Practicing e-social work (benefits & obstacles) An applied study to some social agencies in Asyut Governorate

اعداد

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Abstract

The current study problem was to identify the benefits and obstacles of practicing electronic social work. The aims of the study were:

1- Determining the reasons for the need to practice electronic social work.

2- Determining the benefits of practicing electronic social work.

3- Monitoring the obstacles facing electronic social work.

4- Providing a set of recommendations to increase the efficiency and effectiveness of social agencies in the practice of electronic social work.

The study's questions were as follows:

1- What are the reasons for the need to practice electronic social work?

2- What are the benefits of practicing electronic social work ?

3- What are the obstacles to practicing electronic social work ?

4- What are the proposals to increase the efficiency and effectiveness of social agencies in practicing electronic social work?

This study is considered a descriptive.It has benefited from the social survey method.

Data were collected by a hand delivered questionnaire form a non-random sample of 40 social workers working in some social agencies in Asyut Governorate (12 agencies).

the most important results of the study was answering all its questions, including: that there was an urgent and necessary need to practice electronic social work; there are benefits arising from the practice of electronic social work ; and that there are obstacles facing the practice of electronic social work. At the end of the study, a set of recommendations were presented to increase the efficiency and effectiveness of social agencies in practicing electronic social wor

Introduction to the study problem:

Recent technological developments have brought about a quantum leap and a real revolution, as the internet has spread throughout the world, linked parts of this broad world, and paved the way for all individuals, families, societies, organizations, and professions ... to communicate, convergence, acquaintance, exchange of ideas, desires, and successful experiences, as well as building relationships, solving problems, and facing crises and disasters, which contributes to develop capacities and increasing social performance in society.

Social work is one of the social and human professions that aims to help people and develop their capabilities, and provide social services to them in order to perform their social roles and face their various, changing and renewable problems better (1), and during the response of the profession to achieve this, it must keep abreast of modern developments so enter the world of information and communication. Also, it should increase the use of computer and the spread of the international information network (the Internet) and the social media and the high-speed use of information and communication technology, as many social work clients who have the skills to use electronic technologies have benefited from electronic social work services.

Digital technology, the Internet, and other electronic technologies have changed the nature of social work practice where contemporary social workers can provide services to clients through the use of online counseling, telephone counseling, video counseling, electronic processing, self-directed interventions on the web, electronic social networks, email and text messages i.e. input various forms of digital and electronic social services in what is known as the practice of electronic social work (2).

And the benefits of practicing electronic social work are multiple, including what is at the level of the client and his or her family such as providing appropriate professional advice to clients and their families, educating clients and their families with the professional services provided, delivering services to

clients and their families as quickly and with minimal effort, costs and high service quality.

Also , what is at the level social workers such as developing styles of professional practice for the social work in agencies and improving the quality of professional work, and reducing the burden on social workers in agencies..., as well as what is at the level of the social agency such as providing a database on clients and preventing duplication in the performance of services for clients and their families, reaching the agency to apply quality standards what is required, increasing the efficiency and effectiveness of the services provided by the agency..., With respect to the level of society and social policies such as improving the quality of life in society, reaching the poor and marginalized places, groups in society, increasing social capital among clients, people and agencies, and developing social policies in society...

Social workers practice the profession via electronic technologies because of its benefits, but it faces a wide range of obstacles related to risk and ethical management related to the competence of practitioners, client privacy and confidentiality, informed consent, conflicts of interests, dual borders and relationships, counseling, clients referral, service termination and interruption, documents and research evidence... (3).

As other constraints face, many of which are the weakness of the agency's budget and the possibilities in it, the high cost of computers and electronic networks, lack of skills of many social workers of how to use computer , as well as other agency̓ s employees , and lack of the internet and social networks in the agency , lack of the commitment of many social workers to the laws governing the practice of electronic social work in the agency, fear of some clients not to maintain the confidentiality of their information and secrets, the weakness of internet services in the agency, and most of the clients are unable to deal with information and communication technology...

Therefore, the current study tries to determine the reasons for the need to practice electronic social work in social agencies , and to determine the benefits of practicing electronic social work in social agencies, monitor their obstacles, and finally

present a set of recommendations that can contribute to increasing the efficiency and effectiveness of social agencies when practicing electronic social work.

The following item presents the most important previous research studies on the practice of electronic social work :

1- Medhat Abo El-Nasr study (1991): The study discussed the necessity of using computers in the profession of social work in order to improve the level of professional practice and achieve its quality. The study reached to confirm the importance of the use of computers in the practice of the profession because of its advantages, and the study revealed the existence of obstacles facing this, including: fear of not maintaining privacy and confidentiality of information, and reducing aspects and direct human relationships in the practice of the profession (4).

2- Marlowe-Carr, Lisa C, study (1996): The study aimed to provide a glimpse into social workers who use online services, and the study found that there were statistically significant differences in online use between social workers in university environments non-university , gender, and that the use of online services enhanced their professional capabilities (5).

3- Mona Mahmoud Owais study (1998): The study aimed to identify the current status of the use of information technology and its contribution in supporting decision-making in the planning of care and development programs at the Ministry of Social Affairs, and the study concluded that there is a relative use of information technology, because the current use depends on both The technological system and the manual system together, and that the use of information technology contributes to supporting the planning decision, the ease of obtaining adequate and accurate data from its sources and updating it, reaching better satisfaction of the needs of the beneficiaries, and continuing the future planning, and the actual use of information technology. Among the difficulties of using information technology in planning care and development programs are: the lack of sufficient

technical and trained human cadres, the lack of adequate training programs, the insufficiency of computers, the lack of a communication network between the organs of the ministry, the lack of material capabilities, the lack of specialized training centers, and the lack of adequacy and accuracy of data, lack of a database and programmed information, lack of training courses, lack of computers, lack of awareness among some workers about information technology. The study suggested the need to increase interest in relying on the technological system in providing the planning information necessary to support decision-making planning for care and development programs (6).

4- Caso-Morris, Diane study (2006) : The study aimed to find out the extent to which school social workers use computer technology to increase mental health services. The study found that the school social workers seem to be in the early stages of using computers, facing a complex set of issues and obstacles as they try to take advantage of the advantages of technology in the school environment, and the study suggests more research on this (7).

5- Hala Mustafa Mahmoud study (2008): The study aimed to verify the effectiveness of a training program in the e-learning method to raise the efficiency of social workers in the discovery and early intervention of childhood disabilities, and the study found a statistically significant relationship between the application of the program in the way of e-learning and the development of knowledge, skills and attitudes related The discovery and early intervention of childhood disabilities, the study recommended the provision of infrastructure, and the training of social workers for the success of the e-learning method (8).

6- Saleh Liri Study (2009) targeted what computers can provide in the work of social work in the health institution, and found that computer entry to the work of social work was satisfied and accepted and achieved effective help in performing the profession in a sound scientific manner,

and that time education and training are responsible for this professional shift in the performance of the progress and development of social work, and the study recommended the provision of repeated training sessions, especially to provide social workers with the skills to apply social service through computers (9).

7- Ahmed Farouk Saleh Study (2011): The study aimed to measure the attitudes of students and supervisors towards relying on electronic training in social work. The study found that the attitudes of students and supervisors towards electronic training are medium in strength, and it has been proven that the cognitive components came in the first order of importance, followed by the skill components and then the emotional components, and that electronic training is still in need of further development, and the students need to support the trends towards learning Mail (10).

8- Abdullah Mahmoud Mohamed Study (2011): The study aimed to determine the ways students benefit from using a website to teach community service. The study concluded that the students 'benefits came in the first order to identify important questions and previous exams for the course, followed by knowing what is required of tasks, and that there are difficulties that hinder this benefit, which is not providing the halls with the necessary computers, and the internet's coverage of the halls and runways, as well as For students 'accommodations, poor computer and internet skills for students, students' focus on traditional methods of learning, lack of awareness of the importance of using the internet. The study suggested the need to train students to use computers and the internet, and to spread awareness among students and parents of the importance of the internet in education (11).

9- Omaima Desouky Said study (2012): The study aimed to describe the reality of human rights organizations' use of electronic advocacy strategy in developing their defense capabilities. The study found that the most important means of electronic advocacy are email and then

Facebook, and the most important areas of advocacy support the rights of some groups in society educating the beneficiaries of their rights, and reached the presence of experts in the field of electronic advocacy and that one of the most important components of their use is the availability of information technology means. The most important knowledge acquired is knowledge of successful community dialogue, and the most important skills of coordination, networking and teamwork, and the most important difficulties came lack of availability of training programs for electronic defense , weak material capabilities, failure of workers to use information technology in electronic advocacy, workers' lack of conviction of the importance of the organization's defensive role, lack of mastery of electronic defense skills, and some workers use information technology to serve personal purposes, and difficulties also spread information crime, and lack of interest in research in the field of information technology and electronic defense, defense capabilities can be activated from During training workers on using information, relying on modern technologies, and providing financial capabilities (12).

10-   Zainhom Mashhoot Syed Study (2013): The study aimed to identify the extent of health care workers' familiarity with the concept of electronic management, and to define the requirements of implementing electronic management to improve the quality of health care services, and the obstacles that prevent their application, and the study found that the level of knowledge of workers in the concept is high, and from requirements for its application collaboration with all sectors, setting a strategic plan for the transition towards electronic management, providing organizational structures, establishing a network for electronic connectivity, providing the latest hardware and programs, increasing employee skills, a flexible organizational structure, identifying training needs, activating intellectual property protection laws, and providing security electronic secrecy and providing an infrastructure for the application of

electronic management. Constraints include lack of interest in developing working human resources and low awareness among service recipients and their inability to use the internet. The study suggested the creation of a special department for electronic services to deal with illiterate beneficiaries (13).

11-   The Abdullah Mahmoud Mohamed Study (2014): The study aimed to identify the quality of the sites of social work colleges and institutes in Egypt on the internet. The study concluded that most of these sites lack quality standards and are not given attention by those in charge of them. Also, the study provided some of recommendations that can contribute to build and develop these sites (14).

12-   Emad Farouk Saleh Study (2014) : The study aimed to identify obstacles to the use and benefit of social work students from e-learning systems, Moodle as a model, and it found a lack of students' self-capabilities or those related to the university, such as time pressures and lack of access to the internet at any time, the lack of skills in using the Moodle, and the low level of actual benefit of students from the Moodle. The study provided some of recommendations, such as : paying attention to improve the university's internet services and quality, and providing the necessary training to develop students' language and electronic capabilities (15).

13-   Abdo Kamel Al-Taifi study (2015): The study aimed to measure the effectiveness of a program for professional intervention using (web2.0) techniques in developing case study skills in a way that serves the individual among social work students, and it found that there were statistically significant differences in the levels of tribal and post-measurement for the experimental group in the study, diagnosis and treatment skills in favor of telemetry, this confirms the effectiveness of the professional intervention program using (web2.0) techniques (16).

14-   The Nevin Abdel Moneim Mohamed Study (2016): The study aimed to identify the obstacles of electronic

networking between NGOs to face the phenomenon of social exclusion of orphans, and concluded that the most important obstacles are the lack of social workers specialized in electronic transactions, the lack of efficiency of computers, weak protection programs for data, poor budget, and high prices for computers. The study provided some of recommendations, such as : providing training for social workers on the use of electronic communication networks and building an information base at the level of networks. The study laid out a proposed future vision from the point of view of community organization to face the obstacles of electronic networking (17).

15-   Khulud Barjas Al-Abed Study (2017): The study aimed to clarify the ethical positives and moral and ethical risks and how to confront them, and professional rules and ethics for the use of electronic social work, and concluded that one of the most important positive aspects of electronic social work ethics is its flexibility in application and not inconsistent with the values and ethics of social work. One of the most important moral and ethical risks is that electronic services do not preserve the client and can be penetrated by others and can be faced through protection measures, and have concluded that the ethical standards for practicing electronic social work are ethics and values, access to technology support systems, cultural competence and individuals at risk technical efficiency, organizational efficiency, clinical efficiency, practice efficiency, identification and verification, privacy, confidentiality, documentation and security, risk management, advocacy and social Work, administrative practice, research, continuing education, relations with colleagues, and clients relationships. The study provided some of recommendations, such as : developing service-specific standards electronic social (18).

16-   Kenny & Adrian Jane Study (2017): The study aimed to explore perceptions, beliefs, and experiences from the perspective of school social workers on how

electronic communication affects their practices, and found that school social workers are aware that their practice is affected by electronic media, and the study recommended developing policies, professional practice, social work education, and future research that would increase school social work practice and support school social workers who provide services in the digital age (19).

17- Dennis & Kelly Sullivan Study (2018) : The study aimed to explore how clinical social workers use computer-mediated intervention. The study found that a basic commitment to social justice in addition to the increased use of technology in clinical practice contributes to the promotion of social justice (20).

18- Harris, Sera Study (2018) : The study aimed to explore contemporary social work concepts and practices under the influence of new and changing technologies. The study found that social workers' relationships with technology are deeply driven by the expectations and practices of those social workers deal with, and social workers often find themselves use technology without clear borders, policies, professional access, knowledge, or appropriate training, and the study provided a new definition of social work that integrates technology into the social world in which social workers move (21).

19- Enav & Julie Study (2019): The study targeted the extent of social workers' practice of electronic therapy. The study found the existence of benefits and dilemmas for electronic therapy. Also, the study found the importance of training social workers in e-therapy skills and techniques (22).

20- Medhat Abo El-Nasr Study (2020) : The study aimed at shedding light on electronic social work. The study concluded that entering the world in the information age paved the way for its emergence, and that one of its advantages is achieving flexibility in time and place, reaching more customers and developing professional work, and improving the level of services one of its constraints is the weakness of enterprise budgets, the

high cost of electronic devices and networks, the weak skills of using computers and the internet, the lack of adequate training for social workers to practice, the inability of the majority of clients to deal with technology. The study recommended the provision of appropriate budgets, and training for social workers on use of information and communication technology (23)

General comments on the previous research studies:

1- There are studies that dealt with the use of computers in the social work profession, and others concerned with e-learning, e-administration, electronic advocacy and e-therapy.

2- Other studies clarified some of the advantages and constraints of using technology in teaching, training and practicing social work, and recommended more research on this.

3- Some studies did not address the reasons for the need to resort to more practice of electronic social work in social agencies , benefits and constraints and suggests some recommendations to increase the efficiency and effectiveness of practicing electronic social work in social agencies.

Based on the above, the problem of the study is determined in **defining the benefits and obstacles of practicing the electronic social work**.

Aims of the study:

The main aim of the study is determining the benefits and obstacles of practicing electronic social work from the point of view of social workers.

The following are the sub-aims of the study :

1- Determining the reasons for the need to practice electronic social work in social agencies.

2- Determining the benefits of practicing electronic social work in social agencies.

3- Monitoring the obstacles facing electronic social work in social agencies.

4- Providing a set of recommendations to increase the efficiency and effectiveness of social agencies in the practice of electronic social work.

The importance of the study:

1- Global, regional and local variables and the social work profession's response to these variables.
2- Advances in communication, technology and social media.
3- The large demand for the social work profession and the large number of its clients, with the small number of social workers in social agencies.
4- The need to practice social work in line with comprehensive quality standards.
5- Benefits and advantages from practicing electronic social work in a way that benefits everyone, however there are obstacles that limit these benefits.
6- The location of some clients sometimes are fare away from agencies. Also , some social agencies sometimes are fare away from some clients. This represents a heavy burden on social workers, clients and agencies as a whole.
7- Lack of studies that deal with the benefits and obstacles of practicing electronic social work, and presenting proposals and recommendations to increase the efficiency and effectiveness of social agencies in activating this practice.

The study questions:

1- What are the reasons for the need to practice electronic social work in social agencies ?
2- What are the benefits of practicing electronic social work in social agencies ?
3- What are the obstacles to practicing electronic social work in social agencies ?
4- What are the proposals to increase the efficiency and effectiveness of social agencies in practicing electronic social work ?

The theoretical framework of the study:

Communication theory:

The importance of communication theory comes in that it explains how clients are affected by the information that comes from them and comes from their social environments, as it explains how clients relate, and how they exchange

information? Communication theory focuses on understanding clients awareness of information in the context of their own feelings, thoughts, memory, physical sense, and awareness of the environment itself, as well as understanding how clients evaluate this information, and how they act accordingly (24).

Concepts of communication theory:

The theory of communication depends on a number of concepts that include the elements of the communication process, and these concepts are (25) :

1- The sender: It is the emitter or source of the message for the receiver.

2- The receiver: Means the recipient of the message.

3- The message: is the meaning, information, ideas, opinions, decisions, etc., that the sender wants to deliver to the receiver, and that is expressed by verbal and non-verbal communications.

4- The means or channel: means the instrument, method, or path through which the communication between the sender and the receiver is made (26).

5- Feedback : It expresses the future response of the message and can take various forms, which are represented in the future reactions and the degree of its understanding and responses to the message, which according to it may modify the sender in the way , methods and means of communication.

6- Communication environment and sources of confusion: where the communication process surrounds an environment dear in its components, there are others surrounding both the sender and the receiver, and there are events and facts that take place during the communication, sounds, symbols, places and relationships, and all of this may facilitate or disturb and hinder communication (27).

The theory of communication can be used to understand the performance disturbances that occur to clients and that hinder the practice of electronic social work with them, as follows (28) :

1- That the information available to clients that comes from them or comes from their environment may be either incomplete, wrong, or disorganized or have a misuse of

it or because they cannot benefit from it or they do not have the ability, capabilities, means or opportunity to benefit from this information, and it will be a role Online general practitioner direct intervention to correct or complete this information or provide clients with available environmental information and develop their capabilities and empower them by providing the capabilities, means and opportunities that enable them to use the correct information that comes to them.

2- Some clients may be unable to perform effectively because they do not have enough information to explain to them how they behave in different life situations, especially since they are inexperienced using information and communication technology.

3- Clients' inability to use the new information that may be available to them, and therefore the handicapped here is related to the communication process, and determines the electronic generalist practitioner's help in teaching clients how to use the communication process used in their small social formats, and the electronic generalist practitioner helps clients open new communication channels close existing communication channels and develop their communication skills using modern technological and communication means.

Reasons for the need to practice electronic social work in social agencies, including the following (29) :

1- Entering the world in the information age, increasing the power of computers and increasing its functions.

2- The spread of the international information network (the Internet) and the heavy use of information and communication technology.

3- The presence of many social work clients who have the skills to use electronic technologies.

4- The large demand for a social work profession and the large number of its clients, which exceeds the number of social workers in social agencies, and some clients locations are fare away from the locations of the social service agencies.

Benefits of practicing electronic social work, including the following (30) :

1- Case management, diagnosis and monitoring of treatment progress through the Internet.

2- Facilitating the process of providing services to those who are entitled to them electronically, and professional communication with clients.

3- Evaluating and developing the performance of social workers in programs and activities for professional practice through the Internet, as well as evaluating and developing the social services of the institution.

Obstacles to the practice of electronic social work, including the following (31) :

1- Inequality in access to technology resources. The financial burden associated with hardware costs piles an obstacle for low-income families.

2- Ethical issues associated with the use of technology in professional practice, such as protecting clients confidentiality.

3- Legal concerns and practice licenses, clients may be exposed to unknown practices and cannot be adopted legally.

4- Dissipate personality or identity, knowledge of clients is necessary to understand and evaluate the interaction.

5- Technological difficulties such as the lack or failure of technological tools.

The main concept of the study (electronic social work) :

Medhat Abo El-Nasr (2020) defined the electronic social work as teaching, training, researching, managing and practicing social work by making use of information and communications technology, using the functions of both computers and the international information network (the Internet) and social media ... in communicating with clients and achieving the goals of helping them on line , and to achieve communication with colleagues from the same profession or from other professions and with community and professional organizations, in conducting social work research, and in storing, retrieving, and processing clients data, services, resources, and agencies (32).

Wafa Al-Sadi & et.al. (2016) define electronic social work as virtual or on line social work through the use of information and communication technology in managing and providing social services to social work clients (33).

The electronic social work in the current study means that it is practicing social work by making use of information and communications technology (computer, internet, social media) in communicating with social work clients in social agencies to provide social services to them on line.

The methodological framework of the study:

Type of the study:

This study is an descriptive / analytical study that aims to describe and analyze the benefits and obstacles of practicing electronic social work, as well as the reasons for the need to practice electronic social work in social agencies.

The study method :

The present study relied on the social survey method with a non- random sample of social workers in some social agencies.

Fields of the study:

1- The human field : a non- random sample of 40 social workers who are working in some social agencies in Asyut Governorate.

2- The spatial field : The study was applied to a number (12) social agencies in the governorate of Asyut, and these agencies were chosen due to their cooperation with the researcher and the presence of some social workers in them or they visited them at intervals due to the conditions of the emergence of the emerging of corona virus.

3- The time field : The study was conducted in the field from 2/2/2020 to 30/3/2020.

The following table (1) shows the distribution of the sample items on the social agencies under the study as follows:

Table No. (1)

Distribution of sample items in the social agencies under the study

Number of social workers	Name of the agency	No.
5	Department of Social Solidarity in Abnoub, Asyut	1
1	Department of Social Solidarity in Al-Fateh, Asyut	2
1	Ezbet Nassar Preparatory School for Boys, Asyut	3
3	Youth care dept. of the Faculty of Pharmacy, Asyut University	4
2	Youth Care dept. Faculty of Dentistry at Asyut University	5
3	Youth care dept. of the Faculty of Social Work at Asyut University	6
1	Library of the Faculty of Social Work at Asyut University	7
3	Dept. of Graduate Studies, Faculty of Social Work, Asyut University	8
1	Dept. of Field Training, Faculty of Social Work, Asyut University	9
2	General Authority for Health Insurance, Asyut Branch	10
1	Women Association at Asyut University	11
17	Dept. of Social Defense, Asyut Branch	12
40	Total	

It is clear from Table No. (1) that the research sample came from many and various agencies, numbering 12 agencies working in different fields of professional practice.

The study tool:

A hand delivered questionnaire designed for a sample of social workers in some social agencies under study. It was designed to collect data related to the benefits and obstacles of practicing electronic social work in some social agencies.

Among the stages of designing the questionnaire are: reviewing many Arab and foreign theoretical writings and scientific studies that dealt with the electronic social work, as well as reviewing a number of Arabic and foreign writings and studies related to the practice of electronic social work.

Validity of the questionnaire:

The validity of the questionnaire was tested from verifying self-validity by presenting the questionnaire to a group of (10) arbitrators from the faculty members of the faculties of social work at Helwan University and Fayoum University, and an

arbitrator specializing in statistics science, and an arbitrator specializing in computer science.

Also, the validity of the questionnaire was measured by calculating the square root of the coefficient of validity of the form and thus was calculated after calculating the coefficient of reliability (0.863), and the self-truth coefficient (0.929), which is a high validity coefficient which shows the validity of the questionnaire as follows:

Reliability of the questionnaire:

The reliability of the questionnaire was confirmed by applying it to (10) ten social workers in the social agencies under the study, and the researcher re-tested after fifteen days, and the Alpha Cronbach test was used to measure the reliability of the questionnaire, and the results were as follows:

Table No. (2)

Reliability coefficient, self validity coefficient by the re-test method, Alpha Cronbach

self validity coefficient	Reliability coefficient Alpha Cronbach	Correlation coefficient by retest method		Reasons & Benefits for the need to practice electronic social work in social agencies
		level of significance	Correlation coefficient	
0.888	0.788	Significant	(**)0.870	Reasons for the need to practice electronic social work in social agencies
0.926	0.857	significant	(**)0.899	Benefits for the need to practice electronic social work in social agencies
0.907	0.823	significant	(**)0.878	Total questionnaire

** significant at the level of 1%
*significant at the level of 5%

It appears from Table No. (2) that the Alpha Cronbach reliability factor for the whole questionnaire reached (0.823), which is a high reliability factor, which confirms the questionnaire as a valid tool to collect the required data.

Data collection process :

The questionnaire was distributed and collected by hand by the researcher on the sample of social workers in their workplaces, i.e. in the places of the social agencies in which they work.

Statistical Tests :

A number of statistical tests were used to analyze and explain the results of the study, using the computer through the program (SPSS, v20), where the most important statistical treatments used in the study can be indicated as follows :

1- Frequencies and percentage for calculating respondents' responses

2- The mean and the standard deviation of some personal and social variables of the study sample from the respondents.

3- The sum of the weights, the relative and weighted averages, and the relative degrees.

4- The Alpha Cronbach coefficient to calculate the reliability of the questionnaire.

5- The simple correlation coefficient of Pearson.

Tabular and analytical presentation of the results of the primary data:

Table No. (3)
Primary data for social workers (n = 40)

Rank	%	Frequency	Age
3	٪12.5	5	27years -
1	٪47.5	19	35 years -
2	٪40.0	16	43 years -
-	٪100.0	40	Total
Rank	%	Frequency	Sex
1	٪65.0	26	Male
2	٪35.0	14	Female
-	٪100.0	40	Total
Rank	%	Frequency	Residence
2	٪42.5	17	Rural
1	٪57.5	23	Urban
-	٪100.0	40	Total
Rank	%	Frequency	Years of working in the agency
1	٪40.0	16	One year -
2	٪37.5	15	9 years -
3	٪22.5	9	17 years -

-	٪100.0	40	Total

Table No. (3) indicates the following :

   1- the range of ages for social workers is 40 years.

   2- A large percentage of social workers at 47.5% of their age ranges from (35-42) years.

   3- Therefore they may find it difficult to use technology in practice, especially since they are used to traditional methods of work and practice.

   4- Most of social workers are male (65.0%).

   5- Most of social workers are urban residents (57.5%).

   6- The higher percentage of them is their period of work in the agency ranges from (1-year to 8 years) (40.0%).

The tabular and analytical presentation of the results related to professional preparation and work experience:

Table No. (4)

Social workers practicing the electronic social work and getting training courses on it

%	no	%	yes	practicing the electronic social work & getting related training courses
٪42.5	17	٪57.5	23	Have you ever practiced electronic social work in your agency ?
٪90	36	٪10	4	Have you taken training courses on practicing electronic social work in your agency ?

It is concluded from the data of Table No. (4) that more than half of the study sample at a rate of (57.5%) of social workers have previously practiced electronic social work, which indicates that some social workers have skills dealing with modern technologies but they need more training on practices electronic in order to overcome its obstacles.

While (42.5%) of the study sample did not practice the electronic social work, this may be due to the lack of knowledge and skills they have about the electronic professional practice or because they did not obtain training courses to support this or because they did not have the desire to change due to their habituation to the traditional styles of work and practice , And they view electronic professional practice as an additional professional burden on them, in addition to their fear of the risks that they may be exposed to during this practice via the Internet.

Also from the table it is clear that the largest percentage (90%) of social workers did not receive training courses on the use of information and communication technology in their work, and this is one of the obstacles facing them and limits their professional practices in an electronic way. Also, it was found that a very limited percentage (10%) of the study sample had received training courses on electronic social work.

Table No. (5)

Training courses that social workers wish / need to obtain in order to benefit from them in practicing electronic social work during their work

Rank	%	Frequency	Training courses that social workers wish / need to obtain
11	60.0%	24	Computer, Internet and social media skills
8	75.0%	30	e- study, diagnosis and treatment – e- evaluation and follow-up - and ending the online assistance process
7	77.5%	31	e- contracting – e- professional relationship - electronic volunteer work
1	95.0%	38	e-training - e-project - e-supervision
10	67.5%	27	e- registration – e mail and how to understand electronic messages
6	80.0%	32	Obstacles to the practice of electronic social work and how to overcome it
f 8	75.0%	30	Conducting electronic social researches
5	82.5%	33	How to deal with electronic illiteracy for the majority of clients - electronic awareness
4	85.0%	34	Laws governing the practice of electronic social work
3	90.0%	36	codes of ethics in the practice of electronic social work
2	92.5%	37	Training in electronic protection programs and facing electronic risks
9	70.0%	28	e- management – e- advocacy – e- networking

It appears from Table No. (5) that the courses that social workers want to take in order to benefit from them in electronic practice of social work came in the first order courses on (e-training - e-project - e-supervision) at (95.0%), followed by courses in (training on programs Electronic protection and facing electronic risks) (92.5%). The current study agrees with that of Saleh Liri (2009) and Ahmed Farooq Muhammad's study (2011) in that training is capable of achieving a professional shift in the progress of the practice of electronic social work.

Tabular and analytical presentation of the results of the study questions:

Table No. (6)

Reasons for the need to practice electronic social work in social agencies

Rank	Need Level %	Standard Deviation	Mean	%	No	%	To some extent	%	Yes	Reasons
5	93.33	0.405	2.80	—	—	20.0	8	80.0	32	Social work practice response to global, regional and local variables
1	97.50	0.267	2.93	—	—	7.5	3	92.5	37	The large demand for social work practice, due to the large number of its clients
8	90.83	0.554	2.73	5.0	2	17.5	7	77.5	31	The small number of social workers in social agencies, which places a heavy burden on them
2	96.67	0.304	2.90	—	—	10.0	4	90.0	36	Advances in communication, technology and social media
3	95.83	0.335	2.88	—	—	12.5	5	87.5	35	The urgent need to practice electronic social work in line with the application of comprehensive quality standards
6	92.50	0.423	2.78	—	—	22.5	9	77.5	31	The country is exposed to some disasters, crises and the urgent need to seek e- social work
7	91.67	0.439	2.75	—	—	25.0	10	75.0	30	The distance of clients locations from the places of service agencies, which places a heavy burden on clients and service providers
f 7	91.67	0.439	2.75	—	—	25.0	10	75.0	30	The practice of e- social work does not link the social worker and the client to a specific geographical framework, which increases the

| | 91.06 | 2.860 | 2.73 | 2.0 | 1 | 22.8 | 9 | 75.2 | 30 | | | | | | | | | | |

										effectiveness and efficiency of social work practice
f 10	83.33	0.555	2.50	2.5	1	45.0	18	52.5	21	Practicing e- social work contributes to eliminating red tape and complicating procedures and conditions for obtaining services
f 6	92.50	0.423	2.78	—	—	22.5	9	77.5	31	The practice of e- social work contributes to preserving and retrieving data on clients
f 8	90.83	0.452	2.73	—	—	27.5	11	72.5	29	Practicing e-social work saves time, effort and costs and speeds work
11	75.83	0.784	2.28	20.0	8	32.5	13	47.5	19	Some of the clients have computer, internet and social networking skills
9	90.00	0.464	2.70	—	—	30.0	12	70.0	28	The practice of e-social work helps the social worker to communicate with the clients and all forms of interaction during the helping process
10	88.33	0.533	2.65	2.5	1	30.0	12	67.5	27	The practice of e-social work allows the social worker to practice his or her work with more power and freedom
4	95.00	0.362	2.85	—	—	15.0	6	85.0	34	The practice of e-social work allows the social worker to communicate with colleagues from the same profession and from other professions and with community, agencies and professional organizations
	91.06	2.860	2.73	2.0	1	22.8	9	75.2	30	Total

From the table No. (6), the reasons for the need to practice electronic social work are derived from the first order, the large demand for social work practice due to the large number of its clients with an average of (2.93%) and a weighted rate (97.50%), while the eleventh and last ranking came in the

presence of some of clients have the skills of using computers, the Internet, and social networks with an average (2.28%) and a weighted percentage (75.83%), and the current study in this corresponds to the study of Medhat Abo El Nasr (2020).

Table No. (7)

The correlation between the independent variables and the total causes of the need to practice electronic social work in social agencies

Significance	the total causes of the need to practice electronic social work in social agencies		the independent variables	
significant	**0.534	Correlation coefficient	Age	
	40	Frequency		
not significant	0.081	Correlation coefficient	Sex	
	40	Frequency		
significant	*0.330-	Correlation coefficient	Residence	
	40	Frequency		
significant	*0.374-	Correlation coefficient	Years of working in the agency	
	40	Frequency		
significant	**0.440	Correlation coefficient	Have you ever practiced electronic social work in your agency ?	
	40	Frequency		
significant	*0.301-	Correlation coefficient	Have you taken training courses on practicing electronic social work in your agency ?	
	40	Frequency		

** significant at the level of 1%

*significant at the level of 5%

It is clear from Table No. (7), which clarifies the link between the studied variables and the need to resort to the practice of electronic social work in social agencies. The following results have been revealed:

1- There is a positive correlation at the level of Significance (1%), between the age and the need to practice electronic social work in social agencies, meaning that the older the age, the greater the need to practice electronic social work in social agencies, and this may be due to the use of technology in the practice reduces the burden on social workers, especially when the locations of clients are far from the places of social agencies, and

this is consistent with Medhat Abo El Nasr two studies (1991, 2020).

2- There is no statistically significant relationship between gender and the need to practice electronic social work in social agencies, meaning that there are no significant differences in needs between males and females.

3- There is a negative correlation at the level of significance (5%), between the place of residence and the need to practice electronic social work in social agencies, meaning that the need of the countryside is more than the urban, especially since the rural population is more related to customs and traditions, and it is not easy for them to accept change.

4- There is a negative correlation at the level of significance (5%), between the period of work in the agency and the need to practice electronic social work in social agencies, in the sense that the need for social workers is newly appointed more than the older social workers who are accustomed to traditional professional practice in traditional styles.

5- There is a positive relationship at the level of significance (1%), between the practice of electronic social work and the need to resort to the practice of electronic social work in social work, meaning that the more the practice of electronic social work, the greater the need for asylum to practice electronic social work in social agencies.

6- There is a negative correlation at the level of significance (5%), between obtaining training courses on the practice of electronic social work and the need to resort to the practice of electronic social work in social agencies, meaning that those who did not receive training courses are more in need to know how to practice electronic social work.

Table No. (8)
Benefits of practicing electronic social work in social agencies

Rank	Need Level %	Standard Deviation	Mean	%	No	%	To some extent	%	Yes	At the level to client and his or her family
5	84.17	0.599	2.53	5.0	2	37.5	15	57.5	23	Provide appropriate professional advice to clients and their families
7	73.33	0.608	2.20	10.0	4	60.0	24	30.0	12	Involving clients and their families in all professional helping operations
2	91.67	0.494	2.75	2.5	1	20.0	8	77.5	31	Educating clients and their families about the professional services provided
4	85.83	0.549	2.58	2.5	1	37.5	15	60.0	24	Facilitating procedures for obtaining services for clients and their families
6	77.50	0.616	2.33	7.5	3	52.5	21	40.0	16	Home delivery services to clients and their families
3	88.33	0.483	2.65	—	—	35.0	14	65.0	26	Delivering services to clients and their families quickly, with minimal effort, costs and high service quality
1	95.83	0.335	2.88	—	—	12.5	5	87.5	35	Maintain confidentiality of information about clients and their families and avoid shame
Rank	Need Level %	Standard Deviation	Mean	%	No	%	to some extent	%	yes	At the level to social worker
3	92.50	0.423	2.78	—	—	22.5	9	77.5	31	Developing styles of professional practice for social work in the agency and improving the quality of professional work
2	95.00	0.362	2.85	—	—	15.0	6	85.0	34	Reducing the burden on the agency's social workers
1	95.83	0.335	2.88	—	—	12.5	5	87.5	35	Achieving communication with colleagues from the

Rank	Need Level %	Standard Deviation	mean	%	No	%	to some extent	%	Yes	(description)
										same profession or from other professions and with community and organizations
7	68.33	0.749	2.05	25.0	10	45.0	18	30.0	12	Take advantage of e- advocacy to defend the rights of clients and gain their trust in the social worker
4	91.67	0.439	2.75	—	—	25.0	10	75.0	30	Easily and quickly conduct social work research for clients and their families
5	90.83	0.452	2.73	—	—	27.5	11	72.5	29	Rapid delivery of professional services, while saving time, effort and professional costs, and achieving flexibility in professional work
6	80.00	0.591	2.40	5.0	2	50.0	20	45.0	18	Facilitating professional intervention processes such as study, diagnosis, treatment, evaluation and follow-up
Rank	Need Level %	Standard Deviation	mean	%	No	%	to some extent	%	Yes	At the level to the agency
4	91.67	0.439	2.75	—	—	25.0	10	75.0	30	Providing a database on clients and preventing duplication in the performance of services for clients and their families
1	96.67	0.304	2.90	—	—	10.0	4	90.0	36	Reaching the organization to implement the required quality standards
7	71.67	0.736	2.15	20.0	8	45.0	18	35.0	14	Developing of policies and regulations governing the work of the agency
5	89.17	0.526	2.68	2.5	1	27.5	11	70.0	28	Reducing the burden on the agency's staff
6	82.50	0.599	2.48	5.0	2	42.5	17	52.5	21	Facilitating the process of

Rank	Need Level %	Standard Deviation	Mean	%	No	%	to some extent	%	Yes	At the level of the environment surrounding the agency and social policies
										contracting with clients
3	92.50	0.423	2.78	—	—	22.5	9	77.5	31	Increasing the efficiency and effectiveness of the services provided by the agency
2	95.00	0.362	2.85	—	—	15.0	6	85.0	34	Facilitating the process of communicating with clients and their families, and with community and organizations
3	88.33	0.483	2.65	—	—	35.0	14	65.0	26	Improving the quality of life in society
5	83.33	0.506	2.50	—	—	50.0	20	50.0	20	Reaching the poor, marginalized and marginalized places, groups and groups in society
6	83.33	0.555	2.50	2.5	1	45.0	18	52.5	21	Increasing positive social relations with society
4	87.50	0.586	2.63	5.0	2	27.5	11	67.5	27	Increasing social capital for clients, people, and Agencies
7	70.83	0.686	2.13	17.5	7	52.5	21	30.0	12	Developing of social policies in society
2	92.50	0.423	2.78	—	—	22.5	9	77.5	31	Providing the required information about problems and diseases in society
1	96.67	0.304	2.90	—	—	10.0	4	90.0	36	Establishing a database that includes social workers, clients, agencies , and communities in which the social work profession is practiced

Table No. (8) shows the benefits of practicing the electronic social work. With regard to benefits at the level of the client and his family, it came in the first order to maintain the confidentiality of information about clients and their families with

an average (2.88%) and a weighted rate (95.83%), and for the social worker the achievement of communication with colleagues came from the same profession or from other professions and with social agencies and organizations with an average (2.88%), weight ratio (95.83%), and for the agency , the agency's access came to apply the required quality standards with an average of (2.90%), and weight percentage (96.67%), and for the environment surrounding the agency and social policies the establishment of a database that includes social workers, clients, agencies, and associations that The social work profession is practiced with an average (2.90%) and a weight ratio (96.67%), and the current study agrees with that of Medhat Abo El Nasr study (1991), Marlowe-Carr, Lisa C study (1996), Mona Mahmoud Owais study (1998), Caso Morris, Diane study (2006), Saleh Liri study (2009), Abdullah Mahmoud study (2011), Abdo Kamel study (2015), Kholoud Bergis study (2017), Kelly Sullivan study (2018), Enav & Julie study (2019), and the Medhat Abo El Nasr study (2020), regarding the existence of numerous benefits and advantages for exercising electronic social work.

Table No. (9)

Obstacles to the practice of electronic social work in social agencies

Rank	Need Level %	Standard Deviation	mean	%	no	%	to some extent	%	Yes	Obstacles to the practice of electronic social work
1	95.83	0.335	2.88	—	—	12.5	5	87.5	35	Poor budget of the agency
9	78.33	0.770	2.35	17.5	7	30.0	12	52.5	21	The high cost of computers and electronic networks
8	80.83	0.549	2.43	2.5	1	52.5	21	45.0	18	Lack of proficiency in many social workers and other employees of the agency in the skills of using the computer, the Internet and social networks
2	94.17	0.385	2.83	—	—	17.5	7	82.5	33	The lack of adequate training for the institution's social workers in the practice of e- social work
10	75.83	0.784	2.28	20.0	8	32.5	13	47.5	19	Many social workers do not comply with the laws governing the practice of electronic social service at the agency
4	90.83	0.554	2.73	5.0	2	17.5	7	77.5	31	Clients fear that their information and secrets will not be kept confidential

f 4	90.83	0.599	2.73	7.5	3	12.5	5	80.0	32	The difficulty of obtaining informed consent from clients to practice e- social work in working with them
7	81.67	0.552	2.45	2.5	1	50.0	20	47.5	19	Failure to provide sufficient computers in the agency
3	92.50	0.480	2.78	2.5	1	17.5	7	80.0	32	The weak internet services in the agency
f 3	92.50	0.423	2.78	—	—	22.5	9	77.5	31	Most clients are unable to handle information and communications technology
11	73.33	0.648	2.20	12.5	5	55.0	22	32.5	13	The lack of a special section for organizing professional and administrative information
5	90.00	0.564	2.70	5.0	2	20.0	8	75.0	30	The lack of a complete database on the agency's clients
6	85.83	0.549	2.58	2.5	1	37.5	15	60.0	24	Failure to give the social worker sufficient authority to successfully

It is concluded from Table No. (9) that the obstacles facing the practice of electronic social work came in the first order twice the agency's budget and the possibilities in it with an average of (2.88%) and a weighted percentage (95.83%), followed by the lack of adequate training for the social workers in the agency on the practice of electronic social work with an average (2.83%), weight ratio (94.17%), and the current study agrees with that of Mona Mahmoud Owais study (1998), Caso Morris, Diane study (2006), Abdullah Mahmoud study (2011), Omaima Desouki study (2012), Zeinhom Mahshout Syed study (2013), Abdullah Mahmoud study (2014), Emad Farouk study (2014), Nevin Abdel Moneim study (2016), Kholoud Barjas study (2017), Kenny, Adrian Jane study (2017), Harris, Sierra study (2018), Enav & Julie study (2019), and the Medhat Abo El-Nasr study (2020), in connection with the existence of many obstacles facing the practice of electronic social work in social agencies.

Table No. (10)
Proposals to increase the efficiency and effectiveness of social agencies in the practice of electronic social work

Rank	Relative strength %		Mean	%	no	%	to some extent	%	Yes	Proposals to increase the efficiency and effectiveness of social agencies in the practice of electronic social work
3	96.67	0.304	2.90	—	—	10.0	4	90.0	36	Increasing the agency's budget and providing it with the required capabilities
5	94.17	0.446	2.83	2.5	1	12.5	5	85.0	34	Providing and building a strong computer network within the agency
4	95.00	0.427	2.85	2.5	1	10.0	4	87.5	35	Facilitate the restrictions imposed on the use of e-services
2	97.50	0.267	2.93	—	—	7.5	3	92.5	37	Protecting clients and service providers from the risks of using e-services
f 3	96.67	0.304	2.90	—	—	10.0	4	90.0	36	Providing adequate training for the agency's social workers in the practice of e- social work
8	83.33	0.679	2.50	10.0	4	30.0	12	60.0	24	Providing a section for organizing professional and administrative information
f 2	97.50	0.267	2.93	—	—	7.5	3	92.5	37	Increasing the organization's Internet services
6	93.33	0.405	2.80	—	—	20.0	8	80.0	32	Providing a complete database on the agency's clients
7	92.50	0.423	2.78	—	—	22.5	9	77.5	31	Training the staff of the agency in acquiring the skills of using computers, the Internet and social networks
1	98.33	0.221	2.95	—	—	5.0	2	95.0	38	Giving full and sufficient powers to

										the institution's social workers to successfully practice e- social work
f 5	94.17	0.385	2.83	—	—	17.5	7	82.5	33	Working to confront electronic illiteracy for the majority of clients

Table (10) shows that proposals to increase the efficiency and effectiveness of social agencies in the practice of electronic social work came in the first order giving full and sufficient powers to social workers in the agency to successfully practice electronic social work with an average of (2.95%) and weight percentage (98.33%), followed by protection clients and service providers from the risks of using electronic services, increasing the organization's Internet services by an average (2.93%), and by weight percentage (97.50%), and the current study is in agreement with that of Caso-Morris, Diane study (2006), Hala Mustafa study (2008), Saleh Liri study (2009), Ahmed Farouk study (2011), Kholoud Bergs study (2017), Kenny, Adrian Jane study (2017), Matthews study (2018), Julie and Enav & Julie study (2019) and a study by Medhat Abo El-Nasr (2020), in presenting proposals and recommendations to increase the efficiency and effectiveness of social agencies in the practice of electronic social work, and also in recommending more research on the practice of electronic social work.

Recommendations to increase the efficiency and effectiveness of social agencies in the practice of electronic social work, as follows:

1- Teaching students of social work information and communication technology to acquire the necessary skills in this regard.
2- Providing training programs for social workers and staff in social agencies to improve their skills related to information and communication technology and computers.
3- Providing training for social workers on the skills and techniques of practicing electronic social work, from studying, diagnosing, treating, and all professional assistance operations.

4- Providing appropriate budgets in social agencies to practice electronic social work.

5- Building a strong computer network within social agencies.

6- Providing and supporting the internet services in social agencies.

7- Increasing the use of information and communication technology at all levels in social agencies.

8- Giving social workers in social agencies all the powers necessary to successfully practice electronic social work.

9- Make the practice of electronic social work in social agencies a prerequisite for the transfer and promotion of social workers in the career ladder levels .

10- Working to confront the electronic illiteracy of the majority of social work clients.

11- Protecting clients and service providers from the risks of using electronic services, and the need to take the necessary preventive measures to do so.

12- Providing a complete database on clients of social agencies.

13- Facilitating the restrictions imposed on the use of electronic services in social agencies.

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