

**Kingdom of Saudi Arabia
Ministry of Higher Education
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Towards a Proposed Plan to Satisfy the Social Services Needs of the Staff of the Ministry of Social Affairs

**A Thesis submitted to the Department of Sociology & Social
Work in fulfillment of the requirements for the Masters
Degree in Social Work**

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Thesis Abstract

First: The problem of the study:

The study problem is delimited to the identification of the actual needs of the staff of the Ministry of Social Affairs in Riyadh (Headquarters) and planning for their satisfaction

Second: The objectives of the study:

- 1- Identify the social services needs of staff of the Ministry of Social Affairs in Riyadh;
- 2- Identify the availability of necessary resources with the staff to provide social services at Ministry of Social Affairs in Riyadh;
- 3- Identify the potential contribution of the staff of the Ministry of Social Affairs in Riyadh in the provision of social services;
- 4- Identify the staff's proposals on the provision of social services, Ministry of Social Affairs in Riyadh;
- 5- Develop a proposed plan to satisfy the social services needs of the staff of the Ministry of Social Affairs.

Third: The questions of the study:

- 1- What are the social services needs of the staff of the Ministry of Social Affairs in Riyadh?
- 2- What is the potential to provide social services to staff at the Ministry of Social Affairs in Riyadh?
- 3- What is the potentiality of the staff of the Ministry of Social Affairs in Riyadh contribution in the provision of these services?
- 4- What are the proposals of the staff of the Ministry of Social Affairs in Riyadh as to the provision of social services?
- 5- What is the proposed scenario for setting a plan to satisfy the social services needs of the staff of the Ministry of Social Affairs?

Fourth: The concepts of the study:

Need, plan, social services

Fifth: The methodological procedures:

- A- The type of the study: descriptive study that used the social survey method on the sample;
- B- the study population: the staff at the Ministry of Social Affairs in Riyadh (headquarters);
- C- Study sample: a group consisting of (129) member of the total number of the 834 interviewed persons

D- Study tool: a questionnaire to measure the social services needs of the staff of the Ministry of Social Affairs

Areas of study:

- Spatial domain: the Ministry of Social Affairs in Riyadh (Headquarters)
- Human domain: the staff of the Ministry of Social Affairs
- Temporal domain: During the period from 11/11/1426 AH to 25/12/1426 AH

Sixth: The statistical treatment of field data:

Coefficient of stability of the questionnaire; the frequencies, percentages, and the arithmetic average, and variation to identify the differences between the responses of staff

Seventh: The most important findings:

1- The most important educational needs, are:

- organization of a training program for new staff once appointed at an average of (4.39)
- Raising awareness of the importance of training among staff in the Ministry at an average of (4.23)
- Provision of transportation for the Ministry staff's children to and from their school at an average of (4.22)
- availability of special schools for the children of staff of the ministry at an average arithmetic (3.68)
- Lack of educational activities appropriate to the needs of staff at an average of (3.65)

2- The most important health needs, are:

- Provision of a medical center for the staff at an average of (4.65)
- Providing health insurance for the staff at an average of (4.65)
- provision of first aid in the ministry at an average of (4.41)
- Holding health education seminars for the staff at an average of (4.10)

3- The most important edification needs, are:

- Provision of reading rooms, libraries, and Internet connection to the staff at an average of (4.42)
- Provision of a special magazine featuring the staff news at an average of (4.17)

- Holding lectures and edification seminars for staff at an average of (4.11)
- Holding cultural events for the staff at an average of (3.79)

4- The most important recreational needs, are:

- Establishment of a sports club to provide excellent services to the Ministry staff at an average of (4.59)
- Provision of subscription in entertainment centers on a reduced fee at an average of (4.38)
- Provision of Umrah and Haj tours for staff at an average of (4.31)
- Holding sports competitions within the ministry and between the Ministry and other ministries at an average of (3.93)
- Provision of special programs for visiting the resorts for the staff of the Ministry at an average of (3.90)
- Celebration of Id al-Fitr and Eid Al Adha at an average of (3.57)

5- The most important housing needs:

- Creation of programs for the staff to own private residences in coordination with real estate companies against facilitated installments at an average of (4.63)
- Provision of discounts for staff in housing complexes at average of (4.48)

1) The human resources for provision of social services to staff:

- The Use of the expertise of advisers in the ministry in providing social services at an average of (4.27)
- Contribution of the ministry and staff in the provision of social services in the work environment at an average of (4.21)
- Social workers are concerned with the provision of such social services at an average of (3.98)
- The ministry's human potential is sufficient to provide social services at an average of (3.58)

2) Financial Resources:

- A provision in the budget of the ministry should be allocated for providing these social services at an average of (4.47)
- make use of the financial resources that the ministry makes available (offices, facilities, machinery and equipment etc) at an average of (4.41)
- Ministry's financial contribution help increase the effectiveness of these social services at an average of (4.42)

- Deduction of a fraction of my salary towards gaining social services at an average of (3.44)

6- The staff's proposals on the provision of educational services:

- Making available scholarship opportunities for the Ministry staff who wish to pursue their higher studies at an average of (4.64),
- Training of staff of the Ministry inside and outside the Kingdom at an average of (4.56)
- Coordination with private schools for enrollment of staff children at discounted rates at an average of (4.25).

7- Identified the staff's proposals on the provision of health services:

- establish a medical center for the treatment of staff and their families free of charge, at an average of (4.66)
- Provision of the first aid in the ministry, at an average (4.48)
- Holding seminars for health education of staff, at an average of (4.22)

8- the staff's proposals on the provision of edification services:

- Establishment of a library for the ministry staff at an average of (4.36)
- The ministry shall take interest in issuing bulletins and periodicals, at an average of (4.16)

9- the staff's proposals on the provision of leisure and creational services:

- Making available necessary resources for recreational services, at an average of (4.26)
- selection of qualified and trained persons to perform these recreational services and activities, the average is (4.14), repeated and stressed approval at an average of (51)
- direct the staff to take advantage of Leisure Services, at an average of (4.10)

10-The staff's proposals on the provision of housing services:

- Coordination with real estate companies to submit offers for the staff to own housing at an average of (4.66)
- Coordination with banks to provide soft loans for the ministry staff, at an average of (4.60)

11-Order of social services according to their importance for the staff of the Ministry:

- In the first rank is the health services, at an average of (4.79)
- In the second rank is housing services at an average of (4.68)
- In the third rank is the educational services at an average of (4.39)
- In the fourth rank is the educational services at an average of (4.06)
- In the fifth rank is the leisure Services at an average of (3.93)