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Community Partnership as an approach to Improve the Quality of Social Services

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Abstract :

The study aimed to determine the role of community partnership in improving the quality of social services through: determining the role of community partnership in providing social services, achieving adequacy of social services, achieving fair distribution of social services, sustainability of social services, as well as identifying the obstacles facing community partnership in improving the quality of Social services, to reach a proposed vision to activate the role of community partnership in improving the quality of social services. To achieve the objectives of the study, it relied on a measurement form as a main tool prepared by the researcher by reviewing previous studies and consulting with experts. The tool consists of (42) phrases in addition to the primary data distributed as follows: primary data (6) questions, the role of community partnership in providing social services (7) phrases, achieving the adequacy of social services (7) phrases, achieving fair distribution of social services (7) phrases, Sustainability of social services (7) Phrases, Obstacles facing community partnership (7) Phrases, reaching a proposed vision to activate the role of community partnership in improving the quality of social services (7) Phrases. Its validity and reliability were confirmed, and it was field-applied to a sample of (138) items distributed among community partnership projects in Fayoum Governorate. The study reached several results, which are: The community partnership has an important role in achieving the availability of social services by: providing these services, introducing them, and meeting the basic needs. Its role in achieving the adequacy of social services is represented in: providing services at a good level, facilitating the procedures for obtaining them, benefiting from them in improving income, diversifying. Its role in achieving fair distribution of social services has been: good treatment, free access to service, and service to those in need. As for its role in the sustainability of social services, it included: access to service continuously, tailored to needs, search for new services. As for the obstacles facing community partnership in improving the quality of social services, the most important of which are: lack of project development, disproportionate services to needs, services focus on one category. The proposals to activate the role of community partnership were: service development, continuous needs study, new services, interest in income improvement projects, and streamlined access to services.

Keywords: community partnership, quality , social services.

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