

Efficiency of social welfare programs for civil society organizations provided to cancer patients in Egypt

Prepared by

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Abstract:

This study is considered one of the evaluation studies aimed at Determining the level of efficiency of social care programs for civil society organizations provided to cancer patients in Egypt, identifying the difficulties facing the implementation of social care programs for civil society organizations provided to cancer patients in Egypt, reaching a set of proposals in light of the results of the study help raise the efficiency of social care programs for civil society organizations provided to cancer patients in Egypt, the study used indicators to measure efficiency represented in four dimensions, as follows: the first dimension: The ability of program workers to perform their job tasks, the second dimension: Speed in providing social care program services for cancer patients, the third dimension: Providing the material and human capabilities to implement the program, the fourth dimension: Human relations between workers and cancer patients, The results of the study have reached the invalidity of the main hypothesis of the study, which is that the level of efficiency of social care programs for civil society organizations provided to cancer patients in Egypt is expected to be average, as well as the invalidity of the second hypothesis of the study, which is that there are statistically significant differences at a moral level (0.05) between the respondents ' responses about the dimensions of efficiency of social care programs for civil society organizations provided to cancer patients due to the demographic characteristics of the sample (years of experience - Academic qualification).

Keywords: Efficiency, social welfare programs, cancer patients.

Introduction:

Health is considered one of the goals of development and socio-economic development of countries, as it is a fundamental right for all peoples, in addition, it is an important means to achieve the desired goals in the well-being of the people and society. (Abdel Mota et al., 2000, p.377) In its general sense, it is meant to be free from illness or disability, it is also the most important and most precious thing that a person possesses, as well as being a necessity of development since a person who can work and produce is the one who integrates the aspects of mental, mental, physical and social health so that he can contribute to advancing development. (Bashir et al., 2001, P.25).

The human element is considered one of the most important resources that must be taken care of so that it can perform its roles and contribute effectively to development activities in society, therefore the success of any development effort depends on the physical, mental and psychological integrity of a person so that he can invest it to achieve development goals, and because human health is the first and most important capital, on which every person depends, human health receives the greatest attention from the individual himself and society as a whole represented in his therapeutic institutions in order to access the necessary prevention and comprehensive care.

The disease that affects the human element is considered one of the most important complex social problems, due to the multiplicity of factors and causes that overlap in its formation and appearance, and this complexity also shows the nature of the consequences, whether for the individual, family or society.(Awad & El gamily, 2009, p.330).

Cancer is one of the modern incurable diseases that are difficult to recover from, and its infection often leads to death, even if the patient is cured, his injury affects his social status and relationship with others, and it is also an alarming disease, due to the increase in its incidence, and it causes many changes on the patient and the family, most notably the difficulty of coping with the situation resulting from the injury in light of the feeling of loss of hope, depression, low self-esteem, and other imaginary fears.(Gharaba, 2008, P.210), And this is confirmed by the results of a study (Moharram, 2005), which indicated that the most common fears that a cancer sufferer has is the idea of fear of death, strikes She also explained that the most important problems suffered by a person who works while injured is his fear of losing work, and from family problems, the problem of imbalance in the performance of roles within the family.

The word cancer evokes a lot of emotions, such as absolute fear, horror, And sense of total helplessness, cancer tumors are one of the most serious and increasing health problems that challenge humans in modern times, as statistics issued by the American Cancer Society indicate that these tumors cause (51 %) of deaths annually to come in second rank in terms of causes of death after cardiovascular diseases (Fathi, 2012, p.547), and this was confirmed by the results of a study (Nasr, 2011), which indicated that the incidence of cancer generates a sense of hopelessness, a pessimistic view of the future and constant anxiety for fear of death, and also

indicated that the feeling of anxiety makes The patient looks at the future negatively and stops striving for goals.

Cancer affects people at different stages of life without discrimination, it may affect adults or children, it also affects different races and does not distinguish between male or female or between poor or rich, and there is no tissue in the body immune to cancer (Atallah, 2017: p.155), and this was confirmed by the results of a study (El-Sherbini, 2015), which indicated that the injury of a family member with a chronic illness has a serious impact on the patient himself, on his family and on his community, whether this is a psychological, social or economic impact, and in both cases a malfunction may occur within the family.

According to statistics issued by the International Agency for Research on Cancer, there are approximately 14.1 million new cases of cancer around the world during 2021, of which an estimated 8 million cases are in economically developing countries, which include about 82% of the total population density in the world (El-mazeed, 2010, p.3).

Cancer is one of the most serious diseases that many people suffer from, as the incidence it has increased recently, and according to a statement (World Health Organization, 2022), cancer is the second leading cause of death in the world, and it is due to one in six deaths globally, almost 70% of cancer deaths occur in low-and middle-income countries, and cancer has multiple types, the most common of which are: lung cancer (1.69) million deaths, liver cancer (788) thousand deaths, colorectal cancer (774) thousand deaths, stomach cancer (754) a thousand deaths, breast cancer (571) a thousand deaths.

The (Egyptian Ministry of Health, 2022) revealed in its report that the incidence of cancer in Egypt reaches 166.6 people per 100 thousand people, and a study conducted by (National Institute of oncology, 2021) predicted an increase in cancer cases in Egypt from (115,000) cases in (2013) to (331,000) cases by (2050), an increase of about three times over the next thirty years.

Despite the continuous efforts on development, it is difficult for the governments of some developing countries, in particular, to meet their requirements at a decent and distinguished level, especially in light of the high population growth rates, so the governments of these countries always urge the private efforts to participate in the development process and support it to ensure success in this path, which is to achieve a decent level for their children. (Al-Johari et al., 2001, p.276)

Hence, health care has become the most important issue that governments deal with, especially since this issue has become beyond the control of health agencies, because it is a problem that concerns the state and society systems, which requires decentralized methods based on local communities and the contributions and participation of all members of society in adopting health policies. (Fayad, 2002, P.12)

It is clear that there is a need for concerted government and civil society efforts to achieve the goals, as societal goals cannot be achieved by individual effort alone, but rather, cooperation between government and civil society efforts should be emphasized, and this is what called for the emergence of institutions and organizations in human life to achieve those goals, with the need for cooperation

between those organizations and coordination among them to meet the many types of human needs.(Badawi, 2002, P.7)

Therefore, it is necessary to take into account several criteria in the performance of health services related to efficiency and effectiveness, and these criteria determine to what extent the provision of Health Services is characterized by quality, and at the same time determine who will benefit from those services and at what level (El-demerdash, 2000, p.65)

Due to the importance of this issue, it is considered the focus of attention of all professions and specialties, and the social work profession, like all other professions, contributes to bringing about the intended change for the benefit of society.(Hassanin, 1999, P.25), the social work in general and the way of organizing society, in particular, pays great attention to the individual or a member of a group or in society, and the person helps the brother of man in various ways such as donations, donations and alms, but this assistance was characterized by a lack of organization and continuity, which led to a growing sense of the importance of creating an integrated system to provide services to take care of the person and his surrounding conditions.(Awad & El gamily, 2007, p.5)

Therefore, the main issue which raised in this study is determining the level of efficiency of the programs of civil society organizations providing cancer patients, as well as seeking to determine the level of efficiency of those health services provided to them and identify and reduce obstacles.

Believing in the importance of scientific accumulative and because of reviewing the previous studies and the theoretical framework of the study, the researcher raised several questions in his mind that led him to formulate the problem of his study, which are as follows:

1. What is the level of efficiency of social care programs provided by civil society organizations for cancer patients in Egypt?
2. What are the difficulties facing the implementation of social care programs provided by civil society organizations for cancer patients in Egypt?
3. What proposals support the social care programs provided by civil society organizations for cancer patients in Egypt?
4. Are there any statistical differences between the respondents ' responses about the dimensions of the efficiency of social welfare programs of civil society organizations provided to cancer patients due to a range of demographic characteristics?

- The importance of this study: this study may be useful in enriching the scientific aspect of the social care programs of civil society organizations provided to cancer patients, as well as adding new variables related to measuring the efficiency of programs and testing them in practice by applying them to social care programs for cancer patients, in an attempt to come up with a set of scientific proposals to raise the efficiency of social care programs for civil society organizations provided to cancer patients, and the results of the study can direct the attention of officials in civil society organizations interested in cancer patients to stand on the level of efficiency of social programs provided to patients.

- Objectives of the study:

1. Determining the level of efficiency of social welfare programs of civil society organizations provided to cancer patients in Egypt.
2. Identify the difficulties facing the implementation of social welfare programs for civil society organizations provided to cancer patients in Egypt.
3. Coming up with a set of proposals in light of the results of the study that will help raise the efficiency of social welfare programs for civil society organizations provided to cancer patients in Egypt.

- Study hypothesis:

The first hypothesis: it is expected that the level of efficiency of social care programs of civil society organizations provided to cancer patients in Egypt will be medium.

The following indicators can test this hypothesis:

1. The ability of program workers to perform their job tasks.
2. Speed in providing social care program services for cancer patients.
3. Providing the material and human capabilities to implement the program.
4. Human relations between workers and cancer patients.

The second hypothesis:

There are statistically significant differences at a significant level (0.05) between the respondents' responses about the efficiency dimensions of the social welfare programs of civil society organizations provided to cancer patients due to the demographic characteristics of the sample (years of experience - academic qualification).

- The theoretical part of the study:

1. **The concept of social welfare programs:** Social Welfare is an organized system of social services and institutions established to help individuals and groups achieve adequate standards of living and health. (Al-Qarni, Muhammad, et.al, 2008).

-The researcher refers to the social welfare programs in this study as: those programs provided by civil society organizations for cancer patients and constitute the financial assistance program, the transportation program and the housing program for patients.

2. **The concept of cancer:** it is a proliferation of cells for no apparent reason, and the cancer cells that are produced form a mass, often a cell spreads from the mass or tumor to another part of the body and begins to multiply, and eventually this abnormal tissue interferes with the efficiency of the body, its cells, organs and other formations and specific functions assigned to it, disease or death occurs (Abdel Aal, 2015).

3. **The concept of efficiency:** our Arabic dictionary has defined efficiency as reflecting the use of the most capable means to achieve a specific goal, and does not represent an innate characteristic in any of the actions, but is determined by the relationship between multiple means and goals in accordance with the order of their priorities. (Reference in the Terminology of Social Sciences, 2004, p.142)

- The researcher means the efficiency in this study as a set of dimensions, which is:

1. The ability of program workers to perform their job tasks.
2. Speed in providing social care program services for cancer patients.

3. Providing the material and human capabilities to implement the program. 4. Human relations between workers and cancer patients.

Methodology:

- **Type of study:** This study falls under the evaluation studies, as it aims to determine the efficiency of social care programs carried out by civil society organizations for cancer patients in Egypt, and identify difficulties that may affect their efficiency.

- **Type of method used:** The current study was based on the Comprehensive Social Survey Methodology for social workers and supervisors of social care programs for cancer patients in the civil society organizations under study.

- Fields of study:

- **Spatial field:** The number of institutions was (13) institutions and the researcher chose (4) institutions, namely the Trade union committee for Health workers as well as the Association of cancer patients, the Egyptian foundation for cancer control, the Association of friends of the National initiative against cancer, according to the following reasons: The success of these institutions in obtaining a certificate of quality in the field of providing social welfare services to citizens, as well as the benefit of a large number of beneficiaries of social welfare services in the institutions under study, the availability of the study sample of beneficiaries of social welfare services, especially cancer patients, as well as the cooperation of officials in the institutions under study and express their desire to cooperate with the researcher.

- **The human sample:** The sample and the study community included (34) social workers and supervisors of social care programs for cancer patients in the institutions under study, and the demographic characteristics of the study sample are as follows: The percentage of males in the sample was higher than the percentage of females, as it reached 85.29% compared to the female percentage, which amounted to 14.71, and the largest percentage of the study sample members were those with years of work experience less than a year by 55.9%, followed by those with years of experience from a year to less than 5 years by 20.6%, followed by those with years of experience from 5 years to less than 10 years by 17.6%, and finally, those with years of experience from 10 years and more by 5.9, and the largest percentage of the current study sample members by 70.6% have a bachelor's degree, followed by a master's degree with a percentage of 23.5%, and then a doctorate degree By 5.9%, as well as the largest percentage of the members of the current study sample (64.7%) work as a supervisor of social welfare programs, followed by those who work as a social worker (29.4%), and the percentage of a psychologist and a board member (2.9%).

- **Time-domain:** It represents the time domain of the study in the period of data collection from the field, which started from 1/2/2024 to 30/3/2024.

- **Study Tools:** To collect the necessary data to answer the questions of the current study and achieve the goals it seeks, the questionnaire was used as a tool to collect the necessary data from the individuals of the current study sample. after reviewing previous studies related to the subject of social welfare programs and the tools that were used in these studies, the current questionnaire was built, which consisted of four main axes.

C- Validity of the paragraphs:

- **Face Validity:** The questionnaire was presented to several (6) expert and specialized

arbitrators in the field and they were asked to study the questionnaire and express their opinions in terms of: the extent to which each of its phrases is related to the dimension belonging to it, the clarity of the phrases, the integrity of their linguistic formulation and suitability to achieve the goal for which it was higher than 75% of the judges, with some amendments that were taken into account in the final version of the questionnaire.

The truthfulness of the resolution was also verified by the truthfulness of the internal consistency using the Pearson Correlation Coefficient in calculating the correlation coefficients between the degree of each of the phrases of the resolution and the total degree of the dimension to which the phrase belongs, and this is shown in Table (1).

Axis	correlation
The first axis: the dimensions of the efficiency of social care programs for cancer patients.	0.88**
The second axis: is the difficulties facing the social welfare programs of civil society organizations provided to cancer patients.	0.92**
The third axis: Consists of proposals to increase the efficiency of social welfare programs for civil society organizations that provide care to cancer patients.	0.89**
Validity	0.896**

**Significant at (0.01)

* Significant at (0.05)

The results of the above table show that: The correlation coefficients between the scores of the questionnaire axes and the total score of the questionnaire are positive and statistically significant correlation coefficients at the 0.01 level, which confirms the consistency and homogeneity of the questionnaire axes and their coherence with each other.

-Reliability of the tool: The constancy of the degrees of the resolution axes and their sub-dimensions was checked using the alpha Cronbach constancy coefficient Alpha Cronbach, the constancy coefficients were as shown in the following table: **Table (2).**

axis	Dimension	Coefficient (alpha Cronbach)
The first axis: the efficiency of social care programs for cancer patients	The ability of program workers to perform their job tasks.	0.87
	Speed in providing social care program services for cancer patients.	0.805
	Providing the material and human capabilities to implement the program.	0.784
	Human relations between workers and cancer patients	0.812
	Reliability of the first axis as a whole :	0.921
The second axis: is the difficulties facing the social welfare programs of civil society organizations provided to cancer patients.		0.851
The third axis: proposals to raise the efficiency of social welfare programs for civil society organizations provided to cancer patients.		0.861

The results of the above table show that:

The axes of the questionnaire and their sub-dimensions have high and statistically acceptable constancy coefficients, and from the above, it is clear that the questionnaire has good statistical indicators (truthfulness, constancy) and this is confirmed by the validity of its use in the current study.

- Statistical analysis methods:

In the current study, several statistical methods were used using the statistical package in the Social Sciences SPSS as follows: Pearson Correlation, Alpha Cronbach, Frequencies, Percent, Mean, Std. Deviation, and One Way Anova.

- Study Results:

Table (3) shows the ability of program workers to perform their job tasks

N	The ability of program workers to perform their job tasks	Yes	Some Times	No	mean	s.d	Efficiency mean	Rank
		freq	freq	freq				
1	I am satisfied with my work in cancer care programs.	24	8	2	2.65	0.59	High	1
2	There is a fixed system of incentives and bonuses.	16	10	8	2.23	0.81	High	7
3	Periodic meetings of the program staff are held to evaluate the work.	18	9	7	2.23	0.8	High	6
4	I have sufficient skills to work in cancer care programs.	26	4	4	2.64	0.69	High	2
5	Working in cancer care programs gives me opportunities for ongoing training.	22	8	4	2.53	0.71	High	3
6	Working in cancer care programs does not give me enough experience.	11	7	16	1.85	0.89	medium	8
7	The working procedures are clear to me in cancer care programs.	21	9	4	2.5	0.7	High	4
8	I have benefited a lot from my knowledge in cancer care programs.	21	8	5	2.47	0.71	High	5
The arithmetic mean					2.35	0.83	High	

The results of the above table show that:

The ability of program workers to perform their job tasks was achieved with a high degree, as the arithmetic mean of the total scores in this dimension was (2.35) with a standard deviation (0.83), and the rank of sub-phrases in this dimension was arranged according to the degree of verification as follows: The phrase came: I am satisfied with my work in cancer care programs in the first rank in terms of efficiency and achieved a high degree, as the average value of the responses of the study sample was (2.65) with a standard deviation of (0.59), then came the phrase: I have sufficient skills to work in cancer care programs in the second rank in terms of efficiency level and achieved a high degree, as the average value of the responses of the study sample members was (2.64) with a standard deviation of (0.69), and then came the phrase-working in cancer care programs gives me opportunities for continuous training in the third rank in terms of efficiency level and achieved a high degree, as the average

value of the responses of the study sample members was (2.53) with a standard deviation of (0.71).

Table (4) shows the speed in the performance of the services of social welfare programs of civil society organizations provided to cancer patients

N	Speed up the performance of social welfare program services	Yes	Some Times	No	mean	s.d	Efficiency mean	Rank
		freq	freq	freq				
1	There is a continuous follow-up of work to speed up the provision of services to cancer patients	20	11	3	2.5	0.66	High	3
2	The procedure for obtaining the service does not need a long time	16	17	1	2.44	0.56	High	5
3	The necessary capabilities are available for fast service performance	23	7	4	2.56	0.7	High	1
4	There is a modern database that includes all cancer patients	16	14	4	2.35	0.69	High	6
5	The service is provided to cancer patients immediately upon request	19	12	3	2.47	0.66	High	4
6	There is a division of tasks that helps in completing the required service	23	6	5	2.53	0.75	High	2
The arithmetic mean:					2.85	0.96	High	

The results of the above table show that:

The Speed up the performance of social welfare program services of civil society organizations provided to cancer patients was achieved with a high degree, as the arithmetic mean of the total scores in this dimension was (2.85) with a standard deviation (0.96), and the ranking of the sub-phrases in this dimension was arranged according to the degree of verification as follows: The phrase came: the necessary capabilities are available for the rapid performance of the service in the first rank in terms of the level of efficiency and achieved a high degree, where the value of the average responses of the study sample members was (2.56) with a standard deviation of (0.70), then came the phrase: there is a division of tasks that help to accomplish the required service in the second rank in terms of the level of efficiency and achieved a high degree, where the value of the average responses of the study sample members was (2.53) with a standard deviation of (0.75), and then came the phrase: there is a continuous follow-up of work to speed up the provision of services to cancer patients in the ranking the third in terms of the level of efficiency and achieved a high degree, as the value of the average responses of the study sample (2.50) with a standard deviation of (0.66).

Table (5) shows the Providing the material and human capabilities to implement the program to perform social care services for cancer patients

N	Providing the material and human capabilities to implement the program	Yes	Some Times	No	mean	s.d	Efficiency mean	Rank
		freq	freq	freq				
1	There is a sufficient budget to spend on the cancer care program	19	7	8	2.32	0.84	High	5
2	A sufficient number of employees are available for the program	15	13	6	2.26	0.75	High	6
3	Employees have sufficient experience to perform their work	22	10	2	2.59	0.61	High	1
4	There is an ongoing review process to verify patient satisfaction with the services provided to them	13	15	6	2.21	0.73	High	7
5	Suitable alternatives are available to fill the deficit in the services required by cancer patients	19	11	4	2.44	0.73	High	4
6	Sources of funding for cancer care programs are insufficient for the required services	12	10	12	2	0.85	High	9
7	Financial resources are insufficient to provide the required care for cancer patients	13	12	9	2.11	0.8	High	8
8	The beneficiary shall bear part of the service costs	23	6	5	2.53	0.75	High	2
9	The foundation receives donations to cope with the increase in service performance expenses	10	8	16	1.82	0.87	medium	10
10	There is sufficient coordination to maximize resources between the foundation and other institutions interested in caring for cancer patients	19	12	3	2.47	0.66	High	3
The arithmetic mean:					2.91	0.77	High	

The results of the above table show that:

The Providing the material and human capabilities to implement the program to perform social care services for cancer patients has been achieved to a high degree, as the arithmetic mean of the total scores in this dimension was (2.91) with a standard deviation of (0.77), and the ranking of the sub-phrases in this dimension was arranged according to the degree of verification as follows: The phrase came: the employees have sufficient experience to perform their work in the first rank in terms of efficiency level and achieved a high degree, where the value of the average responses of the study sample members was (2.59) with a standard deviation of (0.61), then came the phrase: the beneficiary bears part of the service costs in the second rank in terms of efficiency level and achieved a high degree, where the value of the average responses of the study sample members was (2.53) with a standard deviation of (0.75), then came the phrase: There is sufficient coordination to maximize resources between the institution and other institutions interested in caring for cancer patients in the third rank in terms of efficiency level and achieved a high degree, as the average value of the responses of the study sample members was (2.47) with a standard deviation of (0.66), then came the phrase: suitable alternatives are available to fill the deficit in the

services required by cancer patients in the fourth rank in terms of efficiency level and achieved a high degree, as the average value of the responses of the study sample members was (2.44) with a standard deviation of (0.73), then came the phrase: There is a sufficient budget to spend on the cancer care program in the fifth rank in terms of efficiency level and achieved a high degree, as the average value of the responses of the study sample members was (2.32) with a standard deviation of (0.84), and then the phrase came: there are enough staff available for the program in the sixth rank in terms of efficiency level and achieved a high degree, as the average value of the responses of the study sample members was (2.26) with a standard deviation of (0.75).

Table (6) shows the degree of practice of Human relations between workers and cancer patients

N	Human relations between workers and cancer patients	Yes	Some Times	No	mean	s.d	Efficiency mean	Rank
		freq	freq	freq				
1	The spirit of cooperation prevails in the working environment.	13	13	8	2.15	0.78	High	6
2	Competition exists between workers for self-proof.	15	11	8	2.21	0.81	High	5
3	The interaction between staff and patients is based on respect.	23	7	4	2.56	0.7	High	4
4	There are compliments for some patients in obtaining the service.	10	9	15	1.85	0.86	medium	8
5	The actions of patients toward employees cause chest tightness	13	11	10	2.08	0.83	High	7
6	Employees respect the sanitary conditions of patients.	21	12	1	2.59	0.55	High	3
7	Staff take into account the habits and traditions of patients.	24	8	2	2.65	0.59	High	2
8	The privacy of patients is taken into account during the provision of the service.	26	6	2	2.71	0.57	High	1
The arithmetic mean:					2.79	0.93	High	

The results of the above table show that:

The Human relations between workers and cancer patients in social welfare programs have been achieved to a high degree, as the arithmetic mean of the total scores in this dimension was (2.79) with a standard deviation (0.93), and the ranking of the sub-phrases in this dimension was arranged according to the degree of verification as follows:

The phrase patient privacy is taken into account during the provision of the service in the first rank in terms of the level of efficiency and achieved a high degree, where the value of the average responses of the study sample members was (2.71) with a standard deviation of (0.57), then came the phrase: the staff takes into account the habits and traditions of patients in the second rank in terms of the level of efficiency and achieved a high degree, where the value of the average responses of the

study sample members was (2.65) with a standard deviation of (0.59), then came the phrase: The employees respect the health conditions of the patients in the third rank in terms of efficiency level and achieved a high degree, where the value of the average responses of the study sample members was (2.59) with a standard deviation of (0.55), then the phrase came: the interaction between employees and patients is based on respect in the fourth rank in terms of efficiency level and achieved a high degree, where the value of the average responses of the study sample members was (2.56) with a standard deviation of (0.70).

Table (7) shows the rank of efficiency dimensions of social care programs provided to cancer patients

Dimensions of the efficiency of social welfare programs	mean	Stander deviation	Efficiency mean	Rank
The ability of program workers to perform their job tasks.	2.35	0.83	High	4
Speed in providing social care program services for cancer patients.	2.85	0.96	High	2
Providing the material and human capabilities to implement the program.	2.91	0.77	High	1
Human relations between workers and cancer patients.	2.79	0.93	High	3
Total grade	2.72	0.78	High	

The results of the above table show that:

The efficiency of Social care programs for Cancer patients from the point of view of the study sample was achieved to a high degree, as the arithmetic mean of the total responses on this axis in the questionnaire reached (2.72) with a standard deviation of (0.78), and the ranking of the sub-dimensions of the axis as a whole was also achieved to a high degree, as it came in the first rank "Providing the material and human capabilities to implement the program" with an average weight (2.91) and a standard deviation (0.77), and in the second rank came after "Speed in providing social care program services for cancer patients" with an average weight (2.85) and a standard deviation (0.96), and in the third rank came after " Human relations between workers and cancer patients "with an average weight (2.79) and a standard deviation (0.79), and in the fourth and final ranking came after" The ability of program workers to perform their job tasks with an average weight (2.35) and a standard deviation (0.83).

Table (8) shows the difficulties facing the social welfare programs of civil society organizations provided to cancer patients

N	Difficulties	Yes	Some Times	No	mean	s.d	Efficiency mean	Rank
		freq	freq	freq				
1	The number of employees is small compared to the required tasks.	20	8	6	2.41	0.79	High	3
2	Insufficient material resources for spending on cancer care programs.	16	11	7	2.26	0.79	High	4
3	The goals of social care programs for cancer patients are ambitious and difficult to achieve in full.	12	11	11	2.03	0.83	High	5
4	There is no strong cooperation between the foundation and institutions providing care for cancer patients.	9	16	9	2	0.74	High	6
5	Some patients ask for things beyond the capabilities of the institution.	20	8	6	2.41	0.78	High	2
6	There are not enough databases on patient data and their demographic characteristics.	16	11	7	2.42	0.69	High	1
The arithmetic mean of the responses of the study sample on the difficulties facing the social welfare programs of civil society organizations provided to cancer patients.					2.89	0.65	High	

The results of the above table show that:

The responses of the study sample members about the difficulties facing the social welfare programs of civil society organizations provided to cancer patients came to a high degree, as the arithmetic mean of the total scores in this dimension was (2.89) with a standard deviation (0.65), and the ranking of the sub-phrases in this dimension was arranged according to the degree of verification as follows:

The phrase came: there are not enough databases on patient data and their demographic characteristics in the first rank in terms of efficiency level and achieved a high degree, where the value of the average responses of the study sample members was (2.42) with a standard deviation of (0.69), then came the phrase: some patients requested things that exceeded the capabilities of the institution in the second rank in terms of efficiency level and achieved a high degree, where the value of the average responses of the study sample members was (2.41) with a standard deviation of (0.78), then came the phrase: The number of employees is small compared to the tasks required in the third ranking in terms of efficiency and achieved a high degree, as the

average value of the responses of the study sample was (2.41)with a standard deviation of (0.79).

Table (9) shows the proposals to raise the efficiency of social welfare programs for civil society organizations provided to cancer patients.

N	Proposals to raise the efficiency of social welfare programs	Yes	Some Times	No	mean	s.d	Rank
		freq	freq	freq			
1	Increase employees to match the required tasks.	17	13	4	2.38	0.69	5
2	Support the necessary financial resources to spend on cancer care programs.	11	13	10	2.03	0.79	6
3	Training of employees in these programs on modern technical skills.	21	11	2	2.56	0.61	3
4	Support cooperation between the foundation and institutions providing care for cancer patients	26	7	1	2.73	0.51	1
5	Develop a reward system to encourage employees in these programs	24	8	2	2.64	0.59	2
6	Building adequate databases on cancer patients and their demographic characteristics	26	4	4	2.55	0.78	4
The arithmetic mean of the responses of the study sample on proposals to raise the efficiency of social welfare programs of civil society organizations provided to cancer patients					2.76	0.51	High

The results of the above table show that:

The responses of the members of the study sample about the proposals to raise the efficiency of social welfare programs for civil society organizations provided to cancer patients, where the arithmetic mean of the total scores in this axis was (2.76) with a standard deviation (0.51), and the rank of the sub-phrases in this dimension was arranged according to the degree of verification as follows: The phrase came: supporting cooperation between the institution and institutions that provide care for cancer patients in the first rank in terms of efficiency level and achieved a high degree, where the average value of the responses of the study sample members was (2.73) with a standard deviation of (0.51), then came the phrase: developing a reward system to encourage employees in these programs in the second rank in terms of efficiency level and achieved a high degree, where the average value of the responses of the study sample members was (2.64) with a standard deviation of (0.59), then came the phrase: The value of the average responses of the study sample members was (2.56) with a standard deviation of (0.61), and then the phrase came: building sufficient databases on cancer patients and their demographic characteristics in the fourth rank in terms of the level of competence and achieved a high degree, where the

value of the average responses of the study sample members was (2.55) with a standard deviation of (0.78).

Table (10) shows the significance of the differences in the responses of the study sample members on determining the level of efficiency of social care programs for cancer patients according to the dimensions of efficiency depending on the years of experience and scientific qualification in the field of work.

Efficiency of social care programs for cancer patients	Source of variance	Sum of squares	df	Mean squares	Value " F "	Significance level
The total dimensions of the efficiency of social care programs for cancer patients	Between groups	422.14	3	140.71	0.79	0.51
	inside groups	5304.36	30	176.81		
	Total:	5726.5	33			

The results of the above table show that:

There are no statistically significant differences depending on the years of experience and educational qualification in the field of work at a confidence level of 0.05 in the responses of the study sample members regarding the dimensions of the competence of civil society organizations related to social welfare programs.

- Discussion:

The results of the study are discussed in light of its goals and hypothesis:

- **As for the results of the first imposition and the first objective of the study:** it is expected that the level of efficiency of social care programs of civil society organizations provided to cancer patients in Egypt will be average.

- As for the first axis:

The ability of program staff to perform the tasks of their jobs, where the results of this axis came with a high degree, as the arithmetic average of the total scores in this dimension reached (2.35) with a standard deviation (0.83), such as I feel satisfied with my work in cancer care programs in the first rank in terms of efficiency and achieved a high degree, then I have sufficient skills to work in cancer care programs in the second rank in terms of efficiency and achieved a high degree, then working in cancer care programs gives me opportunities for continuous training in the third rank in terms of efficiency level and achieved a high degree, then the work procedures are clear to me in sponsorship programs This indicates that the responsible cancer care workers were able to perform their job tasks at a good level, which was reflected in raising the efficiency of social care programs for civil society organizations provided to cancer patients.

- As for the second axis:

The Speed up the performance of social welfare program services of civil society organizations provided to cancer patients: the results of this axis were achieved with a high degree, as the arithmetic mean of the total scores in this dimension was (2.85) with a standard deviation (0.96), for example, the necessary capabilities are available to speed up the performance of the service in the first rank in terms of efficiency level and achieved a high degree, then there is a division of tasks that help to complete the required service in the second rank in terms of efficiency

level and achieved a high degree, then there is a continuous follow-up of work to speed up the provision of services to cancer patients in the third rank in terms of efficiency level and achieved a high degree, then the service is provided to cancer patients upon request in the fourth rank in terms of efficiency level and achieved a high degree.

This indicates the speed the responsible cancer care workers perform their job tasks, which is reflected in raising the efficiency of social care programs for civil society organizations provided to cancer patients, and this result is consistent with a study (kharashi, 2018), which confirmed a change like the problems facing cancer patients during the stages of the disease, which supports the emphasis on the speed factor in providing the necessary services to patients to reduce the development of problems associated with their social care needs.

- As for the third axis:

The Providing the material and human capabilities to implement the program to perform social care services for cancer patients: The results of this axis were achieved with a high degree, as the arithmetic mean of the total scores in this dimension reached (2.91) with a standard deviation of (0.77), such as the availability of employees with sufficient experience to perform their work in the first rank in terms of efficiency level and achieved a high degree, then the beneficiary bears part of the service costs in the second rank in terms of efficiency level and achieved a high degree, where an average value was reached, then there is sufficient coordination to maximize resources between the institution and other institutions interested in caring for cancer patients in the third rank in terms of efficiency level and achieved a high degree, then appropriate alternatives are available to fill the deficit in the services required by cancer patients in the fourth rank In terms of the level of efficiency and achieved a high degree, then there is a sufficient budget to spend on the cancer care program in the fifth rank in terms of the level of efficiency and achieved a high degree.

This is due to the ability of cancer care organizations to manage the necessary resources to spend on the social care programs they provide to cancer patients, and this dimension reinforces the findings of the study (Suleiman, 2015) of the significant impact of economic and social factors to which individuals with cancer, most of them from the low-income group, are exposed, and the importance of providing the necessary resources for their care and reducing this impact.

- As for the fourth axis:

Human relations between workers and cancer patients from social welfare programs: The results of this axis were achieved to a high degree, as the arithmetic mean of the total scores in this dimension reached (2.79) with a standard deviation of (0.93), then the privacy of patients is taken into account during the provision of the service in the first rank in terms of efficiency level and achieved with a high degree, where the value was averaged, then the staff takes into account the habits and traditions of patients in the second rank in terms of efficiency level and achieved with a high degree, then the staff respects the health conditions of patients in the third rank in terms of efficiency level and achieved with a high degree, then the interaction between staff and patients is based on respect in the fourth rank in terms of efficiency

is achieved with a high degree, then competition exists between employees To prove oneself in the fifth rank in terms of the level of competence and achieved a high score.

This result is consistent with the study (Ahmed, 2012) of the importance of raising the level of social support and psychological compatibility for cancer patients, social support and psychological compatibility, the importance of improving the relationship between employees and cancer patients to relieve stress and psychological problems and improve their psychological compatibility, and its importance in increasing the chances of speeding up treatment. It also agrees with the study (Bassi, 2013), which developed a set of recommendations, the most important of which are: attention and psychological care for patients in hospitalization, especially for individuals with chronic diseases, expanding the field of cancer treatment, by integrating psychological care for cancer patients in the field of Health Service and making it an important element and complement to medical treatments to alleviate the emotional tensions and psychological problems that patients may experience as a result of cancer.

- As for the result of the main hypothesis of the study, which is:

determining the level of efficiency of social care programs for cancer patients from the point of view of the study sample, was achieved to a high degree, as the arithmetic mean of the total responses on this axis in the questionnaire reached (2.72) with a standard deviation (0.78), which makes us reject the first hypothesis of the study, which said that the level of efficiency of social care programs for civil society organizations provided to cancer patients in Egypt is expected to be average.

- As for the result of the second objective of the study:

As for the difficulties facing the social care programs of civil society organizations provided to cancer patients, they were achieved to a high degree, as the arithmetic mean of the total scores in this dimension reached (2.89) with a standard deviation of (0.65). the most important of these difficulties were the lack of sufficient databases on patient data and their demographic characteristics in the first rank in terms of efficiency and achieved a high degree, then some patients request things that exceed the capabilities of the institution in the second rank in terms of efficiency and achieved a high degree, then the number of employees is small compared to the tasks required in the third rank in terms of efficiency level and realized with a high degree, then material resources are insufficient Spending on cancer care programs ranked fourth in terms of efficiency level and achieved a high degree, then the goals of social care programs for cancer patients are ambitious and difficult to achieve in full to a phrase in the fifth ranking in terms of efficiency level and achieved a high degree.

This is consistent with the results of a study (makdadi, 2013). the results of the study indicated that the intervention program followed helped overcome the obstacles facing the employees of organizations working in the field of cancer patients, including the lack of patient data, especially those married to them, due to the need for civil society organizations providing cancer care services to join efforts to overcome these difficulties, dealing with which helps to increase the level of efficiency of social care programs for civil society organizations provided to cancer patients provided by the foundation.

- As for the result of the third objective of the study:

With regard to the proposals to raise the efficiency of social care programs for civil society organizations provided to cancer patients, where the arithmetic mean of the total scores in this axis reached (2.76) with a standard deviation of (0.51), where the difficulties came as follows: supporting cooperation between the institution and institutions that provide care for cancer patients in the first rank in terms of efficiency and achieved a high degree, then developing a reward system to encourage employees in these programs in the second rank in terms of efficiency and achieved a high degree, reaching an average value, and then training employees in these programs on modern technology skills in the third rank in terms of efficiency level and achieved a high degree, then build Sufficient databases on cancer patients and their demographic characteristics are ranked fourth in terms of efficiency level and achieved a high degree, and then increase the staff to match the required tasks in the fifth ranking in terms of efficiency level and achieved a high degree.

This may be explained by the desire of employees of cancer care organizations to exert more efforts in order to increase the level of efficiency of social care programs for civil society organizations provided to cancer patients provided by the foundation, and this is consistent with the recommendation of a study (Abu Al-Ola, 2020) on the importance of increasing financial allocations to institutions that provide social care programs for The unable.

As for the results of the second hypothesis of the study: there are statistically significant differences at a significant level (0.05) between the respondents ' responses about the efficiency dimensions of social welfare programs of civil society organizations provided to cancer patients due to the demographic characteristics of the sample (years of experience - academic qualification).

The results of the study proved that there are no statistically significant differences with different years of work experience at a confidence level of 0.05 in the responses of the study sample regarding the efficiency dimensions of the programs of civil society organizations provided to cancer patients, and this confirms that the programs used by all civil society organizations are the same and there is no difference between them.

The results of the study proved that there are no statistically significant differences depending on the educational qualification at the confidence level (0.05) in the responses of the study sample members regarding the efficiency dimensions of the programs of civil society organizations provided to cancer patients. This also confirms that these programs offered by all civil society organizations use the same programs and do not differ even according to the existing expertise in the institution or the educational qualification of the employees.

This confirms the rejection of the second hypothesis of the study, which states that there are statistically significant differences at a significant level (0.05) between the respondents ' responses about the efficiency dimensions of the social welfare programs of civil society organizations provided to cancer patients due to the demographic characteristics of the sample (years of experience-academic qualification).

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