

الممارسة المهنية للخدمة الاجتماعية في مؤسسات الوقف الخيرى: تحليل الواقع واستشراف المستقبل

محمد مصطفى شاهين

ملخص:

هدف الدراسة: هدفت هذه الدراسة إلى الوقوف على واقع الممارسة المهنية للخدمة الاجتماعية في مؤسسات الوقف الخيرى. **المنهجية:** طبقت الدراسة على عينة قوامها (78) اختصاصياً اجتماعياً من العاملين بالإدارة المركزية للإعانات والبحث الاجتماعي بوزارة الأوقاف المصرية ومديريات الأوقاف التابعة لها في سبع محافظات أخرى، واعتمدت الدراسة على الاستبانة أداة رئيسة لجمع البيانات. **النتائج:** خلصت النتائج إلى محدودية المعارف التي يلم بها الاختصاصيون الاجتماعيون في عينة الدراسة والمهارات التي يمارسونها وقصور الأدوار المهنية التي يقومون بها مع الفئات المستفيدة، فضلاً عن وجود العديد من المعوقات التي تؤثر سلباً على أدائهم لتلك الأدوار، وعليه فقد عرضت الدراسة رؤية استشرافية لما يمكن أن تكون عليه الممارسة المهنية للخدمة الاجتماعية في تلك المؤسسات مستقبلاً، وقد تضمنت هذه الرؤية توسيع نطاق كل من أهداف الممارسة ونوعية الخدمات المقدمة واستحداث أدوات وأساليب جديدة، بالإضافة إلى طرح مجموعة من الأدوار المهنية التي ينبغي للاختصاصيين الاجتماعيين العاملين في هذا المجال القيام بها في المرحلة المقبلة.

المصطلحات الأساسية: ممارسة الخدمة الاجتماعية، الممارسة المهنية، مؤسسات الوقف الخيرى، الاختصاصي الاجتماعي الخيرى.

Social Work Practice in Charitable Endowment (Waqf) Institutions: Reality Analysis – Future Vision

*Mohamed Moustafa Shahin**

Abstract

Objective: This study aimed at examining the current status quo of social work practice in charitable Waqf institutions setting. **Methodology:** The study sample consisted of 78 social workers who work in the Central Administration for Benefits and Social Research at the Egyptian Ministry of Endowments (Awqaf) and its subordinate Endowments (Awqaf) Directorates in seven governorates. It used a questionnaire form as a primary tool for gathering information from the participants. **Results:** The study concluded that the social workers in the sample had limited knowledge, skills, and roles; moreover, there are a lot of obstacles that negatively affect their performance. Hence, the study presented a prospective vision for the practice of social work in those institutions. This vision involved expanding the scope of practice, improving the quality of services and programs, and the use of new methods and tools; and finally, the study proposed several tasks and roles that charitable social work professionals must perform in the coming stage.

Keywords: Social Work Practice - Professional Practice - Charitable Waqf Institutions - Charitable Social Work.

* Associate Professor of Social Casework at the Higher Institute of Social Work, Benha, Egypt, Social work expert at Family Counseling Center, Doha, Qatar. Email: mmshahin@wifaq.org.qa & Shahin100@hotmail.com

Introduction

The social work profession enjoys a distinct status among the other human services professions concerned with providing social care, as it constitutes the main tool on which social care depends for achieving its various objectives (i.e., preventive, therapeutic, and developmental), especially those that aim to fulfill the unmet basic needs of the poor and needy groups, to improve the living conditions, and to enjoy their legitimate rights.

Social service, which has its roots in charity work, provides its activities, programs, and professional services to the poor, needy, and destitute people in society, through various social and governmental institutions and NGO's; and it is considered a key component in the systems of contemporary societies.

Among the most important and widespread institutions nowadays are Charitable Waqf Institutions that play a major role in the advancement of society. In addition to providing for the vulnerable and needy people, they contribute to social security and social justice, which enhance the citizens' sense of responsibility and participate in overcoming societal crises. Furthermore, they collaborate with other charitable institutions and organizations to cover expenditure on services and ease the social burden born by the state.

The multiple roles of Waqf institutions, coupled with their contribution to social solidarity, may demonstrate the paramount importance of such institutions to the various groups in society. However, social work undertakes those roles, and like many similar professions concerned with individuals with varying circumstances and concerns, it helps them overcome the obstacles that affect their performance, and enable them to contribute to the development of their society (Mursi, 2012)

It can be said that social work is one of the most important relief professions that helps Charitable Waqf Institutions to achieve their human aims and perform their ethical responsibility towards vulnerable and poor people, considering that "the primary mission of this profession is to enhance human well-being in order to help meet the basic human needs of all people, with a particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty" (NASW, 2012:17).

Generally speaking, social work profession in charitable Waqf institutions seeks to achieve various aims like making positive changes in difficult environmental conditions that surround people living in poverty, and enhancing their abilities to cope with life stressors caused by poverty or low income. However, it supports the relationship between Waqf institutions and other institutions working in the social care field.

Although this deeply rooted field is very important, it has not received sufficient attention by research especially in the Arab community. Within this framework, a study conducted by (Bashir, 2001) emphasized that social work could contribute to developing and enhancing charitable Waqf by directing post graduate students to conduct studies related to contributions made by charitable institutions in eradicating social problems and their contemporary and historical role in advancing social care movement and developing Islamic communities in general.

Concerning the most important knowledge necessary for professional practice in Charitable Field, a study carried out by Cnaan & Boddie (2002) indicated that social workers have to know the legislation that regulates the work of charitable institutions in society, and the study's results showed that many social workers were unfamiliar with this law and its far-fetching implications to the society as a whole and to the social work profession, in particular as it opens the door to combine religion and provide social services that are publicly supported.

A study conducted by (Sherr & Wolfer, 2003) discussed preparing social work students for practice with religious congregations within the context of charitable choice. It proposed a general model regarding the theoretical aspects and curriculum approaches designed to prepare students and practitioners for qualified religious practice which took place within the scope of charitable work institutions.

In Egyptian society, a study conducted by Mursi (2012) concentrated on developing contact and persuasion skills among social workers in the charitable Waqf field because of their importance in enhancing professional practice in this field. Also, the study proposed a model for the empowerment of social workers to help revive the charitable Waqf tradition.

Regarding the Catholic social work history in charitable foundations in some European countries, (Dolezel, 2016) conducted a study under the title "Catholic Charitable Social Work in the Former Czechoslovakia: with

a Focus on the Czech Lands”; the main aim of this study was to describe the well-developed charity structure that existed before the communist seizure of power and the changing patterns in charitable work following the fall of communism. Also, the study gave a description of professional roles development played by social workers in charitable institutions during each historical stage of this society.

Recently, a study conducted by (Hoang et al., 2019) indicated that Buddhism-based organizations (BBOs) had been acknowledged as an avenue to extend social services in Vietnam, for the developed performance of these charitable institutions with the deprived and poor people; the study proposed a model for linking BBOs to social work centers in an effort to improve the efficacy and effectiveness of service delivery.

When analyzing the content of this limited literature, it becomes clear that there has been attempts only to identify the relationship between charitable institutions, including charitable Waqf institutions and social work profession, and the contributions they can make to each other in addition to describing the facts and the nature of religious social work in those institutions.

Accordingly, this study seeks to highlight the reality of social work practice in charitable Waqf institutions in Egypt, including the aims achieved by the profession in Waqf institutions, the types of clients, the stages of professional practice, the most important knowledge, the skills and the roles played by charitable social workers, and the obstacles they face. Finally, it anticipates a vision that involves methods and procedures that could enhance the effectiveness of social work practice in those institutions.

Objectives

The current study aims at the following:

- 1 - Examining the current status quo of social work practice in charitable Waqf institutions.
- 2 - Presenting a forward-looking vision that includes several suggestions for what social work practice might look like in the future within the field of charitable Waqf.

Questions

1 - What are the aims of social work practice in charitable Waqf Institutions?

2 - What are the types of clients that social workers deal with in charitable Waqf institutions?

3 - What are the stages of social work practice with the clients of charitable Waqf institutions services and programs?

4 - What is the scientific knowledge among charitable social workers?

5 - What are the essential skills practiced by social workers during their professional performance in charitable Waqf institutions?

6 - What are the professional roles practiced by social workers with the beneficiaries of charitable Waqf institutions services and programs?

7 - What are the obstacles that social workers face during their professional roles' performance in charitable Waqf institutions?

Concepts And Theoretical Framework

Social work practice.

Social work practice is defined through “the object of activity, ways of action, values, and through context and actors” (Pehkonen et al., 2010:33). Professional practice is also characterized by complexity associated with a range of oppression affecting the situation of service user and the worker (Watson & West, 2006)

According to the Social Work Dictionary, social work practice is defined as “The use of social work knowledge and social work skills to implement society mandate to provide social services in ways that are consistent with social work values. Practice includes remediation, restoration (i.e., rehabilitation of those whose social functioning has been impaired) and prevention”. (Barker, 2013:409)

Some believe that professional practice in social work is “a complex set of activities which involve direct work with service users, and their families, as well as work with other professionals and agencies” (Nixon & Murr, 2006:798).

Also, social work practice is seen as comprehensive professional activities that deal with challenging situations faced by individual through applying appropriate strategies, theories, and methods (Fahmi, 2012).

It can be said that professional practice in social work is a contract between two parties: The first party involves individuals or families with particular social needs who face challenging situations that cannot cope with; the second party involves social workers who represent social institutions that provide professional help to those individuals or families.

Accordingly, the current study concentrates on such social work practice that covers organized and planned professional processes, activities and efforts performed by social workers during their dealing with poor and vulnerable people who resort to charitable Waqf institutions (Welfare and Philanthropy Administrations) which are supposed to be done in the light of scientific knowledge, professional skills and social work values and principles.

Charitable Waqf institutions.

Waqf means “assigning private assets and money for charitable purposes” (Qahf, 2002:17). From an economic social perspective, Waqf is defined as “transformation of private fortunes and revenues into permanent solidarity resources, whose benefits (commodities, services and revenues) are assigned to satisfy the needs of various beneficiaries. This contributes to enhance the productive abilities necessary for establishing and developing the charitable sector” (Salehi, 2005:161).

Since early times the Waqf system has been related to a group of charitable and social institutions which are a major source of life whether in family or society (Zohar, 2002). In other words, Waqf resources (benefits and revenues) are provided in the form of human aids and services to the poor and needy on a continuous basis through specialized social institutions.

Charitable Waqf institutions can be divided into two main types: Non-Governmental Organizations, which are specialized units that manage Waqf money according to Islamic Sharia Principles and provide a group of activities and social services to individuals and communities. These institutions are characterized as follows (Shehata, 2015):

- They are non-profit organizations whose major aim is to provide charitable services.
- They are owned by social entities under the supervision of the government, and this ownership cannot be circulated between individuals.

- They apply all their various activities according to Islamic Sharia principles.
- Their boards of directors consist of experienced people who work voluntarily or are paid according to the governing rules and regulations.

The second type involves institutions that provide charitable Waqf services – which the current study concentrates on- and they are governmental institutions under the Ministry of Endowments; they are included in its organizational structure and are called “Welfare and Philanthropy Administrations”. They are present in all endowments administrations and provide various aids, such as:

- Providing aids to the poor and college students and granting loans to government personnel.
- Fostering orphan children and teaching them crafts, principles of Islam and other sciences.
- Following and evaluating Waqf programs and activities to make sure that the services are appropriate for the needs of poor and vulnerable people.

Within the framework of the above-mentioned facts charitable Waqf institutions in the current study are defined as “Social entities under the Ministry of Endowments that are called Social Research and Aids Administrations whose main aim is to provide human services and aids to the poor and needy by depending on the social workers’ efforts to achieve this aim.

Social work in charitable institutions

Social work career has its origins in creating a more scientific or practical philanthropy approach, especially within the context of trust foundations and human service charities (Marx, 2008). Whenever values, principles and techniques of social work are incorporated in philanthropic activities, it becomes a charitable social work. The overlapping field is currently expanding, and professional social workers are doing more and more philanthropic activities (Prasantl et al., 2013)

The most important areas that personnel working in social charitable institutions concentrate on are as follows (Brakat, 2012):

- Helping people who are living under the poverty line

- Helping weak women (widowed, divorced, abused)
- Fostering orphan children, broken families' children, streets children, employment children, foundling children and offended children
- Providing health care for poorly insured families
- Rehabilitating, training, and employing people with disability and providing them with medical and social care
- Teaching children, combatting illiteracy for the elderly, and helping poor college students
- Providing relief services to the afflicted areas

From the above-mentioned facts, it appears that social work is the most important human aid profession that could provide specialized professional help to poor, vulnerable and marginalized people. It is the main profession that charitable Waqf institutions depend on to achieve their aims and human mission nowadays.

The primary role of a social worker who works in charitable institutions is to serve as an agent of social change, social reform and social progress; the following are among the most important skills needed in this field (Prasantl et al., 2013):

- Skills in understanding the person and his or her problems
- Skills in diagnosing social problems, especially in the philanthropic field
- Skills in designing philanthropic initiatives to resolve the social problems that may arise
- Skills in establishing relationships with service users through their professional work
- Skills in participatory strategies, participatory preparation, execution, tracking and growth

Methodology

The current study is a descriptive and analytical one which aims to describe and analyze social work practice reality in charitable Waqf institutions. A social survey approach was used based on sampling for some subordinate institutions of the Ministry of Endowments in some Egyptian governorates.

Instrument

The study used a questionnaire form as a main tool for collecting information from social workers (study sample). The questionnaire consisted of seven questions regarding professional practice reality in charitable Waqf area. Face validity and reliability of the questionnaire form were verified by test-retest and reliability coefficient value was between (0.76: 0.84).

Study limits:

Place limit: This study was conducted in the Central Administration for Aids and Scientific Research in the Ministry of Endowments and its subordinate departments in Endowments directorates in the governorates of Cairo, Giza, Al Qalubia, Kafr Alsheikh, El Behera, Sharkia, Menoufia.

Time limit: The information was gathered during the period from 25/8/2019 to 25/10 /2019.

Human limit: The study was conducted on a sample of 78 social workers who were working in the above-mentioned institutions, and they consented to answer the intended questionnaire.

Statistical processing

The Statistical Package for the Social Sciences (SPSS) program was adopted to display and analyze the results of the field study using a variety of statistical coefficients and methods, namely frequency, percent, mean and standard deviation.

Table (1)

Characteristics of Charitable Social Workers

Sub -data	Main data	Estimation	
		Number	percentage
Gender	Male -	61	78.2%
	Female -	17	21. 8%
16.6%	Less than 30 years -	2	2.6%
	- From 30 to less than 40 years .	13	16.6%
	- From 40 to less than 50 years .	34	43.5%
	- From 50 to less than 60 years	29	37.4%

Cont. Table (1)
Characteristics of Charitable Social Workers

Sub -data	Main data	Estimation	
		Number	percentage
Marital Status	- Unmarried.	4	5.1%
	-Married.	56	76.9%
	- Divorced.	3	3.8%
	- Widower	6	14.2%
Academic Qualifications	- Social work diploma	4	5.1%
	- Bachelor of social work	46	59%
	-License of sociology	17	21.8%
	-Post graduate diploma	8	10.2%
	-Master's degree	3	3.8%
Years of Experience	-Less than 5 years.	8	10.2%
	- From 5 to less than 10 years .	11	14.1%
	- From 10 to less than 15 years .	17	21.8%
	- From 15 to less than 20 years .	24	30.7%
	- From 20 years upward	18	23.1%
Development Courses	- No Development Course yet	52	66.7%
	- From 1 to 3 Courses.	11	14.1%
	- From 4 to 6 Courses.	8	10.2%
	- From 7 to 9 Courses.	5	6.4%
	- From 10 Courses upward	2	2.6%

Table (1) results indicate that most charitable social workers are male with a ratio of 78.2%, while the ratio of female social workers is 17.8%. Regarding age, the highest ratio is 43.5% for those whose ages are from 40 to less than 50 years and the least ratio is 2.6% for those who are less than 30 years. Regarding the marital status, it appears that most participants are male with a ratio of 76.9%. Regarding academic qualifications, the highest ratio 59% goes to people with a bachelor's degree in social work.

It also appears that the highest ratio 30.7% belongs to people who has a professional experience of 15 to 20 years, while a small ratio of 10.2% of people have a professional experience of less than 5 years. Finally, it appears that 66.7% of the participants did not have any professional performance development courses.

Findings

1. The practice aims

Table (2)

Mean Score and Standard Deviation of the Participants' Responses about Professional Practice Aims

N	Aims	Frequency	Mean	Std. Deviation	Ranking
1	Improving standard living for disabled people and poor families	194	2.48	1.76	1
2	Making positive changes in the difficult environmental conditions among those who are poor and needy	147	1.88	2.04	3
3	Enabling vulnerable people to obtain their material and non- material rights	137	1.75	1.43	4
4	Presenting activities and programs needed for enhancing abilities of the most needy people	106	1.35	0.87	8
5	Helping the poor to cope with material stressors.	191	2.44	1.37	2
6	Enhancing the relationship between Waqf institutions and other institutions in social care	112	1.43	1.02	7
7	Cooperation with other human professions to develop charitable Waqf system.	129	1.65	0.79	5
8	Inciting society individuals (good and wealthy people) to revive charitable Waqf tradition.	123	1.57	0.66	6
Total mean		142	1.82	1.18	

Table (2) results indicate that the aims of social work practice in charitable Waqf field are limited in which arithmetic mean values are

between 1.35 and 2.48. The aim to improve the standard of living for disabled persons and poor families was in the first rank with an arithmetic mean at 2.48 and a standard deviation at 1.76, and this aim is the building block that charitable institutions including charitable Waqf institutions seek to achieve. The aim of helping the poor and the needy to cope with material stressors was in the second rank with an arithmetic mean at 2,44 and a standard deviation at 1.37. According to social workers' responses arithmetic mean values were low for all other aims especially the aim concerning providing activities and programs necessary for enhancing the abilities of the most needy which was in the final rank with an arithmetic mean of 1.35 and a standard deviation at 0.87

2. Types of clients

Table (3)

Mean Score and Standard Deviation of the Participants' Responses about the Types of Clients (the Beneficiaries)

N	Type of client (the Beneficiary)	Frequency	Mean	Std. Deviation	Ranking
1	People with chronic diseases	216	2.76	2.34	1
2	People with special needs	210	2.69	2.18	2
3	The widowers	188	2.41	2.11	5
4	Orphan children and foundling children	180	2.30	1.87	7
5	Individual catastrophes	177	2.26	1.65	8
6	The deserted and divorced women	202	2.59	1.88	3
7	Prisoner families	169	2.16	1.92	9
8	Old people (the retired from work)	183	2.34	2.08	6
9	Old maids from the age of 55 years	159	2.03	2.46	10
10	College and school students with urgent materialistic and social conditions	197	2.52	2.44	4
Total mean		188	2.41		

Table (3) data indicate that there are various types of clients (beneficiaries) that social workers deal with in charitable Waqf institutions. All these clients had high arithmetic means in which people with chronic diseases, people with special needs and deserted and divorced women came in the first three ranks respectively with an arithmetic mean of (2.59–2.69–2.76), while prisoners' families and old maids came in the ninth and tenth ranks with arithmetic means of 2.16 and 2.03.

3. Stages of professional practice

Table (4)

Mean Score and Standard Deviation of the Participants' Responses about Professional Practice Stages (Process).

N	Stage (Process)	Frequency	Mean	Std. Deviation	Ranking
1	Rating the client situation and his environmental conditions	228	2.92	1.96	1
2	Preparing work plan	121	1.55	0.81	3
3	Implementing the plan (providing the required aids)	135	1.75	1.67	2
4	Evaluating the professional work results	101	1.29	0.84	4
5	Following the client status	92	1.17	0.76	5
Total mean		135	1.73	1.41	

The results of table (4) indicate that rating the client's situation and his environmental conditions is the main process in social work practice with Waqf institutions clients in which it had a high mean of 2.92 and a standard deviation at 1.96, while arithmetic mean values for all other professional stages were low (they ranged from 1.17 to 1.57). Therefore, the table results emphasize that most charitable social workers do not implement the professional stages during their professional performance with Waqf institutions clients.

4. Scientific knowledge

Table (5)

Mean Score and Standard Deviation about Scientific Knowledge among Charitable Social Workers.

N	Scientific Knowledge	Frequency	Mean	Std. Deviation	Ranking
1	Knowledge related to the main characteristics of the poor beneficiaries of charitable Waqf services	181	2.32	1.47	2
2	Knowledge related to the nature of psychological and social problems caused by poverty	154	1.97	1.09	4
3	Knowledge related to the basic needs of the beneficiaries of charitable Waqf	191	2.44	1.29	1
4	Knowledge related to modern professional practices in dealing with emergency, catastrophes and crises field	136	1.74	0.94	6
5	Knowledge related to the systems, policies and nature of services provided by charitable voluntary institutions	168	2.15	2.19	3
6	Knowledge related to building and developing Waqf institutions abilities	147	1.88	0.87	5
Total mean		163	2.08	1.97	

Table (5) results indicate that the first scientific knowledge among charitable social workers is related to the basic needs of the beneficiaries of charitable Waqf which had the first rank with an arithmetic mean of 2.44 and a standard deviation at 1.29. This was followed by knowledge related to the main characteristics of poor and needy people which had an arithmetic mean of 2.32 and a standard deviation at 1.47 then arithmetic mean values had fallen significantly for all other scientific knowledge, especially knowledge related to contemporary professional practices when dealing with the field of emergency catastrophes and crises which had the last rank with an arithmetic mean of 1.74 and a standard deviation at 0.94.

5. Essential Skills

Table (6)

Mean Score and Standard Deviation about the Essentials Skills Practiced by Charitable Social Workers.

N	Skills	Frequency	Mean	Std. Deviation	Ranking
1	Communication, responsiveness and listening	167	2.14	1.58	6
2	Collecting and analyzing data	202	2.58	2.37	1
3	Sympathy and respect for feelings	181	2.32	1.77	4
4	Making the best use of societal resources	150	1.92	2.34	8
5	Recording (writing data and information)	192	2.46	1.34	2
6	Referral to services sources	132	1.69	2.06	10
7	Dealing with people and difficult situations	172	2.20	1.66	5
8	Persuasion and influencing others	158	2.02	2.72	7
9	Paying home visits	188	2.41	0.66	3
10	Public crises management	139	1.78	1.44	9
Total mean		168	2.15	1.53	

Table (6) results refer to the lack of skills practiced by charitable social workers which involve four main skills: collecting and analyzing data, recording, paying home visits and sympathy and respect for feelings in which they obtained arithmetic means of (2.32-2.41– 2.46 –2.58), while there was a decline in arithmetic means for other skills, especially public crises management and referral to service sources which came in the final ranks with arithmetic means of (1.69–1.78). According to Table (1) and the sample characteristics, the lack of several skills by social workers may be because most of the study sample (66.7%) didn't receive any training courses from professional performance development courses, which would have equipped social workers with the necessary skills to activate and improve their professional performance and capacity.

6. Professional Roles

Table (7)

Mean Score and Standard Deviation about the Professional Roles Performed by Charitable Social Workers.

N	Roles	Frequency	Mean	Std. Deviation	Ranking
1	Providing material aids to disabled and needy people	230	2.94	2.18	1
2	Advocating the poor demands and demanding concerned authorities to keep their rights	144	1.84	0.92	7
3	Teaching poor and vulnerable people problem solving skills and stressors coping styles	105	1.34	0.92	10
4	Referral of the clients to available social care sources in the light of conditions and needs of each case	171	2.19	1.36	5
5	Providing the interventions that are necessary for treating psychological and social problems experienced by poor and needy people	125	1.60	0.62	8
6	Developing the programs and activities related to meeting the clients' needs	178	2.28	1.28	4
7	Providing urgent aids to individuals and families during crises	211	2.70	2.06	2
8	Helping the poor to find and make use of their abilities to achieve their future aims	113	1.44	0.58	9
9	Communication and coordination with social care institutions to find appropriate solutions for the most needy people	182	2.33	2.02	3
10	Presenting the necessary experiences and advice to other charitable institutions that have an interest in the poor problems	166	2.12	1.33	6
Total mean		162	2.07	1.28	

Table (7) results indicate lack of professional roles performed by social workers with the beneficiaries of charitable Waqf institutions services and

programs, and it can be said these roles are limited to only two roles: Care Giver Role, which involves providing financial aids to the disabled and the needy, and the Outreach Worker Role, which involves providing urgent aids to individuals and families during difficulties and crises, which had the first and second ranks with high arithmetic means of (2.94 – 2.70). On the contrary, the results indicate that most charitable social workers have not practiced the other important roles that should be performed when dealing with vulnerable and poor people.

7. Obstacles and difficulties

Table (8)

Mean Score and Standard Deviation of the Participants' Responses about Obstacles They Face in Charitable Waqf Institutions.

N	The obstacles	Frequency	Mean	Std. Deviation	Ranking
1	Rising number of the beneficiaries of Waqf Institutions Services compared to the number of social workers	208	2.66	2.33	5
2	Unclear description of social worker role in Charitable Waqf field	226	2.89	2.38	1
3	Non-availability of modern capabilities that help social worker to do his work with the required speed and competence	217	2.78	2.19	3
4	The multiplicity of tasks and roles performed by social workers in Charitable Waqf Institutions	206	2.64	2.09	6
5	Assigning social worker to do additional administrative tasks at the cost of his professional work in Charitable Waqf Field	221	2.83	2.42	2
6	Interference of social worker job with some other professions in Charitable Waqf Field	201	2.57	2.19	7
7	Nonparticipation of social workers in the decisions related to the clients' service	172	2.20	0.71	10

Cont. Table (8)

Mean Score and Standard Deviation of the Participants' Responses about Obstacles They Face in Charitable Waqf Institutions.

N	The obstacles	Frequency	Mean	Std. Deviation	Ranking
8	The absence of standards that define services quality provided by the social worker in Charitable Waqf Institutions	185	2.37	0.84	9
9	Deception by some individuals to get the provided services which leads to a waste of the social worker time and effort	211	2.70	2.38	4
10	Low motivation among some social workers to work in Charitable Waqf Field	194	2.48	1.87	8
Total mean		204	2.61	2.17	

Table (8) results indicate that there are a lot of obstacles and difficulties faced by social workers while performing their professional roles in charitable Waqf institutions, and the arithmetic mean values are between (1.75–2.48). Also, the results emphasize that the unclear description of the social worker role is the first obstacle which has an arithmetic mean of 2.48 and a standard deviation at 1.76. Then assigning the social worker additional administrative tasks at the cost of his professional work with the beneficiaries is the second obstacle which has an arithmetic mean of 2.48 and a standard deviation at 0.76

Discussion

This study aimed at identifying social work practice in Charitable Waqf Institutions in Egypt. This involved defining the aims the profession seeks to achieve in those institutions, types of beneficiaries, stages of professional practice, the most important knowledge and skills among charitable social workers and the professional roles they practice in addition to identifying the obstacles they face while performing their roles.

The study results indicated that social work practice in charitable Waqf institutions concentrates more on achieving the aims related to the

material aspects, such as improving the standard of living for the disabled and the poor and helping them to cope with material stressors. These aims are not enough and are independent of other development and remediation aims in achieving comprehensive care for the poor. Also, the results indicated that there are various types of clients that social workers deal with in charitable Waqf institutions. These clients could be people with chronic diseases or people with special needs. These results are consistent with what was indicated by (Basra, 2015) that charitable Waqf institutions play an important role in achieving social care that provide great aids to several groups especially those who are poor and people with special needs in the Arab countries.

The results emphasized that the client situation rating concerning the material aspect which is called “Social Research Preparation Process for the Case” is nearly the only process performed by most charitable social workers and this explains the cause of limited professional knowledge among them. This knowledge is limited to knowledge related to the basic needs and the defining characteristics of those who are poor. This result is consistent with what was indicated by (Sherr & Wolfer, 2003) that there is theoretical knowledge related to the nature of professional practice in charitable institutions that does not involve social work curricula although it is necessary for social workers.

As for the skills acquired by charitable social workers, the results indicated that these skills are only limited to gathering and analyzing data, recording and paying home visits, and these skills are necessary for determining whether the clients are in need of material aids or not. This result is consistent with Mursi's (2012) study in which he emphasized the need for charitable social workers to acquire several professional skills to enhance social work practice in this field, especially contact and persuasion skills

Moreover, the study highlighted that the professional roles practiced by social workers are very limited as they are confined to two roles only (i.e., Care Giver– Outreach Worker); this may be due to the fact that work regulations and policies in charitable Waqf institutions concentrate greatly on providing material aids to the poor which drive social workers to perform related professional roles.

Anticipation Vision.

According to the study results on one side and the interviews conducted with officials, social workers and experts in charitable waqf field, on the other side, an anticipation vision of social work practice in charitable Waqf field has been reached, and it can be presented through the following axes:

First: The vision aims

This vision aims at developing and improving social work practice in charitable Waqf institutions to reach the ideal picture that enhances the effectiveness of social work profession and achieves the utmost benefit for the poor beneficiaries by the services provided by these institutions.

Secondly: The main postulates of the vision

- The current social work practice does not conform to the many changes that took place in modern society; therefore, it does not suit the nature and quality of the poor problems which resulted from those societal changes.
- The concentration of charitable social workers' efforts on providing only material aids to the clients the helping process from its technical and professional content. Rather it may lower the profession position directly among the clients.
- Modern and future roles of charitable social workers require necessarily establishing a comprehensive and clear picture about actual and renewed needs of the society and the gaps that are not covered by official efforts or governmental services.

Thirdly: The vision content.

This anticipation vision involves making intentional improvements and developments in the following four aspects:

The practice aims

The professional practice aims in charitable Waqf field should go beyond the current traditional pattern based on improving the standard of living among people with disability, where these aims reach more deep and comprehensive level that involves three kinds of aims:

- Material aims: They are related to satisfying the clients' needs,

developing the current procedures and policies in charitable Waqf institutions, and limiting the poverty phenomenon in general.

- Practical aims: They are based on increasing the clients' knowledge, equipping them with the necessary skills to cope with their various problems and overcoming life stressors.
- Coordinating aims: They are related to increasing service delivery competence to the target clients and coordination between services provided by charitable Waqf institutions and other governmental organizations in social care field.

Quality of provided programs and services

There is an urgent need of various services provided by charitable Waqf institutions to involve awareness services, counseling services, remediation services and development services. This will be accompanied by different activities and programs provided by the social workers to the beneficiaries. In this regard, we suggest the activities and programs that concentrate on:

- Empowering poor people to satisfy their renewed and actual needs.
- Developing the beneficiaries' abilities to cope with life challenges.
- Improving social functioning among vulnerable people.

Practice models

Charitable social workers need several knowledge and professional skills that enable them to achieve the above-mentioned professional practice aims and do their tasks towards the clients competently and effectively. Also, charitable social workers should use modern models that suit the types of clients and the nature of psychological and social problems, and we suggest training and rehabilitating them to practice and conduct the following models.

- The spiritual approach
- Intervention model during crises
- Self-help model
- Solution-based models
- Evidence-based practice model

The professional Roles.

In addition to Care Giver and Outreach Worker roles practiced by charitable social workers, they have to perform a set of additional roles to achieve the desired positive changes in the clients' situations, which are as follows:

- **Teacher Role:** This role involves providing the clients with experiences, explanations and ideas that improve their social functioning in addition to giving suggestions and advice that help them find appropriate solutions for their problems.
- **Advocate Role:** Within the framework of this role, the social worker advocates the interests of those who are poor and vulnerable and enable them to get their legitimate rights.
- **Program Developer:** Within the framework of this role, the social worker seeks to design new programs and develop the existing programs to promote the level of services.
- **Counselor Role:** The poor need permanent counseling from the charitable social worker to adjust to conditions and challenges caused by limited income.
- **Coordinator Role:** According to this role, the charitable social worker is responsible for communication and coordination with other governmental and non-governmental organizations and all foundations that provide the services necessary for the most needy people.
- **Mobilizer Role:** According to this role, the charitable social worker seeks to remove social deprivation and inequality through innovating a main ecological change and introducing new services that suit the clients' needs.

Fifth: The vision achieving requirements

There is a set of necessary requirements and considerations that should exist to achieve the current vision aims:

- Involving human aid professions— especially legal advisors and psychologists- in the office structure of charitable Waqf institutions, which form together with social workers an integrated team that can provide comprehensive care to those who are poor.
- Introducing a definite description of the nature of the social worker

job in charitable Waqf institutions, which accurately determines the tasks and responsibilities towards every group of the poor beneficiaries of the services provided by these institutions.

- Interest in measuring the benefits of social work practice in charitable Waqf institutions, and also surveying the beneficiaries' opinions about the quality of services and programs provided by these institutions.
- Giving charitable social workers the opportunity to participate with governmental institutions responsible for planning social care policies in developing and amending the existing social services provided to those who are poor and the mechanisms and procedures of getting them.
- Making a plan that aims at achieving professional development for charitable social workers, which involves in the first place their learning about modern professional innovations and training them on how to apply contemporary professional models and theories.

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