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Planning Indicators for Organizational Development of Social Services Organizations.

As master thesis requirements .

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First :Study problem :

Institutions are considered as open environmental systems they belong to, where they also interacting continually , affecting & were affected , because they distinguished with accelerating changing at all aspects & dimensions .

So this institutions now need to be stable to attain their functions and roles (to meet basic needs and wants for beneficiaries , beside to offer many social services to upgrade with standard of living , also to enhance social . educational and health services for needed people in societies)

Of course the belonging or linkage is obviously and necessary to apply development , so any changes in environment lead necessarily to ones in institution of social services.

We conclude to a fact , that managing the social service institutions are crucial axe , to use to develop and enhance the quality of life , so their role was became very important to attain development , also their sustainability are important too .

The importance of change is considered the most crucial requirements for enhancement & development for this institutions . to reach finally to social stability .so we can now notify that ones are competing with each other , because change is life for them and to adapt with fast developments around .

So the researcher has focused on organizational development for social services institutions as attitude to apply new approach (in late 60th decade and beginning of 70th years) as widely planned operation , to begin with administrative leaders to increase effectiveness of that institutions , with using knowledge of behavioral sciences .

In 90th , it was possible to identify special issues to make organizational developments , like : development & enhancement , organizational learning , institutional analysis (some of that important issues were emerged due to developments in social sciences related to analysis of culture and organizes policies . so due to complicated problems inside institutions , we need to apply organizational development , that many modern governments are used , there many programs belong to this direction ; like : total quality management (T Q M) and administrative re- engineering .

The vision of current program was represented in annually report 2008 , to concern to rise the efficiency and effectiveness of administrative structure foe the state , through make new plans , recommendations and suggestions and new administrative structures .

Also to apply those by specified projects in service institutions .

beside to enhance staffs skills , to create new ones to adapt with changes occurs rapidly (by continues training courses , to develop the current administrative environment to new one , also to link social services institutions with enhancing in administration performances , so to set new criteria & work assessment standards)

Now , we have noticed with importance of that attitude , where Egyptian strategy for sustainable development (Egypt vision 2030) has indicated to need to new institutional effective and sustained system. According to the decree no. 122/2015 , about criteria & standards and mechanisms to apply organizational development in state administration.

This strategy aims to rise the efficiency and effectiveness of the state administration structure in – rooted , through many projects and programs focus on the roles of institution , many activities , to build abilities for staffs to adapt with new developments .

So the current study concerns with analysis and studying the problems related to social services institutions , so to design new general principles frame to govern organizational developments .

In light what we indicated and presented , the importance of development to face or meet rapidly changes in social and organizational environments , to move successfully from traditional systems to modern ones to achieve objectives , so the researcher has shaped the main question foe current study as : **what are the planning indicators to apply organizational development in social services institutions ?**

Secand: Objectives of the Study

The current study aims to attain the main goal as following:

" To determine and to analysis the planning indicators for organizational development in social services institutions "

This object has divided to sub – goals as :

- 1- To specify the planning indicators to enhance the employee performance in social services institutions.
- 2- To determine the planning indicators to activate information technology in social services institutions .
- 3- To identify the planning indicators to restructuring administrative process in social services institutions .
- 4- To identify the planning indicators to develop organizational structure in social services institutions .

Third: Study Questions :

The study aims to answering the main question as following:

What are the planning indicators for organizational development in social services institutions?

So there are sub- questions need to answer as following :

- 1- What are To specify the planning indicators to enhance the employee performance in social services institutions?
- 2- What are To determine the planning indicators to activate information technology in social services institutions ?
- 3- What are To identify the planning indicators to restructuring administrative process in social services institutions ?
- 4- What are To identify the planning indicators to develop organizational structure in social services institutions ?

Fourth: Study Concepts :

The current study contains the following concepts :

- Planning Indicators.
- Organizational Development.
- Social Services Institutions.

Fifth: Methodological Procedures of the Study :

1- Study Type : This study belongs to (according to goals) analytical descriptive ones .

2- The Methodology used: The current the current study based on scientific approach with both quality & quantity sides , with using comprehensive social survey on all items represented in administrative leaders in social security, youth & sporting administration and education department in fayoum city "

Also , it was based on social survey with sample to chose administrative employee in social security, youth & sporting administration and education department in fayoum city "

Sixth: Study Tools :

- Evaluation sheet , applied on administrative leaders .
- Evaluation sheet , to apply on employee .
- Statistical processing , used in study , where the researcher has used in current study , the following statistical methods as following :

(Weight sum - Pearson coefficient - T- test - Qai test - Analysis of one direction variance way - Relativity power - The weighted average One way ANOVA).

Seventh: Study Fields :

- Place Field :

It was represented in social services institutions as following (in social security, youth & sporting administration and education department in fayoum city)

- Human Field :

The researcher has applied the study tools on 68 item from administrative leaders and 140 from employee .

- Time field :

The period the current study was applied to prepare the theoretical part and to gather data to use in field and to analysis and to summarize results (from 1-5-2015 to 20-5-2015)

Eighth: Study results :

- 1- Indicators of employee in social services institution was high as (82.1%) , where it was middle as (79.5%) among administrative leaders.
- 2- Information technology indicator in social services institutions , for employee was middle as (69.5%) where it was middle too as (66.8%) for leaders .
- 3- Administrative restructuring indicator in social services institutions , was middle as (74.5%) for employee , where it was middle as (69.4%) for leaders .
- 4- Organizational structure indicator , in social services institutions , it was middle (75%) for employee , and it was middle as (71.4%) for leaders.

- 5- There are no inferred statistical differences at level (.05) , in planning indicators in organizational development (in social services institutions) according to the kind of employee and leaders " males & females related to planning indicators for organizational development in social services institutions .
- 6- There are no inferred statistical differences at level (.05) , in planning indicators in organizational development (in social services institutions) according to the age of employee and leaders " males & females related to planning indicators for organizational development in social services institutions (it was the planning indicators for restructuring the administrative process in social services institutions , except the four dimension : indicators for information technology , to enhance employee performance , where here are no inferred statistical differences at level(.05) in organizational development according to age among employee and leaders .
- 7- There are inferred statistical differences at level (.01) , in planning indicators in organizational development (in social services institutions) according to the years of experience at all dimensions , except indicators for information technology , to enhance employee performance , where here are no inferred statistical differences at level (.05) in organizational development according to years of experience in social services institutions .

- 8- There are inferred statistical differences at level (.01) , in planning indicators in organizational development (in social services institutions) according to the educational state at all dimensions , except indicators for information technology , to enhance employee performance , where here are no inferred statistical differences at level (.05) in organizational development according to years of experience in social services institutions .
- 9- There are inferred statistical differences at level (.01) , in planning indicators in organizational development (in social services institutions) according to the field of work of administrations at all dimensions , except indicators for information technology , to enhance employee performance , where here are no inferred statistical differences at level (.05) in organizational development according to years of experience in social services institutions .
- 10- There are no inferred statistical differences at level (.05) , in planning indicators in organizational development (in social services institutions) according to the job description for employee and leaders , where they are agreed to that indicators in social services institutions .