Fayoum University

Faculty of Social Work

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Organizational Trust and the Achievement Empowerment to Social Worker`s in Social Institutions

A dissertation Submitted in partial fulfillment of the Ph.D. degree in social work

by

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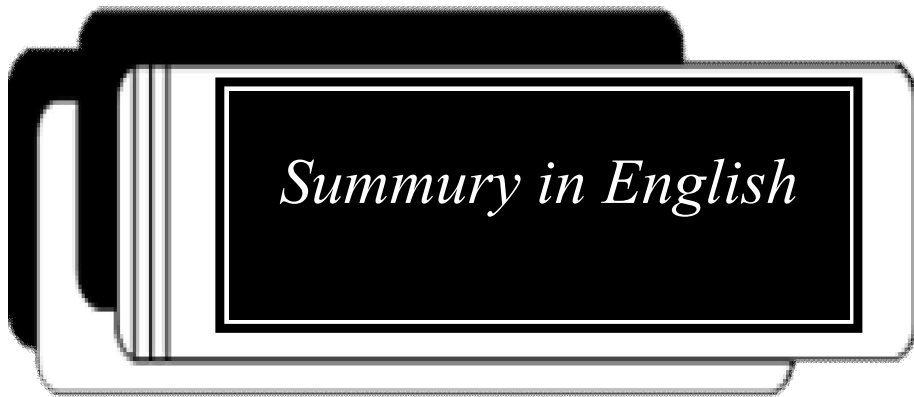Fayoum University

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Summury in English

English Summary:

The current study is based on the problems and negatives of the various institutions that for decades have been captive to intense centralization, the hierarchy and plurality of levels, the length of official communication lines, the confidentiality of information, and the limited powers granted to workers. Therefore, it is necessary to build modern empowered institutions that adopt empowerment as a philosophy and approach in managing the human element. Empowerment and trust provide many advantages for workers and the institution those involve the success of applying standards of excellence as long as the institution depending on the participation and empowerment of workers. This study aimed to determine the nature of the relationship between organizational trust and its indicators (administrative policies - organizational values- opportunities for creativity and self-realization - information available in the organization - confidence in the immediate boss - confidence in colleagues - confidence in senior management) and between indicators of empowerment (communication - Delegation of authority - incentives - training - teamwork). The study also aimed to achieve another goal which is to arrive at a model to achieve empowerment for social workers within the framework of organizational confidence. The researcher used the descriptive analytical method. The study population consisted of social

workers in the Directorate of Social Solidarity in Fayoum and its sub-departments (67 specialists). The tool used for collecting data is a measurement scale. The study reached several important results, these are: (1)the general hypothesis of the study was verified: "There is a statistically significant positive direct relationship between organizational confidence and achieving empowerment of social workers in social institutions 69.56%; (2)There is a, statistically significant positive relationship between organizational confidence indicators (confidence in the immediate superior - confidence in colleagues - confidence in senior management) and indicators of empowerment 68.16%; (3)There is a statistically significant positive relationship between confidence indicators and obstacles to implementing social workers empowerment in social institutions 68.28%. (4)There is a statistically significant positive relationship between confidence indicators and proposals to overcome the obstacles to implementing empowerment for social workers 70.50%; (5)There is a correlational positive relationship between the means of enhancing organizational confidence and the indicators of empowerment (delegation of authority - teamwork - training - communication – incentives) 67.62%.