Indicators planning to improve the quality of life for homeless families in Egypt

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Abstract:

The international and local community has been intensively concerned with the issues of the displaced since the middle of the twentieth century, after the many problems faced by these displaced persons, and after these families have been suffering for many years from violence, hunger, trafficking, deprivation and exploitation, most countries and governments have taken care of them, especially in Egypt, and provides services For this vulnerable group, there are various civil and governmental organizations, so this study attempts to identify the planning indicators needed to improve the quality of homeless families on the streets, which include legislative indicators, administrative indicators, and organizational indicators, and to identify the obstacles that stand in the way of planners in improving the quality of homeless families on the streets. This study is one of the descriptive studies that used the social survey method, and the results of the study concluded that the most important administrative planning indicators are the application of modern methods in the management of NGOs to deal with the homeless and that the most important organizational planning indicators are coordination between NGOs in achieving their social and economic goals to face the problems of homeless families. And that the most important legislative planning indicators are the existence of legislation or a legal text It stimulates the establishment of cooperative civil organizations for homeless families, and that the most important obstacles are the weak spread of civil organizations that care for homeless groups and families in all regions, and the lack of basic services for families within those civil organizations and the failure to apply modern methods in civil organizations to attract the homeless.

Keywords: Indicators, quality of life, homeless families.

مؤشرات تخطيطية لتحسين نوعية حياة الأسر المشردة في الشوارع

مستخلص:

إهتم المجتمع الدولي والمحلى بقضايا المشردين بشكل مكثف منذ منتصف القرن العشرين وذلك بعد أن تعددت المشكلات التي يتعرض لها هؤلاء المشردين، وبعد أن ظلت تلك الأسر لسنوات طويلة تعاني من العنف والجوع والاتجار بهم والحرمان والاستغلال إهتمت معظم الدول والحكومات بهم وخاصة في مصر، ويقوم بتقديم الخدمات لتلك الفئة الضعيفة منظمات أهلية وحكومية مختلفة، لذلك تحاول تلك الدراسة تحديد المؤشرات التخطيطية اللازمة لتحسين نوعية الأسر المشردة في الشوارع، والتي تشمل المؤشرات التشريعية، والمؤشرات الإدارية، والمؤشرات التنظيمية، وتحديد المعوقات التي تقف حائلا أمام

المخططين فى تحسين نوعية الأسر المشردة في الشوارع، وتعتبر تلك الدراسة من الدراسات الوصفية والتي إستخدمت منهج المسح الإجتماعي، وقد توصلت نتائج الدراسة إلي أن أهم المؤشرات التخطيطية الإدارية تطبيق الأساليب الحديثة فى ادارة المنظمات الأهلية للتعامل مع المشردين، وأن أهم المؤشرات التخطيطية التنظيمية التنسيق بين المنظمات الأهلية فى تحقيق أهدافها الاجتماعية والاقتصادية لمواجهة مشكلات الأسر المشردة، وأن أهم المؤشرات التخطيطية التشريعية هي وجود تشريع أو نص قانونى يحفز على انشاء المنظمات الأهلية التعاونية الخاصة بالأسر المشردة، وأن أهم المعوقات جاءت ضعف إنتشار المنظمات الأهلية التي ترعي الفئات والأسر المشردة فى كافة المناطق، وقلة توافر الخدمات الاساسية للاسر داخل تلك المنظمات الأهلية وعدم تطبيق الأساليب الحديثة بالمنظمات الأهلية لجذب المشردين.

الكلمات المفتاحية: المؤشرات التخطيطية، الأسر المشردة، تحسين نوعية الحياة.

Introduction:

The progress and advancement of nations are measured by the extent to which they provide care for their members, this care extends to include the health aspect, the social aspect, and the environmental aspect, and because human wealth is the main factor and vital resource for the progress of all developed and developing societies alike. And providing care to him, whether a child, young person or the elderly, as human resources are one of the important and necessary ingredients for achieving comprehensive development at the two levels (local-global) and the human being in all societies is the maker of development and its main goal in all stages of life (childhood, youth, old age). (Shoman, 2004, p. 563)

The problem of homeless families is not new to Egyptian society, as it has been addressed and referred to in many research and studies conducted in Egypt during the previous decades, given that this problem is always increasing and emerging in light of the processes of change and transformation that society is going through, and this is due to many factors. The economic, social, political, cultural, and familial, which overlap and increase the degree and severity of this problem (Fahmy, 2013, p. 42)

Accordingly, it was necessary for the state and civil society organizations, especially NGOs working in the field of homeless families, to unite to address this serious problem, and work hard to exert efforts that help them eliminate it, or at least mitigate its severity, and develop effective strategies to confront it (Soliman, 2014, p. 80), global and local statistics indicate the spread of the problem of homeless families in Egypt in a way that poses a threat to the community as a whole, and although the estimated process for

preparing these families is not accurate, some international reports have indicated that the total number of homeless families in developing countries is (Approximately 55 million, in addition to (5) million in developed countries (United Nations, 2013, p. 27).

At the local level, the statistics represent indications and indicators of an increase in the problem in Egyptian society. We find it in (2016) estimated at (14592) to reach in (2019) to about (22114), and this is from the reality of the public security services after referring the case to the prosecution (the annual report of NGOs 2019, p. 23)

Therefore, achieving an adequate standard of living for each individual, men, women, and children, is the basic basis for social peace in all nations (United Nations Development Program, 2009, p. 302). Al-Silwi study (2004) confirmed that the social and economic changes that societies are undergoing it has created disparities between families and left its effects and repercussions on living life (standards of living) and led to an imbalance in the social structure of families.

And given that the category of homeless families in the streets is one of the most vulnerable groups, and they are in dire need to improve their quality of life because these families are exposed to various problems during their stay in the slum areas and their families may be able to stand for some time, but if these problems persist, the structure collapses with them. The family, which requires concerted efforts at all levels, so society has a major role in caring for and supporting women, especially in poor areas. (Maghazi, 2008, p.10)

And social work has its purposes and societal goals, which are to improve human life, improve his living conditions in light of his needs and help him solve his problems, where the social worker uses the professional methods to deal with these families in an integrative manner in general and the method of social planning, in particular, to find out the needs and problems of the community of homeless families and invest The resources and possibilities available to confront these problems and satisfy the needs through creating links and partnerships with various community institutions to take care of this category, and given that it is an institutional profession practiced through institutions, it emphasizes cooperation and participation between these institutions to face the social problems faced by women (Abdel Haris, 2001, p. 92).

In the traditional sense, social work provides individuals, families, and communities with services that provide treatment and guidance to individuals and families who suffer from troubles (El-

Srougy, 2009, p.18) Which aims, in particular, to improve the quality of life and increase its value, It includes attempts to help people persevere and continue life as they are by adding positive experiences and values to their living lives. Improving the quality of life does not only include working with the underprivileged but also available to all people, recognizing that all people have Problems in their human relations and also they have the space to grow and improve their abilities and activities in life, and this is what Montgomery study (2011) emphasized on the necessity of social intervention for the social work profession to help these families achieve social well-being due to the low quality of life, low standard of living, financial situation, and lack of health and social works and assistance, to solve their problems and satisfy their needs.

This is reflected in the Human Development Report on the various aspects of the conditions of these families in slums and the problems they suffer from, which are the insufficient opportunities available to them in education, health, adequate nutrition, and working conditions that provide them with a decent human life. This is evident by the high rate of illiteracy among These families are in slum areas, as well as their low health status, low standard of living, in addition to their feelings of inferiority and lack of power, which is reflected in their role in society (Human Development Report, 2013, p. 36), and this is what was recommended by a study Abdel Shafi (2006) on the need to intervene to confront the many social, political, economic and family problems facing displaced families in slum areas in particular, and on the health level, Brauna (2008) study also emphasized the importance of health needs and health care for these groups in slum areas represented in health insurance services, benefit from it, improve livelihoods, provide health care to it, increase the availability of the doctor, improve the health status, and improve the use of health services provided to it.

And based on the theoretical framework, theoretical guidelines, the results of previous studies, and the results of the situation assessment study of the reality of homeless families in slums in Cairo Governorate, which all revealed that the most important problems of these families in slums are problems related to the standard of living, economic, health, and educational problems and that 70% of the sample The study is not satisfied with their lives, and the researcher referred to

the statistics of Cairo Governorate to find out the reality of the community and its capabilities and those homeless families in it.

The report of the Central Agency for Public Mobilization and Statistics called for the need to change these bad conditions for these families in slum areas and to try to change negative trends and traditions, which stand against the importance of the participation of these families in all areas of life and to increase their level of education and awareness while increasing their participation in economic activities through human development programs In her study, Abdel Moneim linked improving the quality of life for these families as a basic requirement and achieving sustainable development through increasing self-reliance, increasing their social relations and increasing their sense of life satisfaction. The study of Saleh (1990) also dealt with quality of life indicators, where it concluded that there are two main dimensions of quality of life indicators: the objective dimension based on qualitative indicators in monitoring the quality of life (health, education, work, and demand for goods and services), and the subjective dimension based on individual judgments, and how happy they are about their quality of life.

Therefore, this study attempts to develop a set of planning indicators that contribute to improving the quality of life of displaced families in Egyptian society?

The importance of this study:

1- Social planning is concerned with focusing on the developmental aspect of the different groups of society in general and the homeless families in particular.

2- The importance of improving the quality of homeless families in slum areas, as they represent the main nerve in the economic, social, and value structure of Egyptian society.

3- The study of the quality of life has become one of the studies that arouse the interest of researchers of different scientific and research specializations, as improving the quality of life in our time represents a general goal for national development.

4- The interest of the social work profession throughout its history in improving the conditions and reality of people and societies and its continuous quest to solve their problems that hinder their social adjustment and lead to poor or inadequate social performance.

5- The development of planning indicators that could reduce the number of these families and limit their spread within the community.

Objectives of the study:

1- Determining the necessary planning indicators to improve the quality of homeless families on the streets.

- Legislative indicators.
- Administrative indicators.
- Regulatory indicators.

2- Identifying the obstacles that stand in the way of planners in improving the quality of homeless families in the streets.

Study Questions:

1- What are the planning indicators needed to improve the quality of homeless families on the streets?

2- What are the obstacles that stand in the way of planners in improving the quality of homeless families in the streets?

The theoretical part of the study:

A- The concept of planning indicators:

In terms of the linguistic concept, indicators refer to what indicates something, which, from a scientific point of view, directly or indirectly reflects the quantities that are not directly measurable or direct observation, and from the indicators what reflects the existing reality, including what expresses general trends and values (Abdul Latif, 2009, p. 35).

As for the Dictionary of Social Work and Social works, it clarified that the indicator is a quantitative measure of the important social conditions in society, and social indicators usually take the form of numerical or numerical sentences in the form of statistics related to each other, and sometimes it is a simple sentence that displays a specific situation related to a specific social problem (Al-Sukari, 2000, p. 622)

The sociology dictionary defines indicators as a phenomenon or some phenomena that can be observed and measured. Indicators provide the researcher with the opportunity to measure or observe aspects of a complex phenomenon. A composite indicator can be formed by combining several simple indicators (Ghaith, 1997, p. 663).

The procedural concept of planning indicators is determined by the current study in:

Measures to describe the reality of improving the quality of life of homeless families on the street

-Measures the administrative, organizational, and legislative aspects.

-Provides a set of data and information on mechanisms to activate the role of institutions in improving the quality of life for homeless families on the streets.

B. The concept of quality of life: defined as:

Quantitative and qualitative indicators with their implications for social, health, and economic conditions and conditions, and the interaction between these conditions and their repercussions on the degree of acceptance and satisfaction of the individual and societies for these conditions, and the degree to which they satisfy their goals in life. (Al-Srougy, 2009, p. 16)

The quality of life is also defined as that comprehensive overall structure that consists of a set of various variables that aim to satisfy the basic needs of individuals living within this life, so that this satisfaction can be measured by objective indicators that measure flowing values, and subjective indicators that measure the amount of satisfaction that has been achieved. (Saleh, 2005, p. 91)

Others define it as: It is the product of the interaction between social, economic, and environmental conditions that affect human and social development. (Glenda, 2006, p.57)

Improving the quality of life in this study means:

1. Improving the level of life capabilities (economic and social) Where economic capabilities mean the ability to improve conditions and economic impact through the establishment of small projects and the ability to rationalize consumption, while social capabilities mean the ability to solve societal problems and the ability to strengthen social relations and social communication.

2. Developing the degree of awareness of displaced families in slum areas.

Quality of life indicators: Some define the quality of life indicators in (Jeseph, 2001, p.44)

1. Health care systems. 2. Education. 3. Environment

4. Social programs. 5- Economy 6- Local government

7. Social values   8- Social welfare

9. The system of law and justice 10- The rural family.

11. Infrastructure environment. 12- General satisfaction with life.

Methodology:

-Type of study: This study belongs to the type of descriptive study, which aim to determine the characteristics of a particular phenomenon or situation that is dominated by the character of identification,

Descriptive study of the phenomenon in terms of its existence, the relationship between its elements, the reasons for its occurrence, and the differences between its variables.

- **Type of method used**: The researcher will rely on the social survey method, which is used to describe the studied phenomenon and depict it quantitatively by collecting codified information about the problem, classifying it, analyzing it, and subjecting it to careful study, with the quality of the comprehensive and the sample.

- **Fields of study:**

- **Spatial field:**

When determining the spatial domain of institutions working in the field of developing social care services for homeless families, the researcher reached the Ministry of Social Solidarity, as it is the only responsible in Egypt for this, including 12 administrative units, and the researcher chose (5) of those administrative units It is as follows:

- Homeless children unit.
- Social Care Institutions Development Unit.
- Solidarity and dignity. Homeless Care Unit.
- Family Guidance and Counseling Unit.

- **Justifications for choosing the spatial domain:**

1- When the researcher lists the administrative units in the field of improving or developing social care services for homeless families, and when the researcher interviews the officials in charge of those units, they express their desire to cooperate with the researcher.

 2- These institutions serve large sectors of beneficiaries and the departments that provide social care services and include multiple categories.

3- These units are considered among the most active units and programs offered within the Ministry of Social Solidarity.

- **The human sample:**

The comprehensive inventory of all the administrative apparatus and employees of the administrative units understudy at the Ministry of Social Solidarity, which were selected and numbered (33) individuals from those working in those units

- **Time-domain:**

It is the time that the researcher took to collect data from the field and implement the study, which was from 15/12/2020 to 15/2/2021.

- Study Tools:
A questionnaire form for all the administrative staff and workers in the selected administrative units that deal with homeless families
- The purpose of the data collection tool:
1- The researcher aims from the questionnaire to identify planning indicators to improve the quality of life of homeless families in the streets.
The development of this tool included some scientific steps:
A- **Determining the dimensions of the questionnaire**: The dimensions of the questionnaire were determined in the light of the theoretical framework of the study and the light of previous studies.
B- **Drafting the paragraphs of the form**: In light of the definition of each of the dimensions and after reviewing some of the previous studies and questionnaires for researchers who prepared measures related to planning indicators and improving the quality of social care services for families homeless on the streets, (23) phrases were formulated covering all the axes that were chosen, and it was taken into account in their formulation that the speaker should be for one explanation.
C- **Validity of the paragraphs (apparent honesty):** where the paragraphs of the form were presented to a group of experts to judge their validity, suitability of the field in which they were drawn, the accuracy of their wording, and their suitability for the validity of the sample and the validity of the survey (90%) or more to determine the validity of the paragraph, and in light of this indicator, 3 paragraphs were excluded, and with this, the number of items in the questionnaire became (20 items).
- Content Validity:
Table (1) the internal consistency between the questionnaire form variables for employees in the administrative units and the degree of the questionnaire as a whole. (n=9)

N	Dimensions	Pearson correlation coefficient	level of Significant
1	Legislative indicators.	0.906	**
2	Regulatory indicators.	0.892	**
3	Administrative indicators.	0.932	**
4	Obstacles facing planners.	0.942	**

**Significant at (0.01)   * Significant at (0.05)

It is clear from the previous table that the dimensions of the tool are significant at a level of significance (0.01) for each dimension separately, and then the level of confidence in the tool and dependence on its results was achieved.

-**Reliability of the tool**:

The questionnaire was applied to a random sample of 9 employees in the administrative units to ensure the clarity of the paragraphs of the questionnaire by the research sample. The tool's stability was calculated using the stability coefficient (Alpha-Cronbach), for the estimated stability values of the employees' questionnaire to identify the requirements for developing administrative units to improve the quality of Services, for a sample of (9) individuals from the study population, and the results came as shown in the following table:

Table (2) shows the results of the stability by using the coefficient (Alpha-Cronbach) for the questionnaire of workers in the administrative units of the Ministry of Social Solidarity to determine the planning indicators n = (9)

Dimension	Coefficient (alpha Cronbach)
The stability of a questionnaire for employees of the administrative units of the Ministry of Social Solidarity to determine planning indicators to improve the quality of life of displaced families as a whole.	0.93

These levels are considered acceptable and the results obtained by the tool can be relied upon.

- **Statistical analysis methods:** The data was processed through the computer using the program (SPSS.V. 23) statistical packages for social sciences, and the following statistical methods were applied:

1. Frequencies and percentages.

2. Mean: It was calculated for the triple scale by: Arithmetic mean = k (yes) x 3 + k (somewhat) x 2 + k (no) x 1 / n

-How to judge the level of planning indicators to improve the quality of life of homeless families in the streets

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Table (3) shows how to judge the level of requirements for the development of administrative units:

If the mean value of the expression or dimension ranges between 1 - 1.67.	low level
If the mean value of the expression or dimension ranged between more than 1.67 - 2.35.	middle level
If the mean value of the expression or dimension ranges between more than 2.35 - 3.	high level

3. Standard deviation.

4. Stability coefficient (Alpha Cronbach)

5. The Spearman-Brown split-half equation.

6. Independent - Samples T-Test.

The difficulties that the researcher faced and how to overcome them: The difficulty of collecting data due to the Corona pandemic and the reluctance of the number of employees to fill out the questionnaire, and this difficulty was overcome:

1. All precautionary measures were taken within the data collection groups.

2. The employees were divided into more than one group to collect data from them.

3. The number of visits to the Ministry of Social Solidarity to collect data has been increased, especially after the spread of the virus has stabilized.

Study Results:

Table (4) shows the distribution of workers in the Ministry of Social Solidarity responsible for developing social welfare services in administrative units by type (n=33)

N	- Gender:	Frequencies	Percentage %
1	**a- male.**	18	54.5
2	**B- female.**	15	45.5
Total:		33	100%
N	- Age:	Frequencies	Percentage %
1	Less than 25 years old.	3	9.1
2	From 25 to less than 35 years old.	6	18.2
3	From 35 to under 45 years old.	12	36.3
4	From 45 to less than 55 years old.	8	24.2
5	More than 55 years and over.	4	12.2

	total	33	100%
	Q "middle age"	41	
	Σ "standard deviation"	6	
N	**Qualification**	Frequencies	Percentage %
1	Middle Certification.	1	3.3
2	Qualified above average.	3	9
3	High qualified.	25	75.7
4	Postgraduate.	4	12
	total	33	100%
N	**Years of Experience**	Frequencies	Percentage %
1	Less than 5 years.	3	9
2	From 5 years to less than 10 years.	2	6
3	From 10 years to less than 15 years.	14	42.5
4	From 15 years to less than 20 years.	6	18.2
5	20 years and over.	8	24.3
	total	33	100%

The results of the above table show that:

One of the characteristics of the study sample for employees of the Ministry of Social Solidarity responsible for developing social welfare services by gender is that the majority in those administrative units are females at a rate of (54.5%), and this confirms the superiority and spread of females in working in these units, while males came in those administrative units with a percentage of (45.5%).

Distribution of workers in administrative units according to age, that the highest percentage in administrative units was for the age group from 35 to less than 45 years, with a percentage of (36.3%), and this age is suitably forgiving and is characterized by vitality and activity, while the age group from 45 to less than 55 years ranked second. This confirms the availability of appropriate experience to work in these units, then ranked third in the administrative units, the age group (25 to less than 35 years), with a rate of (18.2%), and then ranked fourth in the age group of more than 55 years. year, with a rate of (12.2%), and the age group less than 25 years ranked last at a rate of (9.1%), Suitable for work and achievement.

Distribution of the research sample of employees in administrative units according to educational qualification, The highest percentage in administrative units was for those with a high qualification at a rate of (75.7%), then for those with a postgraduate qualification at a rate of

(12%), then for those with an average qualification at a rate of (9%).), then came at the end of the ranking who obtained an average qualification with a rate of (3.3%), and it is clear from the results of this table that the majority of employees in administrative units have a high qualification, and this is required to work in one of the non-traditional areas of social work, which is the field of developing care services. The social, as this field requires scientific, cognitive, and skill capabilities that are expected to be available well among those with higher qualifications, and this also indicates that the majority have sufficient education that helps them lead work in the appropriate scientific manner.

Distribution of employees in administrative units according to years of experience The highest percentage of years of experience in administrative units in the Ministry of Social Solidarity is from 10 years to less than 15 years, with a percentage of (42.5%), then those who have some years of experience from 20 years or more came in second place with a percentage of (24.3%) Then came those who had experience from 15 years to less than 20 years, at a rate of (18.2%), then came those who had experience from 5 years to less than 10 years, with a percentage of (6%), and then came at the end of the ranking Those who have less than 5 years of experience are in the last position with a percentage of (9%). It is also clear from the results of the table that there are an appropriate number of years of experience available for workers in these organizations, ranging between 10 to 20 years, which is an excellent period of experience to work in the development of social care services.

The results of the study in light of its questions and objectives: What are the planning indicators needed to improve the quality of homeless families on the streets? This question was answered by answering the following three sub-questions:

(A) The answer to the first sub-question: What are the administrative indicators needed to improve the quality of homeless families on the streets?

Table (5) shows the necessary administrative indicators to improve the quality of homeless families on the streets (n=33)

N	administrative indicators	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	Training and qualifying civil society workers on how to attract homeless people from the streets.	23	5	5	84	2.55	0.55	2
2	Applying modern methods in the management of NGOs to deal with the homeless.	24	6	3	87	2.62	0.72	1
3	Updating work mechanisms in NGOs to keep pace with changes and new areas of work, such as homeless families.	18	11	4	79	2.39	0.87	3
4	Continuous evaluation of the work of NGOs and finding mechanisms to activate them.	14	13	6	74	2.24	0.85	5
5	Seeking the assistance of experts or specialists in the administrative work of NGOs to develop and implement plans.	17	9	7	76	2.30	0.67	4
The variable as a whole:					8 0	2 . 4 2	H i	g h

The results of the above table show that:

The most important administrative indicators needed to improve the quality of homeless families on the streets, the results of which were as follows:

Where came in the first place the application of modern methods in the management of civil organizations to deal with the homeless, with a mean of (2.62) and a standard deviation (0.72), and in the second place came the training and rehabilitation of civil organization workers on how to attract homeless people from the streets, with a mean of (2.55) and a standard deviation (0.55), then came in the third rank updating

the work mechanisms of civil organizations to keep pace with the changes and new fields of work such as homeless families, with a mean of (2.39) and a standard deviation (0.87), and then came in the fourth rank, the use of experts or specialists in the administrative work of NGOs to develop plans And its implementation, with a mean of (2.30) and a standard deviation (0.67), and then came the fifth rank, the continuous evaluation of the work of NGOs and reaching mechanisms to activate them, with a mean of (2.24) and a standard deviation (0.85), and given the general average of administrative indicators necessary to improve the quality of displaced families In the streets, with a mean of (2.42), which is a high percentage.

(B) The answer to the second sub-question: What are the organizational indicators needed to improve the quality of homeless families on the streets:

Table (6) shows the necessary organizational indicators to improve the quality of homeless families on the streets (n=33)

N	Regulatory Indicators	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	Coordination between NGOs in achieving their social and economic goals to face the problems of homeless families.	25	5	3	88	2.65	0.65	1
2	Activating the relationship of NGOs with local community organizations (civil society - local units to enumerate these families.	23	7	3	86	2.59	0.55	3
3	The qualitative union of NGOs provides technical support to the organizations to carry out their role in dealing with homeless families.	20	11	2	84	2.55	0.61	4

N	Regulatory Indicators	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
4	Activating the role of the qualitative union of organizations in helping NGOs achieve their goals.	19	9	5	79	2.38	0.68	5
5	Activating the relationship between the Specific Union and the Ministry of Social Solidarity.	23	8	2	88	2.65	0.65	1 D
The variable as a whole:					8 5	2 . 5 6	H i g h	

The results of the above table show that:

The most important organizational indicators needed to improve the quality of homeless families on the streets, the results of which were as follows:

Where it came in the first and first repetition of coordination between NGOs in achieving their social and economic goals to face the problems of homeless families, and activating the relationship between the Specific Union and the Ministry of Social Solidarity, with a mean of (2.65) and a standard deviation (0.65), and then came in the third arrangement activating the relationship of NGOs In the local community organizations (civil society - local units to enumerate these families, with a mean of (2.59) and a standard deviation (0.55), and then came in the fourth order, the Specific Union of NGOs to provide technical support for the organizations to play their role in dealing with homeless families, with an average of (2.55).) and a standard deviation (0.61), then came the fifth rank, in the end, activating the role of the qualitative union of organizations in helping NGOs achieve their goals, with a mean of (2.38) and a standard deviation (0.68), and given the general average of organizational indicators necessary to improve the quality of homeless families on the streets, with an average of My account (2.56), which is a high percentage.

(C) The answer to the third sub-question: What is the legislative indicator needed to improve the quality of homeless families on the streets:

Table (7) shows the legislative indicators needed to improve the quality of homeless families on the streets (n = 33)

N	Legislative Indicators	Answers			T-w	M	S.D	R
		Yes	Some Time	No				
1	Issuance of a unified law regulating the work of these units with displaced families to achieve the goals of NGOs	25	6	3	88	2.65	0.68	2
2	The existence of legislation or a legal text that stimulates the establishment of cooperative NGOs for homeless families.	25	7	2	89	2.68	0.73	1
3	Making amendments to the homeless laws to emphasize the role of NGOs in improving the quality of homeless families on the streets.	22	9	3	85	2.56	0.59	3
4	Unifying the control or supervising the implementation or application of laws dealing with the homeless.	18	11	5	79	2.39	0.55	5
5	Participation of officials in NGOs in formulating the policy for the homeless.	18	14	2	82	2.47	0.66	4
The variable as a whole:					85	2.55	H i g h	

The results of the above table show that:

The most important legislative indicators needed to improve the quality of homeless families on the streets, the results of which were as follows:

Where the existence of legislation or a legal text that stimulates the establishment of cooperative NGOs for homeless families came in the first place, with a mean of (2.68) and a standard deviation (0.73), and in the second place came the issuance of a unified law regulating the work of these units with homeless families in order to achieve the goals of NGOs And that with a mean of (2.65) and a standard deviation

(0.68), then came in the third order the amendments in the homeless laws to emphasize the role of NGOs in improving the quality of homeless families on the streets, with a mean of (2.56) and a standard deviation (0.59), then it came in the fourth place The participation of officials in civil organizations in formulating the policy for the homeless, with a mean of (2.47) and a standard deviation (0.66), then came the fifth rank, unifying the control bodies or supervising the implementation or application of laws dealing with the homeless, with a mean of (2.39) and a standard deviation (0.55).), and given the general average of the legislative indicators needed to improve the quality of homeless families in the streets, with an arithmetic average of (2.55), which is a high percentage.

The answer to the second question of the study: What are the obstacles that stand in the way of planners in improving the quality of homeless families on the streets?

Table (8) shows the arrangement of the planning indicators needed to improve the quality of homeless families on the streets.

N	planing indicators	T-w		M			R
1	Management indicators.	8	0	2	.	4 2	3
2	Regulatory indicators.	8	5	2	.	5 6	1
3	Legislative indicators.	8	5	2	.	5 5	2
The variable as a whole:		83		2.51			**High**

The results of the above table show that:

Arranging the necessary planning indicators to improve the quality of homeless families on the streets, the results of which are as follows:

Where came the organizational indicators in the first place, with a mean (2.56) and total weights (85), and came in the second place, the legislative indicators, with a mean of (2.55) and total weights (85), then came in the third-place the administrative indicators, with an average of (2.42) And the total weights (80), and given the general average of the arrangement of the planning indicators needed to improve the quality of homeless families on the streets, with an arithmetic average of (2.51), which is a high percentage.

Table (9) shows the obstacles that stand in the way of planners in improving the quality of homeless families on the streets (n = 33)

N	Obstacles	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	Lack of clear instructions for NGOs to deal with displaced families.	17	13	4	79	2.38	0.52	5
2	The lack of capacity of NGOs to provide the basic needs of the displaced families, which leads them to flee.	22	10	2	86	2.59	0.63	4
3	Weak spread of NGOs that care for homeless groups and families in all regions.	25	5	3	88	2.67	0.77	1
4	The lack of basic services for families within those NGOs.	24	5	4	86	2.61	0.71	2
5	Failure to apply modern methods in civil organizations to attract the homeless.	23	8	3	86	2.61	0.71	2 D
The variable as a whole:					85	2.57	H i g h	

The results of the above table show that:

The most important obstacles that prevent planners from improving the quality of homeless families on the streets, the results of which are as follows:

Where in the first place came the weak spread of NGOs that care for homeless groups and families in all regions, with arithmetic, mean (2.67) and a standard deviation (0.77). To attract the homeless, with a mean of (2.61) and a standard deviation (0.77), then came in the fourth-order the lack of ability of NGOs to provide the basic needs of homeless families, which drives them to flee, with a mean of (2.59) and a standard deviation (0.63).

Discussion:

Results related to the first question related to the planning indicators needed to improve the quality of homeless families on the streets:

Where the study showed some indicators that contribute to activating the role of NGOs in facing the high prices of basic commodities through the viewpoint of those responsible for social planning, which were represented in:

A. Administrative indicators, which were arranged in descending order as follows:

Applying modern methods in the management of NGOs to deal with the homeless, training and rehabilitating the employees of the NGOs on how to attract the homeless from the streets, and modernizing the work mechanisms of the NGOs to keep pace with the changes and new areas of work such as homeless families, and the assistance of experts or specialists in the administrative work of NGOs to develop and implement plans, Continuous evaluation of the work of NGOs and finding mechanisms to activate them.

This may reflect the determination that the scope of authority and responsibility of all employees is not sufficiently available within the administrative units, and this will require the existence of objective criteria for selecting the members working in those units, and there must be cooperation between departments and the compatibility of the objectives of the administrative units with the objectives of the community and civil organizations because this will It helps in developing the services provided to the homeless families on the streets, through the use of various experiences, and this will show the importance of paying attention to the informal relations of the workers, and all of this will contribute to the development of administrative indicators for planners, and this was confirmed by the results of the Rashwan study (2007), which confirmed the importance of administrative indicators and attention By identifying the nature of the relationship between integration between NGOs, and attention to administrative aspects, all of which will contribute to verifying the nature of the relationship between cooperation, coordination, exchange, and communication between organizations working with homeless families on the streets.

B. The regulatory indicators, which were ranked in descending order as follows:

Coordination between NGOs in achieving their social and economic goals to face the problems of homeless families, activating the relationship between the Specific Union and the Ministry of Social Solidarity and activating the relationship of NGOs with local community organizations (civil society - local units to list these families, and the specific union of NGOs to provide technical support for the organizations to play their role In dealing with homeless families, and activating the role of the qualitative union of organizations in helping NGOs achieve their goals, and this may reflect that the administrations need to issue decisions that oblige their departments to develop new plans that fit with the changes of the times and suit the needs of homeless families on the streets, and this will help all Departments at the Ministry of Solidarity and NGOs to work on developing an integrated plan for the services provided to these families, and this will help to develop social care services provided to these families, and this confirms the importance of having a special committee that coordinates between the different departments to assess development needs, and the continuous coordination between them and other NGOs All this will help the administration to benefit from the experiences of other NGOs To develop social care programs and services and provide a database that does not allow non-repetition of services provided to beneficiaries, all of this will help to develop social care services, and this is what the results of Saeed (2009) study agreed with, which emphasized the importance of coordination between organizations and each other, and its impact on Community projects achieve their goals for weak or marginalized groups.

C. Legislative indicators, which were ranked in descending order as follows:

In the first place came the existence of legislation or a legal text that stimulates the establishment of cooperative NGOs for homeless families, and the issuance of a unified law regulating the work of these units with homeless families to achieve the goals of NGOs, and making amendments in the laws of the homeless to emphasize the role of NGOs in improving the quality of families Homeless people in the streets, the participation of officials in civil organizations in formulating the policy for the homeless, unifying the control bodies or supervising the implementation or application of laws dealing with the homeless.

This may reflect the importance of legislation, as it is the main requirement for these administrative units to provide services to homeless families, by providing distinguished specialists and technicians to collect and benefit from the views of beneficiaries and remove restrictions and obstacles to exchanging information between them and the beneficiaries. and politics to discuss the problems faced by these families, improve the quality of services provided to them, organize these families and direct them to claim and obtain their rights, and open channels of communication with decision-makers and takers in society to develop plans to improve the quality of social care services provided to these families. Providing appropriate legislation, and this is what the results of Morag & Debbie study (2016) agreed with on the necessity and importance of issuing appropriate legislation as one of the mechanisms that organizations can use and help them communicate and achieve more opportunities, and help them develop many of the services they need to help families displaced.

2. The results related to the second question related to the obstacles facing the planners in improving the quality of homeless families in the streets.

Where the study clarified some obstacles that stand in the way of NGOs in dealing with the problems of homeless families, and they are ranked in descending order:

The weak spread of NGOs that care for displaced groups and families in all regions, and the lack of basic services for families within those NGOs, and the failure to apply modern methods in NGOs to attract the homeless, and the lack of NGOs ability to provide the basic needs of displaced families, which drives them to flee, and this shows the multiplicity of obstacles. Which face the administrative units responsible for planning the services provided to the homeless families on the streets when providing services and social programs to them, as represented by the weak spread of NGOs, and the weak communication of the senior management with the workers in those units, and the researcher believes that this may be due to the lack of conviction of these units of the importance of developing activities And the services provided to the homeless families, and this appears in the relationship between the different work teams and the lack of scientific logic in planning and developing various modern plans and programs that keep pace with the development of society and their interest in other

programs and activities, Which relate to the services provided to homeless families on the streets and provided by the organizations.

- Recommendations:

The most important recommendations of the study: The current study recommends the following in light of its findings and planning indicators to improve the quality of life of homeless families on the streets:

1. Working to support NGOs with administrative competencies, especially those devoted to administrative work.

2. Paying attention to the issue of training within these institutions to ensure the availability of qualified and trained human competencies at the same time.

3. Continuous work on developing work systems in NGOs to include: training, development, modernization, and so on.

4. Activating the role of the Central Federation of Regional Organizations and Federations to do what is required of them towards NGOs, especially providing their basic services needs to attract homeless families.

5. Establishing the necessary institutions for financing and providing the necessary financial resources and credit that help NGOs provide their needs of activities and services.

6. Conducting more necessary field studies on the problems and needs of NGOs, and arriving at the most appropriate solutions for them.

7. The cooperation of the Ministries of Solidarity and Information and the General Union of NGOs in setting up a media program to educate the shareholders and the public of citizens about the principles and objectives of cooperative work in helping these families leave the street.

8. Benefiting from the experiences of other countries and the most important successful experiences in the fields of cooperation to eliminate the phenomenon of homeless families on the streets.

9. Focusing on the social function of organizations as an important tool for achieving development in society by unifying the efforts and contributions of the people in dealing with these families.

10. Reconsidering the legislation directed to these groups and working on issuing legislation that stimulates the establishment of NGOs in all urban and rural areas to meet their needs.

11. Establishing a kind of partnership between the private sector, the government sector, and the private sector, which contributes to satisfying the needs of homeless families for goods and services?

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