

# **The Relationship between the requirements for the Quality of the Services of Civil Associations and the Development of the Professional Performance of the Social Worker**

**Shadia Rabie Zaky (PHD)**

Associate Professor of Community Organization  
Higher Institute of Social Work in Cairo

**Ahmed Mostafa Mohamed Taha (PHD)**

Associate Professor of Community Organization  
Higher Institute of Social Work in Cairo



**Abstract:**

This study belongs to the type of descriptive studies, with the aim of determining the nature of the relationship between the requirements for the quality of the services of civil associations and the development of the professional performance of the social worker. The study was conducted by means of using the method of social survey by sample, depending on random sampling. Its size is (33) single. The study relied on collecting its field data on a questionnaire about the requirements of the quality of the services of civil associations and the professional performance of social workers. The most important results of the study was that my expulsion correlation statistically significant at level ( $\alpha \leq 0.05$ ) between each of the (Senior management's commitment to quality requirements - Spreading a culture of quality - Education and training of social workers- Customer satisfaction with services- Professional performance of social workers (and improving the professional performance of social workers. The results also confirmed not having differences between the Professional performance of social workers and the requirements for the quality of the services of civil associations which come back for (gender, age, years of experience).

**Keywords:**

The requirements for the quality- civil associations- development of the professional performance- social worker

**Introduction**

The development in essence is a planned societal process, aimed at improving the quality of life for humans and achieving well-being. Development as a conscious and deliberate process seeks to define goals and objectives and implement programs to achieve these goals, considering social and cultural values, and economic variables in society. (Jonson & Chison, 2008, p.375)

At the present time, societies are working to achieve high rates of economic and social development, and this requires cooperation between all community institutions, and investing them in the best possible investment to contribute to this effectively. This is based on the premise that development efforts must involve all sectors of society and its governmental and civil organizations. (Campbell & George & Houston, 1999, p.204)

From this point of view, the global and national interest in civil associations has increased in addressing the problems of the present and facing the challenges of the future. As these associations bear a

large part of the responsibility for social and economic development, it is obvious how important the growing role of civil associations is in the efforts of social care programs to satisfy the needs of citizens. (Woolcock, 2001, p.54)

This requires civil associations in their various fields to move from care homes to a development role based on coordination and integration rather than conflict, especially in light of the circumstances that our society is facing now that require serious work to consolidate the principles of democracy and citizenship and respect and fortify human rights. (Abdul Latif, 2003, p. 99)

The prevalence of quality management applications in the field of the work of civil associations is one of the most important modern trends, so those civil associations in developed countries tended to adopt these applications, which contributed to solving many of their problems and achieving their goals. (Al-Wadi, 2012, p. 174)

From this standpoint, some studies have indicated the importance of the two quality requirements in civil associations, including Pillager's (2000), which confirmed the importance of focusing on the concepts of quality that focuses on the customer, moving from care to assistance and support, linking between the quality of work and the quality of services. It also found that cost containment can work against quality of services, in civil associations. Asuncion's study (2001) attempted to analyze the concept of total quality from the perspective of the set of processes that, if well developed within the organization, would develop and improve the quality of services provided to customers. It found that organizations that do not rely on the application of total quality concepts and systems in their management would become less advanced, compared to their competitors. Additionally, there is an urgent need to integrate these concepts with social and humanitarian organizations. The study of Mitchell and Sloper (2003) aimed to reveal the current health and social care policy in developing and improving service quality standards. The results showed that some indicators of using different types of services are considered "basic" quality indicators, regardless of the type of service, but others have priority only for certain types of services. The study of Söderholm (2004) aimed to reveal how quality requirements can support the management of civil associations. The study concluded with a theoretical management framework based on a set of quality management requirements, to facilitate systematic work with continuous improvements of complex technical systems, in the

context of the dynamic requirements of stakeholders. Talib (2013) aimed to reveal the total quality in service associations in addition to the reasons for their failure. In light of this. The results of the study provide a better understanding of Total Quality and its practices and provide the reasons for the growth of service organizations. Finally, the study proposes ten-step approach for the effective implementation of total quality in service organizations.

From the foregoing, it is found that improving the performance of civil associations is represented in improving the efficiency of their employees and achieving their satisfaction. It represents the human factor in quality management, by planting individuals' loyalty and belonging to the organization. The human element, who interacts with customers and who contributes to achieving Customer satisfaction is the one who will initiate improvement processes. (Adams, 2000, p. 279)

Furthermore, Khaskhelli (2017) aimed to reveal the effect of training on employees' performance. The study found that four of the five specific training factors are positively and significantly related to employee performance, while the fifth factor is negatively and unimportantly related to employees' performance. The study of Da Silva, Riana & Soares (2020) aimed to determine the impact of human resource practices on innovation and employees' performance and the impact of innovation on employees' performance. The results showed that human resource management practices have positive and important impact on employee's performance; human resource management practices have positive and important impact on innovation; and innovation has an important positive impact on employee performance. The study suggested that attention should be paid to wages, especially in providing compensation according to employee's performance, regular evaluation of employees who have received training, and job evaluation as the basis for providing salaries. The study of Agussani & Akrim (2020) found that external pressures have a significant positive effect on motivating organizational management to enhance its social performance. These data are useful for Civil Associations social workers, relevant to considering external environmental factors in effective decision-making.

From the above, organizations and associations must use the appropriate motivation for the human element. This is because the motivation policy is the tool by which it is possible to bring about the

integration of social workers in their organization and improve the relationship with them. This means that the performance of the social workers will be good and therefore the level of quality will also be high, which will achieve customer satisfaction. (Aqili, 2001, p. 24)

## **Theoretical of the Research**

### **1-Social Systems Theory:**

Social Systems are a group of units whether (individual - community - community), among which dependence is mutual. It has goals and objectives and seeks to achieve them as the property of interaction is the basis of the formation of social patterns. (Abdul Latif, 1999, p. 45)

The system is known as the interrelationships between all the parts. The basic elements of these relationships are represented in the Actor's activity, the emotion, and the criteria. (Homans, 2009, P. 45)

In the light of the theory of Social Systems, the society can be perceived as a larger system and social associations with sub-systems that have interactive relationships to contribute to the goals of the larger community and to the needs of the community (Ahmad, 1979, p. 203)

The researchers found that Civil Associations can be seen as an "open social structure" with distinct construction and specific functions, with subdivisions in the General Assembly, the Board of Directors, and the committees, this is probably due to:

- A. **Input:** that of the Civil Associations as an open social framework Consists of human resources and potentials, the beneficiaries of Civil Associations programs, the civil and voluntary efforts, the relations, and communication as non-physical inputs that connect the community officials and leaders in the light within the scope of legislation, laws and regulations.
- B. **Transformational processes:** These inputs are translated through so-called transformational processes such as social programs, services, medical and psychological care, awareness programs, training programs for program personnel and other programs and activities.
- C. **Outputs:** Finally, the services provided to the beneficiaries of Civil Associations, their level of efficiency, quality, and satisfaction with the needs of the beneficiaries ensure that the beneficiaries receive all the care services within the society from the surrounding environment, in order to achieve the integration of programs Civil Associations.

D. **Reverse feeding:** This point indicates that this information is collected by the association from the surrounding environment. Thus, all patterns are interrelated with mutual support relationships; if one of the patterns collapses, it will affect the functionality of the other formats. (Abdul Latif, 1999, p. 46)

In light of, the above-mentioned elements, this theory can be used to identify the inputs and outputs of the Quality of Civil Associations services provided to the Beneficiaries of its programs; by analyzing this is the types of social programs the supporting by the civil associations.

## 2- The theory of organizations:

This theory is based on the premise that "organizations are established to help local communities achieve their goals by addressing the social and economic needs of the populations of these communities. The organization works within the environment in which it exists and with other organizations. It needs to find the necessary regulatory requirements for its survival and sustainability, which include the natural and social environments, and the creation and development of means by which they are transformed and promoted"(Abdul Latif, 1999, p.143).

This theory can be used to analyze quality management requirements by civil association's role in quality Investigation social and economic services, and that is through developing the professional performance of the social worker.

### Study problem

In light of what has been presented from theoretical trends, and the results of previous studies that could be referred to, which revealed the importance of quality requirements to improve the performance of civil associations workers, and based on the recognition of the value of the humans, and their rights, , the social work profession constantly sought quality in institutions, programs and the professional performance of its specialists. Such quality refers to the processes, procedures and tactics aimed at ensuring that the services provided by the social work profession to clients satisfy their needs with the required efficiency and excellence. The community organization method is considered one of the most professional methods concerned with developing and achieving the quality of institutions and programs that serve the neediest social groups. It is concerned with improving the quality of life for these groups through the professional efforts of social workers, which is to develop the quality of services provided by

civil associations in terms of their efficiency and suitability in terms of quantity and quality. With improving the capacity and efficiency of the work team implementing the operations to help them make sound decisions with continuous evaluation in order to achieve the best performance, best achievement and the overall quality of the institution and its programs. (James, 2005, p. 274)

Within the framework of what many of the results of previous studies related to the subject, which reveal many problems in the institutions, and the results that resulted in the weakness of programs and services provided by civil associations, and in view of the global and local trend to achieve comprehensive quality in everything and in production and service institutions in general and social programs for the general citizens and the groups most in need for the progress and prosperity of societies and the achievement of social justice for all segments of society, the study problem could be identified in the following main question: "What is the relationship between the requirements for the quality of the services of civil associations and the development of the professional performance of the social worker?"

### **Importance of study**

- 1- Attempting to add topics related to presenting studies of importance in developing the professional performance of social workers, which will reflect on the quality of civil association's services.
- 2- International interest in civil associations and the importance of developing the professional performance of social workers in these associations.
- 3- The current study may benefit those in charge of civil associations in reviewing the quality of their services provided to their beneficiaries.
- 4- This study may provide theoretical framework that can be used in future research

### **Research Goals**

- 1- Describe the demographic characteristics of the social workers in the civil associations of the study community.
- 2- Reveal the nature relationship between the requirements for the quality of the services of civil associations and the development of the professional performance of the social work.
- 3- Reveal the nature the differences between the social worker and achieve the requirements for the quality of the services of civil



associations the professional performance of the social work which is attributed to (gender - age - years of experience).

### Study hypotheses

- 1- There is statistically significant relationship between the commitment of senior management to quality requirements civil associations and improving the professional performance of social workers.
- 2- There is statistically significant relationship between of spreading culture of quality's civil associations and improving the professional performance of social workers.
- 3- There is statistically significant relationship between of Education and training of social workers civil associations and improving the professional performance of social workers.
- 4- There is statistically significant relationship between of Customer satisfaction with services civil associations and improving the professional performance of social workers.
- 5- There is statistically significant differences between the Professional performance of social workers social worker and achieve the requirements for the quality of the services of civil associations which come back for to (gender - age - years of experience).

### The concepts

- **The requirements for the quality know that it** "represents the organized methodology, to ensure the progress of activities that were planned in advance, as it is the optimal method that helps prevent and avoid problems, by working to stimulate and encourage administrative behavior and optimal organization in performance, such as the efficient and effective use of material and human resources". (Tony, 1993, p.19)
- **Professional performance of the social worker knows that it** "It is the process of the form(s) of knowledge that can be developed through particular model. is based on examines the power relationships inherent in the practice models and explores the extent to which is perceived and promoted of social workers, as an individual Endeavor related to accountability, or collaborative Endeavor that supports their professional practice". (Aileen, 2005, p.235)
- **Civil associations know that it** "Social enterprises are perceived that a tool for solving social and environmental problems, as in running an effective social activity and with using practices social logic, while the social goal of their operation is in accordance with the logic of social welfare for all targeted community members to satisfy their needs". (Mikołajczak, 2020, p.472)

**Operational definition of the concept "the requirements for the quality of the services of civil associations"** is group of activities which aims to Achieving the quality of social services provided by civil associations to achieve competition and customer satisfaction, and it has many requirements to achieve, determined as follows: -

- Senior management's commitment to quality requirements.
- Spreading a culture of quality.
- Education and training of social workers.
- Customer satisfaction with services.
- Professional performance of social workers.

**Operational definition of the concept "the development of the professional performance of the social workers"**.

It is set of procedures that include the development of social workers through training and education to achieve quality requirements within civil associations, with the aim of developing their professional performance.

### **Methodology**

**Study type:** This study belongs to the type of descriptive analytical studies, and aims to determine the nature of the relationship between is the requirements for the quality of social work and professional performance development of the social worker.

**Study Approach:** The study relied on the sample social survey method. for social workers in civil associations, who meet the requirements of the quality of services they provide to the beneficiaries of their services.

### **Study Tools**

The study was based on questionnaire on the requirements of the quality of services of civil associations and the development of professional performance of social workers, applied to social workers in civil associations.

### **Design of the study questionnaire**

The questionnaire was divided into three main themes as follows:

- **The first axis:** deals with the social characteristics of the social workers who represent the members of the study sample and include (gender - age - marital status - educational status - years of experience in the association - obtaining training courses in the field of quality)

-**The second axis:** deals with the dimensions related to the independent variable, which is the requirements for the quality of the services of civil associations. It included a set of indicators that determine (Senior management's commitment to quality requirements- Spreading a culture of quality- Education and training of social workers- Customer satisfaction with services).

-**The third axis:** includes the dimensions related to the independent variable, which is the development of the professional performance of social workers.

**To ensure the stability of the questionnaire:** The retest method was adopted on a group of study sample whose size was (10) individuals, and the time period between the first application and the second application was fifteen days. And that using, Spearman's correlation coefficient. the scores between the first and second applications were as follows:

**Table (1) shows the correlation Factor of the questionnaire indicators using (Spearman's Factor)**

No.	pointer	correlation Factor
1	Senior management's commitment to quality requirements.	0.732
2	Spreading a culture of quality.	0.701
3	Education and training of social workers.	0.739
4	Customer satisfaction with services.	0.757
5	Professional performance of social workers.	0.722
The questionnaire as a whole		0.732

**Reliability Coefficients:** N0. of Cases = (30) No. of Items = (4)

**Correlation Factor = (0.876)**

We note that the value of the questionnaire correlation coefficient is (0.876), which is an acceptable stability coefficient. Thus, the validity and reliability of the paragraphs of the questionnaire were confirmed, and thus became valid for application to the basic study sample.

### **The limits of the study**

**Spatial boundaries:** The spatial boundaries of the study were represented in a simple random sample of civil associations working in the field of community development in Cairo Governorate, the size of which reached (5) civil associations.

### **Humankind The limits (Sample):**

It represents preview frame for the study, in comprehensive inventory of civil associations, working in the field of local community development in Giza Governorate. Their number was (60) civil associations. It employs almost (586) social workers, with average number of from (4:5) social workers in one association, and by using law of optimum size for random sample "Robert Mason" equation to determine the sample size, as follows:

$$n = \frac{M}{\left[ \left( S^2 \times (M - 1) \right) \div pq \right] + 1}$$

**M** —> Size of the community.

**S** —> Divide the standard score corresponding to the Statistical significance level (0.95), in the sense of. Divide (1.96) by the missing rate (0.05)

**p** —> The feature's availability is (0.50)

**q** —> Residual characteristic of (0.50)

The study sample was selected from civil associations, as follows:

**Table (2) shows the Study sample size**

No.	The name of the civil associations	Registration number, year	The number sample of social workers
1	KMT Association for Development and Development.	Announced No. (6701) for the year (2019).	5
2	Ahmoose Association for Local Community Development	Declared No. (6701) for the year (2003).	6
3	Zayed Foundation for Social Development.	Published No. (5889) for the year (2018).	4
4	The Arab Society for Scientific Studies and Sustainable Development	Published No. (6985) for the year (2021).	5
5	Egyptian Association for Youth Capacity Development	Published No. (2201) for the year (2004).	6
6	Goals Foundation for Development	Published No. (5142) for the year (2016).	7
the total		6	33

Thus, the size of the random sample the simple for the study was determined in (6) civil associations, represented by (33) social workers.

**Time boundaries:** Represented the time limits of the study in the data collection period are from 5/7/2022 to 15/10/2022, which amounted to approximately three months.

## Results

### Description of the demographic characteristics of the social workers in the civil associations of the study community:

The study used the arithmetic mean, standard deviation, percentage, and frequencies to describe demographic characteristics study community, as follows:

**Table (3) Distribution of social workers in civil associations according to their demographic characteristics**

Variables	Responses	social workers (N=33)	
		F*	%
Gender	male	12	36.4
	female	21	63.6
social status	Single	4	12.1
	Married	21	63.6
	Divorced	5	15.2
	Widowed	3	9.1
the age	less than 30 years	6	18.2
	30-35 years	12	36.4
	35-40 years	7	21.2
	40-45 years	5	15.2

Variables	Responses	social workers (N=33)	
		F*	%
	45 years and over	3	9.1
Educational level	Diploma in Social Work Upper Intermediate	2	6.1
	Bachelor of Social Work	23	69.7
	Postgraduate studies in social work	4	12.1
	Master's degree in social work	3	9.1
	PhD in social work	1	3.0
income level	low	16	48.5
	Average	14	42.4
	high	3	9.1
Years the working experience in civil associations	less than 5 years	4	12.1
	5-10 years	19	57.6
	10-15 years	7	21.2
	15 years and over	3	9.1
Obtaining training courses in the field of service quality in civil associations	Yes	21	63.6
	No	12	36.4
The number of courses you have taken	one course	18	54.5
	2 courses	11	33.3
	Three or more courses	4	12.1

The results of the previous table revealed that the majority of social workers in civil associations are female, with percent of (63.6%), while males came in second place with percent of (36.4%). The marital status results also indicate that the majority of them are married with percent of (63.6%), followed by the divorced with percent (15.2%), followed by Single with percent (12.1%), in the end Widowed percent (9.1%). As for the level of age came in the fore the age group (30-35 years) with percent of (36.4%), followed by the study sample of the age group (35-40 years) with percent of (21.2%), followed by of the age group (less than 30 years), with percent of (18.2%), followed by of the age group (40-45 years) with percent of (15.2%), and at the end of the age group (45 years and over) with percent of (9.1%). The results of the educational status of social workers indicate that the majority of them hold bachelor's degree in social work with percent of (69.7%), followed by those with Postgraduate studies in social work with percent of (12.1%), followed by those with Master Degree in social work in Social Work percent of (9.1%), followed by those with Diploma in Social Work, Upper Intermediate percent of (6.1%), and finally those with PhD in social

work percent of (3.0%). The results of the economic level indicate that most of them belong to the low-income level with percent of (48.5%), followed by middle-income earners with percent of (42.4%), and finally, high-income earners with percent of (9.1%). Most of social workers working experience ranged from (5 to10 years) with percent of (57.6%), followed by those with the working experience from (10 to15 years) with percent of (21.2%), followed by those with the working experience (less than 5 years) with percent of (12.1%), and in the end who have with the working experience from (15 years and over) with percent of (9.1%). The results indicate that those who obtained training courses in the field of service quality in civil associations have come with percent of (63.6%), followed by those who did not obtain training courses in the field of service quality with percent of (36.4%). Most of them came get their 2 courses in service quality, with percent of (33.3%), followed by those with one course with percent of (54.5%), and followed by those with three or more courses with percent of (12.1%).

**1-Relationship between the commitment of senior management to quality requirements civil associations and improving the professional performance of social workers.**

**Table (4) Illustrates Relationship between the commitment of senior management to quality requirements civil associations and improving the professional performance of social workers using (Spearman's factor).**

Spearman's rho	improving the professional performance of social workers	Correlation Coefficient Sig. (1-tailed) N	1.000 . 0.05 33	0.698 . 0.05 33
	the commitment of senior management to quality requirements	Correlation Coefficient Sig. (1-tailed) N	0.698 0.05 0.05 33	1.000 . 0.05 33

It is clear from the previous table that my expulsion correlation is statistically significant at level ( $\alpha \leq 0.05$ ) between the commitment of senior management to quality requirements civil associations and improving the professional performance of social workers. Where it came the value of (R) is equal to (0.698). It is positive direct correlation. It is statistically significant when ( $\alpha \leq 0.05$ ), meaning the higher it rises commitment of senior management to quality requirements civil associations, improving the professional performance of social workers rose.

**2-Relationship between the spreading culture of quality to civil associations and improving the professional performance of social workers.**

**Table (5) Illustrates Relationship between the spreading culture of quality to civil associations and improving the professional performance of social workers using (Spearman's factor).**

Spearman's rho	improving the professional performance of social workers	Correlation Coefficient	1.000	0.559
		Sig. (1-tailed)	.	.
		N	0.05	0.05
			33	33
Spearman's rho	Spreading a culture of quality	Correlation Coefficient	0.559	1.000
		Sig. (1-tailed)	0.05	.
		N	0.05	0.05
			33	33

It is clear from the previous table that my expulsion correlation is statistically significant at level ( $\alpha \leq 0.05$ ) between spreading a culture of quality to civil associations and improving the professional performance of social workers. Where it came the value of (r) is equal to (0.559). It is positive direct correlation. It is statistically significant when ( $\alpha \leq 0.05$ ), meaning the higher it rises culture of quality inside civil associations improving of the professional performance of social workers rose.

**3-Relationship between the Education and training of social workers to civil associations and improving the professional performance of social workers.**

**Table (6) Illustrates Relationship between the Education and training of social workers to civil associations and improving the professional performance of social workers using (Spearman's factor)**

Spearman's rho	improving the professional performance of social workers	Correlation Coefficient	1.000	0.771
		Sig. (1-tailed)	.	.
		N	0.05	0.05
			33	33
Spearman's rho	Education and training of social workers	Correlation Coefficient	0.771	1.000
		Sig. (1-tailed)	0.05	.
		N	0.05	0.05
			33	33

It is clear from the previous table that my expulsion correlation is statistically significant at level ( $\alpha \leq 0.05$ ) between education and training of social workers on quality services in civil associations and improving the professional performance of social workers. Where it came the value of (R) is equal to (0.771). It is positive direct correlation It is statistically significant when ( $\alpha \leq 0.05$ ), meaning the higher I raise Education and training of social workers in civil

associations improving of the professional performance of social workers rose.

**4-Relationship between the Customer satisfaction with services from civil associations and improving the professional performance of social workers.**

**Table (7) Illustrates Relationship between the Customer satisfaction with services from civil associations and improving the professional performance of social workers (Spearman's factor)**

Spearman's rho	improving the professional performance of social workers	Correlation Coefficient Sig. (1-tailed) N	1.000 . 0.05 33	0.721 . 0.05 33
	Education and training of social workers	Correlation Coefficient Sig. (1-tailed) N	0.721 0.05 0.05 33	1.000 . 0.05 33

It is clear from the previous table that my expulsion correlation is statistically significant at level ( $\alpha \leq 0.05$ ) between improving the professional performance of social workers and Customer satisfaction with services. Where it came the value of (r) is equal to (0.721). This indicates that the link is a positive correlation. It is statistically significant when ( $\alpha \leq 0.05$ ), meaning. The higher I raise improving the professional performance of social workers the more improving of the customer satisfaction with services civil associations.

**5- Nature differences between the Professional performance of social workers social worker and achieve the requirements for the quality of the services of civil associations which come back for (gender - age - years of experience).**

**Table (8) Shows differences between the Professional performance of social workers social worker and achieve the requirements for the quality of the services of civil associations which come back for (gender - age - years of experience) using One Way Anova**

variable	Contrast source	d.f	Mean Square	F	F Tables	Sig	
gender	between groups	2	27.541	1.247	2.074	0.05	
	within groups	30					
	total	32					
age	between groups	2	13.320	2.001		2.074	0.05
	within groups	30					
	total	32					
years of experience	between groups	2	90.545	1.998	2.074		0.05
	within groups	30					
	total	32					



Results revealed in the previous table that there are no differences between the professional performance of social workers social worker and achievement and the requirements for the quality of the services of civil associations, which come back for gender, where the value of (F Tables) equals (2.074) at the degree of freedom (30, 2), which is greater than the value of (F) calculated, which equals (1.247).

As such, the results revealed in the previous table, that there are no differences between the Pprofessional performance of social workers social worker and achievement and the requirements for the quality of the services of civil associations which camme back for age, where the value of (F Tables) equals (2.074) at the degree of freedom (30, 2) which is greater than the value of (F) calculated, which equals (2.001).

Results revealed in the previous table that there are no differences between the professional performance of social workers social worker and achievement and the requirements for the quality of the services of civil associations, which came back for years of experience, where the value of (F Tables) equals (2.074) at the degree of freedom (30, 2), which is greater than the value of (F) calculated, which equals (1.998).

### **Discussion of results**

The study results revealed that most social workers in civil associations are female, and that most of them are married, and the least of them were Widowed. As for the level of age, the age group (30-35 years) came in the fore, and in the end of the age group (45 years and over). The results of the educational status were that most of them hold a bachelor's degree in social work, and least of them recipients PhD in social work. The results of the economic level indicate that most of them belong to the low-income level, and that most of social workers ranged in years of working experience from (5 to 10 years). Results indicate that most of them obtained training courses in the field of service quality in civil associations, and most of them got their 2 courses in service quality.

**This result agrees with the study (Khaskhelli ·2017), which found that four of the five specific training factors are positively and significantly related to employee's performance. It also agrees with study of (Da Silva & Riana & Soares, 2020), which showed results that human resource management practices have a positive and important impact on employee performance; human resource management practices have a positive and important impact on**

innovation; and innovation has an important positive impact on employee performance. The study suggested that attention should be paid to wages, especially in providing compensation according to employee performance, regular evaluation of employees who have received training, and job evaluation as the basis for providing salaries.

**It also agrees with the (system) theory of considering the human element as one of the most important inputs to the system.**

The study also concluded that my expulsion correlation is statistically significant at level ( $\alpha \leq 0.05$ ) between the commitment of senior management to quality requirements civil associations and improving the professional performance of social workers. This means the higher it rises commitment of senior management to quality requirements civil associations, the higher improving the professional performance of social workers gets.

**This result agrees with the study (pillager's,2000) that confirmed the importance of focusing on the concepts of quality that focuses on the customer, moving from care to assistance and support, linking between the quality of work and the quality of services.**

**It also agrees with the "Social Systems" that this theory can be used to identify the inputs and outputs of the Quality of Civil Associations services provided to the Beneficiaries of its programs; by analyzing the types of social programs supported by the civil associations.**

As revealed by the study my expulsion correlation is statistically significant at level ( $\alpha \leq 0.05$ ) between spreading culture of quality to civil associations and improving the professional performance of social workers. It is positive direct correlation. It is statistically significant when ( $\alpha \leq 0.05$ ), meaning the higher it rises a culture of quality inside civil associations, the higher improving of the professional performance of social workers gets.

**This result agrees with the study (Asuncion study ,2001) attempted to analyze the concept of total quality from the perspective of the set of processes that it found that organizations that do not rely on the application of total quality concepts and systems in their management, will become less advanced compared to their competitors.**

**This result agrees with the theory of organizations which is based on the premise that "organizations are established to help local communities achieve their goals by addressing the social and economic needs of the populations of these communities. The organization works within the environment in which it exists and with other organizations. It needs to find the necessary reg.**

As revealed by the study, my expulsion correlation is statistically significant at level ( $\alpha \leq 0.05$ ) between education and training of social workers on quality services in civil associations and improving the professional performance of social workers, meaning the higher I raise education and training of social workers in civil associations, the higher improving of the professional performance of social workers gets.

**This result agrees with the study (Adams, 2000) which confirmed that improving the performance of civil associations is represented in improving the efficiency of their employees, and achieving their satisfaction represents the human factor in quality management.**

**This result agrees with the theory (Social Systems) that training and education are one of the inputs that civil associations use as inputs to improve the professional performance of social workers.**

As revealed by the study, my expulsion correlation is statistically significant at level ( $\alpha \leq 0.05$ ) between improving the professional performance of social workers and customer satisfaction with services, meaning the higher I raise improving the professional performance of social workers the more improving of the customer satisfaction with services civil associations occurs.

**This result agrees with the study (Asuncion, 2001), attempted to analyze the concept of total quality from the perspective of the set of processes that, if well developed within the organization, would develop, and improve the quality of services provided to customers.**

**This result agrees with the Theory (Social Systems) one of the most important outputs of the quality of services provided by civil associations is the customer satisfaction with the services provided**

Results revealed that there are no differences between the Professional performance of social workers social worker and achievement and the requirements for the quality of the services of civil associations which come back for (gender, age, years of experience).

### Study recommendations

- 1- The administrations of civil associations adopt the concept of quality because of their role in achieving improved performance.
- 2- Working to spread the culture of quality among civil associations' workers and social workers.
- 3- Attention to providing the necessary financial support to achieve the requirements for the quality of services provided by civil associations, which will have an impact on improving the professional performance of social workers.
- 4- Interest in conducting more research and studies on the importance of achieving quality requirements in civil associations.

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