

**The social responsibility of civil society
organizations in achieving social
protection for Irregular workers in the
context of COVID-19 pandemic
An Applied Study on the Egyptian Red
Crescent association in Assiut
Governorate**

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Abstract:

This research aims to describe the social responsibility of civil society organizations in achieving social protection for irregular workers affected by the spread of COVID-19 pandemic across the country. This is by defining the role of civil society organizations in achieving economic and health protection and providing services to irregular workers, as well as identifying the obstacles that prevent them from benefiting from the services of civil society organizations. The results concluded that civil society organizations play a tangible role in providing economic, health services, and providing basic needs for irregular workers during their stoppage period due to the spread of the Corona virus.

Keywords: Social responsibility, social protection, irregular workers.

Introduction:

The spread of the Coronavirus pandemic in most countries of the world has resulted in great burdens on countries, including Egypt. In addition to serious economic, social and health consequences, especially for marginalized individuals, including irregular workers in society, which makes the economies of some countries, especially developing countries, unable to reducing its repercussions on these individuals.

Irregular workers represent a large part of the Egyptian workforce, as they are present in various sectors such as contracting workers, agriculture, street vendors, plumbing and other professions. They also represent a productive force because they are not subject to a specific employer, but they obtain their livelihoods according to the conditions of supply and demand. Irregular workers represents 40% of the total workforce in Egypt. (International Labor Organization, 2019)

Despite the active roles that irregular workers play in advancing the country's development, they suffers from a decline in living standards, increasing social disparities and more risks, according to Emilio (1998), which indicated that individuals of irregular workers face many Problems related to economic stability and low level of health, education, and security for them and their families. (Emilio, 1998)

This category has been affected by the spread of Coronavirus pandemic, which has led to a deterioration in working conditions in the sectors in which they work, especially as they suffer from lack of health insurance coverage, and the absence of government pensions for them. Despite the multiplicity of laws and ministerial decisions issued to protect the rights of irregular workers, they remain sham decisions afflicted with severe executive deficiencies and are unable to

actually reach the different segments of the supporters of these sectors, because of the executive deficiency in the application of this legislation (Center for Support and Decision Making, 2018, pg. 129).

Here, at the same time, positive trends appeared by civil society organizations that took upon themselves to assist the state in addressing the repercussions caused by the COVID-19 crisis to the Egyptian society and many marginalized groups in society, including irregular workers within the framework of their social responsibility towards society. These organizations can have effective roles in supporting, assisting and developing the skills of irregular workers so that they have the ability to generate income and overcome current obstacle of the crisis. The social responsibility of civil society organizations in times of crisis is a fundamental pillar. It is also a continuous commitment from these organizations to develop and improve the educational, economic, health and living standards of community members by providing various services in a voluntary manner that contributes to enhancing their capabilities. (Khalil and others, 2010, p.89)

Al-Ashry (2019) study confirmed what was presented above, through its findings indicating that civil society organizations and non-governmental associations in particular have an important development role in achieving economic, social and cultural security and bridging the gap of the state's role, which appears in the inability to find solutions available to these Categories. The study also indicated that the dimensions of the social responsibility of civil society organizations in achieving social security in the Egyptian society include the economic dimension and it is represented in providing job opportunities for individuals to the poor through small projects provided by NGOs, as well as the health dimension through provision of various health services, as the study recommended the necessity Cooperation between the state and its institutions to reach the poor, marginalized and disadvantaged groups, providing financial support to non-governmental organizations, and also raising awareness of their developmental role (Al-Asheri, 2019).

In addition, Abdo's study (2014) confirms the emergence and growth of associations in a massive way in Egyptian society, in addition to the existence of caring patterns that depend directly on the provision of material aid, clothing and food. Also, the transformations that occurred in the Egyptian society and the government's retreat from helping the poor and low-income people make NGOs help marginalized groups in Egyptian society by adopting new methods to

deal with the phenomenon of rural and urban poverty that depend on empowerment and integration of these categories through diversity of projects and services provided by NGOs which include lending, vocational training, literacy, employment and other projects and services. (Abdo, 2014)

The results of the Taybe study (2020) are consistent with the Ash-Ashri study (2019), the Abdo study (2014), which indicated that NGOs in the current era must adopt modern concepts, practices and approaches, especially social responsibility as a strategic approach to actively contribute to achieving sustainable development in light of the high Poverty, unemployment rates, and a steady increase in the population compared to the available natural resources (Taybe, 2020).

Civil society organizations use the social responsibility approach to achieve the following goals:

1. Interacting with the problems and concerns of the local community and providing aid, assistance and advancement for various groups of society. (Economic and social commission for Asia and the Pacific, 2002, p 154).
2. Contributing in developing and improving the conditions of society and raising the quality of life for members of society through the available means, whether material, in-kind, or moral (Elasrage, 2014).

In addition to providing a group of services represented in:

- 1- Developing capabilities of marginalized by working to empower them economically.
- 2- Developing the political, social and cultural capabilities of marginalized.
- 3- Contributing to achieving sustainable development, providing health services, and meeting the needs of society. (Khalil, 2010, p. 91)

All this represents an attempt by civil society organizations to provide social protection for marginalized groups, including irregular workers, as social protection is one of the mechanisms used in community organization method to achieve a decent life for human in his society by empowering the poor and increasing their abilities and skills. Civil society organizations represent one of the bodies of community organization method, which plays an important role in providing services and income support in order to achieve social protection for informal workers (Al-Najjar, 2016, p. 193).

The study of Bali (2015) confirmed what was previously presented, as it indicated the importance of the role that NGOs can play in protecting citizens in general, as well as the importance of professional practice of community organization method and the role that social organizers can play in preparing and designing effective programs To develop capacities of NGOs boards of directors to be able to provide real social protection programs for marginalized populations (Bali, 2015).

In addition, social protection programs aim to alleviate poverty and reduce risks, enhance resilience and growth, and improve individuals' capital, as social protection helps individuals, their families and societies to manage risks and enable them to build skills and address long-term deprivation (Al-Najjar, 2016, p. 193).

Social protection includes an integrated set of preventive interventions and practices that seek to avoid deprivation of economic and health safety and basic living needs, promotive and transformative practices to get out of poverty, as they include income safety nets, and according to the United Nations is to ensure a minimum level of social welfare for the poor groups and to enhance human capabilities. (Ibrahim, 2016, p. 383).

El-Daly's study (2018) indicated that civil society organizations can contribute to achieving social protection for the poor by satisfying their needs, which include providing health care and assistance in completing children's education, family cohesion and stability, and increasing the spirit of solidarity, citizenship and belonging in society, reducing Children drop out of education, as well as child labor and female marriage at an early age. (Daly, 2018)

Accordingly, based on the fact that the social work profession is a human profession, it seeks to improve the social performance of the human being and bring him to the best level of adaptation, in addition to that, it takes advantage of the capabilities of various groups in society and helps them to face their problems efficiently and skillfully (Ibrahim, 2016, p. 384), The method of community organization seeks to provide services to satisfy the needs of community members through various social welfare organizations, including civil society organizations, in addition to that it is based on many modern theories, trends and strategies that enable it to help civil society organizations to achieve social protection for Irregular workers affected by the Coronavirus crisis. (Hung & Altschuld, 2013, p.13).

Based on the literature presented previously, the current study focuses on determining the social, health and economic responsibility of civil society organizations in achieving social protection for irregular workers in the context of global Corona pandemic, in addition to identifying the obstacles that prevent irregular workers from accessing and benefiting from social protection services provided by civil society organizations in the context of the Corona pandemic.

Study Objectives:

The main objective:

Determining the social responsibility of civil society organizations in achieving social protection for irregular workers in the context of the global Corona pandemic.

Study questions:

The main question:

What is the role of civil society organizations in achieving social protection for irregular workers in the context of global Corona pandemic?

Sub-questions:

- 1) What is the role of civil society organizations in providing economic protection services to irregular workers in the context of global Corona pandemic?
- 2) What is the role of civil society organizations in providing health protection services for irregular workers in the context of global Corona pandemic?
- 3) What is the role of civil society organizations in providing living services for irregular workers in the context of global Corona pandemic?
- 4) What are the obstacles that prevent irregular workers from benefiting from the social protection services provided by civil society organizations?

Study concepts:

The concept of social responsibility:

Social responsibility is defined as the commitment of organizations towards the communities in which they practice their activities by contributing to a range of social activities such as fighting poverty, improving health services, combating pollution, creating job opportunities, and contributing to solving problems of transportation, housing, education, etc. (Mawhinney, 2002, p.4)

It is also defined as the organization's commitment to take a set of policies and programs that would meet the economic, social and

health requirements and needs of society (Al-Ghalabi, Al-Amiri, 2005, p. 52)

The operational definition of social responsibility:

- It is considered an ethical obligation by civil society organizations.
- Because of this commitment, organizations shall provide economic, health and living services.
- These services contribute to achieving social protection for informal workers.

The concept of social protection:

The United Nations Institute for Social Development Research defines social protection as programs and policies aimed at reducing poverty and vulnerability, thereby reducing people's exposure to risks and enhancing their ability to manage economic and social risks such as unemployment, exclusion, disease, disability. (Paul, 2009, p. 4)

Social protection is also defined as a set of formal and informal practices to assist marginalized groups and provide social services to groups that need social welfare and who do not receive basic services (Vaes & Huib, 2014, p. 8)

The operational definition of social protection:

- One of the mechanisms of civil society organizations in facing poverty and the economic, health, social and living risks of the irregular workers affected by the Corona crisis.
- It consists of programs and policies aimed at reducing poverty, reducing people's exposure to risks, and enhancing their ability to manage risks.
- It includes economic, health and living care programs.

The concept of irregular workers:

Irregular workers are defined as the total number of workers who are employed in the unorganized sector and in unorganized jobs in which labor regulations do not apply and are not adhered to for any reason, and they do not enjoy social protection or the right to some benefits and insurances Pensions granted in the work sectors Regulator. (International Labor Office, 2002)

The irregular workers are those who work outside the scope of any insurance or social protection, and they depend on the collection of their wages on a daily basis. They include seasonal business owners, temporary and casual workers, agricultural workers, port workers, and fishing workers (the Egyptian Center for Economic and Social Rights).

The concept of COVID- 19:

Coronavirus, or COVID-19, is a wide group of viruses that can cause a range of illnesses in humans, ranging from the common cold to severe acute respiratory syndrome. Also, viruses from this group cause a number of animal diseases, and this particular strain of Corona virus has not been previously identified in humans, and the available information is very limited about the transmission, severity and clinical impact of this virus, and it spread in late February 2020 as a new strain of coronavirus. (Radwan, 2020, p.69)

Methodology:

The present study is a descriptive study aimed at determining the social responsibility of civil society organizations in achieving social protection for irregular workers in the context of Corona crisis. The study based on a social survey methodology for a simple of irregular workers benefiting from the services of the Red Crescent Society in Assiut Governorate, Egypt. The study was implemented during the period from 1/6/2020 to 22/7/2020.

Population:

1. The study population consists of the 1227 irregular workers who benefited from the services of the Egyptian Red Crescent Society during the Covid 19 pandemic. And we chose A Simple random sample of 10% of the total number of irregular workers who benefited from the services of the Egyptian Red Crescent Society 140 irregular workers who benefiting from the services of the Red Crescent Society in Assiut Governorate, Egypt (the Red Crescent Society possesses a legal personality internationally recognized by the International Committee of the Red Cross in Geneva and has become a member of the International Federation of the Red Crescent and the Red Cross, The Egyptian Red Crescent relies on voluntary and social development efforts that aim to stimulate society to improve the quality of life, especially for vulnerable groups).
2. Board members, volunteers and administrators of the Red Crescent Society in Assiut Governorate, Egypt (n= 28).

Tool:

The current study used a questionnaire on the social responsibility of civil society organizations in achieving social protection for irregular workers in the context of Corona crisis. The questionnaire was judged by (9) members of social work Faculties. The members' agreement rate of more than 80% approved the scale.

Validity and Reliability of the Study Tool:

The reliability of the tool was calculated by using the stability factor (Alpha-Cronbach) for the estimated stability values of the social responsibility questionnaire for civil society organizations in achieving social protection for irregular workers in the context of Corona crisis, for a sample of (10) of irregular workers benefiting from the services of the Red Crescent Society in Assiut Governorate.

Table (1) shows the reliability coefficient and subjective validity of the questionnaire dimensions

s	Dimensions	Value of Pearson coefficient	Significance at 0.01	The subjective validity
1	Economic protection services	0.86	**	0.927
2	Health protection services	0.85	**	0.921
3	Living services	0.88	**	0.938
4	Obstacles	0.82	**	0.905

Self-validity was calculated through the square root of stability, and the reliability coefficient for the questionnaire as a whole was calculated = 0.87. The subjective validity of the questionnaire was calculated = 0.932, which is significant at the level of 0.01 significance.

Methods of statistical analysis:

The data processed by (SPSS. V. 17.0) Statistical Packages for Social Sciences, and the following statistical methods were applied:

1. Frequencies and percentages.
2. Total weights for triple scale by: The arithmetic mean = k (yes) \times 3 + k (to some extent) \times 2 + k (no) \times 1.
3. The relative degree of each statement and the variable as a whole.
4. Weighted average for each statement and the variable as a whole.

Study results:

Table (2) shows the characteristics of the research sample, $n = 140$

s	Dimensions	Response	Frequency	%
1	Age	Less than 30	39	27.86
		From 31to 40	46	32.86
		From 41to 50	35	25
		51 or more	20	14.28
2	gender	Male	101	72.14
		female	39	27.86
3	Educational Status	illiterate	35	25
		middle school	41	29.29

s	Dimensions	Response	Frequency	%
		High school	32	22.86
		College	20	14.28
		Postgraduate	12	8.57
4	Social status	Unmarried	46	32.68
		Married	66	47.14
		Divorced	2	1.43
		Widower	26	18.57
5	job	Contracting works	72	51.43
		Handicrafts	33	23.57
		Street seller	23	16.43
		Cultivation worker	12	8.57
6	number of children	No children	46	32.86
		1: 3 child	29	20.71
		4: 6 child	52	37.14
		7 children or more	13	9.29
Total			140	100%

The table above shows that:

- The highest percentage of irregular workers in age group (31:40 years) is 32.86%, and this may be because the majority of irregular workers work in jobs that require great physical effort, and therefore the highest percentage of them are in the youth stage.
- The highest percentage of irregular workers were males (72.14%), This may be due to the nature of the work they engage in, which vary between contracting, craft and agricultural work, and these jobs are more suitable for males than women, therefore males work in them. As for women, they work in Crafts and sell it on the street.
- The highest percentage of irregular workers joined the middle school (29.29%), followed by the illiterate irregular workers (25%); this may be due to the effect of low level of education in obtaining a stable job in government work, which makes those with low education resort to irregular work to earn their livelihood.
- The highest percentage of irregular workers are married (47.14%), this may indicate that the responsibility placed on this group of irregular workers is great, which drives them to work in irregular work to obtain income to spend on their families.
- The highest percentage of irregular workers practice contracting business (51.43%), and Corona crisis has greatly affected in the field of contracting in Egypt, which has caused irregular workers to suffer greatly, as the majority of them resort to contracting work as a means to obtain income that helps them meet the lowest of

their obligations towards their families.

- The highest percentage of irregular workers who have 4 to 6 children, which makes the responsibility entrusted to them great to include maintenance and care of their children health and education and provision of basic needs for them, thus resort to irregular work so that he can fulfill his obligations towards his children.

Table (3) Social Responsibility of Civil Society Organizations in Providing Economic Protection Services for Irregular Worker N = 140

s	Economic Protection Services	Total weights	Weighted average	%	Ranking
1	I get financial aid from the Red Crescent Society during the period of damage due to Corona crisis	403	2.87	95.95	4
2	the Red Crescent Society defined the monetary support provided by the Ministry of Social Solidarity for irregular workers in light of Corona crisis	420	3	100	1
3	the Red Crescent Society defined how to apply for the monetary support provided by the Ministry of Social Solidarity	412	2.94	98.09	2
4	the Red Crescent Society facilitated for me the financial support provided by the Ministry of Social Solidarity	405	2.89	96.42	3
5	the Red Crescent Society helped me to join one of its projects to provide an alternative income for my work that was affected by Corona crisis	261	1.86	62.14	8
6	the Red Crescent Society provided me with some raw materials for my work affected by the Corona crisis	343	2.45	79.52	7
7	the Red Crescent Society provides me with soft loans during Corona crisis	356	2.54	84.76	6
8	the Red Crescent Society provided me with training on other work to reduce the impact on me due to Corona crisis	211	1.50	50.23	9

s	Economic Protection Services	Total weights	Weighted average	%	Ranking
9	the Red Crescent Society introduced me to the categories that deserve a <i>Takaful and karma pension</i> in order to benefit from them in light of current crisis	396	2.82	94.28	5
10	the Red Crescent Society introduced me to government agencies whose economic services could be implemented during Corona crisis	420	3	100	1(frequent)
Total		3627			
The relative degree of the variable as a whole		86.35			
Weighted average of the variable as a whole		2.42			

The previous table shows that the relative degree of economic services provided by the Red Crescent Society to irregular workers reached (86.35%), and a weighted average (2.42), this may indicate that the Red Crescent Society provides suitable economic services for irregular workers in light of their economic conditions affected by their interruption of work due to Corona pandemic.

Table (4) Social Responsibility of Civil Society Organizations in Providing Health Protection Services for Irregular Workers N = 140

s	Health Protection Services	Total weights	Weighted average	%	Ranking
1	the Red Crescent Society launched campaigns to educate me about the causes of corona virus	400	2.85	95.23	4
2	the Red Crescent Society launched an awareness campaign on how to prevent infection with Coronavirus	420	3	100	1
3	the Red Crescent Society organized awareness campaigns about the symptoms of emergence of infection with Coronavirus	413	2.95	98.33	3
4	the Red Crescent Society gave me information about places that can be resorted in case I feel symptoms of the virus or a member of my family or those around	372	2.65	88.57	7

s	Health Protection Services	Total weights	Weighted average	%	Ranking
5	the Red Crescent Society informed me of important contact numbers in emergency cases such as ambulance, hotline, and others	234	1.67	5.71	12
6	the Red Crescent Society provides me with sterile materials to prevent corona virus	369	2.63	87.85	8
7	the Red Crescent Society provided me with masks to prevent corona virus	312	2.22	74.28	10
8	the Red Crescent Society organized campaigns to educate me on how to maintain social distancing	396	2.82	94.28	5
9	the Red Crescent Society carried out a cleansing for the areas I visited in the surrounding residential area	309	2.20	73.57	11
10	the Red Crescent Society provides me with medicines at low prices	379	2.70	90.23	6
11	the Red Crescent Society provides me with a free medical examination in its clinic whenever I need it	415	2.96	98.80	2
12	the Red Crescent Society has doctors present periodically in its dispensary	356	2.54	84.76	9
Total		4375			
The relative degree of the variable as a whole		86.80			
Weighted average of the variable as a whole		2.59			

The previous table shows that the relative degree of health services provided by the Red Crescent Society to irregular workers reached (86.80%) and a weighted average (2.59). Health care is also one of the important indicators of the social responsibility of civil society organizations in achieving social protection for marginalized, vulnerable and poor groups in societies, due to the importance of the health aspect for the development of societies.

Table (5) Social Responsibility of Civil Society Organizations in Irregular Living Services for Workers N = 140

s	Living Services	Total weights	Weighted average	%	Ranking
1	the Red Crescent Society provided the basic food needs for families of irregular workers affected by Corona crisis	402	2.87	95.71	2
2	the Red Crescent Society provided some basic living necessities for the house	319	2.27	75.95	6
3	the Red Crescent Society contributed to maintenance and repair the house in which I live	215	1.53	51.19	7
4	the Red Crescent Society gave me a Ramadan carton	406	2.90	96.66	1
5	the Red Crescent Society provides me with necessary school tools for my children in schools	205	1.64	48.80	9
6	the Red Crescent Society provides safe drinking water to workers affected by Corona crisis	386	2.76	91.90	4
7	the Red Crescent Society contributes to improving electrical services for homes of irregular workers	397	2.83	94.52	3
8	the Red Crescent Society connected sanitation networks to homes of irregular workers affected by the Corona crisis	357	2.55	85	5
9	the Red Crescent Society provided some basic electrical appliances for homes of irregular workers affected by Corona crisis	207	1.47	49.28	8
Total		2894			
The relative degree of the variable as a whole		76.56			
Weighted average of the variable as a whole		2.29			

The previous table shows that the relative degree of living services provided by the Red Crescent Society to irregular workers reached (76.56%) and a weighted average (2.29), this may be due to the importance of providing basic living needs for irregular workers affected by spread of global Corona pandemic and its impact on all aspects of life. Also, as part of the responsibility of civil society organizations towards providing an adequate standard of living for members of society in times of crisis and risk.

Table (6) Obstacles that prevent irregular workers from benefiting from social protection services provided by civil society organizations
 N = 140

s	Obstacles	Total weights	Weighted average	%	Ranking
1	Poor financial support provided to the Red Crescent Society by the government	381	2.72	90.71	10
2	The services provided by the Red Crescent Society do not correspond to my needs	384	2.74	91.42	8
3	I do not have the papers required to obtain the services provided by the Red Crescent Society	396	2.82	94.28	5
4	Favoritism is involved in obtaining services	403	2.87	95.95	3
5	I do not know how to benefit from services provided by the Red Crescent Society	391	2.79	93.09	6
6	There is no branch of the Red Crescent Society close to my residential area	389	2.77	92.61	7
7	The conditions for obtaining the service are complicated	413	2.95	98.33	1
8	Delay in providing urgent services that I need	399	2.85	95	4
9	Low level of service quality in the Red Crescent Society	383	2.73	91.19	9
10	The absence of specific criteria for determining the beneficiaries of service	367	2.62	87.38	11
11	the Red Crescent Society does not carry out studies to determine actual needs of the beneficiaries of its services	406	2.90	96.66	2
Total		4312			
The relative degree of the variable as a whole		93.33			
Weighted average of the variable as a whole		2.79			

The previous table shows that the obstacles that prevent irregular workers from benefiting from social protection services provided by civil society organizations have a relative degree (93.33%), with an average weight (2.79).

Discussion:

The present study aimed to describe the social responsibility of civil society organizations in achieving social protection for irregular workers in the context of the global Corona pandemic.

The current study indicated that the relative degree of economic services provided by the Red Crescent Society to irregular workers reached 86.35%, a weighted average of 2.42, this may indicate that the Red Crescent provides economic services to irregular workers based on its responsibility to satisfy the material and immaterial needs of different groups of society under conditions in this period, in order to achieve an appropriate level of social protection, economic security and material stability for them in the context of global crisis of Corona pandemic, which has had various consequences for the world as a whole.

Civil society organizations contribute through their social responsibility to achieve social protection for irregular workers by providing many economic services, increasing their productive assets, financing their projects and providing exceptional subsidies ,as well as helping them benefit from the exceptional pensions that the government approved for irregular workers in order to mitigate the economic effects of Corona pandemic on marginalized and low-income groups, based on concern of civil society organizations in the rights of citizens in accordance with international resolutions issued by the United Nations No. 3447 related to economic, social and political security, and the right to an adequate standard of living and the provision of income that satisfies their special needs (Mustaph A and others, 2001, p 13).

This is consistent with Munir and Mahmoud (2012) who indicated that civil society organizations seek to achieve fair levels of living for the poor and marginalized groups of society by providing them with permanent and temporary financial and in-kind assistance and assisting them in finding job opportunities within limits of their resources and training in crafts Suitable for them, providing various loans and developing their work skills (Munir & Muhammad, 2012).

Ibrahim's study (2016) confirmed the previous results, which indicated that the most important social protection services provided by NGOs were regular monthly assistance, marketing of poor family products, providing support for craft projects, providing suitable job opportunities for women who support their children, awareness of the importance of self-employment, as well as organizing programs for individuals to acquire skills that help them work effectively (Ibrahim, 2016)

The relative degree of health services provided by the Red Crescent Society to irregular workers reached 86.80%, with a weighted average (2.59); this shows that civil society organizations are responsible for providing health protection services for irregular workers as part of their social responsibility to enhance social protection in the context of global crisis of Corona pandemic, this is consistent with results of Abdel Moneim's study (2018), which indicated that NGOs contribute to enhancing social protection for poor families by improving level of health services by developing health awareness for poor family and facilitating their access to the highest health services such as medicines and surgical operations (Abdel Moneim, 2018).

The relative degree of living services provided by the Red Crescent Society to irregular workers reached 76.56%, and a weighted average 2.29, the process of providing basic living needs for irregular workers represents the lifeblood in the context of global crisis of Corona pandemic and its impact on their lives in all its aspects. The study of (Schild & Veronca, 2007) indicated that the provision of basic living services is the cornerstone of NGO services, and is a basic goal that it seeks to achieve to provide social protection for poor, develop their skills and solve their problems and satisfy their basic needs (Schild & Veronca, 2007)

The obstacles that prevent irregular workers from benefiting the social protection services provided by civil society organizations have a relative degree 93.33%, with an average weight 2.79. These obstacles include: favoritism, geographical distance of the Red Crescent Society location from place of residence of irregular workers, low quality of service provided, complexity Procedures for obtaining the service, unavailability of the documents required to apply for the service, workers' lack of knowledge of the procedures for applying for the service, weak financial support provided to the Red Crescent Society by the government. Abd al-Rahman's study (2013) confirms that one of the most important obstacles that society faces in benefiting from the services of NGOs is routine and lack of economic resources and human cadres working in associations (Abd al-Rahman, 2013).

Also, Ibrahim's study (2016) indicated that the most important obstacles to social protection for the poor that impede their benefit from NGO services were the lack of available resources, the lack of a strategic plan for NGOs, the weakness of the job skills of workers, as well as the routine and complicated procedures for providing services (Ibrahim, 2016).

The researchers in the current study conducted an interview with some members of the Red Crescent Society board of directors, and some volunteers providing services for irregular workers in the context of spread of Corona pandemic, their answers about the services provided were as follows:

1. The volunteer teams of Red Crescent Society disinfected and sterilized some institutions that provide direct services to community members in Assiut, such as schools, banks, and post offices.
2. Launching campaigns to organize citizens eligible for irregular employment pensions in the villages and cities of Assiut Governorate.
3. Organizing direct awareness campaigns organized by the volunteers of the Red Crescent Society to educate citizens about ways to prevent the virus, maintain social distancing areas, and how to limit the spread of infection.
4. Providing basic foodstuffs for many poor families and those affected by the Corona crisis, as well as families of irregular workers in the villages and cities of Assiut Governorate.
5. Making a Ramadan carton and distributing it to families of irregular workers and the poor in the villages and cities of Assiut Governorate.
6. Providing many services of safe drinking water, sanitation and electricity to many families in the villages and cities of Assiut Governorate during the period of the Corona pandemic.
7. The Red Crescent Society organizes awareness campaigns about Coronavirus and how to prevent it through various media.
8. Establishing a 24-hour operations room to respond to urgent relief from citizens at the level of villages and cities in Assiut Governorate as a whole.

The researchers believe that there are a set of means that can activate the social responsibility of civil society organizations to achieve social protection for irregular workers, including:

1. Enabling civil society organizations working in the field of irregular workers' protection to communicate with each other to exchange experiences and information, as well as clustering among them to form large entities that can effectively and positively influence the protection of irregular workers under the current circumstances.
2. Attracting specialists in the field of protection of irregular workers to provide scientific solutions applied in achieving social,

economic and health protection for them.

3. Cooperation between civil society organizations and the Social Fund for Development and Social Security in protecting irregular workers in the context of the Corona crisis.
4. Preparing a training guide that leads civil society organizations to support the protection of irregular workers. The guide includes the most important groups of irregular workers in civil society that need social protection.
5. Advocating for creation of social legislation aimed at preserving the rights of irregular workers and thus achieving social protection for them.
6. Building a common ground for social protection of irregular workers, which should include representatives of workers, development partners, and representatives of community organizations, whether governmental or civil.
7. Estimating and analyzing the social protection needs of irregular workers, and identifying possible sources of financing to satisfy their needs, in order to increase these services over time. Achieving social protection for irregular workers is an essential tool to advance inclusive and sustainable development.
8. Work with ministries and national statistical offices to enhance their ability to collect the necessary data to assess the needs of irregular workers in order to achieve social protection for them, as well as classify the existing programs already provided to them according to several factors such as gender, age and geographical area in order to achieve the maximum benefit for them from these services.
9. Attention to issues of irregular workers in the developmental, economic, social and environmental planning in the country.
10. The need to establish a national center that deals with workers and irregular workers in particular, and how to achieve social, economic, health and psychological protection for them.
11. Linking social safety nets and social protection to the broader framework of social welfare policies.
12. Formulating mechanisms to provide information required for irregular workers' social protection policies.

Research difficulties:

There is a set of difficulties encountered by researchers, they included

1. The difficulty of reaching the study sample members in the villages far from the governorate center.

2. Fear of some respondents to give their opinion about the obstacles to obtaining the services provided.
3. There was difficulty in meeting members of the board of directors of the Red Crescent Society.

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