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Analysis of the Digital transformation policy to Achieve justice of social welfare services

As a prerequisite for getting Doctor of Philosophy Degree in Social work

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1- the study problem & importance :

The topic of social welfare receives increased attention in the spirit of belief in the cause of man All societies in all their ideologies try to get the race to provide all the services and programmes that will ensure the citizens' adequate social welfare, The topic of social welfare, in addition to becoming the area of racing for the service of the human person, represents a safe entry point for the consequences and an investment with a tangible economic dividend for the entire society.

From an economic perspective, no economy can be effective and humane unless it has adequate economic security measures and procedures and good social security systems that enable people to respond to the challenges of life, adapt to the economic and social variables that surround them and develop their human potential to provide a better life and a safer and more stable livelihood. Various social protection programmes represent investment in both human capital and social and economic development. For States and their peoples, social protection is not only a matter of entitlement and responsibility but also of rights. Hence, social protection and its various programmes provided by society's institutions have become one of the fundamental components of an integrated and comprehensive social welfare policy and a human right.

As a system of protectionist measures that qualify people for basic needs of food, housing and treatment s economic security: orphans, widows, the disabled, the disabled, the elderly and children.

Social welfare is now one of society's responsibilities to achieve social protection. If the resources of the individual and the family are not sufficient to satisfy the basic needs of the human person, there must be an organization that carries out the most satisfactory needs. This is the responsibility of the society that assumes this through society.

Social welfare services are defined as a structured format of social services and programmes that help individuals to meet their social, economic, health and educational needs and develop their capacities for growth and positive interaction with their society within existing social systems to maximize adaptation to the social environment and ultimately improve the social performance of individuals in society.

Since Egyptian society is one of the developing societies that strives for development and for the elimination of the problems of the past with a view to achieving social justice and providing social and economic protection to human beings so that they can live in a society worthy of human dignity, The State has moved towards increasing attention to the issue of development in general and the issue of social protection of the poor in particular as an attempt to improve the situation of vulnerable and marginalized groups and to protect them from the economic and social problems resulting from the State's economic reform.

Social justice is a fundamental feature of any political system. It is the unwavering and eternal will to give everyone what they should get, Social justice is usually defined as giving everyone's right, with the distribution of rights in that definition to individuals equal in circumstances without discrimination. and as long as the concept of justice is linked to the need for an institution responsible for the distribution of wealth and resources in society, The breach of this justice in this context is evidenced by the absence of specific eligibility criteria for services in the case of similar and different conditions within these institutions.

In this regard, social justice is concerned with the distribution of resources to those in need through society. Social justice is therefore concerned with the social and legal protection of personal rights.

Distributional justice is the other facet of social justice. There are those who consider distribution justice to be an extension of the concept of justice. It is competent to distribute society's resources and services, morally or materially, and the equality that governs this type

of equity is not computational equality but proportionate equality. The purpose of distribution justice is for every citizen to receive an equal share of his or her circumstances based on the principle of selective entitlement.

Social justice under the principle of selective entitlement means that social welfare services are a right for everyone who needs and deserves it. Social justice is therefore a justice based on suspicion, and thus closer to injustice than justice. It may take the service unnecessary and may be deprived of it.

Social service is linked to social justice historically and philosophically, and it is no exaggeration to say that it is one of the most important occupations to achieve the dimensions of social justice among society's different groups, relying on their methods, priorities, models and strategies.

The responsibility of social service for achieving social justice stems primarily from the fact that it is a human occupation that believes in the human dignity of the individual and whose philosophy advocates high values of truth and justice.

Egypt's tendency to adopt social protection as a form of social justice to eradicate urban poverty social protection of vulnerable and marginalized groups, Because protection for the poor is the goal, all institutions operating in the urban sphere, whether governmental or competent, are responsible for their implementation.

With the vital importance of social institutions providing social welfare services and the great role placed on them, This requires the need to provide many requirements for their advancement and enhancement, as these organizations are a complex system of a wide range of dependent and independent fundamental variables. So these institutions cannot be run by traditional methods and traditional routine tools, There must be a conscious administration capable of seeing the real dimensions of progress and performing key roles in which these institutions assume new responsibilities required by the process of modernization and development to keep pace with today's needs and future challenges.

Management change has become one of the most important features of the present day and should be dealt with and employed with high competencies because it has become an imperative. This has served as an alert to social enterprise managers of the importance of responding to developments around them so that they can do their part. As a result of this change, administrative work has moved from traditional paper-based and routine methods to digital management methods. Digital management has become a kind of strong response to the challenges of the twenty-first century world, which shortens globalization, digital and knowledge space, and the Internet revolution.

Administrative reform is a special priority in the administrative development plans of most Arab countries. This trend is reinforced by the conviction of Arab governments, including Egypt, to exploit and utilize information technology and communications systems to enhance the effectiveness and efficiency of the provision of government services to ensure that they respond quickly to domestic and foreign needs and requirements. In addition to its convictions that reform and management development are one of the main determinants of the investment climate as the underdevelopment of government management systems is one of the main causes of domestic and foreign investors' volumes.

The world today is witnessing the beginning of a new era, the "Age of Information Revolution" or what is known today as the age of digitization and knowledge. Never before has an era witnessed this great importance of information and data, where information and data have become the main feature of the last decades of the present century. "The age of digitization or knowledge", which rightly makes it the age of information, Timely availability of accurate information is a key element of decision-making. So computers have become one of the main pillars of the information age because of its enormous capabilities to store data

and quickly retrieve it. Continued technological development in the areas of computers and their applications has increased their use and prevalence in the sectors of society as a whole.

At the beginning of the twenty-first century and the emergence of the information revolution and the enormous breakthrough in various technologies, which made it imperative for all community-based organizations to use modern management methods to keep pace with this era. These technologies include digital management technology that enables many institutions, including social institutions, to process their documents, control the vast paper inventory and abandon traditional management methods.

In the light of the increasing progress in the use of technology and IT applications in organizations and the multiplicity of their workplaces and clients both within the organization and outside clients, the role of using IT in its performance has become more effective and influential for the enterprise as a whole or its clients The issue of the Organization's choice of future guidance and dealing with digital management requires it to know its requirements and constraints, to inform the objective realities of social organizations and to employ them to serve the strategic decision.

Digital transformation in social institutions has become the cornerstone of the life of modern civil societies as well as a modern alternative that keeps pace with the evolution of human life on the surface of the Earth, satisfies its administrative demands and satisfies its ambition to obtain higher and easy capabilities in the management of its life. It also shortens the time for the implementation of various social and administrative services, facilitates communication between government agencies' departments and organizations and provides accuracy and clarity in administrative processes.

Egypt's digital administration was clearly implemented when information centres were established in all bodies, ministries and governorates by Presidential Decree No. 627 of 1981. (150) Government Information Centres (100) in ministries and bodies, 140 centres in governorates and localities. More than 500 government headquarters have been set up on the Internet. Public service kiosks have been set up in public fields to facilitate citizens' access to services. These kiosks have been linked to government institutions through the Internet.

In the same vein, in 2017, the State launched the Digital Transformation Strategy under the directives of the President of the Republic. The Supreme Council for Digital Transformation was established under the Office of the President of the Republic in cooperation with the Ministry of Communications and Information Technology, the Ministry of Planning and Administrative Reform and the Ministry of Administrative Control.

Given the importance of digital transformation in improving the performance of workers, it has become particularly important at the applied level in order to correct and control the processes of change and development within social organizations. This importance is clearly highlighted through the organizations' efforts to employ digital management as much as possible in the processes of organizational development and change that would improve the performance of workers.

The culture of transformation into the digital system of social organizations requires fundamental changes in all administrative systems that affect human sources of technical skills, methods of execution of work, policies of organizations and the behaviour of the leader who plays the most important role in success, regardless of the difficulties of work faced by workers and so that social organizations can move forward to the future.

The management of social institutions is one of the main ways of practising the social work profession and is defined as a fundamental method of professional practice of social service practised by social workers to enable all people covered by the organization's work to fulfil their responsibilities and optimize the use of available resources and possibilities to help the organization to provide the best possible social work .

It is worth mentioning that the practice of social work and the use of modern technology are inseparable, and today the profession depends very much on the employment of modern technology. The organizations concerned that regulate the conduct of professional practice develop digital tools that will help the practitioner to perform his task. The future in this direction is undoubtedly very promising and holds great hopes for achieving the best professional practice and thus providing the best.

The Social work, like other professions, works to take advantage of everything new in the field of scientific and technological development, whether in social service education, research processes, management of social organizations working in them or professional practice.

In its present form, the Social Unit is the local organ of the Ministry of Social Solidarity, which is responsible for the field implementation of its projects and services on the basis of enhancing participation, increasing its effectiveness and working methods.

Despite the increasing social units in Egypt and their efforts in various areas to achieve social justice and social protection social units are still expected to play a more active role in the issue of social protection of the urban poor by adopting modern management methods so that they can deliver services and care programmes to eligible groups and contribute to the planning and evaluation of these programmes to ensure their greater effectiveness in society.

The practice of social policy analysis is an integral part of the practice of social work from the beginning of the advent of the profession social welfare policy analysis is not only a topic that social workers study and understand in order to help clients access programmes and resources but also a forum for social work practice. The practice of analysing social welfare policy is one of the most important professional practices in social work aimed at achieving the objectives and mission of the profession in achieving social and economic justice.

Based on what has been done, the issue and problem of the current study is "to describe and analyse the reality of the digital transformation policy for the equity of social welfare services

2 the study importance

1- This study is in line with the State Plan for Sustainable Development 2030 and the State Plan for Digital Transformation for all institutions to move from traditional to digital management in the provision of various social services.

2- This study has gained importance from the fact that it has addressed the topic of modernization and development in social institutions providing social welfare services. The study has therefore addressed the topic of digital transformation as a modern management method that contributes to organizational development that improves the institution's efficiency and effectiveness in providing services to the local community and enables it to solve its problems and challenges.

3- The need for societies, especially developing societies, to maximize investment in their human resources and potential. In this context, attention is paid to digital transformation as a modern management method, given its many advantages and benefits for the achievement of social justice in the provision of social welfare services.

4- The topic of digital transformation is a modern and vital topic that has received considerable attention in modern administrative thinking for its importance in assisting social institutions in achieving their objectives with minimal time, effort and cost.

5- The importance of the study is also that it examines the most important social institutions that provide social welfare services (social units) for development and modernization through the application of the digital transformation strategy.

6- Contribute to raising awareness of the importance of the application of digital transformation and its contribution to the development of social institutions' work to achieve social justice.

7- It is hoped that the results of this study will contribute to improving the application of digital transformation in social institutions providing social welfare services.

8- This study is important in that it provides an analysis of the realities of the application of digital transformation in social institutions, including social units, as important institutions in society that provide social welfare services and are responsible for achieving social justice.

9- Contribution of the study to understanding the nature of the relationship between the application of digital transformation and the achievement of equity of social welfare services.

10- The absence of studies on the analysis of the digital transformation policy and its relationship to the equity of social welfare services in social service studies and research, especially in the management of social institutions, which are a fundamental method of professional practice.

11- This study came at a time when our social institutions are almost lacking in real investments in modern administration data, including "digital transformation".

3 : study goals :

The study is based on a first main objective: to describe and analyse the realities of the digital transformation policy for the equity of social welfare services according to the policy analysis model (David Gill)

This main objective has a set of sub-objectives:

- Identify areas of interest for the digital transformation policy to achieve equity of social welfare services.

- Identifying objectives, values, actions, targets and the intrinsic effects of the digital transformation policy to achieve the equity of social welfare services.

- Identification of the applied aspects of the digital transformation policy to achieve the equity of social welfare services.

- Identification of expected interactions between the digital transformation policy and the surrounding forces influencing the design and implementation of that policy to achieve the justice of social welfare services

- Trying to reach alternative proposed policies in line with the achievement of the original objectives of the current digital transformation policy

The second main objective is to determine the realities of achieving the equity of social welfare services in accordance with the digital transformation policy.

This main objective has a set of sub-objectives:

- Determine the realities and level of procedural justice of social welfare services in accordance with the digital transformation policy.

- Determine the realities of the level of distribution justice of social welfare services in accordance with the digital transformation policy.

- Determining the realities of the level of compensatory justice for social welfare services in accordance with the digital transformation policy.

4 study questions :

1- What are the areas of interest of the digital transformation policy for achieving the justice of social welfare services?

2-   What are the objectives, values, actions, targets and the intrinsic effects of the digital transformation policy to achieve social welfare service equity?

3-   What are the applied aspects of the digital transformation policy to achieve the justice of social welfare services?

4-   What are the expected interactions between the digital transformation policy and the surrounding forces influencing the design and implementation of that policy for the equity of social welfare services?

5-   What are the alternative proposed policies that are in line with the achievement of the original objectives of today's digital transformation policy?

6-   What are the realities of achieving the equity of social welfare services in accordance with the digital transformation policy?

5 study concepts :

 Concept of policy analysis

The concept of digital transformation

Concept of social welfare services justice

Concept of social welfare services.

6 theoretical organizers :

Network Society Theory - David Gill's Model for Policy Analysis

6th methodology :

First : study type :

This study is considered an analytical descriptive study (how) because it is aimed at determining the characteristics of a particular phenomenon "Analysis of the digital transformation policy for the equity of social welfare services".

The current study therefore represents an attempt to identify areas of interest for the digital transformation policy in achieving the justice of social welfare services and identifying objectives, values, actions, targets and the intrinsic effects of the digital transformation policy on the delivery of social welfare services, Identifying the applied aspects of the digital transformation policy in social welfare service delivery and the results of its implementation and its impact on society and identifying the expected interactions between the digital transformation policy in social welfare service delivery and the peripheral force influencing the policy's design and implementation, In order to try to reach alternative policy proposals that are in line with the needs of the school community.

Second : applied methods:

Consistent with the type of current study, the researcher relied on the quantitative and qualitative approach together to complement each other's advantages in such a way as to integrate quantitative and qualitative research methods with a view to trying to achieve theoretically and empirically more accurate results that enabled the researcher to achieve the study's objective.

In order to benefit from both methodologies, the researcher used:

-   Case study curriculum: The situation here is all legislation, laws, publications, cooperation protocols and records associated with the digital transformation policy, especially in the field of social welfare services.

-   Sample social survey curriculum: beneficiaries of social welfare programmes and services provided by the Ministry of Social Solidarity's 6 urban social units

fourth : study fields :

1- **place field** , Urban Social Units at the Fayoum centre

2- The data collection tool (questionnaire) for this study was applied to a caste random sample of 367 individual beneficiaries of social welfare programmes and services provided in social units, which amounted to 8,359 as a general inspection framework

3- Time .. The duration of the field study is from 7/12/2020 to 23/1/2021.

Fifth : study results :

- The overall findings of the study indicated that there are constraints to urban social units' performance in achieving equity of social welfare services within the framework of the digital transformation policy, as follows:

Obstacles associated with urban social unity

1-   Administrative routines and frequent access procedures

2-   Poor resources and capabilities of the Unit

3-   Complexity of statutory and regulated legislation to operate within the Unit

4-   Weak interest of the Unit in community study to identify needs, problems and MFGs for the equity of social welfare services

5-   An organizational culture that does not help adapt to the digital transformation system

6-   Lack of trained human cadres on the digital transformation system

7-   Weakness of the Unit's database of beneficiaries

8-Weak material funding for the Unit

Obstacles associated with beneficiaries:

1-   Prevalence of technological illiteracy among the Unit's beneficiaries

2-   Prevalence of satire illiteracy among the Unit's beneficiaries

3-   Lack of awareness among the Unit's beneficiaries of the importance of the digital transformation system in achieving the equity of social welfare services

4-   The beneficiaries of the Unit make false statements to obtain the service unjustly

5-The difficulty of the Unit's beneficiaries having modern technological means to deal with the digital transformation system for access to the service

Constraints associated with social unity's technological infrastructure:

1-   Lack of institutional linkage and coordination between the Unit and other data and information exchange institutions

2-   There is no website for the unit or official web page and social media sites through which customers can apply for services and follow up on each new

3-   Lack of modern devices and means to implement the digital transformation system in service delivery

4-   Double the speed of the Internet in the unit

5-   Lack of specialized technical staff to deal with the problems of the digital transformation system

6-   Lack of interest in periodic maintenance on devices used to implement the digital transformation system (computers - servers - networking devices......)