



**Fayoum University**

**Faculty of Social Work**

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# **Evaluation of the professional performance of the social workers at the Social Solidarity Directorate in Fayoum**

*Within the requirements for obtaining a master's degree in social work*

**Submitted by**

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## Abstract

### First: the study problem.

Social care in contemporary societies is considered one of the basic rights of man, which is represented in satisfying human needs, no matter how many those needs are, whether they are physical, psychological, mental, social or recreational needs, in order to achieve a better standard of living for all members of society, which contributes to the realization of basic functions around which most of the activities in society revolve, represented in development, social integration, mutual assistance, and social control. Social welfare is no longer a grant or gift given by governments to its members, but rather it has become a right for all citizens who can obtain it, after the international covenants approved the eligibility of citizens in any society from communities to access social welfare services..

In particular, social care organizations are bodies formed to express the will of society, and to meet human needs, whether these needs are material or moral, and these organizations do not aim to achieve material profit, but rather their goal is to provide assistance or services to each of the individuals, groups and societies, so social welfare organizations are considered as The effective way to satisfy multiple human needs. They represent formal organizations whose main activity is to provide social services to individuals in society to achieve social welfare. They aim to provide direct services to help clients and enable them to deal effectively with social conditions that affect the welfare of members of society. They also provide indirect services. which focus on managing direct services or on changing social conditions

There were many opinions on the classification of social welfare organizations. P expected to serve the interests of their members, “work organizations” and work for the benefit of its owners, and “service institutions”, which are bureaucratic organizations directed to serve the interests of clients, and “public interest organizations”, which are sovereign organizations that seek the interest of the nation, as classified by “Medhat Muhammad Abu Al-Nasr” according to affiliation to “governmental organizations” that the state establishes, and assumes responsibility for financing them. It is supervised by the civil associations, which are formed by the people and take charge of their management, financing and publicity, and “joint organizations”, which are organizations that combine governmental and private efforts in management and financing. Perlman & Gorin classified the organizations in which the social worker works into three types, which are: voluntary associations, service institutions, and planning organizations.

The Ministry of Social Solidarity, as one of the planning organizations, is working to change its philosophy in dealing with the most vulnerable groups. Its role is not limited to the need for the most vulnerable groups to get out of social destitution only, but the policy stressed the need to transform the most vulnerable families from families receiving aid to productive families that support themselves and provide for themselves. Job opportunities for others, in order to alleviate multidimensional poverty, and by providing job opportunities, micro-enterprises, and exhibitions for productive families. community members, so the ministry made major transformations during the last (9) years from 2014–2023

The Ministry of Social Solidarity also aims to achieve development and social care, and work to strengthen and cohesion the Egyptian society in the light of the general policy of the state.

According to Perlman & Gorin, the practice in planning organizations requires that the social worker perform four basic functions, namely, studying needs, identifying problems, defining goals and policies, monitoring and feedback, using modern technology, and referring to the tasks of the Directorate of Social Solidarity as one of the planning organizations. The field reality indicated that it performs the function of supervision and guidance on the performance of social workers working in social units and civil association.

Considering that the Directorate of Social Solidarity is one of the planning organizations, the social worker performs the function of supervising and directing the performance of social workers working in social units and civil associations, in order to improve the level of professional performance of social workers, and to detect errors that they face to prevent their occurrence in the future, by issuing orders and instructions Which contains detailed tasks to ensure that work is implemented in accordance with previously announced ministerial decisions.

Where the control process is supervised and followed up by a higher authority in order to ensure the efficiency of performance, and that the available resources are used in accordance with the plans set, and control is represented in follow-up, measuring performance, determining

appropriate standards for measurement, and taking corrective measures to prevent errors from occurring in the future..

The guidance process is considered one of the functions that the manager performs in organizations, and it is based on all activities that are designed to encourage employees to work efficiently and effectively, and it represents a continuous task for making decisions and recording them in orders and instructions. In the interest of work, and effective guidance is practiced in the light of understanding the nature of human behavior, so guidance is done through contacting workers, guiding them, and encouraging them to work to achieve goals. Guidance is not implementation of actions, but guidance of others in their implementation of actions

There is no doubt about the importance of social workers in the Social Solidarity Directorates performing the functions of supervision and guidance because of their positive effects on the professional performance of social workers working in the Social Solidarity Directorates. Professional performance of social workers

Accordingly, the problem of the study is determined in the following question: "Evaluation of the professional performance of social workers in the Directorate of Social Solidarity in Fayoum" by examining the professional performance of social workers in the Directorate of Social Solidarity as planners, and this can be achieved by examining what is the supervisory role of social workers in the Directorate of Social Solidarity?, This question can be answered through several sub-questions, represented in what is the goal of social workers exercising the oversight

function in the Social Solidarity Directorate? What are the control steps followed by social workers in the Social Solidarity Directorate? What are the oversight methods used by social workers in the Social Solidarity Directorate? What are the characteristics of the supervisory system in the Directorate of Social Solidarity?, and standing on the guiding role of social workers in the Directorate of Social Solidarity? This question can be answered through several sub-questions, represented in what is the goal of social workers exercising the guidance function in the Social Solidarity Directorate? What are the guidance steps followed by social workers in the Social Solidarity Directorate? What are the guidance pillars practiced by social workers in the Social Solidarity Directorate?

**Second: the objectives of the study.**

**The study starts from a main objective:**

**Standing on the professional performance of social workers in the Directorate of Social Solidarity as planners.**

**It has two sub-goals:**

- 1 -Evaluation of the supervisory role of social workers in the Directorate of Social Solidarity.
- 2 -Evaluation of the guiding role of social workers in the Directorate of Social Solidarity.

**Third: the study questions.**

**The study seeks to answer the following questions:**

**The first question: What is the oversight role of social workers in the Social Solidarity Directorate?**

**It includes several sub-questions, namely:**

1 -What is the objective of social workers exercising the oversight function in the Social Solidarity Directorate?

2 -What are the control steps followed by social workers in the Social Solidarity Directorate?

3 -What are the control methods used by social workers in the Social Solidarity Directorate?

4 -What are the characteristics of the control system of the Social Solidarity Directorate?

**The second question: What is the guiding role of social workers in the Directorate of Social Solidarity**

**It includes several sub-questions, namely:**

1 -What is the objective of social workers practicing the guidance function in the Social Solidarity Directorate?

2 -What are the guidance steps followed by social workers in the Social Solidarity Directorate?

3 -What are the pillars of guidance practiced by social workers in the Directorate of Social Solidarity?

-What are the obstacles faced by social workers in the Directorate of Social Solidarity as planners?

#### **Fourth: Study Concepts**

**The researcher based this study on two main concepts**

The concept of oversight in the Directorate of Social Solidarity.

**The concept of guidance in the Directorate of Social Solidarity-٢.**

**Fifth: The methodological procedures of the study:**

##### **1 –Type of study:**

This study belongs to the style of evaluation studies, and therefore the study aims to "evaluate the professional performance of social workers in the Directorate of Social Solidarity in Fayoum."

##### **2–The method used:**

The current study relies on the descriptive approach, which is concerned with describing the professional performance of social workers when they perform the function of control and guidance, using the comprehensive social survey method to collect data through a comprehensive enumeration of social workers working in the Directorate of Social Solidarity in Fayoum, and their number is (48) individuals.

##### **–3 Study tools:**

##### **A– Data collection tools:**

In this study, the researcher relied on a main tool for data collection: a questionnaire "to evaluate the professional performance of social workers at the Social Solidarity Directorate in Fayoum".



## **B- Data analysis tools:**

In processing the data of the study, the researcher relied on the (SPSS) program, and the researcher used a set of statistical treatments, which are:

- Frequencies and percentages
  - standard deviation
  - SMA.
- percentage.
- Stability coefficient (alpha – Cronbach).
- Relative strength.

Fields of study:

### **1. The spatial domain:**

The questionnaire was applied to social workers working in the Directorate of Social Solidarity in Fayoum.

### **2.The human sphere:**

Social workers working in the Directorate of Social Solidarity in Fayoum, and they counted (48) alone.

### **3.time domain:**

The field study was conducted during the period from Decampere 2022: February 2023.

### **Sixth: Study Results:**

There are many goals that social workers seek to achieve when they carry out the function of monitoring the activities and programs of the Directorate, which are (identifying the obstacles facing social workers in the implementation of social care programs, seeking to know the conditions that hinder the performance of social workers, following up the professional performance of social workers to ensure the provision of services to citizens Without discrimination, ensuring that social workers implement social care programs in accordance with ministerial decisions, comparing the actual performance of social workers with announced ministerial decisions, providing information to social workers through discussing ministerial decisions to improve their professional performance, providing the necessary information to make decisions related to the provision of social care services, ensuring that That the professional performance of social workers is practiced in accordance with the regulations governing work, ensuring that social workers follow the regulations governing work in the directorate, helping social workers adapt to emergency work pressures).

There are many steps practiced by social workers to monitor professional performance, which are (measuring the professional performance of social workers, making corrective decisions, measuring professional performance).

The oversight system of the Social Solidarity Directorate has many characteristics, which are (supervising the professional performance of social workers in the implementation of social care programs, acting

flexibly with the obstacles facing social workers to improve their professional performance, adapting to emergency conditions when implementing social care programs, making decisions to correct The professional performance of social workers, following up the professional performance of social workers at all stages of providing social care services, objectivity in judging the professional performance of social workers, clarifying the methods used to evaluate the performance of social workers, the participation of social workers in setting standards for monitoring professional performance).

The objectives that social workers seek to achieve when performing a job are (facilitating the steps for social workers to carry out tasks according to the set plan, directing the performance of social workers to implement previously announced ministerial decisions, directing social workers to avoid problems in implementing social care programs in the future, supervising the implementation Social workers for instructions accurately, dealing positively with emergency problems facing social workers in the implementation of social care programs, supervising the organization of programs related to the implementation of social workers for the tasks required, bridging the gap between the actual performance of social workers and the required performance, providing a suitable work environment to unleash the creative capabilities of social workers In carrying out the tasks, urging the social workers to develop their professional performance).

There are many steps that social workers follow to guide professional performance, which are (social workers identifying the problems facing their professional performance with beneficiaries, the

participation of social workers in identifying appropriate solutions to provide more effective services, emphasizing on social workers commitment to implementing the decisions that have been taken, following up on the implementation of decisions by social workers To improve the performance of the Directorate, reward social workers who excel in working with beneficiaries, measure the results of improving the professional performance of social workers in providing services to beneficiaries).

-The most important pillars on which social workers rely in monitoring professional performance are “communication”, then “improving morale”, and “communication.”

-The obstacles facing social workers are due to administrative and organizational obstacles, obstacles related to social care programs, and obstacles related to social workers.