



Faculty of Social work

An Analytical Study of Beneficiaries' Attitudes towards the Quality of Social Services in Light of Digital Transformation in Governmental Social Welfare Institutions

Assistant professor / El Sayed Ali Osman Ahmed

Assistant professor at the Department of Development and Planning
Faculty of Social work – University of fayoum

Abstract :

The current study belongs to the type of descriptive studies, It aims to identify beneficiaries' attitudes towards implementing digital transformation, As well as determining their attitudes towards the dimensions of the quality of social services in light of the digital transformation in governmental social welfare institutions, Identifying the obstacles facing beneficiaries in obtaining social services in light of digital transformation, Coming up with future proposals to activate the use of digital transformation in providing social services ,To achieve the objectives of the study, the researcher relied on a main tool to collect data for his study, It is a questionnaire consisting of (49) statements in addition to the primary data, the necessary procedures were taken to ensure validity and reliability of the tool, The tool was applied in the field to beneficiaries of governmental social welfare institutions, who are beneficiaries of: Supply outlets -integrated services card - solidarity and dignity, They were identified using a social survey using an intentional sample, and their number reached (85) individuals, The study reached several results:Most of the beneficiaries'attitudes towards implementing digital transformation were to constantly follow what was published about government services on the Internet, As for their attitudes towards the dimensions of the quality of social services in light of digital transformation, they were that obtaining the service is done in an easy way on the Internet, The websites made it possible to obtain government services at any time, They can obtain the required government services they need through the Internet, As for the most important obstacles facing beneficiaries in obtaining social services in light of digital transformation, it was the failure of some citizens to learn to use modern technology to obtain government services, And the complexity of the steps to obtain the service on websites, Finally, the most important proposals for activating the use of digital transformation in providing social services were spreading the culture of using modern technology to obtain services.

- **Keywords** : beneficiaries' attitudes, quality of social services, digital transformation, governmental social welfare institutions.

رئيس مجلس القسم

أ.د/ وفاء يسري إبراهيم