

## **DEVELOPING THE SKILL PERFORMANCE OF A SOCIAL WORKER WITH SITUATIONS OF SUSTAINABLE POVERTY.**

**Dr. Amjad Mohammad Almufti**

Associate Professor at department of Social Work - Head of the Department of Social Work - Faculty of Arts, Islamic University of Gaza, P.O. Box 108, Gaza, Palestine, E-mail/ [amofty@iugaza.edu.ps](mailto:amofty@iugaza.edu.ps)

### **Summary:**

The current study sought to develop the performance skill of the social worker with cases of sustainable poverty, where the researcher was based on the social survey methodology by a comprehensive inventory method on all social Workers working in the directorates of the Ministry of social development in Gaza Strip, numbering (127) social workers, by applying the questionnaire tool to them, and the study found that the level of the performance skill of the social worker with cases of sustainable poverty (average) the results also confirmed that there are no significant statistical differences ( $0.05 \geq \alpha$ ) between the level of the performance skill of the social worker with cases of sustainable poverty age and years of work, and in the light of the results proposed The researcher set recommendations.

**Keywords:** (Performance skill, social worker, sustainable poverty).

### **First: introduction:**

The issue of poverty has been an issue for all time since inequality existed in human beings and in their abilities. For some persons point of view, poverty is A fatal bomb that is ready to explode at any time. for others, it is a social scourge, an economic disaster and a human and moral tragedy. in fact, it is all of these things combined. poverty has become a problem incomparable in its ferocity to any problem (Farah, 2009, 911).

It is a major obstacle in building societies, achieving comprehensive development and raising economic growth rates, and poverty threatens human security and poses a threat to peace and political and social stability, as it creates an environment full of deviation and extremism that targets all the aspirations and hopes of countries to achieve progress and development (Gadallah, 2016, 16).

The United Nations Development program indicates that there are (1.3) billion people around the world suffering from multidimensional poverty (United Nations Development Program, 2019).

As for the Palestinians, the statistics of the Social Protection Program at the Ministry of Social Development indicate that (53 %) of the population of Gaza Strip are poor and that the number of poor families benefiting from the program's services is (70,645) families with (425,292) individuals, representing (22%) of the two million inhabitants of the Gaza Strip (Ministry of Social Development, 2019).

Therefore, humanitarian professions have paid attention to the problem of poverty, as they play an active role in the lives of individuals, groups and societies, and are concerned with achieving many goals using many approaches according to a set of therapeutic, preventive and developmental variables (Amer, 2008, 2137).

Social work as an institutional humanitarian profession considers its main Mission to help the poor out of poverty and improve their quality of life by promoting social integration, social justice, ensuring secure

income, quality education and health care for all, and enhancing the capabilities of all people, especially the poor and vulnerable groups to avoid falling into poverty (Ibrahim, 2016, 370).

The social worker is considered responsible for practicing the profession of social work in its various fields and the tool through which its goals are achieved and adherence to its philosophy, principles and scientific methods the Social Worker, together with other professionals, contributes in achieving the desired development in society (Habib, 1999, 149).

Specialists in various institutions of social welfare have an a great role to play in achieving social justice for all groups, especially the poor, and empowering and advocating for marginalized poor groups to achieve justice and making the required positive changes The Professional practitioners need to be distinguished in many of the necessary professional skills because the profession of social work is an applied profession that is not limited to abstract knowledge of facts only, but it needs how to realize these facts and practice them at the level of reality. (Al-Zubair,2005, 363).

The availability of skills in a social worker leads to increased flexibility in the performance of his work in various areas of professional practice, as well as increases his confidence in his ability to perform his work, in addition to increasing his understanding and awareness of the relationships between participants in any problematic situation or at any stage of the assistance process, which is the purpose of professional work in social work.

The work of a social worker in the field of poor caring requires him a distinct and integrated type of professional skills in order to effectively deal with the problems of the poor and to propose, formulate, plan and implement some projects and programs that satisfy their needs in this vital and important area of professional practice of social work (Saadallah, 2010, 2010).

The skills of practicing with the poor are diverse and are classified into basic skills, influential skills, and there are those who classify them into contemporary skills, integrative skills, procedural skills, value skills, and general professional skills (Al-Qadi, 2015, 131). Many of the previous studies have dealt with the topic of the skilled performance of the social worker with the poor and other variables, where the study (al-Khalif 2016) confirmed that the observation skills and the ability to exploit the sources of the environment and the possibilities of the institution are the most important professional skills used by the social worker in social work associations, and the study (Jadallah 2016) also found that the level of performance of the social worker for his role in achieving social justice and achieving the eligibility criteria for Social Services is average, while the level of his role in achieving non-social exclusion of the poor and achieving equal opportunities was weak, and the study (judge 2015) until the practice of a specialist The study (Mahmoud 2013) confirmed that the extent to which social workers practice the interview skill, communication skill, problem solving skill and negotiation. the study found that the level of specialists ' practice of those skills came at a low percentage. the study (Idris 2011) concluded that the most important skills used by a specialist with alimony , expense cases are the persuasion skill, then the interview skill, then the communication skill, and finally the problem solving skill at a weak level, while the study (Ibrahim 2011) confirmed that the commitment of social workers to the professional principles of practice that The study (Ibrahim 2016) found that the most important services provided are monthly assistance to poor families, soft loans, marketing products, providing job opportunities and training courses. The study also found the difficulties represented by the lack of available resources, poor families ' weak participation in activities, poor professional skills of workers and the complexity of routine

procedures. Because the social work as a profession is still characterized by a skilled technical nature, its performance depends on the personality of the social worker and his constant need to acquire more skills and experiences in order to refine his professional personality and so that he is more able to perform his responsibilities, however, the data of previous research and studies related to the professional skills of social workers indicated that there is a weakness in the performance of those skills, and there are no studies that specifically addressed the skilled performance of the social worker with sustainable poverty cases in Gaza, hence the problem of the study emerged in the development of the skilled performance of the social worker with sustainable poverty cases in Gaza, based on the above the problem of the study can be formulated in The next key question: **What is the level of the performance of the social workers skills with the sustainable poverty cases?**

**This question is followed by the following sub-questions:**

- 1- What is the level of interactive skill performance of a social worker with situations of sustainable poverty
- 2- What is the level of procedural skill performance of a social worker with cases of sustainable poverty
- 3- What is the level of influential skill performance of a social worker with cases of sustainable poverty
- 4- What is the level of analytical skill performance of a social worker with cases of sustainable poverty
- 5- there are significant differences between the variables (gender, age, years of experience) and the level of skill performance of the social worker with cases of sustainable poverty.

### **Second: the methodological procedures of the study**

This study is based on the use of the Social Survey Methodology in a comprehensive way, where the study was applied to all (127) social workers working in the directorates of the Ministry of social development in the Gaza Strip, including (8) directorates distributed among the governorates of northern Gaza, Gaza governorate, Central governorate, Khan Younis governorate and Rafah governorate. In line with the requirements of the study and its methodology, the researcher relied on a questionnaire tool to measure the level of the performance skill of the social worker with cases of sustainable poverty, where the tool was built by reviewing the cognitive and social literature, previous studies and the relevant metrics contained therein. the tool initially consisted of (39) paragraphs. The authenticity of the content of the scale was verified by presenting it to (7) of the arbitrators specialized in social work, they were asked to express an opinion on the clarity and soundness of the wording of the paragraphs and their validity to measure what they were designed to measure, as the language wording of some paragraphs was amended, and some paragraphs were deleted, thus the scale is in its final form from (36) paragraphs. Done Calculation of the internal consistency of the questionnaire paragraphs on the study sample of (127) individual sizes by calculating the correlation coefficients between each paragraph and the total score of its axis and it turned out that the correlation coefficients of phrases with the total score of the scale to which the phrase belongs came mostly statistically significant at the level of (0.01), and all the values of the correlation coefficients came high values, as in all paragraphs ranged between (.646\*\*-.885\*\*), which indicates the availability of a high degree of truthfulness of the internal consistency of the scale phrases as the researcher performed the stabilization steps through the coefficient (kronbach Alpha). It turned out that the value of the coefficient of total stability of the scale was high by (0.850). The data were analyzed using the Social Sciences statistical package program (SPSS) and the results were extracted according to the following statistical methods: repetitions and percentages, weighted

average weight, standard deviation, coefficient (Pearson correlation), to measure the truthfulness of the scale, the test (kronbach Alpha), to find out the constancy of the scale, Spearman-Brown coefficient of constancy, the Test "T-Test for independent samples, and the test "One Way ANOVA "to find out the differences between variables. The range equation: This is to judge the motives of students enrolled in the social work specialty at the Islamic University in Gaza (weak, medium, strong) by subtracting the minimum score from the upper limit of the score(3-1=2) and then dividing this range by the number of cells of the three responses ( $2 \div 3 = 0.66$ ) after that, the minimum score is added to determine the effectiveness of the phrase, dimension or scale, as follows: arithmetic average (from 1 to 1.66) weak motivation. The arithmetic mean (from 1.67 to 2.33) is an average payer. The arithmetic mean (from 2.34 to 3) is a strong motivation.

### Third: presentation and discussion of study schedules:

#### 1-demographic data of the members of the study community:

Table No. 1 shows the characteristics of the study community of social workers as follows:

Variables		Frequency	Ratio	Variables		Frequency	Ratio
Type	male	76	59.8	Number of courses	less than 3 courses	54	42.5
	female	51	40.2		from 3 to less than 6 courses	52	40.9
Age	less than 25 years	8	6.3		6 courses and more	21	16.5
	from 25 to less than 30 years	41	32.3	Marital status	Single	19	15
					Married	98	77.2
					widower	7	5.5
					divorced	3	2.4
	30 to less than 35 years	33	26	Specialization	social work	79	62.2
					sociology	35	27.6
					psychology	9	7.1
					other can be mentioned	4	3.1
	from 35 to less than 40 years	24	18.9	Years of experience in the field of the poor caring	less than 3 years	36	28.3
from 3 to less than 6 years					33	26	
from 6 to less than 9 years					25	19.7	
40 years and over					21	16.5	
Qualification	Bachelor's degree	106	83.5		9 years and more.	33	26

master's degree	9	7.1			
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- As for social workers in terms of gender (male or female), it is clear that the proportion of males reached (59.8%), while the proportion of females reached (40.2%), and it is clear that the proportion of male social workers is greater than the proportion of females, due to the fact that the proportion of male workers and employment is greater than females and their access to job opportunities is more available, in addition to the nature of dealing with the poor needs a great effort by distributing aid, assistance and field research to poor families, so the Ministry issues male specialists for this field.

- As for the age groups, it is clear that there is a gradation in the proportions of social workers in terms of their age group, where those who fall from (25 to less than 30 years) got a percentage of (32.3%) while those under (25 years) got a percentage of (6.3%) and it is clear that most of the social workers from the study community are in the youth stage, which is considered the stage of ability to work and accomplish tasks, in addition to the suitability of this age for the nature of working with the poor, which requires the social worker more effort to deal with the complex and multiple problems of families poor, this is available only in the young social worker.

- As for the marital status, it is clear that the majority of social workers from the research community are married, as their percentage reached (77.2%), while the percentage of single people reached (15%), or the percentage of divorced and widowed social workers reached (7.9%) of the study community, and this result is consistent with the age stage of social workers in that (32.3%). % ) Of the study community of social workers are aged from (25 to less than 30 years), as at this stage of life the individual is often married and his social life has stabilized.

- As for the academic qualification of social workers, the first ranking included social workers with a bachelor's degree by a percentage (83.5 %), the second ranking included those with a diploma by a percentage (9.4%), and the third ranking included those with a master's degree by a percentage (7.1%), this is evidenced by the high percentage of social workers with a bachelor's degree, in addition to the lack of specialists with a master's degree due to the lack of Graduate Studies in social work in the Gaza Strip so far.

- As for the specialization of social workers, the first ranking included social workers with a specialization (social service) by a percentage (62.2%), the second ranking included those with (sociology) by a percentage (27.6%), the third ranking included those with (psychology) by a percentage (7.1%), or the fourth ranking included those with (various specialties) by a percentage.(%3.1)

This is evidenced by the high percentage of social workers who have a social service specialty, which corresponds to the nature of their work, as we note from the previous results the high percentage of those who have other specialties (sociology and psychology), due to the novelty of the profession of social work in Palestine, where the first Department of social service was opened at the Faculty of Arts at the Islamic University in Gaza in 1998, specialists from other specialties may play the role of social worker in institutions, and this is a negative indicator that affects the level of professional skills of the social worker and its efficient and effective performance.

Regarding the number of years of experience in the field of the poor caring, social workers with less than 3 years of experience ranked first (28.3%). In the second and third place respectively came the social workers who have experience from (3 years to less than 6 years) and from (6 years to less than 9 years) by a percentage (26%), while in the fourth place those who have experience (9 years and more) by a percentage (19.7%), it is

clear that the highest percentage of social workers from the community study have years of experience (less than 3 years) and therefore the level of professional skills of specialists may be less efficient due to their low level of experience, which requires work on the professional growth of specialists to increase their Experience in the field of the poor caring.

- Regarding the access of social workers to training courses, it is clear that (42.5%) of the community study of social workers have received less than (3 training courses ) while those who received (3 to less than 6 courses) their percentage (40.9%) or those who received(9 courses or more ) were (16.5), and we note the decrease in the number of training courses obtained by specialists in the field of the poor caring, and this negatively affects their performance and professional skills, this result is consistent with the results of the 2015 Judge study, which she stressed that social workers receive few training courses in their fields of work.

## 2-analysis of study questions:

**Table No. (2) first question: What is the level of interactive performance skill of a social worker with sustainable poverty situations**

Article #	the level of interactive performance skill of a social worker with sustainable		Yes	To some extent	No	Total weights	weighted average	Standard deviation	Relative weight	Order
1	I feel that the poor is valuable and	Percent	93	17	17	330	2.59	0.71558	86.3	1
		%	73.2	13.4	13.4					
2	I accept the poor regardless	Percent	75	29	23	306	2.40	0.78026	80	4
		%	59.1	22.8	18.1					
3	I treat the poor as individual cases	Percent	72	34	21	305	2.40	0.75865	80	3
		%	56.7	26.8	16.5					
4	I focus with attention and conscious listening when	Percent	81	20	26	309	2.43	0.81251	81	2
		%	63.8	15.7	20.5					
5	use facial expressions and body language in my conversation with the	Percent	54	53	20	288	2.26	0.71768	75.3	8
		%	42.5	41.7	15.7					
6	leaving the	Percent	58	43	26	286	2.25	0.77632	75	7

	poor presenting his	%	45.7	33.9	20.5					
7	I talk to the poor without excesses	Percent	50	46	31	273	2.14	0.78759	71.3	9
		%	39.4	36.2	24.4					
8	I care that my style is appropriate to the abilities and	Percent	63	36	28	289	2.27	0.80354	75.6	6
		%	49.6	28.3	22.0					
9	I have the caution to build mutual trust with the	Percent	65	35	27	292	2.29	0.79995	76.3	5
		%	51.2	27.6	21.3					
<b>Overall score</b>						<b>297.5</b>	<b>2.33</b>	<b>-----</b>	<b>77.8</b>	<b>Intermediate</b>

It is clear from Table No. (2) that the weighted averages of (the level of interactive skill performance of a social worker with cases of sustainable poverty) ranged between (2.59-2.14), where the dimension won a total weighted average of (2.33), which is an average level, and by reviewing the order of paragraphs, it turned out that paragraph No. (1) had the highest importance, which states "I feel the poor value and importance regardless of appearance" and with an arithmetic average of (2.59), the table also shows that paragraph No. (4), which the researcher attributes this result to the fact that the social worker's attention to the client and acceptance of him as This result is consistent with the results of a study (Mohammed 2014) that showed that interactive skills are one of the first and most important skills used by a social worker as a general practitioner.

While the least important paragraphs in the extent of the interactive skill performance of the social worker was paragraph (5), which states "use facial expressions and body language in my conversation with the poor", with an average of (2.26), followed by paragraph (7), which states "I talk with the beneficiary without excesses" with an average of (2.14), the researcher attributes this result to the fact that the use of body language and this skill may not be available to all social workers or its level is low, and this result is consistent with the results of the study (Idris 2011), which showed That the least skill that a social worker uses with alimony cases is communication skill and its level is very poor.

**Table No. (3) second question: What is the level of procedural performance skill of a social worker with cases of sustainable poverty**

Article #	the level of procedural performance skill of a social worker with cases of		Yes	To some extent	No	Total weights	weighted average	Standard deviation	Relative weight	Order
			Percent							
1	I prepare in advance before inviting the poor person for	Percent	61	46	20	295	2.32	0.73335	77.3	1
		%	48.0	36.2	15.7					
2	I am interested in determining the appropriate time and place to meet the	Percent	54	42	31	277	2.18	0.80096	72.6	5
		%	42.5	33.1	24.4					
3	I make sure to review my information about the poor person's file or problem before my meeting with	Percent	57	45	25	286	2.25	0.76603	75	2
		%	44.9	35.4	19.7					
4	I can direct the interview with the poor person as I want	Percent	50	52	25	279	2.19	0.74578	73	4
		%	39.4	40.9	19.7					
5	I am able to provoke the poor person to talk about his	Percent	57	46	24	287	2.25	0.75816	75	3
		%	44.9	36.2	18.9					
6	I record everything that goes on in my meeting with	Percent	39	56	32	261	2.05	0.74862	68.3	9
		%	30.7	44.1	25.2					
7	I am content	Percent	42	51	34	262	2.06	0.77406	68.6	8

	with the organization's forms in recording my meeting with	%	33.1	40.2	26.8					
8	I differentiate between my estimated opinions and the client's statements	Percent	51	49	27	278	2.18	0.76358	72.6	6
		%	40.2	38.6	21.3					
9	I make sure to use professional terminology when registering my	Percent	54	38	35	273	2.14	0.82692	71.3	7
		%	42.5	29.9	27.6					
<b>Overall score</b>						277.5	2.18	-----	72.6	Intermediate

It is clear from Table No. (3) that the weighted averages of (the level of procedural skill performance of a social worker with cases of sustainable poverty) ranged between (2.32-2.05), where the dimension gained a total weighted average of (2.18), which is an average level, and by reviewing the order of paragraphs, it turned out that paragraph No. (1) had the highest importance, which states "prepare in advance before inviting the poor for an interview" with an arithmetic average of (2.32), the table also shows that paragraph No. (3) the researcher attributes this result to the fact that the success in conducting a professional interview depends on: "I am keen to review my information about the file or the problem of the poor man before my meeting with him" I got the second place, with an average score of (2.25). the researcher attributes this result to the fact that success in conducting a professional interview depends on This result is consistent with the results of the study (Ibrahim 2011), which confirmed the commitment of social workers to the basic professional principles, while the least important paragraphs in the level of procedural skill performance of the social worker with cases of sustainable poverty, was paragraph (7), which states "I am content with the models of the institution in recording my meeting with the poor," with an average of (2.06), followed by paragraph (6) which states that "I record everything that goes on in my meeting with the poor" with an average (2.05), the researcher attributes This result indicates that the interview registration process requires a high professional skill and previous practical experience, as professional registration has its own different methods and methods that many social workers may not find and face many difficulties, especially during interviews.

**Table No. (4) the third question: What is the level of influential performance skill of the social worker with cases of sustainable poverty**

Article #	the level of influential performance skill of the social worker with cases of		Yes	To some extent	No	Total weights	weighted average	Standard deviation	Relative weight	Order
1	I focus on the priorities of the poor's attention to	Percent	80	33	14	320	2.51	0.68834	83.6	1
		%	63.0	26.0	11.0					
2	I invest the capabilities and abilities of the poor in	Percent	66	35	26	294	2.31	0.79383	77	4
		%	52.0	27.6	20.4					
3	I participate in the planning of the poor to solve his problem	Percent	56	57	14	296	2.33	0.66732	77.6	3
		%	44.1	44.9	11.0					
4	I review the appropriate alternatives to face the problem of the poor	Percent	62	42	23	293	2.30	0.76128	76.6	6
		%	48.8	33.1	18.1					
5	I help the poor to adopt new ideas to alleviate the effects of poverty	Percent	45	67	15	284	2.23	0.64803	74.3	8
		%	35.4	52.8	11.8					
6	I help the poor to identify access to services	Percent	61	47	19	296	2.33	0.72435	77.6	2
		%	48.0	37.0	15.0					
7	alleviate the	Percent	48	57	22	280	2.20	0.71646	73.3	7

	negative effects of poverty	%	37.8	44.9	17.3					
8	support the positive behaviors of the beneficiary in the face of	Percent	65	36	26	293	2.30	0.79194	76.6	5
		%	51.2	28.3	20.5					
9	help the poor to raise the level of his social performance	Percent	50	49	28	276	2.17	0.76733	72.3	9
		%	39.4	38.6	22.0					
<b>Overall score</b>						<b>292.4</b>	<b>2.29</b>	<b>-----</b>	<b>85.0</b>	<b>Intermediate</b>

It is clear from Table No. 4 that the weighted averages of (the level of influential skill performance of a social worker with cases of sustainable poverty) ranged between (2.51-2.17), where the dimension won a total weighted average of (2.29), which is an average level, and by reviewing the order of paragraphs, it turned out that paragraph No. 1 had the highest importance, which states "I focus on the priorities of the poor's attention to help him face his problem" with an arithmetic average of (2.51), the table also shows that paragraph No. (6) which states "I help the poor to get to know me to get services" got the second place, with an average of (2.33), and the researcher attributes this result to the fact that one of the priorities of professional work and its principles In addition, one of the most important roles of a specialist in dealing with the poor is to provide various services and connect them to the sources of those services. This result is consistent with the results of a study (Ibrahim, 2016), which confirmed that one of the roles of a specialist with the poor is to provide monthly financial assistance and loans.

While the least important paragraphs in the level of influential performance skill of the social worker with cases of sustainable poverty were paragraph (5), which states "I help the poor to adopt new ideas to alleviate the effects of poverty", with an average of (2.23), followed by paragraph (9), which states "I help the poor to raise the level of his social performance" with an average of (2.17), the researcher attributes this result to the work of the social worker with the poor is still limited to material aspects and financial services and is still weak in the development of social aspects and working on this result is consistent with the results of a study (Jadallah 2016, which confirmed However, the lack of experience of social workers in dealing with the poor, the failure to use professional skills of social service and reliance on traditional routines at work.

**Table No. (5) fourth question: What is the level of analytical performance skill of a social worker with cases of sustainable poverty**

Article #	the level of analytical performance skill of a social worker with cases of sustainable poverty		Yes	To some	No	Total weights	weighted a	Standard deviation	Relative	Order
			Percent							
1	I am interested in constantly evaluating my professional performance	Percent	65	39	23	296	2.3	0.7669	78	1
		%	51	31	18					
2	I identify the obstacles in achieving my professional performance goals	Percent	43	53	31	266	2.1	0.7605	70	7
		%	34	42	24					
3	I actively carry out my professional procedures in achieving its goals	Percent	48	55	24	278	2.2	0.7317	73	3
		%	38	43	19					
4	I am keen to use the scientific method in assessing the needs of the poor	Percent	44	57	26	272	2.1	0.7317	71	5
		%	35	45	21					
5	I keep abreast of everything new in the field of working with the poor	Percent	41	56	30	265	2.1	0.7456	69	8
		%	32	44	24					
6	I effectively carry out the efforts exerted by the beneficiary in facing his problem	Percent	38	63	26	266	2.1	0.7064	70	6
		%	30	50	21					
7	I participate in training courses to increase my experience in dealing with the poor	Percent	48	53	26	276	2.2	0.7464	72	4
		%	38	42	21					
8	I exchange experiences and knowledge with colleagues to face the problems of the poor	Percent	55	42	30	279	2.2	0.7972	73	2
		%	43	33	24					
9	prepare Social Research and take advantage of its results to face the problem of poverty.	Percent	33	40	54	233	1.8	0.8142	61	9
		%	26	32	43					
<b>Overall score</b>						<b>270</b>	<b>2.1</b>	<b>-----</b>	<b>71</b>	<b>Intermediate</b>

It is clear from Table No. 8 that the weighted averages of (the level of analytical The performance skill of a social worker with cases of sustainable poverty) ranged between (2.33-1.83), where the dimension won a total weighted average of (2.12), which is an average level, and by reviewing the order of paragraphs, it turned out that paragraph No. 1 had the highest importance, which states "I am interested in constantly evaluating my

professional performance" and with an arithmetic average of (2.33), the table also shows that paragraph No. 8, which states "I exchange experiences and knowledge with colleagues to face the problems of the poor" I got the second place, with an average score of 2.19, and the researcher attributes this result to the fact that the professional work calendar is one of the most important principles In addition to the importance of exchanging knowledge and experience with professionals in the framework of team work, this result is consistent with the results of a study (Mohammed 2014), which emphasized the importance of teamwork skills in the work of a social worker.

While the least important paragraphs in the level of analytical skill performance of a social worker with cases of sustainable poverty were paragraph (5), which states "get acquainted with everything new in the field of working with the poor", with an average of (2.08), followed by paragraph (9), which states "prepare Social Research and take advantage of its results to face the problem of poverty", with an average of (1.83), the researcher attributes the poor level of follow-up of specialists to everything new in their field of working with the poor and the lack of conducting social research for a number of reasons, including the many pressures and burdens required from specialists and the abundance of cases compared to their number and carrying out routine administrative work to the detriment of their professional work, the lack of Incentives and financial reward, in addition to the lack of training courses that specialists receive both in everything new and in conducting research.

**Results related to the answer to the fifth question: Are there significant differences between the variables (gender, age, years of experience) and the level of the performance skill of a social worker with cases of sustainable poverty.**

**Table No. (6): differences in the level of the performance skill of a social worker attributed to the type**

level of the performance skill of a social worker	Type	Percent	Arithmetic mean	Standard deviation	value (T)	Significance value
Total marks	male	76	76.7368	22.26888	-2.672	0.000
	female	51	86.4118	16.02645		

Table No. (6) using the independent - Samples T Test showed that there are no significant differences at the level of (0.05) between males and females in the total score of the scale ( $V = 2.672$  -,  $\alpha = 0.00$ ). these results show that there are no fundamental differences in the level of professional skills of specialists to deal with poor people in order to enhance the gender variable.

**Table No. (7): differences in the level of the performance skill of a social worker due to age**

level of the performance skill of a social worker	source of contrast	sum of squares	degrees of freedom	mean of squares	value (F)	Significance value
Total marks	between groups	3240.119	4	810.030	1.990	0.100

	<b>within groups</b>	<b>49651.739</b>	<b>122</b>	<b>406.981</b>		
	<b>the total</b>	<b>52891.858</b>	<b>126</b>	<b>-</b>		

Table No. (7) and using the (One Way Nova) test showed that there were no significant differences at the level of (0.05) in the level of professional skills of specialists to deal with the poor, and the differences were statistically non-significant in the overall score of the scale ( $F= 1.990$ ,  $\alpha = 0.100$ ). this result shows that there were no significant differences in the assessment of professional skills of specialists to deal with the poor in support of the age variable.

**Table No. (8): differences in the level of the performance skill of a social worker due to years of experience.**

<b>level of the performance skill of a social worker</b>	<b>source of contrast</b>	<b>sum of squares</b>	<b>degrees of freedom</b>	<b>mean of squares</b>	<b>value (F)</b>	<b>Significance value</b>
<b>Total marks</b>	<b>between groups</b>	19917.333	3	6639.111	24.765	<b>0.000</b>
	<b>within groups</b>	32974.525	123	268.086		
	<b>the total</b>	52891.858	126			

Table No. (8) and using the (One Way Nova) test showed that there were no statistically significant differences at the level of (0.05) in the level of professional skills of specialists to deal with the poor, and the differences were statistically non-significant in the overall score of the scale ( $F= 24.765$ ,  $\alpha = 0.00$ ). this result shows that there are no significant differences in the level of professional skills of specialists to deal with the poor in support of the variable of years of experience.

#### **Fourth: general results**

This consists in presenting the most prominent findings of the research regarding the verification of the questions and hypotheses of the study, as follows:

-The results related to the first question of the study, where this question aimed to identify the level of interactive performance skill of the social worker with sustainable poverty situations, and the study concluded that the overall score of the responses of the study members came (at an average level) where the general arithmetic average of this question was (2.33).

-The results related to the second question of the study, where this question aimed to identify the level of procedural performance skill of the social worker with cases of sustainable poverty, and the study concluded that the overall score of the responses of the study members came (at an average level) where the general arithmetic average of this question was (2.18).

-The results related to the third question of the study, where this question aimed to identify the level of

influential performance skill of the social worker with cases of sustainable poverty, and the study concluded that the overall score of individuals' responses to the study came (at an average level) where the general arithmetic average of this question was (2.29).

-The results related to the fourth question of the study, where this question aimed to identify the level of analytical skill performance of the social worker with cases of sustainable poverty, and the study concluded that the overall score of the responses of the study members came (at an average level) where the general arithmetic average of this question was (2.12).

- The results related to the fifth question of the study, where the question stated: "there are significant differences between the variables (gender, age, years of experience) and the level of the performance skill of the social worker with cases of sustainable poverty. The absence of significant differences at the level ( $\alpha \leq 0.05$ ) in the level of professional skills of specialists to deal with the poor is attributed to the previously mentioned variables.

#### **Fifth: recommendations:**

By presenting the results of the study, and to increase the level of skill performance of the social worker with cases of sustainable poverty, the researcher recommends the following:

1-the Ministry of Social Development and its directorates hold continuous training courses, workshops and discussions for social workers working with the poor to improve the level of their skill performance.

2-The provision of the Ministry of Social Development and its directorates with up-to-date scientific information and references in professional skills and familiarization with everything new in the field of caring for the poor, which contributes to the development of the performance skill of social workers.

3-the Ministry of social development should work to reduce the administrative burdens imposed on social workers and work to increase their numbers in proportion to the poverty cases they deal with, and away from routine procedures in addition to assigning them work within their specialty.

4-working to increase financial and moral incentives and provide the necessary capabilities and resources to meet the needs of clients, which helps social workers to perform successful skills with the poor.

5-Giving the opportunity to change, diversify and expand the work of social workers in the social development directorates and not only to provide relief and material assistance to the poor, but also extends to the social and developmental aspects and the development and capacity-building of the poor.

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