A schematic vision for enhancing digital fluency in social services organizations

Abstract

This study aimed to reach a schematic vision to enhance digital fluency in social service organizations. Several sub-goals were branched from this main objective, namely:

1 –Measuring the ability of social services organizations to spread digital culture.

2 –Measuring the ability of social services organizations to raise digital efficiency.

3 –Measuring the ability of social services organizations to support social competencies.

4- Identifying the obstacles to applying digital fluency in social services organizations.

5 –Reaching a mechanisms to enhance digital fluency in social services organizations.

In order to achieve these goals, a digital fluency scale was built in social services organizations, where it was distributed to a deliberate sample of workers in the Directorate of Social Solidarity in Fayoum, who numbered (211) single, and a set of statistical tests were used (Pearson coefficient - weighted arithmetic mean - weighted relative strength) for hypothesis testing and data analysis.

The study found the importance of spreading digital culture in social service organizations, the need to provide a guide with a platform for how to apply digital fluency in social service organizations, and to enhance critical thinking when using digital technologies in social service organizations, with the need to create the appropriate infrastructure for applying digital fluency in social service organizations.

Key words:

Digital Fluency - Digital Competence - Social Services Organizations.