SUMMARY

1- Firstly the Problem of the Study:

It is normal that the non-governmental organizations face some difficulties and problems. That's why they resorted to tackle those using suitable methods for the intellectual development stage they reached. The administration of these non-governmental organizations faces lots of problems which require taking the appropriate decisions at the appropriate time. In this case taking the decision depends on the kind of the problem needs solving.

At the present time the community depends on the NOGs in providing services. Therefore they must be strengthened in their administrating and technical abilities. Also they can rely on the experts and professionals to take these decisions. In the NGOs lots of volunteers work most of them are amateurs. Thus the institutional side of these NOGs must be strengthen in order to take the rational decision.

Expert systems are one of the fields of artificial intelligence. It is a science that seeks understanding the incidents and processes that have a connection the expert system program n to every smart action.

The reason for using this system is that experts in a particular field have knowledge with certain tasks. They provide the computer with the knowledge they have. This knowledge is stored on these computers so they can be used by the system users (non-
experienced) to get the pieces of advice they need. This program helps in taking the appropriate decisions at the right time. Within the framework of what is illustrated, now it is clear the importance of the expert system in the social work by emphasizing the social planning as one of the techniques that social work has. It encompasses several technical processes that seek making deliberate social changes in society. Planning processes depend on making decision, knowledge and communication. The real value of planning lies in its capability of reducing the degree of uncertainty that faces decision makers through inserting the element of rationality/logic in the process of making and taking the decision which is represented in providing information for taking planning decisions.

So the problem of the current study is determined in the following researchable issue

**The Importance of the Study: Second:**

The scientific importance:
1-The results of this research add to the scientific knowledge concerning the use of the expert systems in the non-governmental organizations.
2-The rarity of the researches that tackled the requirements of using the expert system program in administrating the NOGs.

**The Practical Importance:**
1-This planning research benefits the planner at taking decisions related to entering this program to NGOs. This research seeks providing the planner with facts about the requirements of using the
expert system in the NGOs and the capabilities of the organization and its readiness for using this system, so that the planner could pave the way for generalizing it or probably be trained on.

Third: the Goals of the Study:
The goals of the study are determined in one major goal which is:
The requirements of using expert system program in the NGOs
This major goal is divided into some sub-goals which are:
1-Determining the requirements related to the humans in the NGOs.
2-Determining the requirements related to the current information systems in the NGOs
3-Determining the requirements related to the financial aspects

4-Determining the requirements related to the trends of the officials towards using the expert systems program in NGOs

Fourth: the Questions of the Study:
The questions of the study are determined in one major question:
What are the requirements of using the expert systems program in the NGOs?

This major one encompasses some sub-question which are:
1-What are the requirements related to humans in NGOs?
2-What are the requirements related to the current information systems in the NGOs?
3-What are the requirements related to the financial aspects?
4-What are the requirements related to the trends of the officials towards using the expert systems program in NGOs?
Fifth, the Concepts of the Study:
The major concepts of the study are determined in the following:
1- The meaning of "the requirements"
2-the meaning of the NGOs
3-the meaning of the expert systems program

Sixth: the Systemic Procedures for the Study:
1-The type of the study: this study belongs to the descriptive analytical kind
2-The used technique: this study depended on the comprehensive social survey method applied to the chairmen and the executive directors of the NGOs under study
3-the tools of the study:
Interview application form applied on the executive directors or the chairman of the NGOs in the center and city of Fayoum

Seventhly: the Field of Study:
a-The spatial field of study:
The study has been applied to all the NGOs in the center and city of Fayoum. It basically depended on an interview application form with the executive directors and the chairmen of the NGOs.
b-The human field of the study:
The executive director or the chairman of all the NGOs in the center and the city of Fayoum
C- The periodic time of the study: it is the period of time in which the data was collected, the practical side of the study was conducted
and the reports were written this lasted from 20Sep.2013 till 30 Oct02013.

Eighthly: the Most Important Results of the Study: the Study Reached Some Results:

1-Results related to the human element in the NGOs:
- In the organizations, there are higher studies holders and qualified elements that can be trained.
- Most of the human elements in these NGOs have a good experience with work
- Most of the officials got more than three training courses in NGOs field and widely benefited from them.
- Most of the officials can use the computer, but they prefer to depend on a specialized person when using the expert system program and they look forward to providing experts at this field as one of their requirements

-As a result the NGOs need to train its human elements, provide experts in using the expert system program for a limited period and generalize it.

Consequences Related to the Requirements of Information Systems in the NGOs: -

The recent information systems in the NGOs which is the main topic of the research, is simple .it depends on reports and records as result it does not have a special management.
1-Although most of the NGOs have computers, some of them do not use them. This means that the NGOs need to update their computers and provide the NGOs with computers if they do not have.

2- Most of the NGOs have a suitable place for using the computer. In all cases, it is favorable to check the place by an expert just to make sure that it is qualified to contain computers. Also they should search for suitable solutions for those which do not have suitable place.

3- Most of the NGOs complain about the shortage of financial resources which enables them to buy computers or employ experts in using expert system. This requires the financial support for these NGOs just to overcome this shortage.

**Results Related to the Administrators' Attitudes:**

Results related to the officials' attitude towards applying expert system programs on NOGs:

1- There is a high percentage of officials in the NGO's who are not satisfied about the modern information systems in their NGO's. This means that they do not cooperate to set up information systems in their NGO's.

2- Most of the officials in NGO's believe that applying the expert system will increase the effectiveness of the NGO's performance. This is considered a good evidence for the officials' acceptance for applying this system.
3- Most of the officials think that they are ready to use the expert system in their NGO's; this is a good evidence for applying this system.

4- Most of the notes about applying the use of the expert system in NGO's are related to the humans and the financial resources. This is clear enough in this above mentioned. All of these notes require supporting the organization that hopes to spread this program in cooperation with the ministry of social affairs.

**The Researcher's Notes about the Results:**

1- There is a relation between the qualifications of the officials in NGO's and the dissatisfaction about the current information system. If the level of the qualification is high the dissatisfaction is high and the need for the change and development is high also.

2- There is a relation between the proficiency of the officials in using computers and the dissatisfaction. Those who are good at using computers are not satisfied with the current information systems and are looking forward to improving these systems.

3- There is a relation between having specialized administration for information in NGO's and the satisfaction in these NGO's. those who are specialized on information system in this administration are able to persuade the officials with the importance of these systems.

4- There is a relation between having computers and satisfaction about information system in NGO's. NGO's which use computers trust more in information systems.
5-There is a relation between the availability of professional qualification and satisfaction upon the information systems in NGO's.

**Eighth: General Recommendations of the Study:**

1- The study recommends applying the use of expert system program in NGO's.

2- The study recommends the financial support to some of the NGO's that face problems in applying the use of expert system program by the help of the general union of NGO's and the social affairs directorate.

3- The study recommends setting up an information system administration in the structure of each NGO. The board of directors is responsible for this administration. This administration is responsible for preparing, organizing and delivering data to the different administrations.

4- The study recommends preparing training courses about expert system program for the workers in NGO's.

5- The study recommends that the ministry of social affairs should take into consideration the expert system program as a competence of a whole strategy for improving its administrative system. This is due to the fact that good administration is that one which makes the best use of information to solve problems, taking decisions and giving pieces of advice for users and non-users.

6- The study recommends setting up experts boards and knowledge engineers in the field of NGO's. This board has those people who are
interested in working on developing and updating this sector. The researcher suggests that the board should be made under the supervision of the general union of NGO's or the social affairs directorate.

7- The study recommends applying the use of the expert system program in NGO's.