Organisational Social Work in Chile. Contributions of the *Social Work Journal* of the Pontificia Universidad Católica de Chile

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Abstract. *The article aims at doing a historical review based on the way in which social work has been conceptualised and linked to the organisational field. This paper refers to the development of professional action, involving social intervention, carried out in profit and non-profit making organisations which address topics related to management, employees, and quality of work life. In order to do this, we reviewed 91 journals that comprise the* Social Work Journal *collection published from 1970 to 2017 by the School of Social Work of the Pontificia Universidad Católica de Chile. The focus of this review was on articles dealing with industrial social work, business-focused social work and/ or labour welfare, and also taking into account social management. We found that the issues and research interests in relation to organisational social work are connected with the social, political and economic context.*

Keywords : Chile, organisational social work, literature review

Introduction

Management and organisation have been a historical and important field of social work development (Illanes, 2006 ; Hughes, 2013 ; Kurzman, 2009 ; Moyano, 2016). Actually, since the beginning, social work has been related not only to micro practice or direct intervention, but also to organisations and community development. As an example, we can find

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James Adam's work in the United States (Googins, 1987 ; Austin, Anthony, Knee, Mathias, 2016). Thus, it is important to recognize how organisational social work has been constructed from a historical perspective, analyzing the key elements in the development of the area, such as the applied methodologies, the areas of intervention and the phenomena in which social work acts, in order to identify its characteristics, the aspects that have been maintained, and those which have been redefined.

With this as background, organisational social work is characterised, in the Chilean context, as establishing the influence of political, social, and historical frameworks, thereby revealing periods that mark the development of this level and allowing a better understanding of the discipline at present.

The School of Social Work of the Pontificia Universidad Católica de Chile : 1929-2017

The School of Social Work of the Pontificia Universidad Católica de Chile, pioneer in Latin America, was founded on September 17, 1929, when Monsignor Carlos Casanueva was the President of the University. The context in the country at the time required to provide quick answers to the needs of the population and poverty-related problems. Among other issues, the role of the family was also being debated, as well as the position of women in society and education (ESTUC, 2009). This was also the period in which the nitrate crisis arose and in which unemployment was a problem for the country, both issues requiring the support of social service.

Within this background, a key event triggered the foundation of the School of Social Work : the ambassador of Chile in the United States, Miguel Cruchaga Tocornal, informed the President of the Universidad Católica of his desire to create a School of Social Service in memory of his late wife, Elvira Matte (Aylwin, Forttes, Matus, 2004). The school was thus established as Elvira Matte Cruchaga School of Social Service. Once created, it was settled as an external entity of the Universidad Católica. The Izquierdo sisters, Rebecca and Adriana, organised the school. The assistance of Luisa Joerinsen, professor and former director of the Catholic School of Social Service of Munich, was also decisive. She was the director until 1936. This is how the School was founded with a distinctive Catholic hallmark (Escuela de Servicio Social Elvira Matte de Cruchaga, 1932). Under Joerinsen's direction, the educational approach of this social service project had a paramedic and legal centred matters. It also had a feminine perspective and carried out social work in industrial and rural areas (Jimenez, 1979).

After Joerinsen, Rebeca Izquierdo led the school from 1936 to 1964, once she arrived from Europe where she completed advanced specialised studies. During her leadership, the School began working with ideas from the Church Social Doctrine, through a period in which traditional Catholicism considered this doctrine with reluctance. On the other hand, there were new ties with the Chilean Union Association, an entity that taught labourers the encyclicals of the Social Doctrine (ETSUC, 2009). Other important events to consider from this period were the increase from three to four years required to obtain the degree, and its incorporation to the Faculty of Social and Law Science in 1952, marking the end of the School of Social Work as an external entity of the Universidad Católica (ETSUC, 2009).

At this time, in relation with historical events, after the Second World War, in the post-war era, the Chilean economy starts to show some benefits related to export growth and the creation of policies protecting the national industry. These global events, which strongly influenced the country, did not leave social work untouched ; it is during this time that the

field faces challenges that have an important impact on social work methodology. This can be observed in the 1950's, when the community method is incorporated, generating a reformulation of the field with regard to professional development and an increase in the technocratic orientation of its development, caused by the influence of the United States of America (Jimenez, 1979).

Some of these previously mentioned orientations began to create dissonance towards the end of the 1950's. Indeed, in 1957, the Association of Social Workers was created and caused intense debates about the focus and aims of the profession, the link between the profession and theory, and the role of social workers (Aylwin *et al.*, 2004).

Thus, universities began to think about post-graduate courses to develop the field. In this process, it is important to highlight the role of the Alejandro del Río School of Social Work, which had a direct character role in the translation of papers associated with the profession during this time. Therefore, in 1962, the social service in Chile generally increased the number of courses, reformulated the curricula of schools, and began to take on a stronger approach regarding methods of social research and administration.

It is within this context of changes that the School of Social Service of Universidad Católica de Chile modified its name in 1965, adopting the name of School of Social Work from then on. This is not just a change in name, as it also marks a change in approach from social assistance towards one focused on social promotion, making it more and more an academic undertaking. This implied that the professors of the school had to teach courses at other universities in Latin America and create greater networks, participating in seminars and spreading innovative ideas in Latin American Social Work. The year 1965 also marks the beginning of the policy on research (ETSUC, 2009), and links, for the first time, research to the development of the career.

It is important to emphasize that this process did not only happen in the ETSUC. From 1964 to 1973, a process of re-conceptualisation of social work took place as a result of multiple debates. This way, social work is re-designed to respond in an effective way to the emerging needs of the country and also include a stronger foundation in the social sciences (Jimenez, 1979).

This approach can be observed in books published at that time, in which the academics of the ETSUC react expressing the importance of giving social work a more scientific character :

> Every scientific action is founded on a triple alliance between social practice, theory, and method. These three elements are closely related. The method cannot be utilized without a theoretical orientation, the theory is developed through the application of scientific methods, and both theory and method are essential to creating a scientific character in social practice. (Aylwin, Jimenez, Quezada, 1977, p. 15)

On the other hand, if we observe how this re-conceptualisation was being articulated along with social action of the time, an increase in popular participation can be observed, plus a rise in the expectations of deprived sectors of the society, regarding the emancipating character of the social action, and the tensions created by this re-conceptualisation. As an example, one can observe the participation of social workers, professors, and internship students of the ETSUC in the agrarian reform, the new peasant labour unions law, the „neighbourhood committees" law, and their active promotion of communal and neighbourhood organisations (Jimenez, 1979).

At the same time, in Europe, industrial social work begins to be defined as an „organised activity that intended to help reciprocal adaptation of the workers and their businesses. This objective is met through the use of techniques and methods designed to allow workers, groups, and work organisations to face needs and solve problems born from its adaptation

to an industrial society in evolution ; and through cooperative action, improve social and economic conditions" (Bernard, 1967, p. 19). We can observe how the emphasis here was to support the adaptation of the workers as much as business, in a model of industrialisation that proposed a new form of social relations.

Creation of the *Social Work Journal*

In relation to teaching and the academic world, the *Social Work Journal* is created in 1970. Its first publication was edited by Ximena Vergara, with a cover created by Cecilia Ledermann (Jimenez, 1981). The Journal always had a Director/Editor and an Editing Committee. The *Journal* filled a void produced by the end of the issuing of The Alejandro Del Río School *Social Work Journal* in 1969. During this period, the Universidad Católica School also undertakes new active academic participation in the movement of reconceptualisation. This impact can be seen in the publications, promoting and arguing in favour of these changes in the field (ETSUC, 2009).

As previously discussed, by the end of the 1960's, the Chilean social work intended to thrive on developing a body of knowledge built on a Latin American reality, different from the North American and European proposals.

This publication was focused towards the indigenisation of social work, seeking to relate „the functions and the teaching of social work with the realities of a determined country, in a way that develops, as a result, a unique focus in dealing with its own specific social issues" (Jimenez, 1981). As such, the *Journal* would be a way to bridge the gap between social work practice and the knowledge created through research.

In 1973, the School development was strongly interrupted by the beginning of the dictatorship, and the school was forced to restructure and change the emphasis of the academic discussions, focusing more on the study of family. Thus, „the school was a pioneer in the development of improving the scope of family mediation, as well as establishing partnerships with public and private institutions in order to confront problems relevant to the country" (ETSUC, 2009, p. 11). The academic program of the school specialised more on the social problems associated with reserved spaces, such as family and institutions. In a general context, the period from 1973-1979 is characterised by a change in the economic model, this shift generated and enhanced social cost, hence, producing a bigger impact on segments with fewer resources (Jimenez, 1979). Furthermore, this is a highly complex political moment in which human rights violations occur, such as missing people, political persecution, and tortures, among others. During this time, a lot of social workers that were dedicated to community dimensions/topics and popular movements are persecuted, tortured, and have disappeared. The luckier ones were able to benefit from international solidarity and went into exile.

The decade of the 1980's is characterised by the privatisation of social work. Thus, the area of welfare is diminished within public service and the areas of business and industry keep the same, in general, but with several challenges. The Pension Fund Administrations are private institutions which take on the administration of pensions and disability subsidies. At the same time, a private healthcare system is created, called ISAPRE (Insurance Health Institutions). The privatisation of various public businesses illustrates the process of change that occurs in social service during this time. Something very similar to Margaret Thatcher's administration in social welfare in the '80s and Ronald Reagan's in the States.

Social workers begin providing their services in municipalities (the institutions charged with implementing public policy) and are placed in positions such as Benefits Department Chief and Human Resources Training (Colegio de Asistentes Sociales de Chile A.G., 1982).

During this period, the Pontificia Universidad Católica de Chile publishes two books related to organisational social work, written by social workers. The first of them, *Social Welfare in Business and Social Work*, 130 pages, written in 1980 by Alicia Petit. The second one, 209 pages, from 1980, was titled *A Diagnosis of Occupational Training in Businesses* and was written by Margarita Gili and Tatiana Jara.

At that time, Ruby Rotondo (1985), professor of the School, expressed her concerns regarding training social workers in the „labour world", and points out how social work had been present in business and industry since 1930. She highlights the rise of the concept of „personal welfare", defining it as a goal and an instrument. It is a goal because could be considered a synonym for the quality of work life. On the other hand, it is an instrument because it refers to specific projects that tend to the satisfaction of the social needs of workers, as individuals, as the family, and as a social group. Along these same lines, Professor Rafael Estevez (1985) argues that social workers exercise a strategic role in businesses and describes them as border professionals. These collaborate in the processes of adaptation and change in organisations, at the same time they manage transactions with stakeholders. Besides, they are searching, gathering and systematising information, through which pressures and external menaces are lowered, thus facilitating cultural change. Hence, they dilute the tension and conflict between organisations and environment.

This period is characterised by the relevance acquired by the subject of intervention: the worker and their family group take on an individualised character, with the intervention directed towards the welfare of the worker and family and as a solution to personal problems that could affect organisational productivity, rather than dealing with specific collective issues.

After Pinochet's dictatorship period, the School of Social Work is able to return to topics and specialties that had been suppressed during this time, and there is also an explicit change in direction, as Chilean social workers take part in the struggle for the due respect of Human Rights. Thus, the discussion about the role of social work in the process of social transformation takes on another central aspect (Gonzalez, 2010).

In 1990, creating the Bachelor's Degree in Social Work was the main objective for the school's new director, Maria Olga del Solar, and the School now focuses on working to create a new course plan that will allow it to achieve this goal. At that time, Professor Teresa Matus provides an important new influence after coming back from her Ph.D. in Brazil. She provides a new perspective, influenced by critical thought, and contributes to the modification of targets regarding the graduation profile. This change in thinking about the profile of the graduate helped in creating the new curriculum that the School was working on. A change can be seen with the inclusion of Epistemology and Social Research as central topics in the training provided by the School. Regarding the elements making up the new curriculum, new courses in the qualitative and quantitative research were added, tending to have the student carry out research while studying for the degree. Hence, we can see an important change, moving towards strong analytical training, including new statistics courses, that would be later called „Data Analysis I and II". These courses were not only relevant regarding statistical work, but also because of the important role statistics play when formulating questions regarding the social environment, and because, from that moment on, answering these questions began to take place through the carrying out of social research in diverse thematic areas. Therefore, we can see important ethnographic training, led by Araccelli de Tezanos. It was also possible to observe the inclusion of philosophy coursework. Another relevant event in the scope of instruction in the School of Social Work was the elimination of the thesis requirement (1996) for completion of the bachelor's degree, a key moment after the new curriculum for the bachelor's degree was put in action. From the School's point of view, there is concern that the students will be involved in both research and intervention, and that it is necessary to ensure that the purpose of research is to serve as a complement to the intervention.

The curriculum corresponding to 1988 through 1991 includes the following courses related to organisational social work :

- Introduction to Economics ;
- Theoretical Analysis of Social Work ;
- Labour Law ;
- Social Security Law ;
- Sociology of Organisations ;
- Organisation and Personnel Management.

In 1992, there is a change in the curriculum, which can be observed in the coursework related to organisational social work. These were :

- Economic Development and Society ;
- Organisations and Social Work ;
- Analysis of Social Welfare Policies ;
- Social Security Policies.

In 1996, a new modification eliminates the course „Organisations and Social Work". „Organisational Analysis" is included, along with „Labour Politics and Social Security" and „Welfare in Human Resources Management". It is important to emphasise that the terms referred to in this last course mentioned are not again present in the curriculum.

In 1999, a new adjustment is made to the curriculum. The course „Labour Politics and Social Security" is kept in the curriculum, but „Welfare in Management of Human Resources" is eliminated. Also, the courses „Work and Organisation" and „Intervention in Labour Organisations" are added. A new option of choosing a seminar in professional research in the area of labour is included.

It is important to mention that the 1990's are heavily influenced by the consolidation of public policy regarding health and pension system. Thus, social work in business starts to undergo some changes. The new millennium brings themes related to corporate social responsibility, fundamentally towards its workers, families, and communities. New concepts arise, such as social action in business, corporate volunteering, community relations, out-placement, among others.

During the 2000s, there are three new changes in the curriculum, with the goal of updating and articulating the University's new concept of „continuing education" into the bachelor's degree. This idea is related to the fact that the undergraduate degree is only the beginning of the process of formation and that the student should complement their education with certificates, other advanced certificates, and graduate degrees, among others. Thus, the „Optional General Study" courses are implemented, and all degree programs in the University must adjust their curricula. On top of that, the new curricula courses dealing with research and advanced theoretical content are given stronger emphasis.

Therefore, in 2002, courses closer to organisational social work are the ones mentioned below :

- Formation and Development of Social Work ;
- Introduction to Economics ;
- Introduction to Microeconomics ;
- Social Protection Systems ;
- Social Work and Organisations ;
- Social Projects ;
- Planning and Management.

In 2006, the School organises the first global encounter of Social Work in Latin America, with the attendance of more than one thousand social workers from different countries. This event strongly influenced the Master's Degree in Social Work Program, created by the School

in the same decade (2003). The current curriculum was created in 2007, which includes courses in its ninth semester that allow for linking it with the Master in Social Work. Nevertheless, there is still a trend in which the main courses are highly geared toward theory and methodology. The exception is with the few courses that are related to family, which created equilibrium between theory and practical tools. The „School Project" tries to respond to this practical demand through the creation of the Master's in Family and Organisations Programs, created in 2011.

Finally, a new discussion about the curriculum began in 2012, which worked towards aligning existing coursework with the profile of the graduates, and was focused on:

> training excellent quality social workers with a solid base in theory, capable of understanding contemporary society and providing input through innovative ideas for social intervention for complex realities, and that can contribute to the creation of knowledge through intervention and research of social phenomena, with a capacity to analyse policies, design and manage programs and social projects, with abilities to work with diverse teams. They are professionals that act in an ethical manner, committed to human development and their own professional development, that recognise and accept diversity, that promote participation and citizenship, and that work towards the defence and promotion of human rights, with a clear option for social justice (http://trabajosocial.uc.cl/pregrado/perfil-de-egreso, 2018, P1).

In this last description of the graduation profile, there is no specific reference to organisational social work, but there are also no other specific references to other areas of social work either. Thus, it is seen that the option for training in this area is only made clear in the course descriptions listed in the graduation profile.

In 2011, due to the creation of the Master's Degree in Social Work and Organisations Program, organisational social work is defined as that which deals with identifying, managing and administering the expectations of stakeholders, linking them with the organisations, and aligning this to the vision and mission of the academic program.

Therefore, according to records maintained by the School of Social Work from 2000-2014, more than 1.400 professionals have participated in continued education training and certification courses given in the area of social work and organisations. This area is recognised and valued by professionals that have chosen it for their own professional development for over a decade. It is also important to note that the School held, without interruption for eighteen years (up through the mid-2000's), an annual seminar called The Organisational Welfare Convention. At this event, the latest developments in social interventions in welfare systems and social protection were presented and discussed. Amongst the themes addressed during these Conventions was quality of work life, benefits and compensation, corporate social responsibility, organisational outsourcing, professional competencies, achieving organisational results, and so on.

In 2014, organisational social work is a concept that is understood as a focus on social intervention developed in public and private organisations related to professionals working in social services, public and private business, ministries and other government services and departments, and non-profit institutions. Main themes and topics taken into consideration are human resources, organisational development, labour relations and collective agreements, social strategy in organisations, quality of work life and non-monetary compensation, social marketing, family-work balance and reconciliation, social responsibility strategies, social protection, occupational health, and labour mediation, and the like. It is important to note that these topics are not taught in the Bachelor's degree coursework, but they are part of the specialised coursework for the School's graduates. Thus, organisational social work is established as the comprehensive social action policies of businesses and is nurtured by the fields of sociology, psychology and administration, with the premise that social, organisational, and institutional processes can be improved, resulting in healthier working conditions,

improved management quality, and the creation of more efficient services through a fluid relationship with the community of which the organisation forms a part.

Methodology

To respond to the objective „Build a historical perspective of the development of Chilean organisational social work", a qualitative approach was made from the Thematic Analysis proposal evaluated by Braun and Clarke (2006), applied to a deep and systematic review of documents. The process consisted of the following phases :

1. Revision of contextual and institutional backgrounds that allowed the development of Chilean social work.
2. Review of the complete universe of social work magazine publications of the ETSUC.
3. Data collection : The articles related to organizational social work were selected. Taking into consideration 91 publications and utilising the keywords in the title or text coming from definitions and descriptions in the articles, syllabus, and related bibliography. These keywords were included when they were referring to the interventions related to this particular area of social work. The keywords selected were :
   a. Organisational social work
   b. Industrial social work
   c. Business social work
   d. Occupational social work
   e. Welfare services administration/human services
   f. Social administration
   g. Social management
   h. Social welfare
   i. Development of human resources (training and recruitment systems, recreation and entertainment, organisational events)
   j. Organisational development
   k. Labour relations and collective agreements
   l. Social strategy in organisations, social marketing and organisational communications
   m. Quality of work life
   n. Non-monetary compensation
   o. Social responsibility strategies and stakeholders
   p. Social protection (unemployment, health insurance, social security, among others)
   q. Occupational health
   r. Creation of other organisations and entrepreneurial opportunities (coops, unions, entrepreneurs, third sector, NGOs, among others)
   s. Labour mediation
4. Once the articles were selected, a thematic analysis of these was developed. In parallel, the articles were examined from a historiographic perspective based on the characteristics of the School of Social Work of the Pontificia Universidad Católica de Chile and academic curricula from the same time as the editions of the *Journal*.
5. Writing of results and triangulation of data from the crossing of information with other documentary sources that address social work from a historical perspective.

Results

After reviewing the 91 journals, the articles were classified into four periods : 1970-1979, 1980-1989, 1990-1999 and 2000-2017.

Table 1. *Articles by period and issue*

Period	Number/Year	Author	Name of the article	Issue
1970-1979	N°1/1970	nd	The Unions.	Unions.
	N°1/1970	Garlaschi, A.	Social Work in agrarian reform.	Training, cooperatives.
	N°3/1971	Leiva, C.	Social Workers intervention in labour conflict.	Labour relations, unions.
	N°4-5/1972	Ramirez, C. ; Rojas, X. ; Aedo, M.	Social work in a nationalised company.	Occupational social work, labour relations, human resources, social protection.
	N°4-5/1972	Campero, G.	Workers management of the company and shaping socialism.	Organisational management, labour relations, unions.
	N°7/1972	nd	Some aspects of Industrial social work in a company of the social sector.	Occupational social work.
	N°9-10/1974	nd	Restructuring of The School of Social Work at Universidad Catolica.	Social administration, occupational social work, human resources.
	N°11/1974	Aylwin, N.	Main elements for the study of social welfare.	Social welfare.
	N°15/1975	Galofré, E.	Organisational aspects of a Cooperative.	Occupational social work.
	N°15/1975	Sommerhof, W.	The importance of cooperative to Chile.	Labour relations.
	N°15/1975	Polanco, J.	Social Work and cooperative	Social work and coops, occupational social work.
	N°16/1975-1976	Ortuzar, P. ; González, A.	The Organisational development : an alternative for the modern enterprise	Organisational behaviour.
	N°16/1975-1976	Armstrong, A.	Labour industrial relations in the modern enterprise	Unions, human resources, training.
	N°16/1975-1976	Rodríguez, N.	An analysis of a global diagnosis in the business area	Social welfare, occupational social work.
	N°16/1975-1976	Vergara, X.	Social Diagnosis of the enterprise	Occupational social work, social welfare.
	N°16/1975-1976	Castro, E.	Business management functions	Occupational social work.
	N°16/1975-1976	Silva, M. ; Monckeberg, I.	Social Work transformative action within the Galletas McKay Co. : a concrete experience	Social welfare, occupational social work, training courses.
	N°16/1975-1976	Alvear, M.	Work experience within UNICOOP	Coops, social welfare, human resources.

Period	N°/Year	Author	Title	Keywords
	N°20/1976	Undurraga, E.	Quality of life and the structure of the social balance in Asociacion Chilena de Seguridad	Social balance, occupational social work, development of human resources, training.
1980-1989	N°30/1980	Jiménez, M.	Some relevant features of the industrial social work evolution	Occupational social work, human resources.
	N°30/1980	Silva, M.C. ; Cereceda, L.	The social balance applied to industrial social work	Occupational social work, welfare.
	N°33/1981	Moncayo, L; Brito, J ; Bustamante, J.	An experience of an integral development within a fisher organisations	Quality of worklife, organisation creating.
	N°33/1981	Alvariño, P.	Some reflexions on professional social service	Social balance.
	N°35/1981	Corral, E ; Alvarez, M de la L.	Assessment of the Social Work National Plan in The Secretary of Publics Works : a methodological experience.	Welfare, training, social security, organisational landmarks, health insurance.
	N°36/1982	Tripodi, T. ; Epstein, I.	Assimilation of knowledge of research methodology to the practice of social work	Occupational social work.
	N°36/1982	Jiménez, M.	The social worker and social projects implementation	Social administration.
	N°37/1982	Aylwin, N. ; Jiménez, M.	Our vision of social work in the USA	Occupational social work.
	N°38/1982	Alvariño, P.	Current practice of social service and work project	Social welfare.
	N°38/1982	Rotondo, R.	Training : another dimension of social work place in the workplace	Occupational social work, training.
	N°39/1983	Forttes, A.	The social worker in the company personal welfare area	Welfare, occupational social work, benefits, management, organisational development, training, social administration.
	N°39/1983	Fajardo, A.	Industrial relations : a place for execution of Company's social policy	Labour relations, theory of industrial relations, human resources management, training, development of human resources ; unions.
	N°41/1983	Jiménez, M.	Social Administration	Welfare, human services Training ; occupational social work.
	N°42/1984	Contreras, B. ; Matheson, P.	A tool for measuring organisational climate : Litwin & Stringer questionnaire	Organisational development.

Period	N°	Author	Trabajo Social y mundo laboral.	
	N°46/1985	Rotondo, R.		Organisational landmarks, social welfare, occupational social work.
	N°46/1985	Ledermann, C.	A social worker personal experience through a communication medium	Occupational social work, organisational communication.
	N°46/1985	Gili, M.; Monckeberg, I.	Training within the company: description and analysis	Training, development of human resources.
	N°46/1985	Moreno, E.	Some variables for the study of relationship between workers' movement and the government	Unions, labour relations.
	N°46/1985	Estévez, R.	Serve two or more gentlemen: Dilemmas, conflicts and social work options in organisations	Occupational social work, human resources, training.
	N°46/1985	nd	Research in labour department of The School of Social Work	Social welfare, training, occupational social work, welfare, labour relations.
	N°46/1985	Bravo, S.	Welfare: a new work experience in this area	Social welfare, occupational social work, social administration.
1990-2000	N°58/1990	Leiva, C.	Introduction to the work issue	Social security, NGO's, occupational social work, labour relations.
	N°58/1990	Bull, N.	Replying three questions: the work sector panorama	Social security, social protection, labour relations.
	N°68/1996	Abramo, L.	Local economic development, productive chaining and labour markets	Social security, labour relations.
2000-2017	N°71/2003	Ríos, R.	Globalisation, work and job: reflexive elements for social work	Occupational social work, welfare, human resources, labour relations.
	N°73/2006	Fantova, F.	Third sector and social intervention: experiences & perspective	Third sector, quality of life.
	N°78/2010	Roa, K.	Stress & Burnout as risks in labour scenarios	Labour relations, human resources.
	N°81/2012	Flores, R.; Donoso, M.	Third sector organisation: getting on the need of characterising Chilean volunteering	Organisational strategies, NGO's.
	N°91/2017	Flores, C.; Muñoz, L.; Jaramillo, J.	Engagement and organisational change in primary health center	Development of human resources.

Source: generated by the authors.

In relation to the periods that the articles were classified, the first one corresponds to 1970-1979, where nineteen articles are related to organisational social work. Six of these nineteen articles correspond to 1970-1973, when there was research dealing with topics related to the agrarian reform and unions. These articles answer the demands of the national context of those times and also reflect the role that social workers had during those years.

Considering the remaining thirteen articles, the topics turn towards cooperatives and their relationship with social work during 1974 and the first semester of 1975. Afterwards, during the second semester of 1975 and in the period from 1976-1979, six articles are written which are directly related to entrepreneurship/business social work. That responds to the reality of the country in which organisational development in modern business, labour relations, and the social-business diagnosis are all important topics coinciding with the new changes occurring in the country at the time. As an example of these changes, we can see the implementation of new economic and social paradigms that were tending toward privatisation, which later, during the 1980's became solidified in reforms that, among other things, privatised business and public services. It is during this period that the first written documents begin to emerge in journals about social welfare and quality of life within businesses, which gives way to the second period (1980-1989), where there is a greater number of articles written on these topics.

During the second period, from 1980 to 1989, twenty-one articles were registered related to organisational social work. As we mentioned at the beginning of this article, this period is characterised on a national level by deep changes in both social and economic aspects. During the 1980's, a new system of individual capitalisation of retirement pensions is introduced (AFPs), the health system is privatised (ISAPRES), along with the educational system, and most public enterprises handed out to private institutions. It is in this context that articles published in the *Social Work Journal* of Universidad Católica refer to themes such as social welfare, social security, social welfare services in business, and labour relations within organisations. From 1980, we can see that the focus lies on business social work, where the role of the social worker is emphasised and focuses on how his role has evolved within organisations. This corresponds to characteristics of the period, having to do with the opening of the economy and the positioning of Chile as a country where investment and international alliances in terms of imports and exports can be made. It can be said that social work in business begins to play a bigger role, as we see a concentration of articles related to welfare and social welfare (around 13) and the field of social work. Examples of this are the articles „The Social Worker in the area of Personnel Welfare in Business" (Forttes, 1983), published in *Journal* N° 39 in 1983 and „Welfare : A New Work Experience in this Area" (Bravo, 1985), in *Journal* N° 46 from 1985.

Other themes explored during this period have to do with personnel administration, social administration, labour relations, and training within businesses and organisations, tasks for which social workers were typically responsible. Also, these topics are linked to the type of work that is being developed in Chile during that time and to the new theories that were influencing and nurturing social work as a field. As mentioned before, it was at this time that the ETSUC received Professor Rotondo, who exhibited a deep concern for the role of social work in the labour world, which could indicate that the School had certain influences that channelled its focus towards certain topics during this period.

Also worthy of note is that the topics of agrarian reform and union movement were a central focus of the *Journal* from 1970-1973. The topic of union movements would not be published again in the *Journal* until 1985, implying that for more than ten years there were no articles in the *Journal* referring to topics related to union organisations. „Some variables

for the study of the relationship between union movement and government : Chile 1973-1983" is published in *Journal* N°46 in 1985 (Moreno, 1985), reflecting the political context spawned by the dictatorship in the country, as these types of organisations were banned.

In the third period, which includes the period 1990-1999, three articles were published related to organisational social work. Two of these are from 1990 and make reference to topics of social security, social protection, and labour relations in the context of social work in business. As stated before, the 1980's positioned Chile as a country with an open economy, leading to considerable growth in the economic sector. This, in turn, led to the fact that towards the beginning of the 1990's, literature related to organisational social work suggested research interest in labour relations within the business, and the protection of workers and their families regarding social security. Following this same trend, the third article, published in 1996, also refers to themes of social security and labour relations, focused on local economic development as a product of the labour market.

During the fourth period, from 2000 to 2014, four articles address new experiences in the country, topics such as globalisation and the development of non-governmental organisations (NGOs), and non-profit organisations (NPOs). It is important to point out that these organisations slowly pose as a field where a lot of social workers develop their work, due to the fact that there is an increasing number of organisations requiring their services. The article „Organisations of the Third Sector : Advancing towards the need of characterising Chilean volunteerism" (Flores, Donoso, 2012), published in *Journal* N° 81 in 2012, is an example.

Among the more recently published articles of the fourth period, topics being discussed are associated with problems that develop in work scenarios, such as stress and burnout, engagement and organisational change, themes now being researched in organisational social work given their consequences for all workers. It is important to highlight that these articles are pioneers in the *Journal*, as this is the first time that this type of literature is published. In this way, the *Journal* became avant-garde regarding new research related to organisational matters.

Final thoughts and comments

Having completed a historical review of the forty-eight articles related to organisational social work published in the Social Work Journal during the four established periods, we could assert that Social Work is a profession that is particularly sensitive to changes in its environment and the social, political, and economic contexts in which it is situated. These clearly impact on the academic training of social workers.

The articles in the *Journal* reflect the social and contextual demands that the country goes through, which can be seen when comparing the specific periods and their related historical events affecting the country as a whole. When looking more particularly at the role of organisational social work, it has always been present as an area of work carried out by social workers, whether it is in the public, private, or third sector. As the country changes, the roles of the social worker and Social Work also change, in conjunction with the demands and needs of its context and surroundings.

Finally, with this review as background we can say that organisational social work can be seen today in the following professional spaces :

Table 2. *Professional spaces in organisational social work*

Type of organisation	Functions
Social Work in corporate	Personnel Welfare (Social services and care for workers and workers' families, benefits, socioeconomic benefits, housing benefits, sanitation benefits, recreational benefits, among others ; specific programs for addictions, indebtedness, work and labour conflicts, also harassment, satisfaction surveys and research, Social Balance, cafeterias and meal spaces, childcare) Organisational Development Quality of life Family – work balance Training Recruitment & Orientation Processes Outsourcing (providing third party services) Social Responsibility (corporative volunteering, social action, relations with the community) Labour relations Outplacement Diversity Management (Immigrant issues, gender equality, indigenous groups, functional diversity)
Social Work in State Institutions (Ministries, Municipalities, Public Service)	Personnel Welfare (Social services and care for workers and workers' families, benefits, socio-economic benefits, housing benefits, sanitation benefits, recreational benefits, among others ; specific programs for addictions, indebtedness, work and labour conflicts, also harassment, satisfaction surveys and research) Implementation of rules and norms related to the Administrative Statutes Organisational Development Quality of life Family – work balance Training Outplacement Diversity Management (Immigrant issues, gender equality, indigenous groups, functional diversity) Social innovation in the public sphere (products and services for the poor and vulnerable populations, linked to social policy)
Social Work in non-profit-making Organisations	Administration (Boards of Directors) Management/Project Managers Partner Relations/Management (Business Foundations, „B Businesses") Project design, management, and evaluation Social Innovation

Source : generated by the authors.

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