

Information Technology in Non-governmental Organizations (Civil Associations) as an indicator for developing Intellectual Capital in the Active Civil Associations in Fayoum, Egypt

Prepared by: Assistant Prof. Dr. Laila Abdel-Wareth Abdel-Wahab

I- Problem of the Study:

The success of NGOs (Civil Associations) in any society using information technology is considered as a basic motive for continuity. The professional practice has depended recently on using IT and its utilization in Social Work field.

The intellectual capital is a true fortune of each association and a new source for achieving its competitive feature. The intellectual capital includes knowledge, information, skills, creative abilities, and the intellectual experience that can be utilized to lead institutions towards quality and privilege. Accordingly, it is classified into structural capital, human capital, organizational capital, and clientele capital. Hence, the Social Work professional practice needs to be supported by some modern IT techniques to be able to completely reinforce decision making processes. The current study, therefore, focuses on supporting knowledge, skills, and values of social workers' intellectual capital using IT that includes information systems, computers, electronic programs, internet, and all modern technologies to lead SW practice to be in line with present changes. Hence, the current study is about identifying the role of IT in civil associations as an indicator for the development of intellectual capital (social workers) in NGOs.

II- Terminology of the Study:

Information Technology (IT), Intellectual Capital, and Non-Governmental Organizations (NGOs)

III- Methodology of the Study:

According to its goals, this study belongs the type of analytical descriptive study, where both quantitative and qualitative approaches are used. It is based on a comprehensive social survey. The human sample is 67 units (of social workers working in NGOs, the location of application that included 25 civil associations).

Tools of the study: a questionnaire about "the role of IT in developing intellectual capital in NGOs applied to social workers working for civil associations

Fields of the study:

Sample: (67 units) of social workers working for NGOs (civil associations) in Fayoum city.

Location: (25) associations in Fayoum city.

Duration: from the 1st of November, 2016 till the end of May 2017 (7 months).

IV- Results of the Study:

- a. The role of *information Technology* (IT) is o support professional knowledge of the intellectual capital of social workers in NGOs, where the relative strength was 83.3%. The IT helps social workers in reviewing data whenever they want. It helps also in calculating

material and human capacities available for the association, beside, managing databases of the association and making accounts tables (budget) of any project or service, etc.

- b. The IT plays an important role in supporting the intellectual capital's professional skills of social workers in NGOs. It came as the 2nd in order, as to the dimensions of the questionnaire form, with relative strength 84% in providing services to clients with minimum effort and time; identifying trainings according to job needs of the association; accomplishing the association's goals accurately; rationalizing the use of association's resources; predicting future to reach quicker decision-making; achieving better access to financial resources; and quick communication with parties with which the association deals.
- c. The information technology supports values implied in intellectual capital (social workers) in NGOs. This role of IT came at the first order of questionnaire form dimensions with relative strength 87.3%. These values included confidentiality of beneficiaries that achieve client trust; non-repetition of services to the same client; client participation in decision making; the provision of appropriate services in a way that achieve social justice; improving professional practice within the association; dispersal of services and projects provided by the association.