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The Digital Transformation as a Strategy to Build the Capacities of Administrative System in Social Services Institutions in Light of "Egypt's Vision 2030

Within the requirements to obtain a master's degree in social work

Industry Development and Planning

by

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First: the study problem

The application of digital transformation, the internet and other electronic technologies, has developed the nature of providing social service as well as the procedures of obtaining them in social services institutions. This enables the workers in the administrative system to provide social services to beneficiaries via the internet, phones, video, the web, electronic social networks, e-mail and text messages or any entry various forms of digital and electronic services in the so-called digital social service "remotely"

Undoubtedly, performing and developing social services institutions according to the digital changes is measured by the extent of their production and use of modern technologies in various fields and aspects of performing their tasks, and the extent to which they possess knowledge, information and capabilities "human, technical and digital management", This makes these social institutions productive of modern technology and participating in the progress of society, as it is one of the basic pillars that enable them to follow up on the tremendous developments in various areas of life. This enhances the employees of the administrative system to be more aware of the needs and developments of the labor market.

Where linking employees with the administrative apparatus to the needs of the labor market and its developments and the use of information and Communication Technology in the performance of this function has become a major challenge in institutions and in supporting their survival and continuity, in a framework of positive competition, which led to the emergence of the application of digital transformation of human resources, and employees in the administrative apparatus are affected by the prevailing digital orientation, there are often a lot of difficulties and complexity .

Based on the above, digital technology, the internet and other electronic technologies have changed the nature of service provision, dealing

with customers or beneficiaries, and the practice of social service as a profession based on serving the community as a whole "beneficiary, institution, social worker", where employees of the administrative apparatus of modern social services institutions can provide digital social services via the internet, telephones, video, web, electronic social networks, e-mail, text messages and other modern digital technical platforms and support them according to the digital transformation strategy adopted by the Arab Republic of Egypt adopted in the vision of Egypt 2030 .

Accordingly, the problem of the study crystallizes in "defining digital transformation as a strategy to build the capacity of the administrative apparatus of social services institutions in the light of the vision of Egypt 2030", by identifying the social institutions applying digital transformation through the Directorate of social solidarity and the requirements of its digitally transformed administration

Second: Study concepts

The researcher depended on two basic concepts:

1- The concept of digital transformation by social institutions .

2- The concept of institutional capacity building .

Third: The purposes of the study

The study aimed to:

1- Determine the reality of applying digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions.

2- identify the benefits of digital transformation as a strategy to build the capacity of the administrative staff of social services institutions.

3- identify the means and methods of digital transformation as a strategy to build the capacity of the administrative apparatus of social services institutions.

4- identifying the obstacles to digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions.

5- a proposed vision for digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions.

Fourth: Study questions

The study aimed to answer the following questions:

1- **The first question**: What is the reality of applying digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions

2- **Second question**: What are the benefits of digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions

3- **The third question**: What are the means and methods of digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions

4- **Fourth question:** What are the obstacles to digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions

Fifth: The methodological procedures of the study

1- Type of study

This study belongs to the type of descriptive analytical studies, in order to analyze and interpret digital as a strategy to build the capacity of the

administrative apparatus of social services institutions in the light of Egypt's Vision " 2030."

2- method used

The current study was based on:

- Comprehensive Social Survey of employees from the selected digital transformation departments of social solidarity and their number (16) departments. As follows: (Human Resources Management - Women Affairs Management - guarantor management - accounts management - Information Center management - planning management - control and follow-up management - Defense Management - Public Service Management - citizen service- Development Management - family and child management - association management - financial affairs management - registry and displacement management - organization and training management) .

- Social Survey with a simple random sample of a group of experts digital transformation of social services institutions.

3- Study instruments

- The study tool was applied to the employees of the administrative apparatus of the Directorate of social solidarity in Fayoum in the sixteenth digitally converted departments under study using the comprehensive inventory, where the number of forms that have already been filled out reached (133) single forms.

- A simple random sample of digital transformation experts in social services institutions was also selected, amounting to (10) single forms only.

4- Fields of study

A- Spatial domain:

–   A form for measuring digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions in the light of the vision of Egypt 2030 was applied to the employees of the administrative apparatus in the Directorate of social solidarity.

–   A guide to meet experts to identify digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions in the light of Egypt's Vision 2030 applied to experts digital transformation in social services institutions

C- Time domain:

The study was conducted in its theoretical and field aspects during the period from May 2021: June 2022.

Sixth: The results of the study

1- The importance of digital transformation in capacity-building is beyond the administrative apparatus of social services institutions : developing the digital capabilities of the institution, dealing with the emergency developments of digital transformation in digital institutions, spreading the culture of digital administrative work in institutions, achieving integration between all digital departments in social services institutions, which overcomes the difficulties of reaching the real beneficiaries .

2- Reducing the "administrative, technical and digital" difficulties that arise from the digital changes introduced to the social services organization, a system that tracks enterprise resource planning systems, simplifying procedures in obtaining social services at the lowest time and cost, increasing the effectiveness of administrative work and its efficiency, the presence of digital preservation systems of documents and digital platforms, poor technological experience, the same skill level in learning

and training on computers in the use of digital platforms and service websites, the lack of specialists and experts in the organization in digital technology, the lack of implementation of Duart, the high cost of creating an unbreakable network structure as well as weak appropriations Finance .

3- The reality of applying digital transformation to build the capabilities of the administrative apparatus in social services institutions "providing hardware events" computer , printing, digitally configured offices , building, plans, procedures "to apply digital transformation in the institution", using communication channels and access "digital platforms" and computer speed in completing costly tasks, which led to saving time and effort, there is a computer network connected to all offices in the Directorate, accuracy in work performance .

4- There are three departments of classified systems of interest to human and institutional resources represented in "enterprise management software, supply chain management, and Customer Relationship Management", the department works independently, the planning management system works for cooperation as a system, the planning department works independently, allowing the exchange of information about the beneficiaries of the Directorate, the customer relationship management works in providing social services in the Directorate in light of the regulations and laws available within the Directorate .

5- Requirements for applying digital transformation in the Directorate, developing English language skills for employees through training courses that serve applications for digital transformation, qualifying human resources to use digital transformation in the Directorate, developing a system of incentives and incentive salaries for outstanding employees in the administrative apparatus of the directorate with modern technologies,

which leads to the interest of employees and maintaining the same level of performance of tasks assigned to them .

6- To those responsible for implementing the digital transformation in the Directorate, building integrated databases, creating websites for the Directorate that work on the effectiveness of communication between the employees of the administrative apparatus in the Directorate as well as beneficiaries of social services, keeping pace with the digital development steps and what is new for the Directorate, setting coordination mechanisms between the Departments of the digital e-mail and a private computer For each employee of the administrative apparatus of the Directorate .

7- The study also reached the development of a proposed concept for digital transformation as a strategy to build the capacity of the administrative apparatus in social services institutions.