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Analysis of terminology usage for Roma people among Social Work professionals in Romania

Cosmin GOIAN¹, Mona VINTILA², Venera Margareta BUCUR³

Abstract

Social Work, like other fields, uses a sectorial language, called further social assistance language or social assistance specialized vocabulary. The fact that concerned and motivated us in this work was the excessive use of jargon elements, in parallel or multiple forms, in all area from specialty literature till social assistance legislation.

Keywords: social work; language; Roma population; social practice.

Introduction

Lack of terminology consensus in social assistance field stand at the base of some barriers in interpersonal relations in the field, which affect even the effectiveness of quality of specialized services. In social worker - beneficiary interaction can manifest barriers determinated by the inappropriate or excessive use of professional jargon (Goian, 2010; Goian 2012). We believe that the successful interpersonal interactions between social worker and services applicant are deeply affected by the ambiguities and synonymy from social assistance language and, therefore, we consider our approach useful. We will show that the social work language enter in the area of an occupational ideology understood as characteristic strategy of an profession or an occupational category, in which its practitioners "maintain control over access to their mental production and provide cohesion of those the same level with them" (Sullivan, 2001, p.168). At the same

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time, we will demonstrate that the synonymy presence in the language from the field influence the quality of professional act by increasing speech ambiguities. We took also the concept of deviance amplification, which refers to mass media field, but which can adapt and to language realities of social assistance field. Tim O'Sullivan, 2001, pp. 34-35, defined the concept through a process whereby an initial activity, labeled as deviant is amplified as a result of social reactions (...). In social work language analyze things that have drawn attention to us were the stereotypy and amplification of deviance processes by using, by the professionals in the field, of some concepts in activities with people with disabilities, Roma person, persons in detention, homeless, people with psychiatric disorders. Social workers are responsible as, through used concepts in formal or informal language in the field, written or verbal, to avoid this accentuation of marginalization status of beneficiaries by professional support. When beneficiaries language and professional language are used simultaneously may acute beneficiaries' perception about their marginalization. In communication field, language differences may occur, on the one hand, in terms of cultural diversity, on the other hand, communication styles, specific to each person lead to the message distortion which is intended to be sent. In dialogue with beneficiaries, social workers face a multitude of cultural issues which charges linguistic differences designed to affect professional- beneficiary relationship. Is often said that everyone speaks his language and, rightly, this aspect is found not only in communication's framework of the social worker with the beneficiaries, but also in social worker communication with colleagues (whether they are of the same training, or psychologists, educators , doctors, etc.).

H1: "Roma people" concept is more often used in the public sector than in the private sector (formal professional language).

"Roma person" concept had known a dynamic importance in the last 17 years, in post-december period. Thus, in the 90's, social assistance specialty literature, mass media and, in general, public discourse have used the "Gypsy" concept. In the near future, ethnic conflicts, differences in values, increased crime on national and international plain of those of Roma ethnicity have generated increased tensions at micro and macro social level. Romanian collective mind has accumulated a significant number of stereotypes, amplified and by national and international mass media towards Roma communities. In this context, to prevent inter-ethnic conflicts developed in some rural areas, government authorities, Roma organizations and European commission have made reparative efforts. Can be remembered among other things, advocacy campaigns, establishing National Council for Combating Discrimination, legislative provisions occurred and, last but not least, the projects initiated and implemented by civil society. As a result of these steps, have produced a conceptual transfer from the term with pejorative connotations "Gypsy" to those of "Roma" or "Roma person". This last consideration has a direct effect in the formal language of civil servants implicitly and social workers.

H2: The "Gypsy" concept is more often used in the public sector than in the private

sector (informal professional language).

Public sector professionals are more likely predisposed, due to high intensity and prolonged in time stress to professional exhaustion (burnout) (Tear, 1977 cited Zastrow, 1986). Since 1979, Freudenberg (cited Zastrow, 1986) argued that in situations of professional exhaustion social assistance specialists tend to use excessive jargon and/ or have a stigmatization attitude on customers by language. In the social assistance public sector from Romania, compared to private, the number of cases allocated to a social worker goes well beyond the optimal level of functionality. Workload, difficulty, dramatic cases and emotional involvement inherent in professional practice are some of the factors that can lead to use a language that emphasizes customer marginalization. From our professional experience and as a trainer on specialized courses for social workers from public sector, one of the circulated system problems is the specialists state of burnout. This leads implicitly to the use, in informal contexts, of some concepts that encourage stigmatization.

Sample structure

		Frequencies	Percentages	Valid percentages	Cumulative percentages
Valid	between 1 and 5 years	168	54,7	54,7	54,7
	between 6 and 10 years	104	33,9	33,9	88,6
	between 11 and 15 years	30	9,8	9,8	98,4
	over 15 years	5	1,6	1,6	100,0
	Total	307	100,0	100,0	

Table 1. Sample structure by level of professional experience of respondents

		Frequencies	Percentages	Valid percentages	Cumulative percentages
Valid	private	93	30,3	30,3	30,3
	public	214	69,7	69,7	100,0
	Total	307	100,0	100,0	

Table 2. Sample structure by sector of activities of respondents

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		Frequencies	Percentages	Valid percentages	Cumulative percentages
Valid	long terms studies	154	50,2	50,2	50,2
	short terms studies (3 years)	10	3,3	3,3	53,4
	doctoral studies	4	1,3	1,3	54,7
	master studies	105	34,2	34,2	88,9
	postgraduate studies	34	11,1	11,1	100,0
	Total	307	100,0	100,0	

Table 3. Sample structure by level of university preparation of respondents

		Frequencies	Percentages	Valid percentages	Cumulative percentages
Valid	child protection social services	152	49,5	50,3	50,3
	adult social services	41	13,4	13,6	63,9
	socio-medical services	35	11,4	11,6	75,5
	general social worker	55	17,9	18,2	93,7
	special education	9	2,9	3,0	96,7
	elderly social services	10	3,3	3,3	100,0
	Total	302	98,4	100,0	
Missing	0	5	1,6		
	Total	307	100,0		

Table 4. Sample structure by domain of activity of respondents

Concept category used in FORMAL professional language

		Frequencies	Percent	Valid percent	Cumulative Percent
Valid	Beneficiary	1	,3	,3	,3
	Roma people	198	64,5	65,3	65,7
	Roma	102	33,2	33,7	99,3
	Gypsy	2	,7	,7	100,0
	Total	303	98,7	100,0	
Missing	0	4	1,3		
Total		307	100,0		

Table 5. Frequency distribution of responses by concepts category no. 6 used in formal language

		Frequencies	Percent	Valid percent	Cumulative Percent
Valid	Roma people	198	64,5	65,3	65,3
	Roma	102	33,2	33,7	99,0
	Others	3	1,0	1,0	100,0
	Total	303	98,7	100,0	
Missing	0	4	1,3		
Total		307	100,0		

Table 6. Frequencies redistribution on relevant categories (concepts category No.6 used in formal language)

"Roma person" is the concept preferred by 65.3% of respondents. Hierarchy of responses made by subjects presents on second place the concept of "Roma" (33.7%).

			Region								Total %
			Center	West	North-East	North-West	South-West	South-East	Bucharest	South	
Recode_c6_formal	Roma people	Frec.	25	43	26	11	21	14	43	14	197
		% of recode_c6_formal	12,7	21,8	13,2	5,6	10,7	7,1	21,8	7,1	100
		% of region	86,2	55,1	60,5	47,8	75,0	60,9	74,1	82,4	65,9
	Roma	Frec.	3	35	16	11	7	9	15	3	99
		% of recode_c6_formal	3,0	35,4	16,2	11,1	7,1	9,1	15,2	3,0	100,0

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		% of region	10,3	44,9	37,2	47,8	25,0	39,1	25,9	17,6	33,1
	Others	Frec.	1	0	1	1	0	0	0	0	3
		% of recode c6 formal	33,3	,0	33,3	33,3	,0	,0	,0	,0	100,0
		% of region	3,4	,0	2,3	4,3	,0	,0	,0	,0	1,0
Total		Frec.	29	78	43	23	28	23	58	17	299
		% of recode c6 formal	9,7	26,1	14,4	7,7	9,4	7,7	19,4	5,7	100,0
		% of region	100,0	100,0	100,0	100,0	100,0	100,0	100,0	100,0	100,0

Table 7. Answers distribution, concept used in formal language by region of origin of respondents

The concept of "Roma people" is used by social workers from Center region at a rate of 86.2%. In the West region are used, in similar weights, concepts of "Roma people" (55.1%) and "Roma" (44.9%). Specialists from Northwest region used, in equal measure (47.8%), mentioned concepts.

		experience_cod					Total
		Between 1 and 5 years	Between 6 and 10 years	Between 11 and 15 years	Over 15 years		
Recode_c6_formal	Roma people	Frec.	113	64	18	3	198
		% of recode_c6_formal	57,1%	32,3%	9,1%	1,5%	100,0%
		% of experience_cod	67,3%	62,7%	64,3%	60,0%	65,3%
	Roma	Frec.	54	37	9	2	102
		% of recode_c6_formal	52,9%	36,3%	8,8%	2,0%	100,0%
		% of experience_cod	32,1%	36,3%	32,1%	40,0%	33,7%
	Others	Frec.	1	1	1	0	3
		% of recode_c6_formal	33,3%	33,3%	33,3%	,0%	100,0%
		% of experience_cod	,6%	1,0%	3,6%	,0%	1,0%
Total		Frec.	168	102	28	5	303
		% of recode_c6_formal	55,4%	33,7%	9,2%	1,7%	100,0%

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	% of experience cod	100,0%	100,0%	100,0%	100,0%	100,0%
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Table 8. Answers distribution, concept used in formal language based on professional experience (years) of respondents

On all categories of experience, the concept most often used in formal professional language is the "Roma people". In notable proportion (40%), social workers with over 15 years experience used the concept of "Roma".

			your university studies in social assistance					Total
			Long-term studies	short-term studies (3 years)	doctoral studies	Master degree studies	Post-graduate studies	
Recode_c6_formal	Roma people	Frec.	96	10	2	72	18	198
		% of recode c6_formal	48,5%	5,1%	1,0%	36,4%	9,1%	100,0%
		% of studies	64,0%	100,0%	50,0%	68,6%	52,9%	65,3%
	roma	Frec.	53	0	2	32	15	102
		% of recode c6_formal	52,0%	,0%	2,0%	31,4%	14,7%	100,0%
		% of studies	35,3%	,0%	50,0%	30,5%	44,1%	33,7%
	others	Frec.	1	0	0	1	1	3
		% of recode c6_formal	33,3%	,0%	,0%	33,3%	33,3%	100,0%
		% of studies	,7%	,0%	,0%	1,0%	2,9%	1,0%
Total		Frec.	150	10	4	105	34	303
		% of recode c6_formal	49,5%	3,3%	1,3%	34,7%	11,2%	100,0%
		% of studies	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

Table 9. Answers distribution, based on university studies of the respondents

64% of social workers with long-term university studies use the concept of "Roma people", 100% of those with short-term studies (3 years), 50% of those with doctoral

studies, 68.6% of those with master degrees and 52.9% of those with postgraduate studies.

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			area_as_cod						Total
			social services for child protection	adult social services	social-medical services	General social worker	Special education	social services for elderly	
Recode_c6_formal	Roma people	Frec.	111	22	20	33	4	6	196
		% of recode_c6_formal	56,6%	11,2%	10,2%	16,8%	2,0%	3,1%	100,0%
		% of area_as_cod	74,0%	53,7%	57,1%	62,3%	44,4%	60,0%	65,8%
	roma	Frec.	39	19	12	20	5	4	99
		% of recode_c6_formal	39,4%	19,2%	12,1%	20,2%	5,1%	4,0%	100,0%
		% of area_as_cod	26,0%	46,3%	34,3%	37,7%	55,6%	40,0%	33,2%
	others	Frec.	0	0	3	0	0	0	3
		% of recode_c6_formal	,0%	,0%	100,0%	,0%	,0%	,0%	100,0%
		% of area_as_cod	,0%	,0%	8,6%	,0%	,0%	,0%	1,0%
Total		Frec.	150	41	35	53	9	10	298
		% of recode_c6_formal	50,3%	13,8%	11,7%	17,8%	3,0%	3,4%	100,0%
		% of area_as_cod	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

Table 10. Answers distribution, concept used in formal language based on the area in which respondents are working

Social workers working in child care social services using, at a rate of 74%, the concept of "Roma people and 26% use the concept of "Roma". Mainly for the use of the concept of "Roma people" in formal activity are kept in most areas, except for "special education", which is used to a greater extent, the concept of "Roma" (55.6%).

CONCEPT usage in informal professional language

		Frequencies	Percents	Valid percents	Cumulative percents
Valid	beneficiary	1	,3	,3	,3
	colored brother	1	,3	,3	,7
	gypsan	2	,7	,7	1,3
	Roma people	70	22,8	23,1	24,4
	roma	139	45,3	45,9	70,3
	gypsy	90	29,3	29,7	100,0
	Total	303	98,7	100,0	
Missing	0	4	1,3		
Total		307	100,0		

Table 11. Frequency distribution of responses by concept used in informal language

		Frequencies	Percents	Valid percents	Cumulative percents
Valid	Roma people	70	22,8	23,1	23,1
	roma	139	45,3	45,9	69,0
	gypsy	90	29,3	29,7	98,7
	others	4	1,3	1,3	100,0
	Total	303	98,7	100,0	
Missing	0	4	1,3		
Total		307	100,0		

Table 12. Redistribution of frequencies in the relevant categories (concept used in informal language)

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In informal contexts, respondents used in rate of 23.1% the concept of "Roma people", 45.9% on the "Roma", 29.3% on the "Gypsy" and 1.3% said that use other concepts

			Region								Total
			Center	West	North-East	North-West	South-West	South-East	Bucharest	South	
Recode_c6_informal	Roma people	Frec.	7	16	8	6	10	6	14	2	69
		% of recode_c6_informal	10,1%	23,2%	11,6%	8,7%	14,5%	8,7%	20,3%	2,9%	100,0%
		% of region	24,1%	20,5%	18,6%	26,1%	35,7%	26,1%	24,1%	11,8%	23,1%
	Roma	Frec.	17	42	19	7	9	1	29	12	136
		% of recode_c6_informal	12,5%	30,9%	14,0%	5,1%	6,6%	,7%	21,3%	8,8%	100,0%
		% of region	58,6%	53,8%	44,2%	30,4%	32,1%	4,3%	50,0%	70,6%	45,5%
	Gypsy	Frec.	5	17	15	10	9	16	15	3	90
		% of recode_c6_informal	5,6%	18,9%	16,7%	11,1%	10,0%	17,8%	16,7%	3,3%	100,0%
		% of region	17,2%	21,8%	34,9%	43,5%	32,1%	69,6%	25,9%	17,6%	30,1%
	others	Frec.	0	3	1	0	0	0	0	0	4
		% of recode_c6_informal	,0%	75,0%	25,0%	,0%	,0%	,0%	,0%	,0%	100,0%
		% of region	,0%	3,8%	2,3%	,0%	,0%	,0%	,0%	,0%	1,3%
Total		Frec.	29	78	43	23	28	23	58	17	299
		% of recode_c6_informal	9,7%	26,1%	14,4%	7,7%	9,4%	7,7%	19,4%	5,7%	100,0%
		% of region	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

Table 13. Answers distribution, concepts used in informal language by region of origin of respondents

In most regions considered the concept used in informal context is the "Roma". However, in the region "South-East" at a rate of 69.6% is used the concept of "Gypsy". Similarly, specialists from the region "North-West" used, to a greater extent, the concept of "Gypsy" than the "Roma".

			experience_cod				Total
			between 1 and 5 years	between 6 and 10 years	between 11 and 15 years	over 15 years	
Recode_c6_informal	Roma people	Frec.	36	20	11	3	70
		% of recode_c6_informal	51,4%	28,6%	15,7%	4,3%	100,0%
		% of experience_cod	21,4%	19,6%	39,3%	60,0%	23,1%
	Roma	Frec.	87	41	9	2	139
		% of recode_c6_informal	62,6%	29,5%	6,5%	1,4%	100,0%
		% of experience_cod	51,8%	40,2%	32,1%	40,0%	45,9%
	Gypsy	Frec.	43	39	8	0	90
		% of recode_c6_informal	47,8%	43,3%	8,9%	,0%	100,0%
		% of experience_cod	25,6%	38,2%	28,6%	,0%	29,7%
	Others	Frec.	2	2	0	0	4
		% of recode_c6_informal	50,0%	50,0%	,0%	,0%	100,0%
		% of experience_cod	1,2%	2,0%	,0%	,0%	1,3%
Total		Frec.	168	102	28	5	303
		% of recode_c6_informal	55,4%	33,7%	9,2%	1,7%	100,0%
		% of experience_cod	100,0%	100,0%	100,0%	100,0%	100,0%

Table 14. Answers distribution, concepts category used in informal language depending on respondents experience (years)

Regarding use of concepts considered in the category no. 6 (informal language), is

as follows: 21.4% of respondents with 1-5 years experience level uses in informal contexts the concept of "Roma people", 51.8% on the "Roma" and 25.6% say they use the concept of "Gypsy".

		Your university studies in social assistance					Total	
		Long-term studies	short-term studies (3 years)	doctoral studies	Master degree studies	Post-graduate studies		
Recode _c6_ informal	Roma people	Frec.	35	3	0	27	5	70
		% of recode _c6_ informal	50,0%	4,3%	,0%	38,6%	7,1%	100,0%
		% of studies	23,3%	30,0%	,0%	25,7%	14,7%	23,1%
	Roma	Frec.	71	6	3	48	11	139
		% of recode _c6_ informal	51,1%	4,3%	2,2%	34,5%	7,9%	100,0%
		% of studies	47,3%	60,0%	75,0%	45,7%	32,4%	45,9%
	Gypsy	Frec.	43	1	1	30	15	90
		% of recode _c6_ informal	47,8%	1,1%	1,1%	33,3%	16,7%	100,0%
		% of studies	28,7%	10,0%	25,0%	28,6%	44,1%	29,7%
	Others	Frec.	1	0	0	0	3	4
		% of recode _c6_ informal	25,0%	,0%	,0%	,0%	75,0%	100,0%
		% din studii	,7%	,0%	,0%	,0%	8,8%	1,3%
Total		Frec.	150	10	4	105	34	303
		% of recode _c6_ informal	49,5%	3,3%	1,3%	34,7%	11,2%	100,0%
		% of studies	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

Tabel 14. Answers distribution, concepts used in informal language based on the respondents post graduate studies

Reported on "long-term higher education" category (the training of social workers), 23.3% use the concept "Roma people", 47.3% uses the concept of "Roma" and 28.7% on the "Gypsy". "Roma" concept is used in informal contexts by most of the specialists, regardless of their training. Worth mentioning is that the specialists with "post-graduate" studies uses the concept of "Gypsy" at a rate higher than that of "Roma".

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			area_as_cod						Total
			Child protection social services	Adult social services	Social-medical services	General social worker	Special education	Elderly social services	
Recode_c6_informal	Roma people	Frec.	41	3	8	13	0	4	69
		% of recode_c6_informal	59,4%	4,3%	11,6%	18,8%	,0%	5,8%	100,0%
		% of area_as_cod	27,3%	7,3%	22,9%	24,5%	,0%	40,0%	23,2%
	Roma	Frec.	77	15	16	21	6	3	138
		% of recode_c6_informal	55,8%	10,9%	11,6%	15,2%	4,3%	2,2%	100,0%
		% of area_as_cod	51,3%	36,6%	45,7%	39,6%	66,7%	30,0%	46,3%
	Gypsy	Frec.	32	20	10	19	3	3	87
		% of recode_c6_informal	36,8%	23,0%	11,5%	21,8%	3,4%	3,4%	100,0%
		% of area_as_cod	21,3%	48,8%	28,6%	35,8%	33,3%	30,0%	29,2%
	Others	Frec.	0	3	1	0	0	0	4
		% of recode_c6_informal	,0%	75,0%	25,0%	,0%	,0%	,0%	100,0%
		% of area_as_cod	,0%	7,3%	2,9%	,0%	,0%	,0%	1,3%
Total		Frec.	150	41	35	53	9	10	298
		% of recode	50,3%	13,8%	11,7%	17,8%	3,0%	3,4%	100,0%

	_c6_informal							%
	% of area_as_coded	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%	100,0%

Table 15. Answers distribution, concepts used in informal language, according to the area in which respondents are working

In informal professional language, 7.3% of those working in adults social services uses "Roma people" concept, 36.6% use the "Roma" concept and 48.8% use the "Gypsy" concept. This latter concept retains high percentage values on all fields.

		Sector in which you activate		Total	
		Private	public		
Recode_c6_formal	Roma people	Frec.	62	136	198
		% of recode_c6_formal	31,3%	68,7%	100,0%
		% of sector in which you activate	66,7%	64,8%	65,3%
	Roma	Frec.	29	73	102
		% of recode_c6_formal	28,4%	71,6%	100,0%
		% of sector in which you activate	31,2%	34,8%	33,7%
	Others	Frec.	2	1	3
		% of recode_c6_formal	66,7%	33,3%	100,0%
		% of sector in which you activate	2,2%	,5%	1,0%
Total		Frec.	93	210	303
		% of recode_c6_formal	30,7%	69,3%	100,0%
		% of sector in which you activate	100,0%	100,0%	100,0%

Table 16. Answers distribution, concepts used in formal language based on the activity sector of respondents

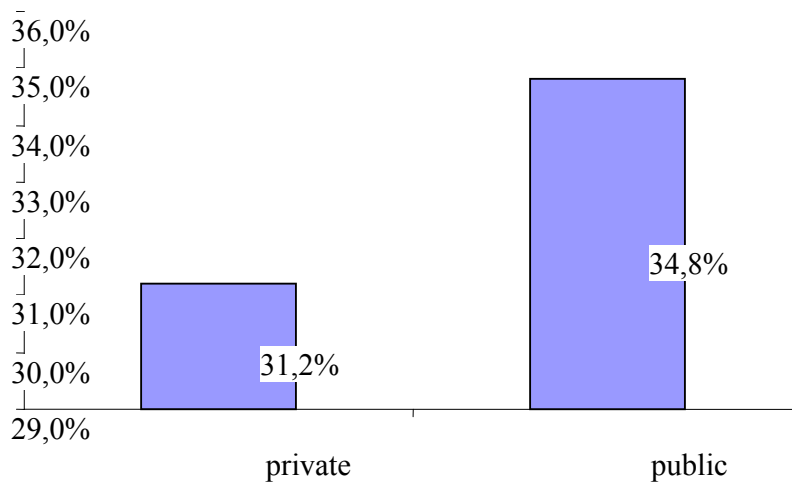
66.7% of those who activate in the private sector uses in informal language the "Roma people" concept. The same concept observed in connection with the public sector accounted 64.8%.

H1: "Roma people" concept is more often used in the public sector than in the private sector (formal professional language).

H01: There aren't significant differences between public and private sector regarding the use of "Roma people" concept in formal professional language.

According to data contained in the contingency table (Table 77) initially stated

hypothesis (H11) is not confirmed, moreover, reverse hypothesis ("Roma people" concept is often used in the private sector than in the public sector) seems to be confirm. Accepting this transformation post-analyzed of the hypothesis, we use the significance test for nominal variables χ^2 , for analyzing it. Its value ($\chi^2 = 2.106$, $df = 4$, $p > 0.05$) indicates that the difference notified it is due to chance. So, no reverse hypothesis is not confirmed. Even if semnification threshold was accepted ($p < 0.05$) value of χ^2 was questioned simply because 33.3% of the contingency table cell expect theoretical frequencies less than 5 and maximum percentage accepted of 20%.



Graph 1. Percentages distribution obtained on the "Roma people" concept according to activity sector of respondent (concepts used in formal professional language)

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2,106(a)	2	,349
Continuity Correction			
Likelihood Ratio	1,923	2	,382
Linear-by-Linear Association	,001	1	,970
N of Valid Cases	303		

a 2 cells (33,3%) have expected Frec. less than 5. The minimum expected Frec. is ,92.

Symmetric Measures

		Value	Asymp. Std. Error(a)	Approx. T(b)	Approx. Sig.
Nominal by Nominal	Phi	,083			,349
	Cramer's V	,083			,349
N of Valid Cases		303			

		Sector in which you activate		Total	
		Private	Public		
Recode <u>c6</u> informal	Roma people	Frec.	19	51	70
		% of recode <u>c6</u> informal	27,1%	72,9%	100,0%
		% of sector in which you activate	20,4%	24,3%	23,1%
	Roma	Frec.	44	95	139
		% of recode <u>c6</u> informal	31,7%	68,3%	100,0%
		% of sector in which you activate	47,3%	45,2%	45,9%
	Gypsy	Frec.	26	64	90
		% of recode <u>c6</u> informal	28,9%	71,1%	100,0%
		% of sector in which you activate	28,0%	30,5%	29,7%
	Others	Frec.	4	0	4
		% of recode <u>c6</u> informal	100,0%	,0%	100,0%
		% of sector in which you activate	4,3%	,0%	1,3%
Total		Frec.	93	210	303
		% of recode <u>c6</u> informal	30,7%	69,3%	100,0%
		% of sector in which you activate	100,0%	100,0%	100,0%

Table 17. Answers distribution, concepts category no.6 used in informal language depending on the activity sector of respondents

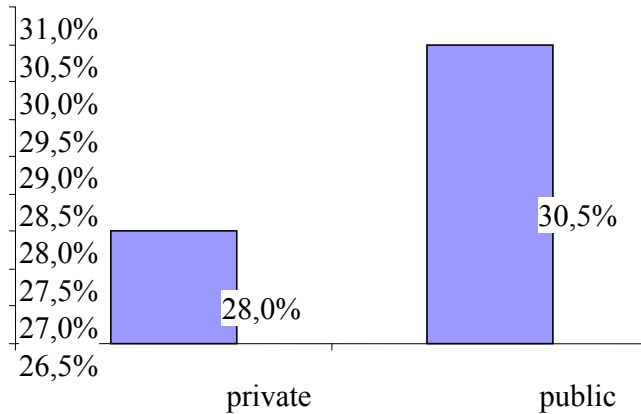
30.5% of those working in public sector and 28% of those from private sector uses in informal language the "Gypsy" concept.

H2: The "Gypsy" concept is commonly more used in public sector than in the private sector (informal professional language).

H02: There aren't differences in the use of "Gypsy" term reported to the activity sector of respondents (in informal professional language).

According to data contained in the contingency table (Table 17), initially stated

hypothesis (H2) seems to be confirmed, but to confirm the result we use χ^2 test of significance. Its value ($\chi^2 = 9.645$, $df = 3$, $p < 0.05$) indicates that the difference is not due to chance. However, statistical relationship evidenced by χ^2 is not very strong (Cramer's $V = 0.178$)



Graph 2. Percentages distribution obtained on the "Gypsy" concept, according to activity sector of respondent (concepts in informal professional language)

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	9,645(a)	3	,022
Continuity Correction			
Likelihood Ratio	10,073	3	,018
Linear-by-Linear Association	1,109	1	,292
N of Valid Cases	303		

Symmetric Measures

		Value	Asymp. Std. Error(a)	Approx. T(b)	Approx. Sig.
Nominal by Nominal	Phi	,178			,022
	Cramer's V	,178			,022
N of Valid Cases		303			

Conclusions

Roma person is the concept preferred by 65.3% of respondents. Responses hierarchy made by subjects answers present, on the second place, roma concept (33.7%). Roma person concept is used by social workers from center area at a rate of 86.2%. In the western region are used, in close weights, Roma person (55.1%) and Roma (44.9%) concepts. Specialists from North-West area use, in equal measure (47.8%), mentioned concepts. In all categories of experience the most often used concept in informal professional language is the Roma person. In notable proportion (40%), social workers with over 15 years experience, use the "Roma" concept. In informal contexts, respondents use, at a rate of 23.1% the Roma person concept, 45.9% the roma concept, 29.3% the Gypsy concept, and 1.3% affirms they use other concepts. In most considered areas, the often used concept in informal context is the Roma. However, in the South-East region, at a rate of 69.6% its used the Gypsy concept. So the experts from the north-west region use, in greater proportion, the gypsy concept rather than the Roma.

Reported to long-term higher education category (the training level of social workers), 23.3% use the Roma person concept, 47.3% use the Roma concept, and 28.7% on the gypsy. Roma concept is used in informal contexts by most of the specialists, detached of their training level. Interesting to remember, but difficult to explain, is that specialists with postgraduate studies use the gypsy concept in greater proportion than the one of roma (Zamfir, 1993; Neculau 1996). In informal professional language, 7.3% of those working in social services for adults use the Roma person concept, 36.6% use the Roma concept, and 48.8% use the Gypsy concept. This latter concept retains high percentage values on all activity domains. Based on performed analyse, we believe that, while referring to the same reality, language differences from social assistance area exists and have to worry the scientific and professional community in the field. In written language and interpersonal relationships between social workers from different areas of activity, these can communicate ideational pretty difficult due to some terminological differences and even conceptual which, most of the time, are only for phonetic coating.

From the diachronic perspective of social assistance, the importance of interpersonal communication has been recognized, and the notion of inter-human relationship was introduced as a special support for the benefit of served population. It is known the fact that an important part of social assistance problems, in relation to beneficiaries is due to deficiencies of interpersonal communication. We believe that for our approach, interpersonal communication is not just useful, but is indispensable. To create a good relationship is to choose from the range of possible behaviors, those who provide harmony with the other person. To create easily a relationship means to master the art of making yourself acceptable, credible, and competent in the activity of helping at a professional level. We accept communication as a basic social phenomenon, in conjunction with social interaction, communication is one who creates and modifies relations. Individuals, who are acting interdependent, based on a strategy which involves a system of codes of action, the reality being always built by social actors behind the interaction. The significance of human actions is reflected in how they interact one with each other.

Interpersonal relationship is the opening ambiance, trust and confidence between partners. A good relationship does not necessarily imply emotional elements. With an effort to adapt, can be built a positive relationship even with an uninterested beneficiary. Interpersonal communication is the main aspect of communication itself. Even if it can take place between three or more individuals under special circumstances, our communication model analyzes this context of to occur between two individuals and, only exceptionally, in the frame of social assistance interaction group, we will overcome briefly this framework. We believe that especially in the preliminary interaction stages between social worker and the beneficiary is useful the quality of professional relationship and not the number of participants and quote an American specialist in the field that reinforces things that has been said before: the most important element of interpersonal communication is the level of closeness and intimacy between participants.

This improvement begins from the first expert's meeting with the services beneficiary, from initial greeting which, although it is considered redundant, it creates the immediate or more delayed success framework of the professional relationship. Interpersonal communication occurs when there is a high degree of trust between those which communicate and when each of the two is ready to talk openly about their own feelings and personal history. In practice, recognizing and understanding the significance of interpersonal behavior is a source of important insights for the social worker. Often, these behaviors communicate feelings which the beneficiary is unable to express in words. Social distance and stance taken by the beneficiary in the interview with the social worker may indicate the acceptance or rejection level on which the beneficiary demonstrate regarding to social worker. We reinforce the usefulness of this form of interaction by the need to intervene as a professional, especially in some cases in crisis intervention, and the act of communication failure can, sometimes, keep irreversibly the situation in which the applicant is.

The structuring of a coherent language in social assistance, unconcerned by the geographical area or by the domain of activity, may include, implicitly, proposals for necessary remedial steps to obtain the terminological consensus in the field:

- Proposals for inclusion in legislation of this language consistent field;
- The achievement of social assistance documents in a single language;
- The prevention of language clichés that may increase discrimination of those who benefit of social assistance support;
- Proposal to build a social work field dictionary.

The study demonstrated elements which indicate interpersonal communication foundation in social work theory; it also identified the lack of consensus in the specialized language. This lead to the necessity to analyze the interpersonal communication features in practical methodology from the social work field proving the utility of a language analysis due to the language dynamics from the field as well as the necessity to homogenize the

field language.

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