

# Research Summary

## **Planning indicators to achieve the quality of the professional performance of social workers using digital technology**

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### preparation

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*Technological development in all its forms and means invaded all societies of the current era, and infiltrated all aspects of life in them. Where technology is used in various places, such as homes, offices, and official institutions in the countryside, the city, and the desert, and it has become normal for individuals to deal with it, regardless of their level of civilization or less, and whatever their age group. economic, cultural and social.*

*Many challenges have been put in front of societies to keep pace with the rapid and successive development in communication and information technology, as this system aims to change our lives to become more effective and easy, as it works to reduce the distances and time between the world as the borders between societies have disappeared, and the transfer of information and communication has become easier, No boundaries are required for communication.*

*Where communication between individuals inside or outside the same society has become not bound by the limits of time and place, through the Internet we can obtain scientific references or the latest developments, and news in various parts of the world, as well as Internet applications that are represented in e-mail and social networks, where It works to strengthen social relations, through effective communication between users by publishing information, exchanging comments and expressing opinions, as it has become the window through which we look at the world.*

*In view of the advantages enjoyed by communication and information technology (digital technology), the number of users has increased staggeringly, whether they are individuals, groups, institutions and agencies, and this is confirmed by the annual statistics conducted by the International Telecommunication Union.*

*The social service profession is by its vital nature affected by all these changes, so that professional practitioners need to develop their performance to keep pace with these changes, as the last decade of professional practice witnessed a remarkable expansion in the use of communication and information technology, as it became the electronic tool responsible for collecting, storing and retrieving data and information, as well as communication. With regard to professional relationships and interactions within the framework of work, this was represented in providing professional intervention via the Internet and communication with clients, colleagues and organizations.*

*Numerous studies and research have also emphasized the importance of using communication and information technology in all areas of professional practice, and the need to support positive attitudes towards its use. They also added that the use of communication and information technology provides the social worker with the necessary databases to develop his work, and can be used in the future in interventions. Professionalism and the creation of new and innovative ways to enhance the provision of services, taking into account the values and ethics of the profession.*

*The school field is considered one of the most important fields of professional practice in social work, which also, of course, will be affected by practicing social workers by the means of communication and digital information technology in working with individuals, groups and organizations, whether in terms of professional practice or registration, which may affect the nature of their professional performance and development.*

*Therefore, the current study aimed to develop planning indicators to achieve the quality of the professional performance of social workers working in the school field using digital technology.*