The role of "inson" social service centers in the social protection system: an analysis based on internship experience

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Abstract: *This article analyzes the activities of the "Inson" Social Service Centers established as part of the social protection reforms in the Republic of Uzbekistan based on practical experience gained during an internship. It examines the role of these centers in providing targeted and comprehensive social services, assessing the needs of citizens, preparing individual service plans, and strengthening cooperation among different government institutions. The article also identifies several practical challenges observed during the internship and proposes recommendations aimed at improving the quality and effectiveness of social services.*

Keywords: *social protection, social services, "Inson" Social Service Center, social work, case management, needs assessment, social worker*

In recent years, the Republic of Uzbekistan has been implementing large-scale reforms to strengthen its social protection system and improve the quality of life of its population. Protecting vulnerable groups, ensuring equal opportunities, and providing accessible and high-quality social services have become important priorities of state policy. The main objective of these reforms is not only to provide financial support but also to establish an effective and modern social protection system that responds to the real needs of individuals and families.

One of the most important results of these reforms has been the establishment of the "Inson" Social Service Centers under the National Agency for Social Protection. These centers provide comprehensive social services to citizens facing difficult life situations. Their activities are based on identifying individual needs, preparing personal service plans, coordinating different types of assistance, and monitoring service outcomes. This approach has significantly improved the accessibility and quality of social services.

Before the establishment of these centers, people often had to visit several government institutions to solve a single problem. Many citizens did not know which authority was responsible for providing specific services. As a result, they spent considerable time collecting documents and visiting different offices. The creation of the "Inson" Social Service Centers introduced a one-stop service model, allowing citizens to receive coordinated support through a single institution. This has reduced bureaucracy and made social services more convenient for the population.

The internship at the "Inson" Social Service Center provided an opportunity to observe the practical implementation of social protection policies. During the internship, the process of receiving applications, assessing social conditions, identifying individual needs, preparing service plans, and monitoring the delivery of social services was carefully studied. The practical experience demonstrated that every applicant is treated individually according to his or her specific circumstances. Social workers conduct interviews, study the applicant's family and social situation, evaluate financial and health conditions, and, when

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necessary, carry out home visits. Based on this assessment, an individual service plan is developed to provide appropriate assistance.

During the internship, practical work with persons with disabilities, elderly people living alone, families that had lost their breadwinner, victims of domestic violence, low-income families, and other vulnerable groups was observed. These observations showed that financial assistance alone cannot solve most social problems. Many people require psychological counseling, legal support, medical services, rehabilitation, educational assistance, employment support, and continuous social guidance. Therefore, comprehensive social services play an important role in improving the quality of life of vulnerable citizens.

The internship also demonstrated the practical importance of the case management approach. Under this system, one social worker is responsible for coordinating all services provided to a particular client until the identified problems are resolved. This method helps ensure continuity of support, improves communication between institutions, and allows social workers to monitor progress throughout the service process.

Another positive aspect observed during the internship was the increasing use of digital technologies. Applications are registered electronically, information about clients is stored in digital databases, and reports are prepared through electronic systems. Digitalization has improved transparency, reduced paperwork, and accelerated the delivery of social services. At the same time, cooperation among healthcare institutions, educational organizations, employment agencies, mahallas, and other government bodies has become stronger, making it possible to solve complex social problems through coordinated efforts.

Despite these positive developments, several practical challenges were identified during the internship. First, many citizens still have limited knowledge about the activities and services provided by the “Inson” Social Service Centers. Some people believe that these centers only provide financial assistance and are not aware of the wide range of social services available to them. This limits access to support for many vulnerable individuals.

Second, the workload of social workers remains relatively high in some regions. A single social worker is often responsible for a large number of clients, making it difficult to devote sufficient time to each case. As a result, some complex social problems may require longer periods to resolve.

Third, although cooperation between government institutions has improved significantly, the exchange of information is not always fast enough. In some cases, additional requests for documents or information may delay the provision of services.

Fourth, some citizens hesitate to discuss their personal or family problems because of privacy concerns or a lack of trust in public institutions. This may prevent social workers from conducting a complete needs assessment and identifying the most appropriate forms of assistance.

Fifth, elderly people and some persons with disabilities face difficulties in using electronic services and digital technologies independently. They often require additional assistance when accessing digital platforms or completing electronic procedures. Another issue concerns the monitoring of service outcomes. Although assistance is provided, long-term follow-up is not always sufficient to determine whether the client's situation has

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improved permanently or whether additional support is needed. Strengthening post-service monitoring would improve the overall effectiveness of the social protection system.

Based on the internship experience, several recommendations can be proposed. Public awareness activities should be expanded through television, social media, educational institutions, and local communities so that more citizens become familiar with the services provided by the “Inson” Social Service Centers. The number of social workers should gradually be increased to reduce workloads and improve the quality of individual support. Continuous professional training should be organized to improve the knowledge and practical skills of social workers, particularly in communication, psychology, conflict resolution, digital technologies, and work with persons with disabilities. Electronic information exchange among government institutions should be further improved in order to simplify administrative procedures and reduce unnecessary paperwork. Cooperation between higher educational institutions and social service centers should also be strengthened to provide practical training opportunities for students specializing in social work. In addition, regular follow-up with service recipients should be introduced to evaluate the long-term effectiveness of social assistance. Finally, studying international experience and adapting successful foreign practices to national conditions would further contribute to the development of Uzbekistan's social protection system.

Conclusion

The internship experience demonstrated that the establishment of the “Inson” Social Service Centers has become one of the most important reforms in the development of the social protection system of the Republic of Uzbekistan. These centers have introduced a new approach to providing social services by focusing on the real needs of individuals and families rather than offering only financial assistance. Through comprehensive needs assessment, individual service planning, case management, and cooperation among different government institutions, the centers contribute to solving social problems more effectively and improving the quality of life of vulnerable groups.

The practical observations made during the internship confirmed that the activities of the centers are based on the principles of accessibility, individual approach, and integrated service delivery. Social workers play a key role in identifying citizens' needs, coordinating available services, and supporting clients throughout the entire assistance process. The increasing use of digital technologies and the development of interagency cooperation have also made social services more transparent, organized, and efficient.

At the same time, the internship revealed several issues that require further attention. Public awareness of the services provided by the “Inson” Social Service Centers remains insufficient in some regions, preventing many people from receiving timely assistance. The workload of social workers is relatively high, which may reduce the amount of time available for each client. In addition, further improvements are needed in digital infrastructure, information exchange among government institutions, and long-term monitoring of service outcomes. Addressing these challenges will contribute to improving both the quality and sustainability of social services.

Based on the internship findings, it can be concluded that the continued development of the “Inson” Social Service Centers should focus on strengthening professional training for social workers, expanding public awareness campaigns, improving digital service systems,

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increasing institutional cooperation, and introducing more effective mechanisms for monitoring and evaluating social services. Special attention should also be given to studying international experience and adapting successful practices to the national social protection system while considering the country's social and legal context.

Overall, the internship provided valuable practical knowledge about the functioning of the modern social protection system in Uzbekistan and demonstrated that the “Inson” Social Service Centers have significant potential to become the main providers of integrated social services across the country. Their further institutional development will not only improve access to high-quality social services but will also strengthen social justice, promote equal opportunities, enhance public trust in state institutions, and support the implementation of a more inclusive and people-centered social protection system in Uzbekistan.

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