



# **Mechanisms of Developing Electronic Professional Performance in Working with Individual Cases**

Within the requirements for obtaining a master's degree in social work  
(Department of Social Work Methods – Case work Specialization)

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**1446 AH / 2025 AD**

## **Summary of the study in English**

### **Study Title:**

### **Mechanisms of Developing Electronic Professional Performance in Working with Individual Cases**

### **First: The problem of the study:**

Today's societies are witnessing many changes at all levels and various fields, this is evident in the scientific and technological fields, and the radical change they have brought about in the processes of communication between individuals and obtaining information easily and quickly, which has produced many terms such as "information society", "virtual society", "digital society", in which individuals interact with each other and access to information has become easier through virtual reality, and information and communication technology (ICT)) has the potential to significantly transform and enhance the professional practice of social work, the integration of technology into social work practice creates innovations that will make social change possible, and perhaps the integration of ICT with the professional practice of social work includes more flexible services that can be provided on demand, and this can be achieved through mobile technology, social media, robotics, in addition to specific technologies There is an opportunity to enhance The social work profession to be ready to respond and benefit from any technology that becomes available, and digital transformation has become an urgent necessity; and inevitable in many fields and activities; the method of working with individuals and families is one of the methods of social service that contributed to the development of its practices with clients; the method has benefited from information technology tools in line with its practices with individuals and families, and modern technological developments have made a qualitative leap and a real revolution in society and social institutions, and helped to facilitate communication between Members of society and the speed of completion of tasks and the provision of services in social institutions more efficiently and accurately with the least effort and saving a lot of the cost that was set for the programs of social institutions before the entry of technology these institutions, and impose those changes and innovations that have occurred in society must work different professions to develop and strengthen their

professional practices in order to conform to those variables and innovations, and the school field is one of the most important areas of professional practice of social work and even the most accommodating for social workers. The school field, like other areas of professional practice of social work, is affected by many global and local variables, whether social, economic, political or cultural, and the social work profession depends in its practice in the school field on its main methods, including the way of working with individuals and families, that way that must be sought to strengthen and develop its professional practice if we aim to support and develop professional practice as a whole in this field.

Despite the importance of developing electronic professional practice for the way of working with individuals and families in different fields, especially the school field as one of the basic areas of practice, the reality indicates a deficiency in the application of electronic professional practice in working with individual cases, by tracking the work of social workers in schools and in fact the practitioner there is a deficiency, neglect and lack of knowledge. How to apply electronic professional practice in working with individual cases and its importance in all stages of professional work for the way of working with individuals and families, and electronic professional practice in social work in general, and the method of working with individuals and families in particular are among the most important aspects that help activate the role of the social worker and his professional practice of the method of working with individuals and families. Whether in terms of strengthening his professional performance or directing the practice to achieve its goal, and in line with all the above importance of developing professional practice for the way of working with individuals and families in the school field, and in particular the importance of supporting and activating electronic professional practice in working with individual cases by the social worker in the school field, as well as what the results of previous studies have shown regarding the importance of electronic professional practice in general and the school field as one of the most important areas of professional practice, in line with all this. The current study aimed to reach mechanisms for developing the electronic professional performance of social workers in working with individual cases, and trying to seek a proposed guide for the development of electronic professional performance in working with individual cases.

### **Second: Objectives of the study:**

The study seeks to achieve a main goal of "identifying mechanisms for developing the electronic professional performance of social workers in working with individual cases", and a set of sub-objectives emerge from this goal, namely:

- 1) Identify the professional knowledge, techno professional skills and professional ethics associated with the electronic professional performance of the social worker at work with the individual case.
- 2) Identify the professional knowledge, techno professional skills and professional ethics associated with the electronic professional performance of the social worker in working with those around the individual case.
- 3) Identify the professional knowledge, techno-professional skills and professional ethics associated with the electronic professional performance of the social worker in working with social institutions.
- 4) Identify the needs of social workers to apply electronic professional practice in working with individual cases.
- 5) Trying to reach a proposed guide to develop the electronic professional performance of social workers in working with individual cases.

### **Third: Study Questions:**

The study seeks to answer a key question "What are the mechanisms for developing the electronic professional performance of social workers in working with individual cases", and a set of sub-questions emerge from this question, namely:

- 1) What professional knowledge, techno professional skills and professional ethics are associated with the electronic professional performance of a social worker at work with the individual case?
- 2) What professional knowledge, techno-professional skills and professional ethics are associated with the electronic professional performance of the social worker in working with those around the individual case?
- 3) What professional knowledge, techno professional skills and professional ethics are associated with the electronic professional performance of a social worker working with social enterprises?
- 4) What are the needs of social workers to apply electronic professional practice in working with individual cases?
- 5) What is the proposed guideline for developing the electronic professional performance of social workers in working with individual cases?

#### **Fourth: Study Concepts:**

The current study included three basic concepts: **Mechanisms - Electronic Professional Performance - Individual Cases.**

#### **Fifth: Methodological procedures of the study:**

- 1) **Type of study:** This study belongs to the type of descriptive studies that use the comprehensive social survey approach to reach mechanisms to develop the electronic professional performance of social workers in working with individual cases.
- 2) **Study Methodology:** In his current study, the student relied on the comprehensive social survey methodology on social workers working in public and technical secondary schools in the West Fayoum Educational Administration.
- 3) **Data collection tool:** The student designed a questionnaire entitled "Electronic Professional Performance of Social Workers Working with Individual Cases".
- 4) **Fields of study:**
  - a) **Spatial field:** It represents the spatial field of study in the public and technical secondary schools of the West Fayoum Educational Administration, which number (17) schools.
  - b) **Human field:** The human field was represented in the social workers working in the general and technical secondary schools in the West Fayoum Educational Administration, which numbered (84) specialists and specialists from the appointed and confirmed work A sample of (74) was selected.
  - c) **Time Range:** The time range of study is determined as follows:
    - **Period of collecting theoretical material:** 7/2/2024 to 1/8/2024.
    - **Period of preparation and application of the study tool:** 15/8/2024 to 18/10/2024.
    - **Period of analysis and interpretation of the results of the study:** 1/11/2024 to 21/12/2024.

#### **Sixth: Study Results:**

Among the main findings of the study were:

- 1) The existence of good knowledge of social workers regarding the electronic professional practice in working with individual cases, those surrounding the individual case, and social institutions.

- 2) There is a clear lack of techno professional skill level among social workers with regard to electronic professional practice in working with individual cases, those around the individual case, and social institutions.
- 3) The existence of a high level of commitment to professional ethics among social workers with regard to electronic professional practice in working with individual cases, those surrounding the individual case, and social institutions.
- 4) The results showed that there are needs for social workers to apply electronic professional practice in working with individual cases, and the first needs were the need for ethical standards for the use of ICT means in professional practice, and the following levels came to motivate and train social workers to use (ICT) means in professional practice.