

Contributions of Social Capital in Achieving the Quality of Social Care Institutions for Orphans

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Abstract:

This study is classified as a descriptive study. It aims to determine the characteristics of orphans' institutions and how social capital contributes to achieving the quality of their services. The study focuses on various indicators, including social capital contributions and support for the management of orphans' institutions, social capital contributions and organizational capacity support for orphans' welfare institutions, social capital contributions and program support for orphans' welfare institutions, social capital contributions and resources support for orphans' welfare institutions, social capital contributions and resources support for orphans' care institutions and networking support among orphan's care institutions.

Consistent with the identified type of study, which is a descriptive study, the most appropriate research design is a social survey with comprehensive quality sample. The results of the study indicate the rejection of the hypothesis that the level of social capital contributions to the quality of orphans' social welfare institutions is expected to be average. Additionally, the second hypothesis, which assumes that the level of impediments to the contribution of social capital to the quality of orphans' social welfare institutions is expected to be average, is also rejected.

Keywords: social capital, quality of social care, orphans.

Introduction:

Childhood is one of the most important stages of human life. It forms the basis for building a human personality where talents and abilities are demonstrated, and values and trends are acquired. Proper behavioral patterns are learned during this period because the child is capable of influencing, guiding and shaping. (Moharam et. al, 2014, p. 205). Societies are therefore concerned with children because they are the main source of human wealth and the most sensitive group of society, influencing the lives and future of nations. Societies emphasize their well-being, progress and urbanization of children, considering them a serious responsibility. Both families and society share the responsibility of raising a child, and any failure in fulfilling these responsibilities from either side can lead to imbalance during the different stages of the child's development (Al- Qasas, 2015, p. 204).

Since the normal atmosphere of the family cannot be compensated, NGOs play a crucial role in assisting children in situations where the natural family cannot exist, such as orphans and children of family disintegration. These organizations help satisfy their

basic needs for development and protection, providing them with an opportunity to interact positively with their communities. Comprehensive care for these communities is considered a natural right guaranteed by domestic and international laws on children's rights (Bani Issa, 2017, p.5).

Shelter orphans' institutions are established for children who enter as a result of family breakdown caused by death, divorce, dismissal, abandonment, imprisonment, illness of one or both parents, the family's functional psychological fracture, economic impairment, or disintegration caused by persistent disturbances. The basic purpose of these institutions is to provide social, educational, health, environmental and recreational care for these vulnerable children. (Ahmed, 2015f, p.1389). The Sabra study (2014) emphasized the need to plan protection policies within institutions, stating that these policies should be part of the state's public policy due to the vulnerability of children within institutions. A study by Khader (2019) highlights the importance of shelter institutions in caring for depositors but notes that these institutions face constraints limiting their effectiveness. These limitations include weak potential of housing institutions, lack of cooperation among the working group, and social workers being burdened with additional tasks. The study recommends that specialists in housing orphans' institutions should play their professional roles to ensure orphans' access to appropriate services and protection.

The number of orphans in all countries of the world has reached more than 153 million children (International Relief across the World, 2020). It is estimated that the number of children picked up from the street in Egypt annually is 43 thousand. The number of orphaned children in Egypt ranges from 3% to 5% of the population, meaning that their number is about 5 million orphans. (Ministry of Social Solidarity, 2018). As statistics show, there is an increase in the number of orphaned children as well as the number of institutions caring for them. The following table can explain this:

Table (1) shows the number of orphaned children within the shelters (Ministry of Social Solidarity, 2020)

year	Number of agencies	Number of children
2001	217	7364
2010	354	9410
2020	419	10507

It is clear from the table that there is an increase in shelter institutions and an increase in the number of children in them, which makes the children of shelters a significant class in society. This may be due to the good and clear development of indicators for the application of quality standards in the social sector welfare. The concept of quality of social care is centered on orphans within these institutions, who are the beneficiaries of such care and the degree of their satisfaction with it. Hence, the aim is to provide more efficient, safer, and easier services that are more persuasive for their providers and more satisfying for their beneficiaries. This way, society can have a positive view of the social care provided. (Al-Assali, 2006, p. 3)

Orphans care institutions are among the first institutions to implement comprehensive quality management in the social sector. Due to strong competition among social sector institutions in attracting clients, many of these institutions have begun to implement the system of comprehensive quality management to achieve excellence and improve the services they provide. Institutions in the private sector have also started to implement the same system under the directives of the Ministry of Social Solidarity to provide outstanding services to their clients. (Al-Bshri, 2010, p.217)

Social capital is, therefore, closely linked to society and the achievement of its objectives. In its general sense, social capital refers to the ability of individuals to work together within the networks of common relationships, facilitating collective action to address the problems encountered in the context of their partnership within society (Abu Doh, 2009, p. 12). This is underscored by the findings of the study of culture (2013): which emphasized the nature of social capital building and its role in constructing societies, along with the dimensions of the relationship between society and social capital. The study highlights the importance of investing social capital in useful and productive activities that contribute to the development of social capital.

The need for social capital is exacerbated by a lack of trust in public systems and enhances the trend towards social capital investment at the social level (Morris, 2010, p.12) Social capital is the real wealth that can be described and invested to achieve development in all its forms. There is an urgent need to use social capital to support the welfare organizations for orphans in achieving the quality of services provided by these institutions. Social capital is built through participation, helping instill values in these orphans and reinforcing

their social responsibility, self-reliance and collective education. Social capital expresses the relationships and feelings of trust and solidarity that bring people together to agree on a particular opinion, take a living action or address public issues (El-Nahass, 2006, p. 97)

Social work, as a humanitarian profession, seeks to help people, whether individuals, groups or communities, to perform their roles more effectively and overcome the problems they face through constructive intervention in various social institutions. These institutions have a great role in achieving the quality of programs offered to various fields of professional practice. The profession aims for greater efficiency and effectiveness by employing proper technical and professional methods in organizing and providing services to the beneficiaries at a higher quality. Continuous efforts are made to upgrade these institutions and help them achieve their objectives more efficiently and effectively (Musharraf, 2004, p. 155). The practice of the profession of social work in general, and the organization of society, in particular, is geared towards achieving the quality of social welfare services and improving their indicators and measurement to improve the quality of life for these children (Al-Rashidi, 2009, p.216).

Since the emergence of the concept of quality in the social field, the majority of studies have focused on the applicability of total quality management in orphan care institutions. While studies have focused on monitoring the extent of social capital contributions to achieving the quality of social welfare services in orphan care institutions under the Ministry of Social Solidarity's application of quality standards. This study addresses this aspect by answering the following questions:

- What are the contributions of social capital in supporting the management of orphans' welfare institutions to achieve the quality of their services?
- What are the contributions of social capital in supporting the organizational capacities of orphans' welfare institutions to achieve the quality of their services?
- What are the contributions of social capital in supporting programs in orphanage institutions to achieve the quality of their services?
- What are the contributions of social capital in supporting the resources of orphans' welfare institutions to achieve the quality of their services?

- What are the contributions of social capital in supporting networking among orphan care institutions to achieve the quality of their services?
- What are the obstacles to the contribution of social capital in achieving the quality of social care institutions for orphans?

-The importance of this study: The importance of this study lies in the necessity of social capital for the functioning of the social system up to a certain degree of cultural excellence and shared behavioral values. Without social capital, society breaks down. The study aims to enrich the research literature in social work in general and the way society is organized in particular with regard to social capital development, and how it helps to achieve the quality of services provided to orphans.

Objectives of the study: 1. Determine the contributions of social capital in achieving the quality of social care institutions for orphans. 2. Identify the obstacles to the contribution of social capital to achieving the quality of social care institutions for orphans. 3. Reach a set of recommendations that help activate the role of the social worker to contribute to social capital in achieving the quality of social care institutions for orphans.

Study hypotheses: 1. The level of social capital contributions to the quality of orphans' social welfare institutions is expected to be medium. 2. The level of impediments to the contribution of social capital to the quality of orphans' social welfare institutions is expected to be medium.

The theoretical part of the study:

First, social capital.

A. " Social Capital Concept: Rotterg defines it as the societal value of both regional networks working in internal and external society and the desire of each of these networks to help each other (Rotterg, 2010, p. 52)

Nielsen shows that it is the sum of actual or potential sources associated with having a strong network with less or more organized relationships of mutual knowledge and recognition (Nielsen, 2009, p.63)

Based on a review of previous perspectives, researchers can develop a procedural definition of this concept that helps determine social capital contributions to social welfare institutions' orphan assistance services. This procedural definition is limited to the following: -Social capital contributions and support for the

management of orphans' welfare institutions. -Social capital contributions and organizational capacity support for orphans' welfare institutions. -Social capital contributions and programs support for orphans' welfare institutions. -Contributions of social capital and resource support to orphans' welfare institutions. -Social capital contributions and networking support among orphans' welfare institutions.

Quality of orphans' care institutions:

A. " Concept of Quality of Orphans' Social Welfare Institutions:

Quality is difficult to define because it is a broad term, and there is little agreement on its meaning, as highlighted by Martin (2010, p.5). Various definitions of quality definitions are presented including those by Al Silmy (2000, p.18), which encompass suitability for use, a low defect ratio, low damage, loss and recovery, low failure rates, a drop in customer complaints, reduced need for testing and inspection, the acceleration of service delivery to customers, and performance improvement.

In the realm of social welfare services for orphans, quality is interpreted through several dimensions: efficiency of service delivery, appropriate care for orphans within institutions, –easy access to services, safety of the environment in which care services are provided, relations among staff members and between staff and orphans, and-physical infrastructure and amenities.

Methodology:

-Type of study: This study is classified as a descriptive study for the following reasons: it aims to determine the characteristics of orphans' welfare institutions and explore how social capital contributes to service quality.

- Type of method used: The social survey approach is deemed appropriate for a descriptive study. It involved collecting, classifying, analyzing and thoroughly studying the quantified phenomenon. A Comprehensive social survey is conducted for all employees of NGOs involved in orphanage care in Cairo governorate.

- Fields of study:

- Spatial field: The current study focuses on three NGOs in Helwan, Cairo: Mission Charity, Good Path Orphans Society, The Future Society for Orphans' Welfare, determined through the regular random sample social survey and the application of the optimal sample size law.

- **The human sample:** The human sample for the comprehensive social survey includes all employees of NGOs. The research community and its administrative staff consist of 40 individuals.

Table (2) provides details on the human field of study.

NGOs	Number of workers
Resalla NGOs for orphans	16
Elmassar eltayeb for orphans	14
Elmostakbal for orphans	10
Total:	40

The characteristics of the study sample are as follows: The percentage of males reached (67.5%), while the percentage of females amounted to 32.5%. The largest percentage (62.5%) is for those in the age group of 35 to less than 45, while the lowest percentage, 10%, is for those aged less than 25 years. The largest percentage of social workers has experiences of 20 years or more, with a percentage of (17.5), as well as from 5 to less than 10 years, with a percentage of 17.5%. The lowest percentage of experiences is for those who have less than 5 years, with a percentage of 10%. The vast majority hold a Bachelor of Social Work (42.5%), while the lowest percentage of those with a PhD degree is (2.5%)

- **Time-domain:** This study was conducted during the period from 27/2/2023 to 1/5/2023

- **Study Tools:** The study tool employed a questionnaire for employees and meeting workers of NGOs working in the field of orphan care. These tools were constructed and designed through several stages:

(a) Phase 1: Preliminary Stage of Tool Preparation: Before designing the research forms, the researchers conducted field visits to the study community. During these visits, some association members were interviewed to achieve the following objectives:

1. Accurate and informed identification of the elements and contents of the questionnaire.
2. Increasing the involvement of female researchers in the research community and preparing them for data collection. Identifying the services and programs of NGOs and the challenges they encounter.

(b) Phase II: The Tool Design Phase:

In this phase, the researchers relied on collecting and composing the tool's data collection questions from various sources:

1. Analysis of theoretical writings used in the theoretical framework of the study, which led to the formulation of some questions and study variables.
2. Consultation of previous studies and research related to the current study topic.
3. Review of various forms, including questionnaires, related to the current study's topic.
4. Access to the internal regulations governing the operations of community associations working in the field of orphans' welfare.

The two researchers took into account the exact wording of these questions while avoiding composite questions that contain more than one meaning. In choosing these questions, they considered relevance to the study's topic, specificity and clarity in terms, and brevity in their formulation to achieve the study's objectives.

C- Validity: The researchers assessed validity by presenting the form to a group of arbitrators to express opinions on the integrity of language on the one hand and its relevance to the study variables on the other. Accordingly, some phrases were modified, added and deleted based on an agreement of at least 80%. At the end of this phase, there were 50 finalized phrases in the instrument.

-Reliability: To ascertain the reliability of the questionnaire form to employees of the orphans' social care institutions, the tool was applied to a sample of 10 social workers and employees. This was done to ensure the questionnaire's validation for the institutions' providers and to ensure the reliability of the study tool, the Alpha Cronbach coefficient was utilized. The results are as follows:

Table (3) shows the reliability of study tools using the Alpha Cronbach coefficient.

Dimension	Coefficient (alpha Cronbach)
Social capital contributions of orphans' welfare institutions to the quality of services.	0.94
Difficulties in social capital contributions in supporting services for orphans in social welfare institutions.	0.89
Total:	0.915

The results from the above table show that the Alpha Cronbach Constant Factor value of the social workers' questionnaire form, for which the Alpha Cronbach coefficient was calculated, is = 0.915, indicating the stability of the study tools.

- **Statistical analysis methods:** After the data collection and review process, the data were automatically discharged using the SPSS statistical analysis software. The following statistical methods were used:

- (1) frequency and percentages. (2) Arithmetic Mean.
(3) Independent Samples Test. (4) Alpha Cronbach Constant Factor.

Study Results:

Table (4) shows the contributions of social capital in supporting the foundation's management to achieve social welfare services (n = 40)

N	Social capital contributions to support the management of orphans' institutions	Answers			Total of weight	Mean	rank
		Yes	Some Times	No			
1	Contribute to the existence of the set of rules and procedures governing work within the organization.	25	11	4	101	2.52	4
2	Help with the organization's lack of complex routines.	26	9	5	101	2.52	4D
3	Use team-building method at the organization level.	25	10	5	100	2.5	6
4	Participating in the definition of the organization's overall objectives as well as sub-objectives using the management model with the objectives.	24	12	4	100	2.5	6D
5	Intervention in the selection of programs that seek material and moral satisfaction for the organization's members.	31	9	-	111	2.77	1
6	Building future management strategies.	28	7	5	103	2.57	3
7	Promote civic participation and efforts and support the social responsibility of the administration.	25	9	6	99	2.47	8
8	Analysis of automatic vigilante activities away from state monopoly.	31	9	-	111	2.77	1D
Total:					103	2.57	high

The results of the above table show that the first and first duplicate ranking involve intervention in the selection of programs that seek material and moral satisfaction for the organization's members. The automatic vigilante activities, analyzed independently from state monopoly, received a total weight of 111 and arithmetic mean 2.77.

Following that, in the third rank, is the building future management strategies, with a total weight of 103 and an arithmetic mean of 2.57. The fourth and fourth duplicate ranking are attributed to contributing to the existence of a set of rules and procedures governing work within the organization. This contributes to helping the organization overcome complex routines, with a total of weight of 101 and an arithmetic mean of 2.52.

The Sixth and sixth duplicate ranking involve using team-building method at the organization level and participating in the definition of the organization's overall objectives, as well as sub-objectives, using the management model with the objectives. This received a total weight of 100 and an arithmetic mean of 2.5.

The eighth and final ranking pertains to promoting civic participation, efforts, and supporting the social responsibility of the administration, with a total weight of 99 and an arithmetic mean of 2.47.

Table (5) shows social capital and organizational capacity support for orphan care institutions (n = 40)

N	Support organizational capacities of orphans' care institutions	Answers			Total of weight	Mean	rank
		Yes	Some Times	No			
1	Motivate for targeted automatic participation.	36	1	3	113	2.82	1
2	Contribute to facilitating processes related to problem solving.	23	14	3	100	2.5	3
3	Activating the organization's role to eliminate dissatisfaction with public institutions	20	12	8	92	2.3	4
4	Provide coherence in work duties and cause organizational stability of the enterprise.	10	26	4	86	2.15	6
5	Promote cultural and value foundations that determine the relationships and interactions decisively for institutions.	17	14	9	88	2.2	5
6	Supporting the inter institutional base.	36	1	3	113	2.82	1D
7	Enabling orphans to participate in decisions that concern their lives.	11	23	6	85	2.12	8
8	Provide the enterprise's ability to adapt to quality requirements.	10	26	4	86	2.15	6D
Total:					95	2.38	high

The results of the above table show that the first and the first duplicate ranking involve motivating for targeted automatic participation and supporting the inter-institutional base, with a total weight of 113 and my arithmetic mean of 2.82. Following that, in the third rank, is contributing to facilitating processes related to problem solving, with a total weight of 100 and an arithmetic mean of 2.5.

The fourth rank is attributed to activating the organization's role to eliminate dissatisfaction with public institutions, with a total weight of 92 and an arithmetic mean of 2.3. In the fifth rank, there is the promotion of cultural and value foundations that decisively determine the relationships and interactions decisively for institutions, with a total weight of 88 and an arithmetic mean of 2.2.

Moving to the sixth and sixth rank duplicate rank, it involves providing coherence in work duties and causing organizational stability of the enterprise. This contributes to the enterprise's ability to adapt to quality requirements, with a total weight of 86 and an arithmetic mean of 2.15.

The eighth and final ranking pertains to enabling orphans to participate in decisions that concern their lives, with a total weight of 85 and an arithmetic mean of 2.12.

Table (6) shows social capital and program support for orphans' welfare institutions. (n = 40)

N	Social capital and programs support for orphans' welfare institutions	Answers			Total of weight	Mean	rank
		Yes	Some Times	No			
1	Contribute to the promotion of positive trends between workers and orphans.	29	7	4	105	2.62	1
2	Dissolve the institution's cultural differences.	5	15	20	65	1.62	8
3	Support services aimed at strengthening social safety nets.	27	8	5	102	2.55	2
4	Promote cooperation, coordination and performance.	17	14	9	88	2.2	5
5	Analysis, interpretation and evaluation of social partnership in society.	23	14	3	100	2.5	3
6	Coordinate work efforts to accomplish specific tasks.	20	12	8	92	2.3	6

N	Social capital and programs support for orphans' welfare institutions	Answers			Total of weight	Mean	rank
		Yes	Some Times	No			
7	Relying on reducing conflict levels within the organization.	24	10	6	98	2.45	4
8	Create a climate for the implementation of training programs to gain workers' expertise.	10	24	6	84	2.1	7
Total:					92	2.29	medium

The results of the above table show that the first ranking was to contribute to the promotion of positive trends between workers and orphans, with a total weight of 105 and an arithmetic mean of 2.62. In the second rank, there is support for services aimed at strengthening social safety nets, with a total weight of 102 and an arithmetic mean of 2.55. Following that, in the third rank, is the analysis, interpretation and evaluation of social partnership in society, with a total weight of 100 and an arithmetic mean of 2.5. The fourth ranking relied on reducing conflict levels within the organization, with a total weight of 98 and an arithmetic mean of 2.45.

The fifth rank also focusses on reducing conflict levels within the organization, with a total weight of 88 and an arithmetic mean of 2.2. Moving on to the sixth rank, it involves coordinating work efforts to accomplish specific tasks, with a total weight of 92 and an arithmetic mean of 2.3. the seventh rank aims to create a climate for the implementation of training programs to gain workers' expertise, with a total weight of 84 and an arithmetic mean of 2.1. The eighth and final ranking involves dissolving the institution's cultural differences, with a total weight of 65 and an arithmetic mean of 1.62.

Table (7) shows social capital and resource support for orphans' welfare institutions. (n = 40)

N	Social capital and resource support for orphans' welfare institutions.	Answers			Total of weight	Mean	rank
		Yes	Some Times	No			
1	Increasing the volume of investments in everything related to interaction between humans.	33	5	2	111	2.77	3
2	Facilitate social capital by exchanging relationships between all.	20	18	2	98	2.45	4

N	Social capital and resource support for orphans' welfare institutions.	Answers			Total of weight	Mean	rank
		Yes	Some Times	No			
3	Contributing to an effective resource demand climate	20	12	8	92	2.3	5
4	Assisting in the efficient use of available resources.	6	5	29	57	1.42	8
5	Stimulate targeted automatic participation when mobilizing resources.	33	7	-	113	2.82	1
6	Promote positive social standards within the institution.	8	25	7	81	2.02	7
7	Create space for society's cultural and value framework and rejection of individuality	9	27	4	85	2.12	6
8	Strengthening relations based on mutual benefit between institutions.	35	2	3	112	2.8	2
Total:					94	2.33	high

The results of the above table show that the first ranking was to stimulate targeted automatic participation when mobilizing resources, with a total weight of 113 and an arithmetic mean of 2.82. The second rank focuses on strengthening relations based on mutual benefit between institutions, with a total weight of 112 and an arithmetic mean of 2.8. In the third rank, there is an emphasis on increasing the volume of investments in everything related to interaction between humans, with a total weight of 111 and an arithmetic mean of 2.77.

The fourth rank aims to facilitate social capital by exchanging relationships between all, with a total weight of 98 and an arithmetic mean of 2.45. The fifth rank contributes to an effective resource demand climate, with a total weight of 92 and an arithmetic mean of 2.3. Following that, the sixth ranking creates space for society's cultural and value framework and rejects individuality, with a total weight of 85 and an arithmetic mean of 2.12. The seventh rank promotes positive social standards within the institution, with a total weight of 81 and an arithmetic mean of 2.02. The eighth and final ranking is to assist in the efficient use of available resources, with a total weight of 57 and an arithmetic mean of 1.42.

Table (8) shows social capital and networking support among orphans' care institutions (n = 40)

N	Social capital and networking support among orphans' care institutions	Answers			Total of weight	Mean	rank
		Yes	Some Times	No			
1	Coordination between all NGOs working to exchange services.	36	4	-	116	2.9	1
2	Contributing to increased participation and knowledge-sharing at the local level	30	10	-	110	2.75	3
3	The organization's social structure cohesive in its different dimensions.	30	6	4	106	2.65	4
4	It creates a climate in which workers feel alone with coworkers.	29	5	6	103	2.57	6
5	The enthusiasm of the workforce is generated so that they can make every effort to achieve the Organization's objectives.	26	10	4	102	2.55	8
6	Help increase social cohesion and activate values among people.	30	4	6	104	2.6	5
7	Develop the organization's ability to create relationships and networking with other actors.	31	9	-	111	2.77	2
8	Contribute to the human climate affected by the spread of the culture of volunteerism.	27	9	4	103	2.57	6D
Total:					107	2.67	high

The results of the above table show that the first raking involves coordination between all NGOs working to exchange services, with a total weight of 116 and an arithmetic mean of 2.9. In the second ranking, there is a focus on developing the organization's ability to create relationships and networking with other actors, with a total weight of 111 and an arithmetic mean of 2.7. Following that, in the third rank, there is a contribution to increased participation and knowledge-sharing at the local level, with a total weight of 110 and an arithmetic mean of 2.75.

The fourth rank emphasizes the organization's social structure being cohesive in its different dimensions, with a total weight of 106 and an arithmetic mean of 2.65. In the fifth rank, there is a focus on helping increase social cohesion and activating values among people, with a total weight of 103 and an arithmetic mean of 2.57. The sixth and sixth duplicate ranking involve creating a climate in which workers feel alone with coworkers and contributing to the human climate affected by the spread of the culture of volunteerism, with a total weight of 103 and an arithmetic mean of 2.57. The eighth and final ranking emphasizes generating enthusiasm among the workforce so that they can make every effort to achieve the organization's objectives, with a total weight of 102 and an arithmetic mean of 2.55.

Table (9) shows the ranking of social capital's contributions to the quality of social welfare services (n = 40)

N	Rank of dimension	Total of weight	Mean	rank
1	Social capital and support for the management of orphans' welfare institutions.	103	2.57	2
2	Social capital and organizational capacity support for orphans' welfare institutions.	95	2.38	3
3	Social capital and programs support for orphans' welfare institutions.	92	2.29	5
4	Social capital and resource support for orphans' welfare institutions.	94	2.33	4
5	Social capital and networking support among orphans' welfare institutions.	107	2.67	1
Total:		98	2.44	high

The results of the above table show that the first ranking include social capital and networking support among orphans' welfare institutions, with a total weight of 107 and an arithmetic mean of 2.67. The second ranking involves social capital and support for the management of orphans' welfare institutions, with a total weight of 103 and an arithmetic mean of 2.57. The third ranking provides social capital and organizational capacity support for orphans' welfare institutions, with a total weight of 95 and an arithmetic mean of 2.38. The fourth ranking is about social capital and resource support for orphans' welfare institutions, with a total weight of 94 and an arithmetic mean of 2.33. The fifth ranking involves social capital and program support for orphans' welfare institutions, with a total weight of 92 and an arithmetic mean of 2.29.

Table (10) shows difficulties in social capital contributions in supporting services for orphans in social care institutions (n = 40)

N	difficult	Answers			Total of weight	Mean	rank
		Yes	Some Times	No			
1	Loss of identity and lack of confidence in employees' abilities and self-esteem.	35	5	-	115	2.87	1
2	Limiting the Foundation's services to its members only.	25	13	2	103	2.57	6
3	Weak, scarce and conflict over resources.	27	8	5	102	2.55	7
4	Low sense of efficiency and confidence in social processes.	30	6	4	106	2.65	3
5	Self-impairment and poor professional level.	27	8	5	102	2.55	7D
6	The negative impact of alienating culture on the dilution of certain social values.	28	10	2	106	2.65	3D
7	Lack of intellectual vision in the analysis of institutional heritage.	23	12	5	98	2.45	9
8	Weak informal relationships between networks protecting orphans' interests.	20	13	7	93	2.32	10
9	Lack of awareness in institutions about how to achieve quality.	32	8	-	112	2.8	2
10	Weak management and lack of entrepreneurial culture for employees.	27	11	2	105	2.62	5
Total:					104	2.60	high

The results of the above table show that the first rank is attributed to the loss of identity and lack of confidence in employees' abilities and self-esteem, with a total weight of 115 and an arithmetic mean of 2.87. In the second ranking, there is a lack of awareness in institutions about how to achieve quality, with a total weight of 112 and an arithmetic mean of 2.8. Following that, in the third and third duplicate rank, there is a low sense of efficiency and confidence in social processes, along with the negative impact of alienating culture on the dilution of certain

social values, with a total weight of 106 and an arithmetic mean of 2.65.

The fifth ranking points to weak management and a lack of entrepreneurial culture for employees, with a total of weight of 105 and an arithmetic mean of 2.62. The sixth ranking involves limiting the foundation's services to its members only, with a total weight of 103 and an arithmetic mean of 2.57. In the seventh and seventh duplicate rank, there are weak, scarce and conflict over resources, as well as self-impairment and a poor professional level, with a total weight of 102 and an arithmetic mean of 2.55. In the ninth rank, there is a lack of intellectual vision in the analysis of institutional heritage, with a total weight of 98 and an arithmetic mean of 2.45. Finally, in the tenth and final rank, there are weak informal relationships between networks protecting orphans' interests by total weight of 93 and an arithmetic mean of 2.32.

Discussion:

The results of that study will be discussed in light of its objectives and mandates:

With regard to the first hypothesis- the level of social capital contributions to the quality of orphans' social welfare institutions is expected to be average:

On the results of indicator I: Social capital and support for the management of orphans' institutions : The study's findings show that social capital and support for the management of orphans' welfare institutions are instrumental in supporting the management of these institutions. This is especially evident in interventions related to the selection of programs that seek material and moral satisfaction for the members of the organization, the analysis of automatic vigilante activities away from state monopoly, and the development of future management strategies. Additionally, social capital contributes to the establishment of a set of rules and procedures governing work within the organization, helping to ensure that the organization is free of complex routine. These results align with the findings of a study conducted in 2009, which confirmed that social capital could help NGOs in managing their institutions, particularly in strategic development and establishing appropriate administrative foundations.

For the results of indicator II: Social capital and regulatory capacity support for orphans' care institutions : The results indicate that intellectual capital could help strengthen organizational capacities by stimulating targeted automatic participation, supporting the

interoperability of institutions, and contributing to facilitating processes related to problem-solving. Furthermore, social capital contributes to activating the organization's role in eliminating dissatisfaction with public institutions and promoting cultural and value foundations crucial for determining relationships and interactions decisively for institutions. These findings resonate with a study by Abdel Rahim (2010), confirming that social capital can assist NGOs in achieving and activating organizational capacities by providing all necessary incentives as well as facilitating the solution to all administrative problems.

For the results of indicator III: Social capital and programs support for orphans' welfare institutions: The results showed that social capital contributes to supporting the programs in institutions dedicated to the welfare of orphans. This support is evident in promoting positive trends between workers and orphans, supporting services aimed at strengthening social safety nets, and analyzing, interpreting and evaluating social partnership in society. Additionally, social capital plays a role in reducing levels of conflict within the organization. These outcomes are confirmed by the results of a study by Khamis (2010), which confirmed that the existence of effective civil society organizations in Egypt helps operationalize the role of these institutions in promoting positive attitudes between workers, orphans, and support services. The study focuses on the contributions of social capital in fostering positive interactions and enhancing the support services provided to them.

For the results of indicator IV: Social capital and resource support for orphans' care institutions: The study explains that social capital can contribute to supporting resources in orphans' social welfare institutions. This contribution is seen in stimulating automatic and meaningful participation in resource mobilization, strengthening relationships based on mutual benefit between institutions, increasing investment in everything related to human interaction and facilitating social capital through the exchange of relationships between all. These findings align with the results of the Miller, Monica study in 2007, which confirmed the high effectiveness of social capital and its ability to utilize programs that mobilize all forms of social capital. The study also emphasized the need for those organizations to support their own resources through motivation and targeted automatic participation through interaction with orphans and others.

With regard to the results of indicator V: Social capital and networking support among orphans' care institutions: Social capital can contribute to supporting networking among social welfare organizations. This support includes coordinating all civil society associations working to exchange services, developing the organization's ability to establish relationships and networking with other stakeholders, contributing to increased participation and sharing of knowledge at the local level, and working on the coherence of the social construction of the organization in its different dimensions. These results are in line with those of the Caytan Francis Cox study in 2010, which confirmed that social capital can be effective in dealing with problems faced by NGOs and can also help support networking between organizations through increased participation, knowledge-sharing, and the creation of significant relationships between organizations and others. The study emphasizes the importance of identifying strategies to provide and support social networks, building social capital and overcoming gaps to achieve positive outcomes.

Discussion of the results of the first hypothesis: The study results show that social capital contributes significantly to supporting networking among orphans' care institutions, as well as supporting the management of these orphans' care institutions, with a total weight of 103 and an arithmetic mean of 2.57. The third ranking involves social capital and support for the organizational capacities of orphans' care institutions, as well as programs support for orphans' care institutions, and resources support for orphans' care institutions, with a total weight of 98 and an arithmetic mean of 2.44. These results lead us to reject the hypotheses that the study initially proposed, confirming that the contribution of social capital to the quality of social welfare institutions in providing their services is indeed high.

Discussion of the results of the study with regard to the second hypothesis: The level of impediments to the contribution of social capital to the quality of orphans' social welfare institutions is expected to be average.

The most significant obstacles that can hinder social capital include the loss of identity, lack of confidence in employees' abilities and self-esteem, lack of institutional awareness of how to achieve quality, a low sense of efficiency and confidence in social processes, the negative impact of the alienating culture on dilution of certain social values, weak management and the absence of an entrepreneurial culture for workers. The study by AL-Ebshehi (2011) confirmed that

NGOs face a range of obstacles that hinder them from achieving their social capital objectives. Among the most critical challenges are the lack of awareness within social institutions. Similarly, the study by Al-Jarwani (2011) showed that the most significant obstacles faced by these NGOs include the absence of an entrepreneurial culture among employees.

The computational average for disabilities as a whole was 2.60, which also led us to reject the second hypotheses, a finding that the study confirmed to be high.

- **Recommendations:** To determine the responsibilities to be implemented and the areas of work, and to develop methods, programs, procedures and policies within the framework of the internal environment of NGOs in the field of orphans' welfare:

A. Recommendations related to social capital and support for the management of orphans' welfare institutions:

1. Employ the capabilities of the association's members and leadership to participate in solving societal problems.
2. Guide the Board of Directors, committees and employees of the Association towards making sound decisions and careful work.
3. Away from the authoritarian style of management and attach importance to participatory management.

b. Recommendations related to social capital and support to the organizational capacities of orphans' welfare institutions:

1. Develop analytical and mental skills at the level of the association.
2. Confirm that the institution's activities are of high quality as planned and meet the needs of orphans.
3. Exploit local expertise and knowledge built over long periods.

c. Recommendations related to social capital and programs support for orphans' welfare institutions:

1. Work on the application of certain systems for planning, evaluation and special reports.
2. Ensure effective software management coordinates with the association's strategy so that the accountability process can be activated.
3. Conduct environmental survey to study the surrounding conditions affecting the society's future performance and operation.

d. Recommendations related to social capital and resource support for orphans' welfare institutions:

1. Recognize the importance of time when managing resources within the society.

2. Inculcate social tendency that is compatible with society's value and cultural framework and renounce individuality.
3. Create an enabling environment for the implementation of development activities that achieve material and moral objectives, contributing to the formation of an informed public opinion capable of assuming responsibility for participating in the support and promotion of the organization's resources.

E. Recommendations related to social capital and support for networking among orphans' welfare institutions:

1. Encourage local cooperation among NGOs, leading to continuity of development work.
2. Build networks of relations between Friday and other associations based on trust and coordination between the participating parties to benefit from society's resources.
3. Emphasize the dissemination of the culture of volunteerism to instill social values of individuals.

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