

An Assessment the Professional Performance of Social Worker within Social Protection Programs for children exposed to risk

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Introduction

The importance of the need to social protection for children is due to the fact that it represents a critical policy and a managing of programs that ensure children's rights in order to enhance their care and facilitate access ..to services, especially for children who are most at risk

Meanwhile, social protection programs contribute to the equity of services distribution to children and to get their full rights according to the International Conventions on children's rights (Broune.E, 2015, confirmed the importance p.15), also, the study of (Balkhair, M., 2018) role of socialization institutions to protect children from the dangers of .violence, abuse, exploitation to achieve children's right in a decent life

Many of the institutions devoted to protect children have emerged to define the level of protection provided by them, so, they, therefore are considered an alternative environment for the family to provide these children with protection from all forms of violence, abuse and risks to which they are exposed(H. Ammar, 2017).

However, in a study by: M. Saleh 2018, he confirmed that some of the crimes and poor professional performance of the employees who are working in these institutions have emerged in these institutions against children , this study was applied in the Sudanese society about bad environmental practices within the society and the exploitation of children and crimes that are not tolerated against children, then, a social unit was established only to work to protect children from abuse and also to confirm the importance of developing the professional performance of the workers in this unit, and this is indicated by another study of (M.Yogendra, 2014) to the importance of social protection to include vulnerable groups who exposed risk and the importance of having institutions to protect these children.

Hence, programs have emerged to promote and protect the concept of children who exposed to risk, these programs based on UNICEF strategy (Towards to Protect Children), which calls for providing a protective environment for children, both male and female, free from violence and abuse of all kinds to promote direct improvements in children's lives (P. Pozanery, 2016, p.5).

In some social institutions, such as in Morocco, have emerged obstacles to social protection programs that hinder the programs of protecting children and raising the institutional performance of their employees, including the social worker to improve the quality of their work in their

various stages starting from the beginning of the program and planning .)and implementation then evaluating it in the end (Allawi. H, 2014

The program was implemented in Cairo and Alexandria aiming to protect children who exposed to risk. The program monitor the cases of children exposed to risk, and the serious harm they have, deprive them of their basic needs, and reveal the causes of danger to children, and that males need more care than females (Ezer. A, 2003).

Social work is considered one of the most caring professions to the human being and its problems, so it is necessary to have an active role in providing a safe environment for all society classes, especially children exposed to risk. This is confirmed by the study of (J.Hadis, 2014).

In order to find out the effectiveness of the social institutions and the role of social work by which social protection programs operate, which adds to the institutions' important role in obtaining citizens' rights and basic needs to protect them from the dangers they may face, the team cooperates within the institutions to care for children exposed to risk, and also, they apply social protection programs to accomplish their goals through the basic element: "social worker", as a pivotal person in the process of change, rehabilitation, care for children and protect them from .the dangers they may face in their lives

Social worker plays the role of the profession as a human resource that must be invested and to develop his abilities and skills to achieve the goal of the profession existence and to become more capable of fulfilling his responsibilities and contributing a more active role in the development of professional practice as in the study of (Ragheb. Hossam Mohamed, 2017) and also in a study of (N. situmise Joye, 2002) about children exposed to risk and abuse, where a set of methods was developed for the work of the social worker in providing services to the vulnerable and the need to provide a set of information about the causes of violence and the motives of violence directed at the child.

The continuous evaluation for the social workers' conditions including their practical aspects in practice and at the top of it, stands the professional performance as the final outcome of the interaction of all dimensions of theoretical and practical preparation for the social worker, is responsible for the practice of the social work profession.

The social worker's action plan appears in social protection programs in the pre-intervention phase, during intervention, and post-intervention and each stage has a set of tasks and roles that he performs both with children who exposed to risk and the staff inside and outside the institution (Procedural Guide, 2011). This is confirmed by a study of (Ezzedin. Ibrahim Ahmed, 2016) in which he identified the roles of the social

worker in the implementation of child protection policies and the obstacles to his professional performance, and developed a model for the development of his professional roles.

The study of (Ahmed. Najwa Mohamed, 2017) confirmed the importance of developing the professional performance of social workers who are working with children at risk and refining them with knowledge, skills, experiences, values and the use of modern technologies in obtaining and preserving information and constantly monitoring global events and .changes

The study of (Abu Elnil. Marvat Ahmed, 2017) confirmed that the social worker provides several services for the women headed family including social and economic protection, health, meanwhile, he confronts some obstacles to achieve this protection not receiving training courses, lack of coordination and cooperation within social associations.

Therefore, the evaluation is considered an important step of the social worker's work in order to correct his professional performance and to make him aware of his position and to show the strengths and opportunities in his performance, then, to work on discovering the professional personality of the social worker with its pros and cons. This was confirmed in the study of (K. Louw, 2001) to evaluate the social workers' performance in social welfare institutions which identified their strengths and opportunities needed to be developed and to remove the .obstacles they face in their work

International standards for designing programs to protect children exposed to risk have been identified through The International Penal Reform in coordination with United Nations Children's Emergency Fund, and the actors in child rights field. The Arab Republic of Egypt, in cooperation with UNICEF and the Ministry of Social Solidarity, has paid great attention to the program for the protection of children exposed to risk, setting out practical steps to protect them and set its objectives and phases to show the tasks and roles of the social worker (before - during - after) professional intervention.

The Procedural Guide for the Protection of children exposed to risk has developed the following steps to implement these programs: monitoring exposure to risk cases, a preliminary study and taking urgent actions in emergency cases, case study procedures including economic and social conditions, and present it to the follow-up committee, develop an integrated intervention plan, implement an integrated intervention plan, at last follow-up the situation. Indicators have been identified to measure progress in cases of children exposed to risk: the pre-intervention, post-intervention and post-intervention.

The components of the protection programs for children exposed to risk are: prevention, monitoring, intervention, referral, rehabilitation, and follow-up and their objectives are to assist individuals, families and groups to manage the risks to which they are exposed, reducing risks that may harm the lives of children, protecting children and their families from the effects of these risks, working on long-term investment in human beings (Protection of children's rights, The International Penal Reform, 2013, p. 30,29). The key elements of social protection programs are: identifying the problem where the level of vulnerability, risks and deprivation that children are facing to protect them from the underlying risks and social concerns to which they are exposed, then arrange priorities. In protection, problems are arranged and priorities are set for dealing with them, which may be one or more causes, and finally, service providers are responsible for implementing the general procedures of the program and achieving its objectives, including preventive and). prevention measures (Philip. W, 2016, p.1

Hence the authors were able to identify the problem of the study, which is that the evaluation of the professional performance of social workers is considered the nerve of social service in order to strengthen their professional performance and develop their abilities, especially that they deal with the category of children who exposed to risk, so they need continuous development and upgrading for their professional performance to be coped with the continuous changes in children's world. In addition, their presence in institutions that apply social protection programs needs to follow local and international laws and regulations to demand and defend their rights to protect them from being in all types of danger.

Study Aims:

The study aims to determine the level of professional performance of the social worker in social protection programs for children exposed to risk and emerges from it, a set of the following sub-objectives:

- 1- Determining the level of professional performance of the social worker in the: pre-intervention phase, during intervention phase, and post intervention phase.
- 2- Identifying the fundamental differences in the professional performance for the social worker in terms of gender and educational level of children exposed to risk who are included in social protection programs.

The Study Hypotheses

- 1- It's expected that the professional performance of the social worker will be poor while he/she is performing his job in social

protection programs for children exposed to risk. This hypothesis can be tested by the following dimensions:

- 2- The professional performance of the social worker in the pre-intervention phase, during and post intervention with children exposed to risk in social protection programs.
- 3- There are statistically significant substantial differences between the responses of children at risk to their gender in determining the level of professional performance of a social worker with children at risk in social protection programs.
- 4- There are statistically significant substantial differences between the responses of children at risk according to educational level in determining the level of professional performance of a social worker with children at risk in social protection programs

Study Concepts:

- **Assessment :**

Abo el nasr , Medhat (2019 , p. 250) defines assessment as a process to determine the positive , strong and advantages aspects and determine the negative , weakness and dis-advantages in something (such as : process , performance , organization , project ...).

- **The professional performance of the social worker:**

- 1- The ability of the social worker to carry out his full functional responsibilities in proportion to his competence and suitability for the conditions affecting the surrounding environment (Abu Rayah. Iman Ahmed, 2005).
- 2- It's the ability of a social worker to do the work efficiently, as well as how it's done. (M. Webster, 2003, p.920)

- **Social Protection:**

- 1-It is the mechanisms of professional work by governmental or voluntary organizations in the field of protecting children exposed to risk from harm, delinquency, neglect, abuse and violation, and these mechanisms are either at the preventive or therapeutic level to protect children exposed to risk (UNICEF, procedural guide 2011, p. 22).\
- 2-Another definition is: a set of regulations and procedures put in place by the state to protect its members from social dangers (Abdul Latif. Rashad Ahmed, 2014, p. 312).
- 3-The authors were able to come up with a procedural definition for social protection: It's a set of interrelated actions and activities aimed at protecting children exposed to risk from the risks

- expected to occur and those actions and activities are implemented by an integrated team among of it a social worker).
- 4-Also, the authors were able to set a procedural definition to evaluate the professional performance of the social worker as: the degree that the social worker obtained in the measure of professional performance in social protection programs in the three stages: (before-during-after) professional intervention of children at risk.

The Theoretical Framework:

The authors used General Systems Theory using its four components: inputs, transformation processes, outputs, reverse feedback

- 1- **Inputs:** to identify the objectives required to be achieved in social protection programs, via regulations, laws and work mechanisms, information system, relations, communications, and human resources, finance, technical.
- 2- **Transformation processes:** are the procedures and activities of the institution that take place within the pattern to convert the input into outputs and the roles that social worker perform in the institution, and the decisions that the institution and its employees are committed and what its employees have such as: skills, tools, roles, strategies, techniques and methods they use and apply to establish social protection for children exposed to risk .
- 3- **Outcomes or outputs :** These are the achievements which included in operations and activities, i.e. the final return of the social worker in protection programs with children at risk and the extent to which they are protected from risks at all stages of the intervention and the progress or failure of his professional performance.
- 4- **Feedback:** Identifying the reactions of the beneficiaries of social protection programs and the professional performance of the social worker, namely children exposed to risk, and the team within the institution and their satisfaction with the professional performance of the social worker in social protection programs.
(Habib. Jamal Shehata, 2008, p. 74)

Taking advantage of General Systems Theory is to determine the effectiveness of the professional performance of the social worker within the institutions of caring children exposed to risk and to apply social

protection programs and access to the best professional performance of the social worker to achieve social protection for children at risk.

- **Social Role theory :**

Social Role theory is one of the most common and usable theories in the practice of social service, because human life includes performing several roles, that in case one fails to perform some of them, especially the main roles, consequently affects the rest of roles until secondary. The role is defined as conscious, intentional behavior guided by a set of principles and concepts derived from social sciences and accumulated professional experiences (Alemary. Abu al-Naja Mohammed, 2000, p. 264).

Another definition that, it is a performance emerges from a set of expectations guided by objective criteria for a particular position or function, and the actor not the center indicates that the individual can play a role but cannot occupy a role (Abu Al-Maati. Maher Ali, 2000, p. 189).

The role theory was linked to certain concepts, including role requirements, role expectations, and strength of role clarity, role ambiguity, and role conflicts (Al seddeqy. Salwa Osman, 2012, p. 194:192)

The authors were able to utilize from this theory by evaluating the roles of social worker and determining the expected behavior of him in protecting children exposed to risk and determining the role described to him, in institutions that apply social protection programs, the social worker can play more than one role in several positions to achieve or implement social protection programs including possible, planner, executor, coordinator, defender...

Methodology:

This study belongs to the descriptive studies , which relies on the sample survey and applied to a sample of children at risk in Egypt and applied to them social protection program. The study was applied to a sample of (99) children at risk: (52) males, (47) females, and was applied in Resala Charity Association in its branches in 6th. Of October City, Wadi Hof and Halwan where the social protection program for children at risk is applied within it. Data was collected from 15/8/2019 to 20/9/2019

Study Tool:

This study is considered a descriptive study and was based on the methodology of social survey in the sample method of institutions of care for children at risk and the study was based on a scale of children at risk to determine the level of professional performance of the social worker in its stages (before - during - after) professional intervention, and has The honesty and consistency of the

.children at risk were done by the authors

The authors conducted the virtual honesty of the tool after presenting it to a number of (5) faculty members at the Faculty of Social Service, University Of Helwan, and the ratio of agreement was relied on the majority of them, some phrases have been deleted and others have been reformulated, and accordingly the form was drafted finally.

The authors also conducted a statistical stability sample of 10 vocabulary of at-risk children in question using the Spearman-Brown half-segmentation equation, with a stability factor of 0.89, an appropriate level

The level of professional performance of a social .of statistical stability worker with children at risk in social protection programs has been determined with the aim of judging this level so that the beginning and :end of the triangular scale categories are as follows

Yes: 3 degrees

To some extent: 2 degrees

No: 1 degree

The data was encoded and entered into the computer, and the length of the triangular scale cells (lower and upper) and the calculation of the range = the largest value - the lowest value ($3-1 = 2$), was divided by the number of metric cells to obtain the length of the corrected cell ($2/3 = 0.67$) and then added to the lowest value in the Measure or start of the scale, which is the correct one in order to determine the upper limit of this :cell, so the length of the cells is as follows

Table no.(1)
Levels of arithmetic mean

Low	If the mean value of a phrase or dimension ranged from 1 to less than 1.67
Medium	If the mean value of a phrase or dimension ranged from 1.67 to less than 2.35
High	If the mean value of a phrase or dimension ranged from 2.35 to 3

The data was processed through a computer using SPSS. V. 24.0 (Statistical packages of social sciences). The following statistical methods have been applied: iterations and percentages, arithmetic mean, standard deviation, range, Spearman-Brown equation of half-fragmentation, and .test (t) for two independent samples

Results:

The first axis: describing children at risk in study

Table no. (2)

Description of children exposed to risk in this study (N=99)

No.	Quantitative Variables	Arithmetic Mean	Standard Deviation
1	Age of children	12	2
2	Number of brothers	3	1
No.	Gender	N.	%
1	Male	52	52.5
2	Female	47	47.5
Total		99	100
No.	Educational Level	N.	%
1	Primary	54	54.5
2	Preparatory	45	45.5
Total		99	100

The previous table shows that

- The average age of exposed to risk children is 12years . with a standard .deviation of approximately two years

The average number of siblings of children exposed to risk is 3 brothers .with a standard aberration of approximately one brother

- The highest proportion of exposed to risk children is the male (52.5%), while females (47.5%)

And here it is clear the nature of the Egyptian society and its fear on the girls of aberration and the rebellion of the percentage of males more than females on the commitment and traditions of the community so that they . go out of it by going out to the street in search of freedom

The largest proportion of children at risk in primary school (54.5%) and then preparatory level (45.5%). This shows that children at an early age are more likely to be skewed, hence the importance of government intervention in social protection programs and the entry of children into

So, the government .institutions avoiding to be exposed to delinquency gave a great attention to issue the procedural guide in order to protect children exposed to risk.

The second axis: testing the study hypotheses :**The first hypothesis test of the study:**

The level of professional performance of a social worker in the pre-intervention, post-intervention and post-intervention with exposed to risk ".children in social protection programs is expected to be low

Table no. (3)

the level of professional performance of the social worker in the pre-intervention phase and during intervention and post-intervention with children at risk in social protection programs (N=99)

No.	Dimensions	Arithmetic Mean	Standard Deviation	Level	Ranking
1	pre-intervention phase	1.1	0.39	Low	2
2	intervention phase	1.14	0.47	Low	3
3	post-intervention phase	1.68	0.34	Medium	1
Total professional performance		1.34	0.4	Low Level	

The previous table shows that the level of professional performance of a social worker with children who are exposed to risk in social protection programs is low, with arithmetic mean of (1.34), so, according to it the following indicators in order are:

- First indicator that the professional performance of a social worker in the post-intervention phase with children at risk in social protection programs with a result of: 1.68 on arithmetic mean.
- The second that the professional performance of a social worker in the pre-intervention phase with children at risk in social protection programs with a result of: 1.10
- Finally, the professional performance of the social worker in the intervention phase with at-risk children in social protection programs was ranked third with a result of: 1.14

This makes us accept the first hypothesis of the study that "the level of professional performance of a social worker with children exposed to risk in social protection programs is expected to be low"

This was confirmed by the study of (Abu Rayah & Ezzedin) which found that the social worker needs to develop his professional performance, especially at the stage of professional intervention

:Second hypothesis Testing

There are statistically significant differences between the responses of exposed to risk children, male and female, in determining the level of professional performance of a social worker with exposed to risk children "in social protection programs

Table no. (4)

Significant differences between the responses of children exposed to risk both males and females to their determination of the level of professional performance of the social worker on dealing with children exposed to risk in social protection programs (N=99)

No.	Dimensions	Community	No.	AM	SD	DF	Value	
1	Social worker professional performance in pre-intervention phase	Male	52	1.1	0.39	97	0.638	**
		Female	47	1.11	0.39			
2	Social worker professional performance in intervention phase	Male	52	1.15	0.47	97	0.637	**
		Female	47	1.14	0.47			
3	Social worker professional performance in post-intervention phase	Male	52	1.61	0.38	97	0.815	**
		Female	47	1.63	0.43			
	Total professional performance	Male	52	1.34	0.35	97	0.75	**
		Female	47	1.65	0.4			

** Significant at (0.01)

There are statistically significant :**The previous table shows that** substantial differences at a moral level (0.01) among exposed to risk children's responses both male and females, with regard to their determination of the level of professional performance of a social worker in social protection programs in the three stages: pre-intervention, intervention, post-intervention, as well as in the overall total dimensions .of professional performance

This makes us accept the second assumption of the study which says: "There are statistically significant differences between the responses of children exposed to risk for both males and females in determining the

level of professional performance of a social worker with exposed to risk
".children in social protection programs

Third hypothesis Testing

There are statistically significant differences between the responses of children who exposed to risk according to their educational level in determining the level of professional performance of a social worker with
:'children at risk in social protection programs

Table no. (5)

Significant differences between responses of exposed to risk children according to their educational level in relation to their determination of the level of professional performance of a social worker with children at risk in social protection programs (N=99)

#	Dimensions	Community	No.	AM	SD	DF	Value	Significance
1	pre-intervention phase	Primary	54	1.1	0.39	97	0.638	Significant
		Prep.	45	1.11	0.39			
2	intervention phase	Primary	54	1.15	0.47	97	0.638	Significant
		Prep.	45	1.11				
3	post-intervention phase	Primary	54	1.61	0.49	97	0.604	Significant
		Prep.	45	1.63	0.42			
	Total professional performance	Primary	54	1.34	0.38	97	0.634	Significant
		Prep.	45	1.65	0.38			

Significant at (0.01)**

There are no statistically significant :**The previous table shows that** substantial differences between the responses of children at risk according to their educational level (primary or preparatory) in determining the level of professional performance of a social worker deals with exposed to risk children in social protection programs during the three phases of interventions: the professional performance of the pre-intervention phase for the social worker, the professional performance of the social worker in the intervention phase, the professional performance of the post-intervention social worker, and the dimensions of professional .performance as a whole

This makes us reject the third hypothesis of the study that says: "there are statistically significant substantial differences between the responses of children at risk according to their level of education in determining the

level of professional performance of a social worker with children exposed to risk in social protection programs".

Discussion:

The study tries to prove that:

- 1- Testing hypothesis to know the level of professional performance of a social worker with children exposed to risk in pre-intervention, intervention and post-intervention in social protection programs.
- 2- To find out whether there are statistically significant and substantial differences between the responses of children exposed to risk, males and females, in determining the level of professional performance of a social worker with exposed to risk children in social protection programs.
- 3- To find out whether there are statistically significant and substantial differences between the responses of children exposed to risk according to the level of education in determining the level of professional performance of a social worker with children exposed to risk in social protection programs.
- 4- The study found that the level of professional performance of the social worker as determined by children who exposed to risk in the pre-intervention phase and during intervention and after intervention came poor, which is confirmed by the study of (Ibrahim 2016 & procedural guide 2011) in determining the tasks and roles of the social worker to protect children at risk in the institutions that implement social protection programs.
- 5- The study of (N. Joy,2002) emphasizes the need to develop working methods for the social worker by using the steps of common practice in dealing with exposed to risk children in the pre-professional phase of engagement, where the social worker is interested in forming a professional relationship with children, and to communicate with them using all communication types, verbal and non-verbal communication, and to use interesting speech with them, and at the stage of appreciation is concerned with identifying the needs of children and their problems and collecting information about the circumstances surrounding them, and identifying their strengths and opportunities, and at the planning stage the social worker gives priority to the problems facing children. Then, he defines the levels of professional

- intervention and determines the objectives to solve their problems and then to start the implementation phase where he implements the agreed steps. In evaluation phase, he assesses whether his intervention is successful or not.
- 6- The social worker takes the appropriate decisions according to the above cases and then, he reaches to the end stage to choose the appropriate time to finalize the problems of children exposed to risk in institutions that apply social protection programs and finally, came the follow-up phase where he follows up and reviews the progress he achieved and solving the problems he implemented at the intervention stage, which is confirmed by the study results and also enhanced by the general systems theory that, social workers need to develop their professional performance to work with all the patterns including (children exposed to risk, family, staff, institutions,...) and to utilize of community institutions that provide services to children exposed to risk, as well as their families, to strengthen good behavior with children that aims to face the difficulties of life, and to invest children's abilities by helping them to increase interaction and adapt to the environment.
 - 7- There are differences between the responses of children exposed to risk, males and females, in determining the level of professional performance of the social worker on dealing with children exposed to risk in social protection programs where the results showed that the differences are in favor of males, as confirmed by the study of (Ezer, 2003 & Pozanerz, 2016) that males are more likely to be deviant than females as a result of the Egyptian society ideology and culture in preferring males to females and giving them freedom and not accepting orders and adherence to the traditions and customs of the Egyptian society and the excessive use of technology means, which requires constant follow-up from the social worker to all technological changes and globalization as well as raising his professional performance due to his poor level which entails to attend training courses to refine his weak professional performance as confirmed by the study of (Allawi, 2014).
 - 8- In the social protection program for children exposed to risk, the roles of the social worker were identified in the three stages, and in the Procedural Guide, 2011, a special file was made for each

child to monitor all the events, developments and situations that occur to them, this file includes a form that determines the circumstances to which the child is exposed and all aspects: health, psycho- socio-economic, that related to children. The results of the authors' observations for the monitoring forms showed that males are more violent and aggressive than females, therefore the social worker needs urgently to obtain training courses which refine his professional performance.

- 9- consequently, the social worker is in urgent need of training courses to refine his professional performance, which is concerned with the social role theory where he shows more than one role with children exposed to risk by determining the expected role, self-role, practical role and the conflict of roles. However several points of view in determining the roles of social worker, they describe to us how he should adhere to it during performing his work and in his relations with groups and organizations. (Kassem. Mohammed Rifaat, 2004, p. 291)..
- 10- There are differences between the responses of children at risk and the level of education in primary and middle school with regard to their determination of the level of professional performance of the social worker while dealing with children at risk in social protection programs where the results showed that the differences are in favor of children in primary stage, which is also confirmed by the study of (J. Hadis, 2014 & Y. Man, 2014) that children cannot protect themselves from all kinds of abuse. Here is the role of social worker in defending and protecting children exposed to risk.

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