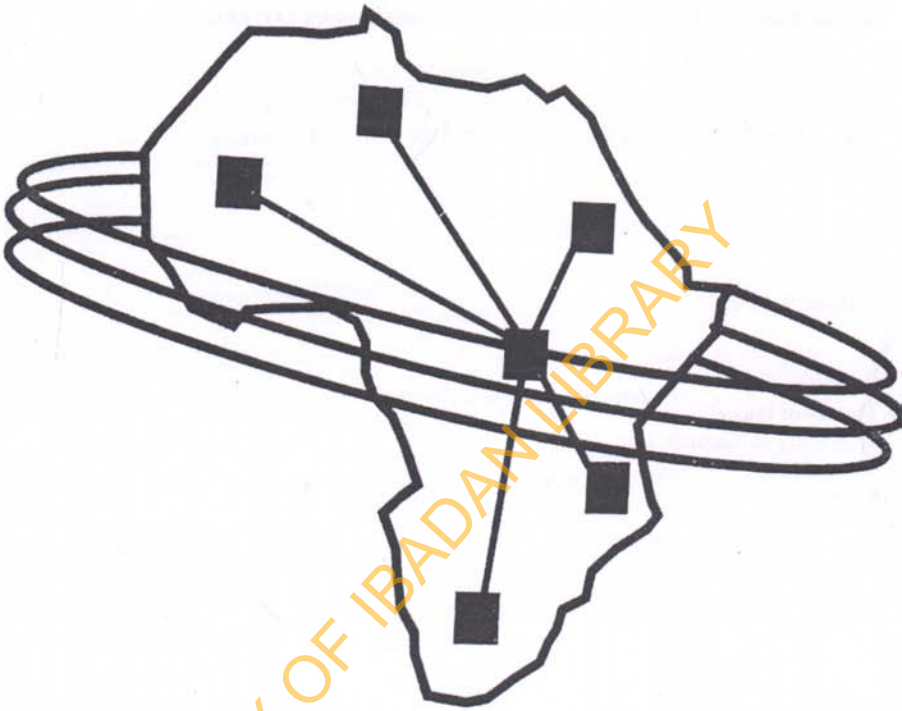

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PROMOTING DIGITAL TECHNOLOGIES IN NIGERIA'S SOCIAL WORK PRACTICE

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Abstract

This research examined knowledge, usage, risks, and challenges associated with digital technologies (DTs) in social work practice (SWP) among social workers in Nigeria. The study adopted the survey research design and sampled 33 registered social workers from Oyo State Chapter of the Nigerian Association of Social Workers (NASoW) using a purposive sampling technique. Quantitative data were collected with the researcher's self-designed PDTSWPS tool which was validated by experts in the field for consistency with the research objectives and tested for internal consistency reliability coefficient by Cronbach Alpha which yielded the following results :0.65,0.67 and 0.66 respectively. The study revealed that social workers deploy DTs using various DTs tools such as: computers, tablets, smartphones, the internet, emails and social media platforms for social casework interventions in Nigeria. The study also revealed that social workers have high knowledge of the risks associated with the usage of DTs for social work practice. These social workers faced DTs-related challenges which are ethical and operational. The study recommended that organisations should collaborate with professional associations such as NASoW to actively promote the usage of DTs for SWP among social workers in a digitally evolving nation like Nigeria. They should also train social workers on the usage of DTs tools and ensure that they comply with all the professional codes of ethics in their field of practice. The government should as well sign the social work profession's bill to enable NASoW to professionalise social work practice in Nigeria and institutionalise the ethical usage of DTs for SWP among social workers in social casework interventions in Nigeria.

Keywords: Digital Technologies, Social Work Practice, Nigerian Association of Social Workers, Social Workers, Social Work Profession's Bill

Introduction

Digital communication has become ingrained in our daily routines and social work practice (SWP) has become increasingly dominated by digital technologies (DTs). Social workers and social service providers employ DTs in their jobs within the organisation and private practice. They use DTs such as: social media, smartphones, emails, and text messages to share information, make appointments, manage documentations and issue invoices to clients. In today's digital environment, for clients' needs to be met and services' quality to improve, social workers must become more proficient with technology (Berzin, & Coulton 2017; Zhu, & Andersen, 2021). Social workers should be able to advocate on behalf of marginalized groups, protect people from virtual abuse and risks, and promote social equality by using various digital tools (Goldkind,Wolf,& Freddolino, 2018; Arnesen 2019).

While DTs make some aspects of the SWP easier, there is a need for social workers to be watchful and ensure that acceptable professional boundaries and ethical norms of the SWP are maintained. The National Association of Social Workers (NASW), Association of Social Work Boards (ASWB), Council on Social Work Education (CSWE) and Clinical Social Work Association (CSWA) (2017) establish ethical practice standards for the inclusion and use of technology in social work. E-mail, the use of computer software to track services, records, databases and websites are all examples of electronic communication. Recent surveys in developed countries prove that the majority of social workers in Canada (78.1%, n = 2034), the United States (79.6%, n = 975), Israel (74%, n = 285), and in the United Kingdom (86.9%, n = 106) used ICTs informally with clients (Mishna, Sanders, Daciuk, Milne, Fantus, Bogo, Fang, Greenblatt, Rosen, Khoury-Kassabri, & Lefevre ,2021).

With the increasing usage of DTs among social workers in SWP across the world, a punctilious review of available literature indicated that the usage of DTs in SWP is emerging in Nigeria but there is a limited research in this area. Therefore, this paper investigated the knowledge and challenges associated with the usage of DTs among social workers in SWP and suggested remedies to the ethical and increased usage of DTs in SWP in Nigeria. The research focused on professional social workers registration with the Nigeria Association of Social Workers *(NASoW),* Oyo State Chapter.

Research Questions

1. What are the DTs used in SWP among social workers in Nigeria?
2. What is the level of knowledge of the risks associated with the usage of DTs for SWP among social workers?
3. What are the challenges that social workers face while employing DTs for SWP?

Social Work: Conceptual Definitions

Social Work (SW) is an academic discipline and a professional practice (Obeten, Onyenemerem and Mbah, 2020), but it is differentiated from other welfare practices such as charitable services, philanthropy, one-to-one therapeutic intervention service, welfare state or environmental concerns (Cox & Pawar, 2006 in Udeani, 2019). Kirst-Ashman (2013) posited that it is dissimilar to related academic disciplines like Guidance and Counselling, Psychology, Sociology and Human Resources Management. Although these disciplines are involved in human services and social welfare to improve the well-being of people and quality of life, but social work is unique because it emphasizes the administration of social justice within the context of the pursuit of psychosocial well-being of the individuals, families, groups and organisations in their communities.

The SW has evolved over the last 100 years, and come to mean a practice-based profession that helps people across the human relationship spectrum such as: individuals, families, groups, organisations and communities with social problems to either improve or restore their well-being towards enabling them adjust to their psychosocial functioning as well as to contribute positively to building a functional society in the communities where they belong. According to Irele (2019), social work is a profession and an academic discipline which supports people to resolve their personal, group and community problems as well as to restore or enhance their capacity for social functioning. Different scholars and schools of social work have attempted to define social work, but have hinged their perspectives on the broad definitions of professional bodies such as the National Association of Social Work (NASW) and the International Federation of Social Workers (IFSW).

The National Association of Social Work defines social work as a professional activity which helps individuals, groups or communities to enhance or restore their capacity for social functioning and creates societal conditions favourable to this goal (Kirst-Ashman, 2013). On its part, the International Federation of Social Workers (IFSW), an organisation comprising national social work organisations from over 80 countries through its IFSW's general meeting and International Association of Schools of Social Work (IASSW) general assembly in July 2014 collectively drew up a global definition which they proposed should be contextualised to regional and national levels by its members that social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion and the empowerment and liberation of people.

As diverse as the scholars have attempted to define social work, one common thread that permeates these definitions is its role in the pursuit of social justice through the process of solving complex intrapersonal, relational, developmental, environmental and social problems as professional social workers work with people and institutions across human relationship spectrum in the society. The role of social work is wholistic and it encompasses the dual dimensions of epistemological approach to social problems

because it addresses intrapersonal human conditions involving psychophysiological and values systems on one hand, and environmental conditions involving people's experiences in their community (homes, neighbourhood, offices, schools, government, justice and political systems, and social welfare administration) on the other hand. Social work has its origin in religion, philosophy, humanitarianism and democratic ideals with a universal application to solving social problems and meeting human needs so as to enable people to develop human potential (Udeani, 2019). Specifically, Social work started as a profession in community-based work with visiting teacher's movement in the early 1900s in the United States (Knox, Gherardi & Stoner, 2020).

Digital Technologies in Social Work Practice

Globally, social work technology is gradually gaining attraction as its service areas are: clinical practice, administration, advocacy, community organizing, and research (CSWE, National Association of Social Workers technological standards, 2017). The use of technology in social work practice is based on the profession's beliefs, ethics and principles. The ideals and principles that underlie professional social work practice are outlined in the CASW's Code of Ethics (2005). Listed here are some of the values: respect for people's inherent dignity and worth, the struggle for social justice, humanitarian service, professional practice's integrity, professional practice's confidentiality and professional practice's competence, client's privacy and confidentiality, informed consent, boundaries, dual and multiple relationships, conflicts of interest, documentation, and e-professionalism, which social workers should embrace.

Some social workers rely on DTs to create new methods of interacting and communicating with clients. These include: text messaging and social networks apart from the initial physical interaction. Clinical social workers use video counselling, e-mail chats, social networking websites, texts, avatar websites, web-based interventions, and other technologies to provide services to clients they have never met in person. (Reamer 2012a; 2013a; Zur 2012). Others have established formal distance clinical practices that are wholly reliant on DTs. In addition to using DTs to deliver formal services (for example e-counselling, and psychotherapy via videoconference), (Boydell, Hodgins, Pignatiello, Teshima, Edwards, & Willis, 2014), social workers also use DTs with clients informally to communicate between sessions, as a complement to face-to-face practice (Mishna, Bogo, and Sawyer, 2015; Mishna, Sanders, Fantus, Fang, Greenblatt, Bogo, & Milne, 2019).

There has been valuable scholarly discussion in recent years of social media and social work (Cooner, Beddoe, Ferguson, & Joy, 2020; Megele & Buzzi, 2020); e-social work, including online research, patient treatment (individual therapy, group dynamics, community dynamics), training and teaching of social workers and monitoring of social

service programmes (López Peláez & Marcuello-Servós, 2018). Currently, social workers in the United States and other developed countries provide services to their clients through different means, including through the use of telephone counselling, video-conferencing, self-guided web-based intervention, mobile applications, emails, text, and various other techniques (Association of Social Work Boards, 2015). Abdelatief & Mohamed (2021) discovered eight challenges of gathering information about group members through digital communication, using fictitious names online, extracting information about students' problems through digital communication media, applying some skills in digital communication, studying a problematic situation through digital communication, lacking knowledge about professional practice ethics through digital applications, offering assistance to online communities, and the absence of safeguards to ensure confidentiality in digital communication as challenges that social workers face while employing DTs for SWP.

Methodology

The study adopted a survey research design. The study's target group included 100 professional social workers registered with the Nigerian Association of Social Workers (NASoW) in Oyo State Chapter. A total of 33 participants were drawn from the sample using the purposive sampling technique based on the willingness of the participants to participate. Before the administration of the instrument, informed consent was acquired. The questionnaire, named, *Promoting Digital Technologies in Social Work Practice Scale (PDTSWPS)* was developed by the researcher using literatures relating to digital technology. The questionnaire was divided into four parts: Section A deals with demographic information from the respondents and the following three sections, namely, "DTs used for SWP among social workers' scale", "level of knowledge of the risks associated with the usage of DTs for SWP among social workers scale", and "challenges that social workers face by employing DTs for SWP scale" were being tailored to address the research questions formulated. The replies were graded on YES and NO for the first section and on a four-point Likert scale of: 'strongly agree', 'agree', 'disagree' and 'strongly disagree' for the remaining two sections.

The instruments were subjected to face and content validity to effectively assure the validity of the instruments employed in the research. The items were presented in simple language for respondents' ease of comprehension, and they were also logically and systematically arranged following the research questions specified. The validity of the instruments was also guaranteed by the experts in the field of social work who ensured that the contents of the instruments were consistent with the research objectives. The tool was trial tested with five social workers in NASoW, Lagos State Chapter who were not among the research's respondents. The Cronbach Alpha reliability approach was used to

calculate the internal consistency reliability coefficient and the reliability test yielded a result of 0.65,0.67 and 0.66 respectively.

Results

Table 1: Demographic Information of the Respondents

AGE RANGE	FREQUENCY	PERCENTAGE
BELOW 30 YEARS	0	0
31 – 40 YEARS	6	18.2
41 – 50 YEARS	3	9.1
ABOVE 51 YEARS	24	72.7
GENDER	Frequency	Percentage
FEMALE	17	51.5
MALE	16	48.5
RELIGION	Frequency	Percentage
CHRISTIANITY	26	78.8
ISLAM	7	21.2
OTHERS	0	0
MARITAL STATUS	Frequency	Percentage
SINGLE	7	21.2
MARRIED	25	75.8
DIVORCED/SEPARATED /WIDOW	1	3.0
FIELD OF PROFESSIONAL PRACTICE	Frequency	Percentage
SOCIAL WELFARE	2	6.1
SCHOOL SOCIAL WORK	7	21.2
CHILD-WELFARE	4	12.1
CLINICAL	17	51.5
MENTAL HEALTH	3	9.1

There were 33 respondents in this study with a mean age of 21.45 years ±6.17. The distribution revealed that more than half (51.5%) of the respondents were females and 46.5% were males. More of the respondents: 18.2%, 9.1% and 72.7% belong to the age groups of 31 years and 51 years and above. More than half (75.8%) of the respondents were married while 21.2% were single and 3.0% were others (widow, separated, widow and widower). The majority of the respondents were in the field of clinical social welfare (51.5%), 21.2% were in school social work, 12.1% were in child welfare, 9.1% were in mental health and 6.1% were in social welfare.

Research Question 1: What are the DTs used for SWP among social workers in Nigeria?

Table 2: DTs Tools for SWP among Social Workers in Nigeria

S/N	Items	Yes	No
1	Computer	17	16
		51.5%	48.5%
2	Tablet	21	12
		63.6%	36.4%
3	Smartphone	23	10
		69.7%	30.3%
4	Landline (phone)	22	11
		66.7%	33.3%
5	Internet	24	9
		72.7%	27.3%
6	Email	23	10
		69.7%	30.3%
7	Chat/WhatsApp messaging	28	5
		84.8%	15.2%
8	SMS/Text messaging	26	7
		78.8%	21.3%
9	Video	25	8
		75.8%	24.2%
10	Skype, Microsoft Teams and Zoom	24	9
		72.7%	27.3%
11	Slack and Google Hangouts	20	13
		60.6%	39.4%
12	FaceTime and Telegram	22	11
		66.7%	33.3%

Table 2 shows DTs tools for SWP among social workers in Nigeria where 48.5% were of the view that they did not use computers while 51.5% indicated they used computers for SWP. 36.4% did not use tablets while 63.6% indicated using it. 30.3% did not make use of smartphone while 69.7% indicated using it.33.3% did not use landline while 66.7% indicated using it. 27.3% did not use the internet while 72.7% indicated using it. 30.3% did not use email while 69.7% indicated using it. 15.2% did not use Chat/WhatsApp messaging while 84.8% indicated using it. 21.3% did not use SMS/Text messaging while 78.8% indicated using it. 24.2% did not use video while 69.7% indicated using it. 27.3% did not use Skype, Microsoft Teams and Zoom while 72.7% indicated using them. 39.4% did not use slack and google hangouts while 60.6% indicated using them and 33.3% did not use FaceTime and Telegram while 66.7% indicated using them.

Research Question 2: What is the level of knowledge of the risks associated with the usage of DTs for SWP among social workers?

Table 3: Level of knowledge of the risks associated with the usage of DTs for SWP among social workers

Statements	SA	A	D	SD
Social workers who do not communicate with their clients synchronously but rather asynchronously are exposed to the risk of receiving a delayed response.	13 39.4%	8 24.2%	8 24.2%	4 12.2%
It is more likely that social workers will miss clinical cues such as clients' tears or squirming or grimacing when they are questioned, if services are provided remotely.	11 33.3%	13 39.4%	8 24.2%	1 3.1%
Social workers who provide distance counselling services may have difficulty maintaining clear boundaries with their clients since interaction/consultation is no longer restricted to office visits during working hours.	8 24.2%	14 42.4%	8 24.2%	3 9.1%
Clients, discovering difficulty online, resolving to long, complex problems are instances of boundary issues.	10 30.3%	15 45.4%	8 24.2%	0 0.0%
When a client gives wrong information about age, sex, or location against state law and the state does not provide assent to such services.	14 42.4%	9 27.3%	7 21.2%	3 9.1%
Technological setback-when a client is sharing sensitive information that needs attention or when a clinical breakthrough occurs. For instance, Wi-Fi can cease working, the computer screen can freeze, or the audio can become inaudible.	14 42.4%	13 39.4%	3 9.1%	3 9.1%
Weighted mean = 3.25				

Table 3 showed responses on the level of knowledge of the risks associated with the usage of DTs for SWP among social workers. 63.6% of the respondents strongly agreed that social workers who did not communicate with their clients synchronously, but rather asynchronously run the danger of receiving a delayed response which is a risk while 36.4% of the respondents disagreed. 72.7% of respondents strongly agreed that it is more likely

that social workers will miss clinical cues such as clients' tears or squirming or grimacing when they are questioned, if services are provided remotely while 27.3% respondents disagreed. 66.6% of the respondents were of the view that social workers who provide distance counselling services may have difficulty maintaining clear boundaries with their clients since interaction/consultation is no longer restricted to office visits during working hours while 33.4% of the respondents were of a contrary view. 75.7% of the respondents support the view that clients discovering their private affairs and difficulty online resolving to long, complex problems are instances of boundary issues while 24.3% disagreed 69.7% of the respondents agreed that identity fraud (when a client gives wrong information about age, sex, or location is not permitted by state law and to provide their assent to such services) is a risk factor while 30.3% of the respondents disagreed. 81.8% of the respondents agreed that a technological setback occurs when a client is sharing sensitive information that needs attention or when a clinical breakthrough occurs such as Wi-Fi ceasing and not working, the computer screen freezing, or the audio becoming inaudible while 18.2% of the respondents disagreed. The findings had mean scores that ranged between 3.26 to 3.47 where the weighted mean is 3.25.

Research Question 3: What are the challenges that social workers face while employing DTs for SWP?

Table 4: Challenges that social workers face while employing DTs for SWP

Statements	SA	A	D	SD
With some types of technologies, it is more difficult to encrypt social work services delivered online than with others.	14 42.4%	8 24.2%	3 9.1%	8 24.2%
Creating confidentiality agreements for online group therapy is challenging.	10 30.3%	12 36.4%	9 27.3%	2 6.1%
Having trouble creating rules for setting rules, managing parallel relationships, and handling conflicts of interest.	13 39.4%	10 30.3%	6 18.2%	4 12.1%
Social networking sites fail to offer services to people initially met there, and policies are not designed to manage correspondence with clients and former clients.	12 36.4%	14 42.4%	7 21.2%	0 0.0%
Lack of precise policies governing the organization's online and digital interactions with clients on weekends, holidays, and during different hours of the day or night could be challenging.	15 45.5%	9 27.3%	2 6.1%	7 21.2%

Insufficient digital skills in distance counseling technology, such as vetting potential clients, obtaining their informed consent, determining their clinical needs, maintaining confidentiality, and implementing distance counseling protocols	12 36.4%	12 36.4%	5 15.2%	4 12.1%
Inability to create standards regulating collegial interactions when using technology, both digital and otherwise.	13 39.4%	10 30.3%	5 15.2%	5 15.2%
incapacity of social workers to recognize, address, and improve service users' participation in a digital society.	10 30.3%	12 36.4%	6 18.2%	5 15.2%
Weighted mean = 2.74				

Table 4 showed the challenges that social workers face while employing DTs for SWP. 66.6% of the respondents agreed that with some types of technologies, it is more difficult to encrypt social work services delivered online than with others while 33.4% of the respondents disagreed. 66.7% of the respondents were of the view that creating confidentiality agreements for online group therapy is challenging while 33.3 % of the respondents disagreed. 69.7% of the respondents agreed that having trouble creating rules for setting rules, managing parallel relationships, and handling conflicts of interest is a challenge. 78.8% of the respondents agreed that social networking sites fail to offer services to people initially met there, and policies are not designed to manage correspondence with clients and former clients while 21.2 % of the respondents disagreed. 72.8% of the respondents agreed that lack of precise policies governing the organisation's online and digital interactions with clients on weekends, holidays, and during different hours of the day or night could be challenging while 27.2% disagreed. 72.8% of the respondents agreed that insufficient digital skills in a distance of the counselling technology such as vetting potential clients, obtaining their informed consent, determining their clinical needs, maintaining confidentiality, and implementing distance counselling protocols could be challenging while 27.2% of the respondents disagreed. 69.7% of the respondents agreed that inability to create standards regulating collegial interactions when using technology, both digital and otherwise is a challenge while 30.3% of the respondents disagreed. 66.7% of the respondents agreed that incapacity of social workers to recognize, address, and improve service users' participation in a digital society is a challenge while 33.3% of the respondents disagreed. The findings had mean scores that ranged between 2.77 to 2.95 where the weighted mean is 2.74.

Discussions of Findings

Digital technologies allow social workers to communicate with clients, colleagues and organisations for group meetings and conferences, and sometimes also call families and clients directly, to facilitate video meetings with colleagues and online meetings and research. No wonder, Pelaez, Servos, De Mesa, & Kalixto (2020) were of the view that digital social work (e-social work) offers the chance to strengthen the function of social workers in times of humanitarian crisis. This is crucial in the Fourth Industrial Revolution's digitally driven society.

The DTs tools used for SWP among social workers in Nigeria were: computer, tablet, smartphone, landline, internet, email, Chat/WhatsApp messaging, SMS/Text messaging, video, Skype, Microsoft Teams and Zoom, slack and google hangouts and FaceTime and Telegram. DTs offer the possibility to make SWP accessible to niche populations. Since there are social workers in almost every system (such as education, justice, mental health, welfare, medicine, policy, and law), it has the best likelihood of assisting those who are involved in several systems (such as child welfare and juvenile justice) or whose issues and problems do not fit into pre-existing frameworks. This shows that social workers in Nigeria are accessing digital social work through the usage of DTs tools for SWP.

This study agrees with the submission of Blanco (2016) that social work services today involve several digital and electronic options which also include several numbers of working tools for delivery of social services to clients. The use of technology in social services emanated from clinical practice which includes, online chats and email and other electronic means of communication such as: smartphones, and video technology to provide services to clients, communicate with clients and also manage confidential case records (Lomax & Nix, 2015). The Ontario College of Social Workers and Social Service Workers (OCSWSSW, 2020) advised members to think about offering services via any electronic device or format (such as a computer, tablet, smartphone, or landline, Internet, email, social media, chat, text, video). Sukuman & Abidin (2020) did a study on the usage of DTs by social workers in Indonesia and found that social workers most frequently used WhatsApp (88%), SMS (Short Messaging Service), mobile phones (100%) and telephones (76%), all of which are online services; however, Zoom (38%) and Google Meet (33%) were the digital services that were most infrequently used.

The respondents have a high level of knowledge of the risks associated with the usage of DTs for SWP. This research is backed up Reamer's (2020) argument that there is the evidence of potential risks and obstacles when social workers employed DTs, including: loss of human component, compromised privacy and confidentiality, and non-verbal cues not being identified. Inability to solve long-term, complex problems, delayed response, feeling pushed to answer emails and texts, identity fraud, interstate practice

without a license, technology failure, and boundary difficulties (ambiguous access, self-disclosure) were identified.

The challenges that social workers face while employing DTs for SWP are: difficulty in encryptying social work services delivered online than with others; creating confidentiality agreements for online group therapy as being challenging, having trouble creating rules for setting rules, managing parallel relationships, and handling conflicts of interest, social networking sites failing to offer services to people initially met there, and policies which are not designed to manage correspondence with clients and former clients; lack of precise policies governing the organisation's online and digital interactions with clients on weekends, holidays, and during different hours of the day or night; insufficient digital skills in distance counseling technology such as vetting potential clients, obtaining their informed consent, determining their clinical needs, maintaining confidentiality, and implementing distance counseling protocols and inadequate digital skills in the field of distance counselling technology, including creating protocols ,inability to create standards regulating collegial interactions when using technology, both digital and otherwise and incapacity of social workers to recognize, address, and improve service users' participation in a digital society . This is in line with the study of Abdelatief and Mohamed (2021) that discovered eight challenges of gathering information about group members through digital communication, using fictitious names online, extracting information about students' problems through digital communication media, applying some skills in digital communication, studying a problematic situation through digital communication, lacking knowledge about professional practice ethics through digital applications, offering assistance to online communities, and the absence of safeguards to ensure confidentiality in digital communication.

Conclusion and Recommendations

This research had demonstrated that the usage of DTs for SWP enhances the effectiveness and efficiency of social workers in contemporary times. Social workers now use DTs in social casework interventions as the country evolves into a digitally driven society. It is also evident that digital social work through the use of DTs tools for SWP is becoming prevalent. Social workers now use computer, tablet, smartphone, landline, internet, email, Chat/WhatsApp messaging, SMS/Text messaging, video, Skype, Microsoft Teams and Zoom, slack and google hangouts and FaceTime and Telegram in areas such as education, justice, mental health, welfare, medicine, policy and advocacy. Social workers have high knowledge of the risks associated with the usage of DTs for SWP. They also face challenges which are ethical and operational while deploying DTs for SWP. These challenges stretch their ethical fidelity to social work profession practice and hamper their abilities to offer effective social casework to clients in their different fields of SWP.

The following recommendations are made based on the findings:

- Organisations should promote the usage of DTs for SWP among social workers in their employment to facilitate effective client service and efficient digital social work in Nigeria.
- Social workers should equip themselves with the knowledge and usage of DTs tools such as: computers, tablets, smartphones, internet, emails, and social media among others to expand their access to a diverse clientele base and to open up new areas of service delivery in this growing digital age. Organisations and professional bodies like NASoW should create avenues for social workers to train themselves in the usage of these DTs tools.
- Organisations should engage the services of professionals to train their social workers to be able to identify and mitigate the risks associated with the use of DTs in SWP. NASoW and other related organisations should ensure that social work practitioners subscribe to the ethics of social work practice in their usage of DTs for SWP and monitor their compliance in their field practice.
- National Associations of Social Work practice such as NASoW in Nigeria should uphold the professionalisation of the discipline and ensure that all practitioners within the country are trained, certified and licensed to practise. The government should sign the social work profession bill that has been with the National Assembly since 2018 in order to give legal backing to the activities of NASoW as it is done in other countries. The process of professionalism and legislation of SWP will enable practitioners significantly and it will minimise the challenges associated with the deployment of DTs for SWP on one hand, and enhance ethical usage of DTs among social workers in all spectrums of social work practice on the other hand, in Nigeria.

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