The role of the social worker as a general practitioner in achieving social support for the elderly

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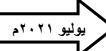# The role of the social worker as a general practitioner in achieving social support for the elderly

Abstract:

Social support is an old social phenomenon since the age of man himself and was only recently cared for by researchers after having had significant effects on stressful attitudes, psychological stress and the mitigation of the results of stress, adversity and neurological attitudes; it is a source of psychosocial security that elderly need from their world. When they feel threatened and feel that their energy has been exhausted or strained, That they are unable to face danger or to cope with stress and that they need to help and help others, especially the social worker's role as a general practitioner in achieving social support for the elderly, which can be achieved through the following sub-objectives: Identification of social worker's role as a general practitioner in achieving emotional support for the elderly social worker's role as a general practitioner in achieving information support for the elderly; Determining the role of a social worker as a general practitioner in achieving discretionary support for the elderly as well as identifying the difficulties faced by a social worker as a general practitioner in achieving social support for the elderly, Identifying proposals to overcome difficulties faced by a social worker as a general practitioner in achieving social support for the elderly Therefore, the current study is considered a descriptive study. The study used the social survey curriculum, and the study found the answer to all its questions.

Keywords: Roles, social workers, Social Support, elderly.

ملخص الدراسة:

تعد المساندة الاجتماعية ظاهرة إجتماعية قديمة منذ قدم الإنسان نفسه، ولم يهتم بها الباحثون إلا مؤخرا بعد ما لا حظوه من أثار هامة لها في مواقف الشـدة والإجهاد النفسي وما تقدم به من تخفيف لنتائج الضـغط والشـدائد والمواقف العصـبية، وهي مصـدر من مصـادر الأمن النفسـي الذى يحتاجه المسنين من عالمه الذى يعيش فيه، عندما يشـعرون أن هناك ما يهددهم ويشـعر أن طاقتهم قد اسـتنفذت أو اجهدت، وأنهم عاجزون عن مواجهة الخطر أو تحمل ما يقع عليهم من إجهاد وأنهم يحتاجون إلي مد عون ومسـاعدة الآخرين وخاصـة الأخصـائي الإجتماعي، لذلك تهدف تلك الدراسـة تحديد دور الأخصـائي الإجتماعي كمـمارس عام في تحقيق المسـاندة الإجتماعية للمسـنين، ويمكن تحقيق ذلك الهدف من خلال الأهداف

الفرعية التالية: تحديد دور الأخصائي الاجتماعي كممارس عام فى تحقيق المساندة الوجدانية للمسنين، وتحديد دور الأخصائي الاجتماعي كممارس عام فى تحقيق المساندة المعلوماتية للمسنين، وتحديد دور الأخصائي الاجتماعي كممارس عام فى تحقيق المساندة التقديرية للمسنين، وكذلك تحديد الصعوبات التى تواجه الأخصائي الاجتماعى كممارس عام فى تحقيق المساندة الاجتماعية للمسنين، وتحديد المقترحات للتغلب على الصعوبات التى تواجه الأخصائى الاجتماعى كممارس عام فى تحقيق المساندة الاجتماعية للمسنين، لذلك تعتبر الدراسة الحالية من الدراسات الوصفية وقد إستخدمت الدراسة منهج المسح الإجتماعي، كما توصلت الدراسة إلي الإجابة علي كافة تساؤلاتها.

الكلمات المفتاحية: الدور، الأخصائي الإجتماعي، المساندة الإجتماعية، المسنين.

Introduction:

The issue of development in its various aspects has figured prominently in societies of all kinds alike and has received much attention as the best means of achieving a better life for societies and a better standard of living for individuals (Nagy & Mahmoud, 2007, p.5), where the progress of nations and their paperwork is measured as much as the care available to their members, This care extends to health, social and environmental aspects and because human wealth is the key and vital resource for the progress of all developed and developing societies alike, Attention to the human side required attention to human beings at different stages of their development, and caring for a child, a young person or an elderly, where human resources are an important and essential ingredient for inclusive development at both levels (Local - Global) and man in all societies is the maker of development and its primary goal at all stages of life (childhood - youth - old age). (Shoman, 2004, p. 563)

The development of the human component is the basis of the development process and development can be achieved only through the development of the human component and manpower of society, which is the cornerstone of progress (Alam, 2007, p.55). Global changes over the past two decades have led to the rise in the concepts of human development, human rights and the right of all citizens to participate in

the rights and duties associated with the development of society on the basis of citizenship rights, which have led to increased interest in the age, with the physical, intellectual and substantive consideration of the rights of the child as part of human rights (Council of Ministers cabinet, 2000, p. 63)

Older persons therefore represent an important sector of society that has played its part in life and provided its services and expertise to its homeland, health professionals and young people in its development so that it may suffer from vulnerability and disease, which has hindered it from continuing to pursue the rider of life (Al-Hareez, 2012, p. 2). And the issues of older persons are currently receiving global and local attention owing to the growing proportion of the world's population that older persons represent.

The elderly group of the sexes in any society is the group that has given the community the best and is the first to develop and advance its society, through the process of constructive and related contributions through successive times, which has brought society to its own cultural, social, economic, political and civilizational positions (Fath al-Bab, 2003, p.297), and the global interest in older persons comes after a dramatic increase in the number of older persons from all the world's developed and developing countries, with UN-Women estimates indicating an increasing number of older persons in all societies. In 1950, the number of older persons over 60 years of age in the world was around (200 million elderly), and then that number increased to (350 million elderly) 1975 to (380 million elderly) in 1985 and (590 million elderly) in 2000 and (940 million elderly) in 2016 and (990 million elderly) in 2019 (UN-Women, 2019)

Statistical data in Egypt also indicate a steady increase in the number of older persons in the age group 60 and over, reaching their number in 2001. (3902000) in 2002 (4045000) in 2003 (4129000) in 2004 (4251000) in 2005 (4302000) in 2006 (4390, 000) in 2009 (4477000) averaging 6.087% of the total population during this period. The Central Agency for Public Mobilization and Statistics approved the

estimate up to 2016 (Central Agency for Public Mobilization and Statistics, 2016). According to statistics, the number of older persons in Egypt was 6.5 million (including 3.5 million for males) and 3 million for females (6.4% of the total population). The number of elderly persons employed (1.217, 453 million for males) (Central Agency for Public Mobilization and Statistics: 2018, p. 453)

Such an increase in the population of the elderly is, of course, accompanied by an increase in the needs of those of the elderly. Ageing is not just a pure biological process whose effects are reflected in the physical and physiological changes that occur when an individual reaches that advanced age but is also a social phenomenon. (United Nations, 2012), as confirmed by the findings of the Sha 'ban study (2013), there are statistically significant differences in the overall degree of life satisfaction and psychological toughness in favor of residents in care homes. Differences have emerged in favor of the sex variable in favor of males and show a positive correlation between psychological toughness and the dimensions of life satisfaction for the elderly within shelter institutions and poor participation.

This requires the integrated care of this group through a structured format of services, devices that are prepared to help individuals, and groups achieve standards of health and living and to strengthen personal and social relationships so that they can develop their abilities and improve their standard of life in line with their needs. (Ali, 2008, p.103), as confirmed by the results of the study (Saeed, 2013), that the level of life satisfaction of the elderly is linked to the level of religion as well as to activities within social welfare institutions such as spending time was ranked downward as follows: (Religious activities, social activities, cultural activities, recreational activities, sporting activities and, finally, personal identities) Also, there are significant differences in average scores of gender impact in favor of females and for average scores on the measure of older persons' life satisfaction.

It can also be said that modern technology has increased the ability of the elderly to deal with life conditions, and this rapid change in the demographic structure has led to anxiety and forced many countries of the world, whether developing or developed, to think quickly and deeply about the consequences of this. There are many challenges that require planning For the future in terms of work, health, construction and many others (Abdel-Latif: 2002, p. 23), where the elderly group needs to

meet and achieve their needs, they find themselves on the margins of life and feel that they are an ineffective element and that they have become a burden on society, and this leads them to feel frustration, hopelessness and despair Waiting for death and these feelings bury abilities and make them live in anxiety and fear, as it is one of the most challenges they face (Jabal, 2000, p. 46).

The needs and problems of older persons are varied depending on the changes in nature, severity and effects of this phase, as well as their direct and indirect causes. Economic needs, medical needs, psychological problems, social needs, personal care needs: adherence to dietary and pharmaceutical regulations (Niazi, 2009, p. 22), all these changes call for and require that the support of the elderly to be able to live with this new situation, social support is "the way to survive by training the elderly in the new social systems and conditions imposed by society so that it becomes one of its own." Until this support reaches one of the most important elements of social support for the elderly (Abdel-Latif, 2001, p.11).

Therefore, social support is an important source of effective social support that a person needs, as the size of social support and the level of satisfaction with it affect how the individual perceives the various pressures of life and methods of confronting and dealing with these pressures. It also plays an important role in satisfying the need for psychological security and reducing the resulting level of suffering. On the severity of stressful events and have an effect in alleviating the severity of disease symptoms, such as anxiety and depression. (Ali, 2000, p. 19), and this was confirmed by the results of the study (Al-Saqqa, 2010). The study targeted that there are a set of material support requirements that vulnerable groups need, such as facilitating procedures for obtaining services and the need to help them communicate with each other to reduce A sense of isolation and alienation and the formation of social relationships that help mitigate the negative effects.

There are many sources of social support depending on the multiplicity of the situation and the pressures that the individual receiving assistance is exposed to and according to the circumstances available to them. Or social workers, psychologists and officials in private care organizations. (Al-Sabban, 2012, p.9), and Parker believes that social support means formal and informal relationships and activities that serve to satisfy human needs and contribute to building the personality of the individual and society. These needs include education,
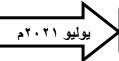
social security, health care, and the network of social relations that provide the human Encouragement, support, empathy and a sense of belonging, and help in shaping his social identity, and this was confirmed by the results of the study (Kobasa Suzanne & Pvccetti Mark, 2002), which indicated that support plays a protective role and a mitigating factor to mitigate the effects of life stresses, and social support has a positive role on Mental health of individuals.

Where social support often includes four types: emotional support, value support, informational support, and performance support. It performs important functions that revolve around meeting the needs of the individual and protecting him from harmful influences. It presents him with the experiences of others in situations similar to his position to compare his behavior, feelings and thoughts towards this new mysterious and confusing experience. Hence, it can be said that social support is an important source of an individual's feeling of psychological security in his environment in which he lives, especially when he faces difficulties or dangers that threaten him and realizes that he is no longer able to confront them and that he needs help and support from others who represent his social framework, which is It is also one of the most important sources that are related to the interactions of the daily life of individuals. Hence, social and psychological support for the elderly becomes a remedial necessity within the framework of considering the elderly as a human entity suffering from a sick condition and has psychological and social needs that must be adequately satisfied and that he has the right to live in a state of psychological and social harmony. We should increase attention to it and provide social support with all its components to support its acceptance of this It is accepted by the family and society. (Atallah, 2006, p. 446), and this was confirmed by the results of the study (Al-Shahrani, Abdel-Latif, 2011), which indicated that the informal support provided by family and friends is like a protective shield, and the study indicated that there are other forms of social support such as support Emotional, informational and performance for the elderly.

Therefore, the social work has adopted the concept of social support broadly to describe some of the activities that social workers use with their clients in order to support some aspects in the lives of some clients, and as a defensive activity for vulnerable groups. In the sense of making some services available as an alternative to the traditional services that the work lacks, or changing in the sense of giving the

customer the opportunity to change himself to conform to the conditions of life. (Abdel-Latif, 2007, p. 51)

Accordingly, the roles of the social worker as a general practitioner are diverse and numerous in helping the elderly to identify their needs and help them satisfy them, whether material or moral, to bridge the gaps and negatives that resulted from the problem that these elderly suffer from, in addition to paying attention to training and education programs and helping them to express, and this depends on His skill in bringing them together and facilitating their relationship to reach common goals by themselves. (Ghobari, 2015, p. 247)

The skill of the social worker appears in using social work programs as a general practice that works on positive growth and comprehensive development for all abilities of the elderly, especially providing social support, and therefore the general practitioner participates with them in developing plans for activities and programs that lead to deepening relations between them and each other and between them and the social worker. (Lana,2005,p.44)

It is necessary for the social worker, whether on the street or in the institution, to have the appropriate skills to work with the elderly due to the presence of obstacles and problems that hinder his performance with these elderly people because they have their own characteristics and characteristics and their own life from the rest of the community members, which requires the social worker to work with them in a different way. (Mankerios, 2009, p. 75)

Here, the role of the social worker appears in dealing with this category in the therapeutic, preventive and rehabilitative aspects, and this requires the availability of skills of the social worker to achieve the objectives of professional practice of social work in general through a set of knowledge, experience, skills and values that are components of the professional performance of the social worker as a general practitioner in this the field. (Khater et.al, 2003, p. 57), and this was confirmed by a study (Gharbawy, 2015) that the nature of the relationship between the social worker and the work group is a cooperative relationship, and that the forms of cooperation consist in exchanging experiences and consultations when dealing with the elderly and their families.

Theoretical guide for this study:

A: (Crisis theory)

is one of the theories that explain psychological and emotional disorders that occur to the elderly, as well as explaining the

psychological and social consequences resulting from retirement, and psychologists point out that this stage is important and sensitive in the life of the individual, where some crises and psychological, emotional and social disorders occur as a result of society withdrawing all roles And the responsibilities of the elderly after his retirement, which leads him to maladaptation and a feeling of anxiety and inferiority, and this theory sees the importance of the professional role for the integration of the individual with the group, because the professional role is an appropriate source of identity and enables him to put himself in meaningful relationships with the world of work, and that The work provides an important outlet for social interaction (Al Muhaid, 2008, p. 27).

B. (Role theory)

This study proceeds from the perspective of role theory, and this theory relies on specific concepts that the researcher can benefit from: Role learning: It is what is referred to as the behavior that the individual learns from himself, especially from the behavioral patterns carried out by individuals and others in the environment in which he lives.(Zaidan, 2004, p. 243), as well as role expectations: it is the set of ideas and beliefs that individuals and others have and that are specific to what the individual who occupies a certain position does. Role conflict: It arises due to the individual's awareness of a cycle, as women in general have different roles, as they are mother, employee, husband, daughter and friend, and each of these roles has a position that imposes on her many roles that may be difficult to perform all at the same time, and this is what is called the role conflict (Al-Sanhoury, 2003, p. 33), and role integration: It is a set of specific and stable roles that are between each of the individuals, which leads to the integration and coordination of roles.

The theoretically proposed role in this study is determined by the responsibility assigned to the social worker to work on how to achieve social support for the elderly, In light of what was presented from the theoretical heritage and what was clarified from the results of previous studies, as well as the concepts contained in the current study, the problem of the study can be identified in: What is the role of the social worker as a general practitioner to achieve social support for the elderly?

The importance of this study:

The importance of the subject and addressing it is due to the increase in the number of the elderly in the world, as well as according

to the statistics of the Central Agency for Public Mobilization and Statistics in Egypt. In addition, attention to all members of society, neglecting any of its groups, dealing carefully with the elderly, providing services and needs of care and attention, and providing all the needs that must be possible it is provided with proper planning to meet these needs of this group. Despite the old interest in the elderly category, this category remains in greater need to develop means, studies and services that reduce the health and social burdens that suit the elderly at this stage. This research deals with a category of our Egyptian society, and they are The elderly, whose numbers began to increase year after year, the demographic structure has changed significantly in the ratio of the elderly to the total population, which puts this group in need to achieve social support, and this will only be done through activating the roles of the social worker.

Objectives of the study:

The main objective of the study is to determine the role of the social worker as a general practitioner in achieving social support for the elderly.

This goal is divided into a set of the following sub-goals:

A. Defining the role of the social worker as a general practitioner in achieving emotional support for the elderly.

B. Determining the role of the social worker as a general practitioner in achieving informational support for the elderly.

c. Defining the role of the social worker as a general practitioner in achieving discretionary support for the elderly.

- Determining the difficulties facing the social worker as a general practitioner in achieving social support for the elderly.

- Identifying proposals to overcome the difficulties facing the social worker as a general practitioner in achieving social support for the elderly.

Study Questions:

The main question of the study is determined: What is the role of the social worker as a general practitioner in achieving social support for the elderly?

A number of sub-questions emerge from this study:

A. What is the role of the social worker as a general practitioner in achieving emotional support for the elderly?

B. What is the role of the social worker as a general practitioner in achieving informational support for the elderly?

C. What is the role of the social worker as a general practitioner in achieving discretionary support for the elderly?

- What are the difficulties facing the social worker as a general practitioner in achieving social support for the elderly?

- What are the suggestions to overcome the difficulties facing the social worker as a general practitioner in achieving social support for the elderly?

The theoretical part of the study:

1. Role concept:

The role is defined linguistically as culturally specific patterns of behavior that are binding on the individual who occupies a specific position, a social norm associated with a particular social status that represents a particular reciprocal relationship. (Ibrahim, 2001, p.129)

The role means, "The expected behavior of those who occupy a certain position or position, and the concept of status includes a number of rights, duties and feelings on the part of the person who occupies this position." (Mengarius, 2004, p. 343)

It is also a pattern of behavior expected of the individual from a specific situation determined by the activity he must perform in the light of the prevailing culture and on the basis that each individual occupies a social position in the social peace and this position imposes on the person who occupies a set of rights and obligations that regulate his interaction with people Others who work in other social centers.

The role in this study can be defined procedurally as follows:

A- A set of tasks and roles that the social worker performs as a general practitioner within the institution with the elderly.

B - The set of tasks, duties and professional responsibilities that the social worker performs as a general practitioner with the elderly.

C- A set of activities, services, programs and a behavioral framework that achieves what is expected of the social worker as a general practitioner to achieve social support with the elderly.

D- The social worker, as a general practitioner, takes all appropriate measures to enable him to effectively fulfill his role.

e- For the social worker as a general practitioner to carry out the tasks and roles required of him, it is necessary to be familiar with the cognitive, skill and value requirements associated with these tasks and roles.

F- To achieve these various professional tasks and roles, the cooperation of the social worker is necessary to achieve social support for the elderly.

2. Elderly:

A. Elder concept:

The concept of the elderly is one of the concepts that did not find agreement, as each researcher starts from a social, psychological or health theory through which he defines his concept of the elderly. Moreover, the United Nations reports build their statistics on the elderly with a systemic age-specific perspective, so the elderly are called those over 65 year, while the World Health Organization begins in its statistics by defining the elderly for those over 60 years old, despite everyone's assertion that the elderly person's estimation varies from one society to another. From a medical perspective, there are those who see that a number of physiological changes accompany the stage of aging, while from a social perspective, the concept of the elderly is related to those who "lost status and social effectiveness to face a stage of weak link between them and the family and external community" (Othman, 2003, p. 79).

The elderly, according to this study, means: he is the one who has reached sixty, or who retired from work because of reaching the retirement age, and he is the one who shows signs of deterioration as a result of advancing age in his health, emotional and general mental state, and he who suffers from certain psychological changes.

B. Elderly problems and their causes:

There is no doubt that the diseases of the elderly are more frequent than the various other stages of human life, as a result of the lack of physical immunity and the weakness of the body and tissues and its inability to resist diseases that may exist in the human body in the youth and middle age, and problems may include weak social relations of the elderly with his friends Elderly people are like him, especially when those around him diminish those of his age by death or distance, which leaves the elderly in a state of selfishness and criticism of others, especially grandchildren and young people, which creates a difference in thinking, contrast in emotions and distance in feelings (Al-Rawi, 2009, p. 5).

There is also no doubt that many elderly people suffer from their loneliness and leave their children to them because they are preoccupied with themselves, their relationships and their work, and some elderly people may pass the separation of their husband or wife, which leaves an

emotional void and loneliness that they have not been familiar with before, which makes them feel close to term and the abandonment of loved ones from their children and friends. With their strange habits on the elderly, which exposes the elderly to introversion and isolation (Ali, 2012, p. 5).

A study (Gabriel, 2009) indicates that among the types of problems that the elderly suffer, depending on the gender of the elderly, are health problems and the most prevalent diseases are eye diseases, tooth loss, rheumatism, and diabetes, followed in importance by the problem of leisure time. Reading, as they have a lot of free time that they cannot spend on useful work, in addition to the inappropriateness of television programs for them, and the lack of a hobby in which they can spend their free time, and many suffer from the inability to go out for a walk, and the lack of entertainment suitable for the old age. This is followed by the social problem, and the elderly suffer from a number of social problems, the most important of which are: the loss of friends through death, the need to help others, the loss of a partner (husband or wife) through death, children not involving their elderly parents in their problems, children's marriage and their distance from parents, inability to serve oneself and the feeling of the elderly. That his ideas became strange and do not like others.

3. Social Support-:

Support in the surrounding dictionary is "support" in the sense of "supporting", "sand", and "snada" for work, and social support carries in its fold the meaning of support, support, strengthening, and assistance in facing different situations.

Social support is also known as the support of the thing, i.e. making it a bond or a pillar to rely on, and entrust the thing as a bond, a support bracket and a support, i.e. supportive and supportive, meaning a mechanical corner and recline and the people are supported, i.e. supported each other and the predicate is all that is attributed to it (Arabic Language Academy, 1996, p.363)

And as he defined social support as the belief that there are some people who can be trusted by the individual, who leave the impression that they love and appreciate him, and can be relied upon when needed (Rason, et al, 1995, p. 33).

Thus, social support is an important source of effective social support that a person needs, as the volume of social support and the level of satisfaction affect how the individual perceives the various pressures of life, methods of confronting them and how to deal with these pressures, and plays an important role in satisfying psychological hope, and reducing the level of suffering. Resulting from the severity of the traumatic events, and having an impact on achieving the severity of negative pressures, such as: anxiety, and isolation. (Ali, 2000, p. 14)

Social support is a basic variable that has great importance in the life of individuals in general. As the individual ages, he needs social communication with others, which supports the human life with love, acceptance, appreciation and belonging and increases his strength to face life pressures, as social support is closely linked to mental health, its absence is associated with increased fear, anxiety, isolation, and a feeling of inReliability and loss. (Cutrora, 1990, p.45)

4. The role of the social worker as a general practitioner in dealing with the problems of the elderly:

The emergence of any field of professional practice of social work is considered an indication of the need of the group or clients it serves, and thus begins to crystallize the goals of the profession that it seeks to achieve, especially the elderly group, and that it is gaining increasing importance in society, as a reflection of the extent to which its objectives are defined and the extent of its effectiveness in carrying out its commitment to achieve those Objectives.

The humanities have been interested in studying the conditions and needs of the elderly, including the profession of social work, because it is a humanitarian profession in the first rank.

The profession of social work works in most areas of life and is interested in performing direct and indirect services within the scope of its cooperation with other fields to help individuals, groups and societies to reach the desired goals. Therefore, the emergence of any field of professional practice in social work is an indication of the need of the category or clients you serve. (The elderly) and thus begins to crystallize

its goals that it seeks to achieve, especially with this group, and that this phenomenon is gaining increasing importance in society.

The profession of social work seeks to assist these elderly people in their psychological, social and professional rehabilitation to restore confidence in themselves and in the community surrounding them, through integrating them and developing their abilities and capabilities, which qualifies them to lead a dignified life.

And that social work does its work with these elderly people, not within the framework of alternative care to the family, but rather on the basis of the responsibility of social workers to provide them with all their basic needs and solve their problems facing their lives.

The professional performance of the social worker is generally based on three basic pillars: science, values and skill. Science is represented in the theories, models, and knowledge included in the human sciences and social work methods. As for values and ethics, which are derived from professions and society, and finally, the various skills, which are communication skills and formation skills. Professional relationship and comprehension skills, interview and observation skills, measurement skills, diagnostic skills, skills of developing and implementing relational plans and other professional skills.

Because the competence of the social worker and his experience with the effective and decisive factors in the success of his work and professional performance because it does not consist randomly or by trial or error, but is based on two scientific foundations, the first of which is a strong theoretical framework that includes many models and theories that explain problems and add needs, and the second is the application of these theories that It deals with problems and needs according to their levels. (Abdel Meguid et.al, 2008, p. 27)

And that the ability of the social worker to implement his professional performance to apply the knowledge acquired through skills and knowledge, a process that is affected by the personal characteristics and capabilities of the social worker...because the technical abilities contribute to the professional performance of the social worker is considered a starting point in dealing with clients through his technical competence.(Schuurman, 2010, p.66)

As the effectiveness of the professional performance of the social worker requires its compatibility with work methods, needs,

relationships with colleagues and the surrounding environmental conditions, and the availability of the appropriate psychological, social and material climate that motivates them and stimulates the desire to work with clients, especially the elderly. (Khairi, 2007, p. 717)

The professional relationship between the elderly and the social worker must be based on trust and respect, and the professional relationship is based on mutual ideas and feelings between the two parties. Self-help process only, but it depends on environmental and social factors and resources that help to support the relationship through the implementation of programs and the provision of opportunities for treatment and professional intervention. (Karen, 2000, p.789).

Methodology:
-Type of study:

This study belongs to the type of descriptive studies that tend to quantitatively and qualitatively describe the phenomenon and seek to determine the role of the social worker as a general practitioner in achieving social support for the elderly, because it includes the study of current facts related to the nature of a phenomenon or situation or a group of people or events or a group of situations.

- Type of method:

The method helps to collect information and data that is more accurate, honest and more representative of the studied reality because it provides fertile scientific material on all aspects of the phenomenon studied, as it is characterized by generality. Quantitative data is necessary to understand reality.

- Fields of study:
- Spatial field:

The study was applied in Cairo Governorate, Helwan region, to institutions that work in the field of elderly care within the spatial domain, and they are as follows:

- Al-Ajaybi Foundation for the Care of the Elderly in Helwan.
- Happy Land Foundation for the elderly.
- Umm Kulthum Foundation for Elderly Care.
- El-set Khadra Foundation, Helwan

Justifications for choosing the spatial domain:
- These institutions are considered pioneers in the field of elderly care.
It includes a large number of social workers because it serves a large segment of the elderly.

The consent of those institutions to cooperate with the researcher to conduct the study.

- The human sample:

A sample of (50) social workers working in the aforementioned institutions was selected according to the following conditions:

-They implement social work programs with the elderly.

- They provide services and deal directly with the elderly.

- They have at least one year of work experience.

- Agree to cooperate with the researcher.

Table (1) shows the size of the study population

N	Agency	Number of social workers and team work
1	Al-Ajaybi Foundation for the Care of the Elderly in Helwan.	13
2	Happy Land Foundation for the elderly.	7
3	Um Kulthum Foundation for Elderly Care.	20
4	El-set Khadra Foundation, Helwan	10
total		**50**

- Time-domain:

The time field of the study includes the period of collecting information from the study vocabulary during the period (17/2/2021) to (8/5/2021).

- Study Tools:

This study relied on the following tool: A questionnaire applied to social workers working in elderly care institutions.

The following is a description of the study tool, its components and dimensions:

- The study tool was built through several well-known scientific stages in this regard in terms of: -

- The preliminary stage and the collection of questions from the study form:

Since the study tool requires that the researcher have a large number of questions related to the subject of the study, if these questions vary and vary, **these questions were identified through**-

A- Seeing the scientific references related to the study.

B- Seeing previous studies conducted in the field of elderly care.

C- Examine the questionnaires and standards that were designed in previous research and studies related to the field of elderly care.

D- Conducting interviews with specialists and experts in the field of elderly care.

E- The theoretical framework that was contained in this study and explained some of the elements related to the subject of the study was reviewed, and this framework provided the researcher with information that helped her in some of the terms of this form.

- Question formulation stage:

After the researcher has collected many facts, concepts and information, she has determined the terms of the study tool. The phrases have been formulated in the light of the following considerations:

- The statements of the study form should be characterized by clarity of meaning and ease of expression.
- The phrases should be far from linguistic ambiguity in order to suit the subject.

The phrase does not have more than one meaning.

At this stage, the researcher formulated the questions of the questionnaire, and the researcher took into account the accuracy in formulating the questions, to stay away from repetition and synonymy in meaning while avoiding complex or ambiguous questions that carry more than one meaning. Close to the level of culture of the respondents.

The following criteria were addressed:-

- The first dimension: primary data about the respondents.

- The second dimension: data related to determining the role of the social worker in achieving social support for the elderly.

- The third dimension: data on identifying the difficulties facing the social worker in achieving social support for the elderly.

- The fourth dimension: identifying proposals to overcome the difficulties facing the social worker in achieving social support for the elderly.

- Validity of the paragraphs (apparent honesty):

The researcher used apparent honesty by presenting the study tool to (5) arbitrators from faculty members at the Faculty of Social Work, Helwan University, to express an opinion on the validity of the phrases contained in the study tool, in terms of the linguistic integrity of the phrases on the one hand, as well as the extent of their relationship to the study variables on the other hand. Accordingly, some questions and phrases were modified, added and deleted, all observations were collected and unloaded, some phrases were deleted and some that did not get at least (80%) agreement were reformulated. Accordingly, the tool was formulated in its final form.

The researcher made the modifications shown by the judges to the study tool, and at the end of this stage, the study tool was put into its final form.

- **Content Validity:**

Table (2) Validity of questionnaire.

N	Dimensions	Pearson correlation coefficient	level of Significant
1	The role of the social worker in achieving social support for the elderly.	0.91	**
2	Difficulties facing the social worker in achieving social support for the elderly.	0.87	**
3	Suggestions to overcome the difficulties facing the social worker in achieving social support for the elderly	0.81	**

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

It is clear from the results of the previous table that all levels of validity are acceptable for the researcher.

-**Reliability of the tool**:

Table (3) Reliability of the questionnaire as a whole

Dimension	Coefficient (alpha Cronbach)
The role of the social worker in achieving social support for the elderly.	0.93

It is clear from the results of the previous table that the level of Reliability of the research form represents acceptable levels for the researcher.

- **Statistical analysis methods:**

The data was processed through the computer using the program (SPSS.V. 19.0) statistical packages for social sciences, and the following statistical methods were applied:

- Frequencies and percentages.

- Arithmetic mean = k (yes) x 3 + k (somewhat) x 2 + k (no) x 1/n.

 How to judge the level of the social worker's role in achieving social support for the elderly:

The level of the social worker's role in achieving social support for the elderly can be judged by using the arithmetic mean, where the beginning and end of the triple scale categories are: Yes (three degrees), to some extent (two degrees), no (one degree), the data was encoded and entered into the computer, To determine the length of the cells of the triangular scale (lower and upper limits), range = largest value – least

value (3 - 1 = 2) was calculated, divided by the number of scale cells to get the corrected cell length (2/3 = 0.67) and then added This value is reduced to the lowest value in the scale or the beginning of the scale, which is the correct one, in order to determine the upper limit of this cell, and thus the length of the cells became as follows:

Table (4) How to judge the level of the social worker's role as a general practitioner in achieving social support for the elderly

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

Standard deviation: It is useful in knowing the extent of dispersion or non-dispersion of the respondents' responses, and helps in arranging the phrases with the arithmetic mean, since in the case of the phrases being equal in the arithmetic mean, the phrase whose standard deviation is less takes the higher order.

Range: It is calculated by the difference between the largest value and the lowest value.

Results:

Table (5) shows the distribution of the study sample (n = 50)

N	- Gender:	Frequencies	Percentage %
1	A- male.	20	40
2	B- female.	30	60
Total:		50	100

N	- Age:	Frequencies	Percentage %
1	Less than 25 years old.	3	6
2	from 25-	25	50
3	from 35-	16	32
4	from 45-	6	12
5	55 years and over	-	-
Total:		50	100

N	Qualification	Frequencies	Percentage %
1	Intermediate social work qualification.	2	4
2	Bachelor Social works.	36	72
3	Bachelor of Arts in Sociology.	7	14
4	Masters in Social Work.	2	4
5	PhD in social work.	3	6

N	Years of Experience	Frequencies	Percentage %
Total:		50	100
N	**Years of Experience**	**Frequencies**	**Percentage %**
1	Less than 5 years.	15	30
2	From 5_.	19	38
3	From 10_.	6	12
4	From 15_.	9	18
5	20 years and over.	1	2
Total:		50	100

The results of the above table show that:

- Distribution of the sample by gender, where it came in the first rank (female social workers) with a percentage of (60%), followed by (male social workers) with a percentage of (40%).

- Distribution of the sample according to age, where it came in the first rank (from -25) with a percentage (50%), followed by the second rank (from -35) with a percentage (32.0%), while it came in the last rank (less than 25 years old) with a percentage of (6%)

- Distribution of the sample by academic qualification, where it came in the first rank (Bachelor of Social Work) with a percentage of (72%), followed in the second rank (Bachelor of Arts in Sociology) with a percentage of (14%), while in the last order came (mean qualification of social work)) and (Masters in Social Work) with a rate of (4%), and it can be said that the majority of the study population are holders of a Bachelor of Social Work, which may make them familiar to some extent with the nature of work with special elderly people and the required skills, expertise and specialized knowledge.

- The number of years of experience in the field of work, where it came in the first rank (from 5_less than 10 years) with a percentage of (38%), followed by the second rank (less than 5 years) with a percentage of (30%), while it came in the last rank (20 years and over) with a percentage (2%) Therefore, it is important to focus on refining the knowledge of social workers working with groups of autistic elderly people and increasing their experiences and skills as one of the most important groups that deal directly with the elderly, and then it can be said that those years of experience need more other experiences, as the

more experiences increase The study population This was reflected in working with the elderly as the target group, and in the same case, gaining more experience leads to improving the performance of social workers.

- Data related to the roles of the social worker in achieving social support for the elderly.

Table (6) shows the role of the social worker as a general practitioner in achieving emotional support for the elderly (n = 50)

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	Helping the elderly to face their problems that hinder their performance.	14	29	7	107	2.14	0.639	7
2	Reducing feelings of fear and anxiety in the elderly.	33	12	5	128	2.56	0.674	3
3	Instilling positive social values in them.	33	16	1	132	2.64	0.525	1
4	Helping the elderly deal with stressful conditions.	35	11	4	131	2.62	0.635	2
5	Instilling feelings of affection and love in the elderly.	24	19	7	117	2.34	0.717	6
6	It works to restore the self-esteem of the elderly.	31	14	5	126	2.52	0.677	4
7	Strengthening the social relations of the elderly with others who deal with them.	29	17	4	125	2.5	0.646	5
The variable as a whole:						2.47	0.366	high

The results of the above table show that:

The role of the social worker in achieving emotional support for the elderly was an arithmetic mean of (2.47), which is a high indicator and came according to the following order- :

It came in the first rank (instilling positive social values in them. with an arithmetic mean (2.64), followed in the second rank (helping the elderly to deal with stressful conditions) with an arithmetic mean (2.62), while it came in the last rank (helping the elderly to face their problems that impede their performance, with an arithmetic mean (2.14)

Table (7) shows the role of the social worker as a general practitioner in achieving informational support for the elderly

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	Guiding the elderly on appropriate methods to deal with the problems they face.	24	20	6	118	2.36	0.692	5
2	Providing the elderly with information that enables them to deal with the surrounding environment.	29	16	5	124	2.48	0.677	3
3	Providing the elderly with information that helps them obtain the services they need	31	13	6	125	2.5	0.707	2
4	Providing the elderly with information on how to deal with the problems they face	28	10	12	116	2.32	0.843	6
5	Providing the elderly with information that contributes to their acquisition of life skills	39	7	4	135	2.7	0.614	1
6	Providing the elderly with information about programs and activities that contribute to occupying their leisure time in a positive way.	32	9	9	123	2.46	0.787	4
The variable as a whole:						2.47	0.365	high

The results of the above table show that:

The role of the social worker in achieving informational support for the elderly was an arithmetic mean of (2.47), which is a high indicator and came according to the following order- :

It came in the first rank (providing the elderly with information that contributes to their acquisition of life skills) with an arithmetic mean (2.70), followed in the second rank (providing the elderly with information that helps them obtain the services they need) with an arithmetic mean (2.50), while it came in the last rank (Giving the elderly information about how to deal with the problems they face) with an arithmetic mean (2.32)

Table (8) shows the role of the social worker in achieving discretionary support for the elderly (n = 50)

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	Providing various forms of information to develop his personality in dealing with current situations.	31	12	7	124	2.48	0.735	1
2	Supporting the elderly person with a sense that he is accepted by others.	26	12	12	114	2.28	0.833	5
3	Helping them sense personal value.	17	17	16	101	2.02	0.82	7
4	Provide support in building the child's own feelings.	26	13	11	115	2.3	0.814	4
5	Helping the elderly feel good about themselves.	24	15	11	113	2.26	0.803	6
6	Working on developing positive attitudes towards self among the elderly.	26	16	8	118	2.36	0.749	3
7	Helping the elderly to avoid experiences that cause their feelings of inadequacy.	25	18	7	118	2.36	0.721	2
The variable as a whole:						2.29	0.387	middle

The results of the above table show that:

The role of the social worker in achieving the estimated support for the elderly was an arithmetic mean of (2.29), which is an middle indicator and came according to the following order- :

It came in the first rank (providing different forms of information to develop his personality in dealing with current situations) with an arithmetic mean (2.48), followed in the second rank (helping the elderly to avoid experiences that cause them to feel inferior) with an arithmetic mean (2.36), while it came in the last order (Helping the elderly to feel self-satisfied) with an arithmetic mean (2.26).

Table (9) shows the order of the social worker's roles as a general practitioner in achieving social support for the elderly (n = 50)

N	phrases	M	S.D	R
1	The role of the social worker in achieving emotional support for the elderly.	2.47	0.366	2
2	The role of the social worker in achieving informational support for the elderly.	2.47	0.365	1
3	The role of the social worker in achieving discretionary support for the elderly.	2.29	0.387	3
	Role as whole:	2.41	0.282	high

The results of the above table show that:

The roles of the social worker as a general practitioner in achieving social support for the elderly as a whole had an arithmetic mean of (2.41), which is a high indicator and came according to the following order- :

It came in the first rank (the role of the social worker as a general practitioner in achieving informational support for the elderly) with an arithmetic mean of (2.47), followed in the second rank (the role of the social worker as a general practitioner in achieving emotional support for the elderly) with an arithmetic mean of (2.47), while it came in the last rank (the role of The social worker in achieving the estimated support for the elderly) with a mean of (2.29).

(E): Data related to the difficulties facing the social worker as a general practitioner in achieving social support for the elderly:

Table (10) illustrates the difficulties facing the social worker as a general practitioner in achieving social support for the elderly and is due to the elderly (n = 50)

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	The reluctance of the elderly to participate in the programs set by the social worker.	41	7	2	139	2.78	0.506	1
2	Prevalence of negativity among the elderly when exercising programs.	28	14	8	120	2.4	0.755	6
3	The elderly did not respond to the instructions of the social worker.	32	7	11	121	2.42	0.835	5

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
4	Failure of the elderly to complete the tasks required of them within the institution.	40	6	4	136	2.72	0.607	2
5	Prevalence of selfishness among the elderly.	35	14	1	134	2.68	0.512	3
6	The different tendencies of the elderly, inconsistent with the programs practiced by the social worker in the shelter institutions.	37	9	4	133	2.66	0.626	4
The variable as a whole:						2.61	0.332	high

The results of the above table show that:

It is clear from the data of the previous table that the difficulties facing the social worker in achieving social support for the elderly and due to the elderly were the arithmetic mean of (2.61), which is a high indicator and came according to the following order- :

It came in the first rank (the reluctance of the elderly to participate in the programs set by the social worker) with an arithmetic mean of (2.78), followed in the second rank (the elderly not completing the tasks required of them within the institution) with an arithmetic mean of (2.72), while it came in the last rank (the prevalence of Negativity among the elderly when practicing the programs) with a mean of (2.40).
Table (11) shows the difficulties that the social worker faces as a general practitioner in achieving social support for the elderly, and it is due to the programs that the social worker practices with them (n = 50)

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	Activities are not commensurate with the needs of the elderly.	37	13	-	137	2.74	0.443	1
2	Activities do not provide opportunities for the elderly to express themselves.	27	13	10	117	2.34	0.798	2
3	Activities are imposed on the elderly and do not	27	12	11	116	2.32	0.819	3

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
	participate in their selection.							
4	Lack of resources for practice programs.	15	17	18	97	1.94	0.818	7
5	Low number of programs that are practiced with the elderly.	30	6	14	116	2.32	0.89	4
6	Activities do not satisfy the elderly's need to feel confident.	23	15	12	111	2.22	0.815	6
7	Activities do not contribute to providing the elderly with information that enables them to deal with the pressures they suffer from.	25	13	12	113	2.26	0.828	5
The variable as a whole:						2.3	0.591	middle

The results of the above table show that:

The difficulties faced by the social worker in achieving social support for the elderly are due to the programs practiced by the social worker as a general practitioner with an arithmetic mean of (2.30), which is an middle indicator and came according to the following order-:

It came in the first rank (activities do not provide opportunities for the elderly for self-expression) with a mean of (2.73), followed by in the second rank (activities that do not provide opportunities for the elderly for self-expression) with a mean of (2.34), while it came in the last order (lack of resources for practice Programs) With an arithmetic, mean (1.94).

Table (12) shows the difficulties facing the social worker as a general practitioner in achieving social support for the elderly, and it is due to the social worker himself (n = 50)

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	The specialist is not familiar with the foundations of achieving social support for the elderly.	20	13	17	103	2.06	0.866	6

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
2	Lack of social worker knowledge of the basic needs of the elderly.	18	8	24	94	1.88	0.917	7
3	The specialist's lack of familiarity with the programs necessary to achieve social support for the elderly.	26	7	17	109	2.18	0.918	5
4	The social worker's reluctance to attend training courses related to elderly issues.	21	18	11	110	2.2	0.782	3
5	Lack of practice of advanced programs in working with the elderly.	25	9	46	109	2.18	0.896	4
6	The specialist is preoccupied with administrative work.	33	9	8	125	2.5	0.762	1
7	The specialist's reluctance to follow up on the tasks of the work team.	34	6	10	124	2.48	0.814	2
The variable as a whole:						2.21	0.476	middle

The results of the above table show that:

The difficulties facing the social worker in achieving social support for the elderly are due to the social worker himself, whose arithmetic mean was (2.21), which is an middle indicator and came according to the following order-:

It came in the first rank (the specialist's preoccupation with administrative work) with a mean of (2.50), followed in the second rank (the specialist's reluctance to follow up on the tasks of the work team) with a mean of (2.48), while it came in the last order (the lack of knowledge of the social worker about the basic needs of the elderly with an arithmetic mean (1.88)

Table (13) shows the difficulties facing the social worker as a general practitioner in achieving social support for the elderly, and it is due to the work team and the institution (n = 50)

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	The reluctance of the work team to help the social worker.	42	6	2	140	2.8	0.494	1
2	The inferiority view on the part of the work team of the social worker.	37	9	4	133	2.66	0.626	2
3	The ongoing conflict between the work team with the social worker.	39	5	5	133	2.66	0.688	3
4	The work team does not understand the roles of the social worker.	25	15	10	115	2.3	0.788	9
5	Inconsistency of the activities of the work team with the activities of the social worker.	34	8	8	126	2.52	0.762	4
6	Assigning the administration of the social worker the administrative burden.	32	8	10	122	2.44	0.812	7
7	The institution's management does not recognize the roles of the social worker.	30	12	8	122	2.44	0.76	6
8	The lack of resources and capabilities of the institution necessary to practice programs aimed at achieving social support for the elderly.	28	16	6	122	2.44	0.704	5
9	Weakness of the institution's interest in preparing the necessary courses for social workers.	29	10	11	118	2.36	0.827	8
The variable as a whole:						2.51	0.318	high

The results of the above table show that:

It is clear from the data of the previous table that the difficulties facing the social worker in achieving social support for the elderly are due to the work team and the institution, and the arithmetic mean for them was (2.51), which is a high indicator and came according to the following order-:

It came in the first rank (the reluctance of the work team to help the social worker) with an arithmetic mean of (2.80), followed in the second rank (the inferior view on the part of the work team of the social worker) with an arithmetic mean of (2.66), while it came in the last rank (the work team's lack of understanding of the roles of the social worker Social Worker with a mean of (2.30).

Table (14) shows the order of difficulties facing the social worker as a general practitioner in achieving social support for the elderly n = 50

N	phrases	M	S.D	R
1	Difficulties associated with the elderly.	2.61	0.332	1
2	Program related difficulties.	2.3	0.591	3
3	Difficulties associated with the social worker as a general practitioner.	2.21	0.476	4
4	Difficulties associated with the work team and the institution.	2.51	0.318	2
	Difficult as whole	**2.41**	**0.283**	**high**

The results of the above table show that:

The difficulties as a whole that face the social worker as a general practitioner in achieving social support for the elderly, where the arithmetic mean was (2.41), which is a high indicator and came according to the following order- :

It came in the first rank (the difficulties associated with the elderly) with a mean of (2.61), followed by the second rank (the difficulties associated with the work team and the institution) with a mean of (2.51), while it came in the last order (the difficulties associated with the social worker as a general practitioner) with a mean of (2.21).

(F): Data related to proposals to overcome the difficulties facing the social worker in achieving social support for the elderly:

Table (15) shows the proposals through which it is possible to increase the effectiveness of the role of the social worker as a general practitioner in achieving social support for the elderly (n = 50)

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
1	Design group programs consistent with the	27	12	11	116	2.32	0.819	15

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
	tendencies and needs of the elderly.							
2	Encouraging the elderly to participate in-group programs.	31	4	15	116	2.32	0.913	16
3	Involve the elderly in choosing programs that satisfy their needs.	39	9	2	137	2.74	0.527	11
4	Diversity in the provision of programs for the elderly, which contributes to eliminating stress.	27	16	7	120	2.4	0.728	14
5	Training the elderly on how to complete the required tasks within the institution on time.	29	15	6	123	2.46	0.705	12
6	Developing the spirit of participation among the elderly with their colleagues in the institution.	31	11	8	123	2.46	0.761	13
7	Design programs that allow the elderly to express themselves.	41	6	3	138	2.76	0.555	9
8	Work to increase the number of programs offered to the elderly.	38	11	1	137	2.74	0.486	10
9	The use of experts and specialists in the field of the elderly to provide the social worker with the foundations of social support.	43	6	1	142	2.84	0.421	5
10	Encouraging the social worker to obtain training courses in the field of the elderly.	41	9	-	141	2.82	0.388	6
11	Holding courses for social workers on how to achieve social support for the elderly.	43	7	-	143	2.86	0.35	4

N	phrases	Answers			T-w	M	S.D	R
		Yes	Some Times	No				
12	The social worker to form a professional relationship.	48	2	-	148	2.96	0.197	1
13	The establishment of the social worker and clarification of his role.	46	4	-	146	2.92	0.274	3
14	The social worker's interest in his professional duties.	42	7	1	141	2.82	0.437	7
15	Explanation of the social worker's role.	41	8	1	140	2.8	0.451	8
16	Familiarity of the social worker with the roles played by the work team.	47	3	-	147	2.94	0.239	2
The variable as a whole:						2.69	0.223	high

The results of the above table show that:

The proposals through which it is possible to increase the effectiveness of the role of the social worker as a general practitioner in achieving social support for the elderly had an arithmetic mean of (2.69), which is a high indicator and came according to the following order: -

It came in the first rank (the social worker forming a professional relationship) with an arithmetic mean (2.96), followed in the second rank (the social worker's familiarity with the roles played by the work team) with an arithmetic mean (2.94), followed by the third rank (the social worker's establishment and clarification of his role) With an arithmetic mean (2.92), while it came in the ninth rank (designing programs that provide the opportunity for the elderly to express themselves) with an arithmetic mean (2.76), while it came in the last rank (encouraging the elderly to participate in group programs) with an arithmetic mean (2.32).

Discussion:

It is clear from the results of the study regarding the study objectives and questions that:

The roles of the social worker as a general practitioner in achieving emotional support for the elderly came in the first rank (instilling positive social values in them), followed by the second rank (helping the elderly to deal with stressful conditions), while it came in the last order (helping the elderly to face their problems that hinder their performance) This may be due to the effectiveness of the programs provided to care for the elderly by the social worker, due to their
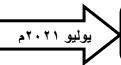
contribution to the programs' contribution to instilling positive social values for the elderly at that age, as well as helping the elderly to deal with stressful conditions. These programs should have included most of the services they provide, and this is what she confirmed According to the results of a study (Abdul Rahman, 2015) that when developing programs that serve groups of the elderly, they must contribute to the development of their ability to deal with the current conditions, and that this group has a set of needs and an arrangement for the psychological needs of the elderly are their social needs for these elderly in addition to the need for the presence of the family.

The most important roles of the social worker as a general practitioner in achieving informational support for the elderly came in the first rank (providing the elderly with information that contributes to their acquisition of life skills), followed by the second rank (providing the elderly with information that helps them obtain the services they need), while it came in The last rank (the elderly being given information on how to deal with the problems they face), and this may be due to the effectiveness of the information provided by the services of elderly care institutions and containing information on life skills and how to obtain services due to the weak physical and psychological capabilities of the elderly, and accordingly the roles of the social worker It should be diverse and numerous in helping the elderly to identify their needs and help them satisfy them, whether material or moral, to bridge the gaps and negatives that resulted from the problem that these elderly suffer from. In addition to paying attention to training and education programs and helping them to express, and this depends on his skill in gathering them and facilitating their relationship to achieve common goals themselves. (Ghobari, 2015, p. 247)

The most important roles of the social worker as a general practitioner in achieving discretionary support for the elderly, as it came in the first rank (providing different forms of information to build his personality), followed in the second rank (helping the elderly to avoid experiences that cause their feeling of inferiority), while it came in the last order (help This may be due to the social worker's ability to deal with the problems and needs of the elderly and his deep understanding of the experiences and circumstances in which they live at that stage. There are obstacles and problems that hinder his performance with these elderly people because of their characteristics, characteristics and a special life from the rest of the community members, which requires the

social worker to work with them in a different way. (Mankerios, 2009, p. 21)

The order of the social worker's roles in achieving social support for the elderly came in the first rank (the role of the social worker as a general practitioner in achieving informational support for the elderly), followed by the second rank (the role of the social worker as a general practitioner in achieving emotional support for the elderly), while it came in the last order (The role of the social worker as a general practitioner in achieving discretionary support for the elderly).

The most important difficulties faced by the social worker in achieving social support for the elderly, which are due to the elderly themselves, came in the first rank (the reluctance of the elderly to participate in the programs practiced by the social worker), followed by the second rank (the elderly not completing the tasks required of them within the institution), while it came in the second rank. In the last order (the spread of negativity among the elderly when practicing programs), this may be due to the fact that there is a problem in the social worker's dealing with the experiences of the elderly and not taking their opinions when developing programs for the care of the elderly, which forces them to refrain from participating in the programs and makes them more introverted.

The most important difficulties faced by the social worker in achieving social support for the elderly, which are due to the programs that the specialist practices with them, came in the first rank (program activities do not provide opportunities for the elderly for self-expression) with a mean of (2.73), followed by the second rank (program activities do not provide opportunities for the elderly) For self-expression.) With a mean of (2.34), while it came in the last rank (lack of resources needed to practice the programs.) with a mean of (1.94). I have to express myself, in contrast to the availability of the necessary financial resources.

The most important difficulties facing the social worker in achieving social support for the elderly, which are due to the social worker himself, came in the first rank (the specialist's preoccupation with administrative work), followed by the second rank (the specialist's reluctance to follow up on the tasks of the work team), while the last order came (lack of knowledge) The social worker with the basic needs of the elderly), and this may be due to the restrictions imposed on the social worker within the institution and the large number of burdens entrusted to him by the management of the institution, which forces him to refrain from

following up on various tasks such as determining the needs of the elderly and following up on their tendencies.

The difficulties facing the social worker in achieving social support for the elderly are due to the work team and the institution, where it came in the first rank (the reluctance of the work team to help the social worker), followed by the second rank (the inferior view of the work team of the social worker), while it came in the order The latter (the work team's lack of understanding of the social worker's roles), and this may be due to the work team's lack of cooperation with the social worker within the elderly care institutions and their lack of understanding of the role of the social worker within the institution, which puts them in many problems for conflicting competencies within the institution.

The order of the difficulties facing the social worker in achieving social support for the elderly, as it came in the first rank (the difficulties associated with the elderly), followed by the second rank (the difficulties associated with the work team and the institution), while it came in the last order (the difficulties associated with the social worker), and this was confirmed by Carbone, 2012) study, where his study indicated the need to strive hard for social workers to acquire more professional skills and experiences that in their entirety lead to improving the professional performance of social workers working with different disciplines, and then the study confirms that social workers are in constant need to acquire more Continuous professional experiences in order to improve their professional performance with the target format.

The proposals through which it is possible to increase the effectiveness of the role of the social worker in achieving social support for the elderly, as it came in the first rank (the social worker forming a professional relationship), followed by the second rank (the social worker's familiarity with the roles played by the work team), followed by the third rank (The establishment of the social worker and his clarification of his role), while it came in the ninth rank (designing programs that provide the opportunity for the elderly to express themselves), while it came in the last order (encouraging the elderly to participate in group programs).

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