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Obstacles To E-volunteering in the Fields of Professional Practice of Social Work in the Saudi Community: A Field Study

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Abstract: The present research aimed to identify the major obstacles to E-volunteering in the fields of social work practice in the Saudi community and the most appropriate fields of E-volunteering as well as highlight the role of social workers in overcoming these obstacles. To achieve the research objectives, the author adopted the descriptive analytical research design and a questionnaire was adopted as a tool. The research sample deliberately comprised the social workers serving in Riyadh, Saudi Arabia. The author also adopted the appropriate statistical methods using (SPSS). The results showed obstacles to E-volunteering in the fields of social work practice in the Saudi community. Administrative obstacles were ranked the first, with a degree of often. However, the obstacles related to the social workers were ranked the last, with a degree of sometimes. Moreover, there was agreement to appropriateness of the addressed fields for E-volunteering. The field of organizations affiliated with the Ministry of Human Resources and Social Development was ranked the first, the educational field was ranked the second, the charitable field (charities) was ranked the third, the social field "family social counseling" was ranked the fourth and medical field was ranked the last. Furthermore, there was agreement to the mechanisms that activate the electronic social work and overcome its obstacles among social workers from the perspective of the Saudi social workers. The major mechanisms involved educating the officials of the community organizations about the importance of E-volunteering, announcing E-volunteering platforms and providing social workers with training courses related to E-volunteering. The research recommended educating clients of the charities about E-volunteering services and sharing links and applications that help spread these services among volunteers and service recipients.

Keywords: Obstacles, Volunteering, E-volunteering, Areas, Professional practice, social work, Saudi community.

1 Introduction

Voluntary work is categorized as the third sector in any society. In its vision 2030, Saudi Arabia attempts to achieve its highest rate, as it has recently been so prevalent that it reduces the responsibilities of the community institutions. Ones and institutions' sense of community responsibility has increased, which contributed in moving forward the wheel of development. However, community circumstances, whether global or local, have reduced the effectiveness of social activity due to Corona crisis. Thus, E-volunteering was the optimal choice as technology plays a prominent role in voluntary work if it is best invested to overcome the obstacles of crises. Several Studies indicate that voluntary work has been affected by technological progress and information revolution. Nevertheless, success of the experience of E-volunteering in the field of social work practice is still unclear. Accordingly, the present research aims to identify the obstacles to E-volunteering in the fields of professional practice of social work in the Saudi community.

E-volunteering constitutes a qualitative leap within the framework of traditional voluntary work fields and is considered a complement to field voluntary work. Saudi Arabia has realized two facts: the first is that voluntary work in the Arab world has not received sufficient attention, so it is still so limited that it is adopted only in advocacy and social fields and services offering to the poor and needy; second: to achieve its desired goals, voluntary work has to best invest the human resource related to youth and remove the obstacles to benefiting from their efforts.

Those interested in volunteering in Saudi Arabia stressed caring about supporting youth initiatives that aim to develop the community and raise awareness among its members in various fields, confirming that voluntary experiences that the Kingdom witnesses always record their success and positive impact. They also stressed the prominent role of the public and private sectors in these initiatives that have been remarkable in several disciplines and contributed to promoting the community and its members, at the medical, cultural or commercial levels (Abu Alela, 2017).

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Trends have emerged to activate E-volunteering as a professional method that keeps pace with community developments, facilitate volunteering process and overcome the relevant obstacles. Statistics reveal that volunteers accomplished more than 14,313 online voluntary tasks in 2009. E-volunteering has spread to diverse regions, which constitutes cultural, intellectual and social intermingling of volunteers (Kurdi, 2010), especially since social networks are the major tools for this type of volunteering (Brouqi & Mihoubi, 2018). Hence, the Internet has recently contributed to the spread of volunteerism and reinforced its practice (Al-Masabi, 2005).

Use of means of communication has increased. According to statistics of 2020, the number of Internet users at the global level has exceeded 4.54 billion (59%). A report of the Middle East illustrates that social media users is 136.1 million (53% of the population) and the number is increasing (Sweet, 2020). In Saudi Arabia, the number of Internet users has increased, and it is expected that it will rise to 30 million users in 2022 (Wikipedia, 2020). The use of Internet technologies in volunteering provides allows reaching a larger number of the community that traditional means could not reach. (Kurdi, 2010). However, the use of the Internet in voluntary work by social workers did not meet the demand and acceptance. Many community organizations involved in the voluntary social field in Saudi Arabia restrict their work to traditional voluntary work without using technology in providing services to the clients via the Internet. Hence, the problem of the study is defined in identifying the major obstacles to E-volunteering in the field of social service practice in the Saudi community.

Objectives

The present research aims to identify the major obstacles to E-volunteering in the fields of social work practice in the Saudi community and the most appropriate fields of E-volunteering as well as highlight the role of social workers in overcoming these obstacles.

Questions

What are the major obstacles to E-volunteering in the fields of social work practice in the Saudi community?

What are the most appropriate fields of E-volunteering?

What are the mechanisms of activating the electronic social work to deal with its obstacles to social workers?

Significance

Scientific Significance

- Providing libraries and researchers with research

associated with E-volunteering in the Saudi society and identifying its obstacles.

- The results will help deal with the obstacles to E-volunteering.

Applied Significance

- The present research serves the Kingdom's vision 2030 in terms of interest in raising the rate of volunteering in Saudi Arabia by identifying its obstacles, as E-volunteering is a type of voluntary work and reinforces it. This is consistent with the community trends at the local and global levels.
- Providing the organizations interested in the social field with mechanisms of E-volunteering and how to identify its obstacles.
- Educating social workers about the major fields of professional practice in which E-volunteering can be applied.

Limits

Human Limits: Social workers in community organizations affiliated with the Ministry of Resources and Social Development, organizations affiliated with the Ministry of Education and organizations affiliated with the Ministry of Health.

Spatial Limits: Organizations affiliated with the Ministry of Human Resources and Social Development, such as charities, schools and hospitals.

Temporal Limits: The academic year 2021.

Objective limits: Obstacles to E-volunteering in the field of social work practice in the Saudi society.

Definition of Terms

Obstacles: The linguistic definition of the term "an obstacle" is "the thing that impedes or obstructs the way, action, movement or success" (Al-Qatrani et al., 2016). They are procedurally defined as the difficulties that impede social workers' professional practice and prevent from achieving their goals in E-volunteering while providing services in the fields of social work practice, and they are measured through administering the questionnaire which is used as the research tool.

E-volunteering: It is the organized effort that is exerted voluntarily and free of charge at the individual, group or institutional levels. It is also based on the means of modern technology (Ahmed, 2015). It is a productive and worthwhile activity that adds value to the lives of others. Volunteering is a type of work that is done outside of the workplace or at home. It creates both concrete and intangible advantages not only for its recipients but also for

the volunteers and, if applicable, the organizations that they support, despite the fact that it is pursued for no monetary remuneration (Salamon, et al., 2018). E- volunteering is procedurally defined as the activity that is conducted electronically by social workers to provide electronic services in the fields of professional practice for clients.

Social work practice: It is a pattern of practice that depends on a general basis of knowledge and skills pursued by the social work profession in providing social work through the social worker's use of multiple methods in analyzing and dealing with problems and methods of solving them comprehensively. Hence, he/she can satisfy the clients' needs and serve them through interfering with different formats or coordinating the efforts of social workers by facilitating the process of communication between them (Abu Al-Maati, 2014). Social workers are procedurally defined as those who are specialized in social work and provide services to the clients using multiple methods that address problem solving and satisfy needs comprehensively and differently.

Social Work: It is a scientific social system that helps people solve their problems. It also empowers the social systems to perform their role and offers new social systems that the society needs to achieve its members' well-being (Al-Shahrani, 2020). It is procedurally defined as a specialized profession that provides professional activities that help persons, groups and societies and achieve community well-being.

Theoretical Framework

E-volunteering

In the last two decades, technological and media development imposed on our social, political and economic reality the information and communication revolution that coincided with the emergence of the Internet whose users exceed hundred million people, all of this happened in a time not exceeding. Technology has been important for all work areas, including volunteering (Al-Kurdi, 2010).

Social networks have played a major role in supporting the community volunteer process in general. Satisfaction of the community organizations of the importance of these networks and their awareness-raising role has maximized. Moreover, this type of volunteering has provided many advantages using the internet technologies. Although several people were inaccessible using the traditional means of volunteering, E-volunteering has made them accessible. Some people reckon that it is the only method for voluntary, while others consider it as additional means that supports their present voluntary program. In both cases, it is a good way to cultivate talents and best exploit time (Al-Muhaisen, 2014).

Electronic Social Work

Using technology in social work has increased significantly

in recent years. Although social workers' use of technology is not a new phenomenon, it is a controversial issue because the traditional system is restricted to the direct intervention system (face to face). However, electronic social work facilitates access to social services and reduces costs as it is an electronic activity that is used in the process of efficient and ethical communication. The use of information technology in the practice of social work has maximized throughout the past two decades, which allowed the practice of direct social work globally. Currently, using technology in all aspects of social work practice is officially recognized. Thus, it is important to ensure that these practices are used ethically and social workers everywhere have the skills essential to manage tools and protect clients from exploitation (Ibrahim, 2007).

Obstacles to Voluntary Work

Administrative Obstacles

- Inconsistency between work and the volunteer's abilities and inclinations.
- Failure to participate in building administrative structures.
- Places are not appropriate for work and production.
- Poor rules and regulations of volunteer work.
- Lack of training programs for volunteers before starting work.
- Lack of the volunteers' appreciation.

Social Obstacles

- The community's unawareness of the importance of voluntary work.
- Lack of rules and regulations that regulate and protect voluntary work.
- Abuse voluntary work to achieve illegitimate goals.
- Lack of the funds substantial for voluntary work (Noor Al-Huda, 2017).

E-volunteering and community need

At the individual level

- Help organize and lead volunteer groups.
- Empower the volunteers to establish diverse relationships.
- Provide volunteers with a better global culture (Nazal, 2015).
- Some people find work online much easier

because it does not require more physical effort.

- Online activity allows the persons to re-evaluate themselves and skills before participating in an in-person voluntary work as well as best classify and employ their skills.
- Traditional volunteering involves some obstacles, such as physical disabilities and long working hours.
- Online volunteers are eco-friendly because they neither consume fuel nor waste paper (Al-Kurdi, 2010).

At the level of organizations

- Reduce the costs required for preparing programs and activities of institutional voluntary work.
- Invest and benefit from the volunteers' capacities while reducing the costs of space and time that may affect the work of the institution (Nazal, 2015).
- The Internet helps communicate with the effective volunteers that traditional means cannot access (Al-Kurdi, 2010).
- Access to discrepant cultures and benefit from them in the community institutions.
- Ongoing work during the crises that may affect the institution's performance.

Literature Review

Abdelmohsen (2021) aimed to identify the difficulties facing the contributions of social responsibility in developing the culture of E-volunteering among young people to propose the mechanisms that activate these contributions. Poor Internet connection due to the frequent power cut was ranked the first, poor fund for carrying out E-volunteering was ranked the second and volunteers' unawareness of their rights and responsibilities towards the institution was ranked the third. Muhammad (2021) evaluated the outcome of the professional intervention program of community organization method and the development of social networks users' attitudes towards E-volunteering. The author adopted the social survey approach to conduct a pilot study in a sample of (10) members and the quasi-experimental approach for the study sample of (35) users who do traditional voluntary work at Atta Bela Hedoud (Too Much Giving) Society in Assiut. The author adopted two tools (a questionnaire for the pilot study and scale of social networks users' attitude, which comprised three domains). The results showed reliability of the major hypothesis "there is a statistically significant relationship between the professional intervention of the method of community organization and the development of social networks users' attitudes towards E-volunteering" as

well as that of the minor hypotheses.

Pickell (2020) demonstrated the importance of E-volunteering in response to the COVID-19 pandemic which postponed medical volunteering. The adoption of online video conferencing platforms in healthcare asserted the importance of E-volunteering which alleviates pressures on medical workers, reduces the risk of viral infection and provides a sense of normalcy for patients and families. The study recommends adopting E-volunteering by health systems at the present time.

Al-Harthy (2019) revealed the most interactive areas in E-volunteering at the Saudi universities via social networking sites. The social field ranked the last with arithmetic mean (2), frequency (10) and a percentage of (4.73%). Moreover, few voluntary institutions used and benefited from social media. Al-Qahtani (2019) investigated the administrative obstacles to volunteering, such as the students' various academic tasks as well as lack of the relevant information, funds for volunteer projects, clear mechanisms to attract volunteers at the university and motivation.

Volpe (2019) examined how human service nonprofit organizations used social media to connect to stakeholders and clients. The results showed that human service nonprofit organizations can use social media to share information, increase awareness of community issues, collect donations and marketing. Moreover, the organizations have to establish ethical social media policies and procedures.

Walida (2018) addressed the mechanisms that activate good citizenship through E-volunteering via social networks, including providing many and easy ways that help institutions working in voluntary field coordinate their work and activities using rapid and easy networking and coordination mechanisms that save time, effort and cost. The author also covered the ability of E-volunteering to provide accurate and organized databases of the numbers and experiences of volunteers as well as follow volunteers in terms of their donations, addresses and correspondences.

Al-Naif et al. (2018) presented a proposal for activating the culture of volunteering among the students of Hail University by benefiting from some local and international experiences. The results showed that the obstacles related to the volunteer ranked the first, those related to the institution ranked the second and those related to the university ranked the third.

Hariri (2017) handled the reality of volunteering in the field of scientific research via social networks among the female students of the College of Education at Jeddah University." The results showed lack of the community trust in social networks information and poor interaction of the community members with social networks immersed in scientific research, with a response mean of (2.5).

Al-Qahtan (2015) explored the role of social networks in activating E-volunteering from the perspective of the

graduates of Princess Nourah University. The results revealed that (80%) of the participants asserted the society's unawareness of the importance of social networks in spreading the culture of E-volunteering, lack of awareness programs on the importance of activating E-volunteering on social networks, scarcity of training programs to activate E-volunteering and lack of seriousness of some volunteers on social networks.

Nazzal and Habash (2015) addressed E-volunteering as a tool reinforcing voluntary work. The study indicated that E-volunteering is an outcome of the global technological revolution. Moreover, the massive use of electronic social media via the Internet has a significant impact on the spread of the E-volunteering. Furthermore, it has formulated an easy and rapid means to practice various voluntary activities through these media. In addition, E-volunteering has made voluntary a global activity. Conolly's (2014) aimed to reveal how voluntary institutions can use online social media competently to recruit and retain volunteers. The results showed that they did not use social media. Moreover, they did not benefit from social media because their officials were not aware of their tremendous benefits.

Gap in Literature

Aspects of Difference

The current research focuses on E-volunteering among social workers and their clients in terms of identifying the obstacles as one of the modern trends. It also focuses on the opinions of social workers and their clients on the obstacles to E-volunteering in the social field.

Benefits from Literature

- The author adopted the literature and theoretical framework as a tool to obtain references, which contribute to crystallizing the statement of the problem, i.e. identifying the major obstacles to E-volunteering in the field of social work in the Saudi society from the perspective of social workers and clients.
- Literature helped the author choose the appropriate approach and sample of the present research.
- They helped in designing a proposal for overcoming the difficulties that social workers and their clients face.

Methodology

Type and Method

Due to the descriptive nature of the research, it followed the analytical descriptive design. It utilized a questionnaire aimed at collecting data about the major obstacles to E-volunteering in the fields of social work practice in the Saudi community and the most appropriate fields of E-

volunteering as well as the mechanisms that help activate the electronic social work. This method is deployed to explore the social circumstances that affect a particular community, collect and analyze social data to obtain the information and address the present situation to advance it and develop a plan or program appropriate for social reform that the present research attempts to accomplish (Al-Shalhoub, 2018).

Population and Sampling

The population comprises the community organizations that provide social work, including the organizations affiliated with the Ministry of Human Resources and Social Development, such as charities (Bunyan for Social Work, Girls' Care Foundation, Social Observation House, Social Hospitality House, Social Protection House, Elderly Care, Social Education House and Social Workers Association); organizations affiliated with the Ministry of Education, such as private and public schools as well as organizations affiliated with the Ministry of Health, such as King Khalid Hospital and King Abdullah Hospital. A number of (114) social workers were deliberately selected as the research sample derived from social workers in the community organizations affiliated with the Ministry of Resources and Social Development, the organizations affiliated with the Ministry of Education and the organizations affiliated with the Ministry of Health.

Tool

The author adopted a questionnaire as a tool to achieve the objectives and answer the questions. While section one involved the demographic data of the participants, the second section included the three domains. The first domain addresses the major obstacles to E-volunteering in the fields of social work practice in the Saudi society among social workers. It consists of three sub-domains: obstacles to the community members, obstacles to social workers and administrative obstacles, with (27) items. The second tackles the most appropriate areas for E-volunteering and consists of five sub-domains, with (44) items and the third one consists of (11) items and covers the mechanisms of activating virtual social work and combating the relevant obstacles to social workers.

To verify its validity, the questionnaire was reviewed by specialized professors to evaluate the appropriateness, relevance, clarity, and wordiness of the items. According to their views, some items were omitted and modified to have the final form of the questionnaire. The internal validity was verified between each item and the domain by estimating Pearson correlation coefficient between the score of the domain and the total score.

Table (1): Internal validity of the tool.

1 st domain: Obstacles to E-volunteering			3 rd domain: The mechanisms of activating virtual social work and combating the relevant obstacles		
1 st sub-domain		2 nd sub-domain	3 rd sub-domain		
Item	correlation coefficient	Item	correlation coefficient	Item	correlation coefficient
1	**0.427	1	**0.681	1	**0.612
2	**0.584	2	**0.672	2	**0.627
3	**0.449	3	**0.510	3	**0.683
4	**0.351	4	**0.557	4	**0.698
5	**0.650	5	**0.601	5	**0.665
6	**0.695	6	**0.544	6	**0.625
7	**0.726	7	**0.677	7	**0.511
8	**0.674	8	**0.619	8	**0.703
9	**0.416	9	**0.669	9	**0.648
		10	**0.638	10	**0.757
		11	**0.493		

2 nd domain: The most appropriate areas for E-volunteering					
1 st sub-domain	2 nd sub-domain	3 rd sub-domain	4 th sub-domain	5 th sub-domain	
1	**0.527	1	**0.436	1	**0.572
2	**0.684	2	**0.601	2	**0.617
3	**0.439	3	**0.632	3	**0.583
4	**0.521	4	**0.521	4	**0.498
5	**0.630	5	**0.497	5	**0.632
6	**0.611	6	**0.631	6	**0.613
7	**0.626	7	**0.695	7	**0.651
8	**0.684	8	**0.424	8	**0.603
		9	**0.587	9	**0.538
		10	**0.579	10	**0.517
		11	**0.469		

Table (1) shows that there is a positive correlation between the item and the total score. Thus, they are statistically significant at the level of (0.01), and the questionnaire is valid.

The questionnaire's reliability was estimated using Cronbach's equation.

Table (2): Cronbach's Alpha coefficient of the domains.

Domain	Cronbach's Alpha coefficient	Items
1 st domain	0.856	27

2 nd domain	0.893	44
3 rd domain	0.921	10
Total	0.919	81

Table (2) indicates that Cronbach's Alpha coefficient of the tool was (0.919). It was (0.856) for the 1st domain, (0.893) for the 2nd domain and (0.921) for the 3rd domain. Hence, the questionnaire is highly reliable.

Statistical Processing

The author adopted the Statistical Package for Social Sciences (SPSS) software that involves the following statistical coefficients: Cronbach's Alpha, Person Product-Moment Correlation, frequencies and percentages, arithmetic mean and standard deviation.

Results

Characteristics of the Participants

Table (3): Distribution of the participants' demographic data.

Variable		Standard deviation	%
Gender	Female	92	80.7
	Male	22	19.3
Area of work	Consultation field	14	12.3
	Medical field	22	.193
	Educational field	30	.263
	charitable field	20	.175
	Fields affiliated with the Ministry of Human Resources and Social Development	28	24.6
	Less than (4) years	28	24.6
Experience	From (4) to less than (8) years	26	22.8
	From (8) to less than (12) years	18	15.8
	12+	42	36.8

Variable	Standard deviation	%
Total	114	100.0

Table (3) the percentage of females was ranked the first (80.7%). In terms of experience, the percentage of those with (12) or more is (36.8%), that of less than four years is (24.6%), that from four to less than eight years is (22.8%), and that from eight to less than 12 years is (15.8%). With regard to the areas of work, the percentage of those serving in the educational field was ranked the first with a percentage of (26.3%), that of the workers in the fields affiliated with the Ministry of Human Resources and Social Development is (24.6%), that of the persons serving in the medical field is (19.3%), that of those working in the charitable is (17.5%) and that of those serving in the field of family consultation is (12.3%).

To answer the 1st question, obstacles to E-volunteering in the field of social work in the Saudi community are addressed, as follows:

Table (4): Arithmetic means and standard deviations of the obstacles to E-volunteering in the field of social work in the Saudi community from the perspective of the participants.

No.	Domain	Mean	Standard deviation	Agreement	Ranking
1	Obstacles to the community members	3.56	0.24	Often	2
2	Obstacles to social workers	3.37	0.19	Sometimes	3
3	Administrative obstacles	3.71	0.17	Often	1
Total mean		3.55	0.18	Often	

Table (4) shows agreement to the existence of obstacles to E-volunteering in the field of social work in the Saudi community with an arithmetic mean of (3.55 out of 5), which is included in the second category of the five-point Likert scale, suggesting a degree of often. Administrative obstacles were ranked the first with an arithmetic mean of (3.71 out of 5). Obstacles to the community members ranked the second, with an arithmetic mean of (3.56 out of

5), indicating a degree of often. Obstacles to social workers were ranked the third with an arithmetic mean of (3.37 out of 5), suggesting a degree of sometimes. This is inconsistent with Al-Naif et al. (2018) that illustrated that the obstacles related to the volunteer ranked the first, then the institution.

1. Obstacles to the community members

Arithmetic means and standard deviations of the items of the obstacles to the community members from the perspectives of the participants were estimated.

Table (5): Arithmetic means, standard deviations and ranking of the items of the obstacles to the community members.

No.	Items	F	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
1	Customers' dissatisfaction with providing the service to them electronically.	10	38	54	10	2	3.39	0.83	Sometimes	8	
2	Customers' ignorance about E-volunteering services	16	56	34	6	2	3.68	0.84	Often	2	
3	Cost of internet services for some customers	12	36	40	20	6	3.25	1.03	Often	9	
4	The customer lacks confidentiality when dealing with electronic services.	18	44	32	18	2	3.51	0.99	Often	5	
5	The customer does not trust E-volunteering specialists	18	40	38	18	0	3.51	0.94	Often	5	
6	The customer lacks physical and visual contact with the social workers electronically	52	30	30	2	0	4.16	0.87	Often	1	
7	Some clients are illiterate and do not know how to use modern technology	26	24	50	14	0	3.54	0.97	Often	3	
8	Inaccessibility to E-volunteering services	18	38	46	12	0	3.54	0.88	Often	3	
9	Clients are not serious about their service request	16	40	40	16	2	3.46	0.96	Often	7	

No.	Items	Frequency					Mean	Deviation	Agreement	Ranking
		Always	Often	Sometimes	Seldom	Never				
Mean							3.56	0.24	Often	

Table (5) reveals that there are often obstacles to E-volunteering among the community members in the field of social work practice in the Saudi society with an arithmetic mean of (3.56 out of 5), which is included in the second category of the five-point Likert scale, suggesting often. Arithmetic means of nine items signify "often", while those of two items denote "sometimes". Means of seven items indicate "often". Item No. (6) was ranked the first, with an arithmetic mean of (4.16 out of 5) and item No. (2) was ranked the second, with an arithmetic mean of (3.68 out of 5). Item No. (9) was ranked the ninth, with an arithmetic mean of (3.46 out of 5); item No. (1) was ranked the eighth, with an mean of (3.39 out of 5) and item No. (3) was ranked the last, with an arithmetic mean of (3.25 out of 5), indicating "often".

2. Obstacles to social workers

Arithmetic means and standard deviations of the items of the obstacles to social workers from the perspectives of the participants were estimated.

Table (6): Arithmetic means, standard deviations and ranking of the items of the obstacles to social workers.

No.	Items	Frequency					Mean	Deviation	Agreement	Ranking					
		Always	Often	Sometimes	Seldom	Never									
1	Social workers' poor skill when using technology in E-volunteering	F: 8	%7.0	F: 22	%19.3	F: 60	%52.6	F: 24	%21.1	F: 0	%0.0	3.12	0.82	Sometimes	10
2	The social worker considers the activation of E-volunteering at work a double burden	F: 10	%8.8	F: 44	%38.6	F: 40	%35.1	F: 18	%15.8	F: 2	%1.8	3.37	0.91	Sometimes	5
3	Social workers' dissatisfaction with E-volunteering	F: 12	%10.5	F: 26	%22.8	F: 52	%45.6	F: 22	%19.3	F: 2	%1.8	3.21	0.93	Sometimes	8
4	Social worker lacks the skills to deal with clients in E-volunteering	F: 8	%7.0	F: 34	%29.8	F: 52	%45.6	F: 16	%14.0	F: 4	%3.5	3.23	0.90	Sometimes	7
5	English language is important for E-volunteering	F: 6	%5.3	F: 38	%33.3	F: 46	%40.4	F: 16	%14.0	F: 8	%7.0	3.16	0.97	Sometimes	9
6	Social workers lack skill of dealing with different cultures electronically	F: 8	%7.0	F: 34	%29.8	F: 54	%47.4	F: 18	%15.8	F: 0	%0.0	3.28	0.81	Sometimes	6

No.	Items	Frequency					Mean	Deviation	Agreement	Ranking					
		Always	Often	Sometimes	Seldom	Never									
7	The customer's identity is unclear	F: 20	%17.5	F: 44	%38.6	F: 36	%31.6	F: 14	%12.3	F: 0	%0.0	3.61	0.91	Often	2

No.	Items	Frequency					Mean	Deviation	Agreement	Ranking					
		Always	Often	Sometimes	Seldom	Never									
8	Uncertainty about the customer's credibility	F: 22	%19.3	F: 48	%42.1	F: 36	%31.6	F: 4	%3.5	F: 4	%3.5	3.70	0.94	Often	1
9	E-volunteering leads to receiving requests for service in a way that exceeds the capabilities of the social worker	F: 14	%12.3	F: 42	%36.8	F: 48	%42.1	F: 10	%8.8	F: 0	%0.0	3.53	0.82	Often	3
10	Social worker feels confused when adopting traditional and E-volunteering	F: 16	%14.0	F: 36	%31.6	F: 50	%43.9	F: 10	%8.8	F: 2	%1.8	3.47	0.90	Often	4
Mean												3.37	0.19	Sometimes	

Table (6) indicates that there are often obstacles to E-volunteering among social workers in the field of social work practice in the Saudi society, with an arithmetic mean of (3.37 out of 5), which is included in the second category of the five-point Likert scale, suggesting sometimes. Arithmetic means of four items signify "often", while those of six items denote "sometimes".

Means of four items indicate "often". Item No. (8) was ranked the first, with an arithmetic mean of (3.7 out of 5); item No. (7) was ranked the second, with an arithmetic mean of (3.61 out of 5) and item No. (10) was ranked the fourth, with an arithmetic mean of (3.47 out of 5).

Means of six items indicate "sometimes". Item No. (2) was ranked the fifth, with an arithmetic mean of (3.37 out of 5); item No. (6) was ranked the sixth, with an arithmetic mean of (3.28 out of 5) and item No. (1) was ranked the tenth, with an arithmetic mean of (3.12 out of 5). All items manifest "often".

3. Administrative Obstacles

Arithmetic means and standard deviations of the items of the administrative obstacles from the perspective of the participants were estimated.

Table (7): Arithmetic means, standard deviations and ranking of the items of the administrative obstacles.

No.	Items	Frequency					Mean	Deviation	Agreement	Ranking					
		Always	Often	Sometimes	Seldom	Never									
1	Failure of the	F: 28	%24.4	F: 44	%38.1	F: 34	%29.5	F: 6	%5.2	F: 2	%1.7	3.75	0.93	Often	4

No.	Items	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
	institution where social worker serves to activate for electronic services	%24.6	%38.6	%29.8	%5.3	%1.8				
2	Activating E-volunteering in the institution costs a lot.	F 14 %12.3	F 36 %31.6	F 46 %40.4	F 12 %10.5	F 6 %5.3	3.35	1.00	Sometimes	7
3	The organization's disinterest in providing courses to qualify the social workers for E-volunteering	F 32 %28.1	F 34 %29.8	F 46 %40.4	F 2 %1.8	F 0 %0.0	.384	.085	Often	2

4	Lack of special offices that provide E-volunteering	F 32 %28.1	F 40 %35.1	F 32 %28.1	F 10 %8.8	F 0 %0.0	3.82	0.94	Often	3
5	Dissatisfaction of the organization's officials with providing voluntary services electronically	F 18 %15.8	F 52 %45.6	F 32 %28.1	F 10 %8.8	F 2 %1.8	3.65	0.91	Often	6
6	Marketing for online volunteering is insufficient and inaccessible for the customers	F 26 %22.8	F 48 %42.1	F 38 %33.3	F 2 %1.8	F 0 %0.0	3.86	0.78	Often	1
7	Voluntary work of the social worker is underestimated by the institution	F 24 %21.1	F 38 %33.3	F 42 %36.8	F 10 %8.8	F 0 %0.0	3.67	0.90	Often	5
Mean							3.71	0.17	Often	

Table (7) demonstrates the obstacles to E-volunteering among social workers in the field of social work practice in the Saudi society, with an arithmetic mean of (3.71 out of 5), which is included in the second category of the five-point Likert scale, suggesting often. The aforementioned domain comprises seven items. Arithmetic means of six items signify "often", while the arithmetic mean of only one item denotes "sometimes".

Means of six items indicate "often". Item No. (6) was ranked the first, with an arithmetic mean of (3.86 out of 5); item No. (3) was ranked the second, with an arithmetic mean of (3.84 out of 5); item No. (5) was ranked the sixth, with an arithmetic mean of (3.65 out of 5) and item No. (2) was ranked the seventh, with an arithmetic mean of (3.35 out of 5).

To answer the 2nd question, the most appropriate fields for E-volunteering were addressed through five different fields.

Table (8): Arithmetic means and standard deviations of the most appropriate fields for E-volunteering from the perspective of the social workers (participants).

No.	Domain	Mean	Standard deviation	Agreement	Ranking
1	Social field "family social counseling"	3.77	0.19	often	4
2	Medical field	3.70	0.19	often	5
3	Educational field	3.86	0.22	often	2
4	Charitable field (charities)	3.80	0.16	often	3
5	Organizations affiliated with the Ministry of Human Resources and Social Development	3.86	0.14	often	1
Total mean		3.8	0.1	often	

Table (8) shows agreement to the appropriateness of the whole fields for E-volunteering, with an arithmetic mean of (3.8 out of 5%), which is included in the second category of the Five-point Likert scale, suggesting often. The field of the organizations affiliated with the Ministry of Human Resources and Social Development was ranked the first, with the arithmetic mean of (3.86 out of 5); the educational field was ranked the second, with the same arithmetic mean but a higher standard deviation. The charitable field (charities) was ranked the third, with the arithmetic mean of (3.8 out of 5); the social field (family social counseling) was ranked the fourth, with the arithmetic mean of (3.77 out of 5) and medical field was ranked the last, with the arithmetic mean of (3.7 out of 5).

1. Social field (family social counseling)

Arithmetic means and standard deviations of the items of the social field (family social counseling) from the perspective of social workers (participants) were estimated.

Table (9): Arithmetic means, standard deviations and ranking of the items of the social field (family social counseling).

No.	Items	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
1	The ones tend to marry	F 48 %42.1	F 40 %35.1	F 24 %21.1	F 2 %1.8	F 0 %0.0	4.18	0.82	often	1
2	Domestic violence cases	F 46 %40.4	F 26 %22.8	F 18 %15.8	F 18 %15.8	F 16 %14.2	3.77	1.27	often	4
3	Marital disputes	F 42 %36.8	F 36 %31.6	F 22 %19.3	F 10 %8.8	F 4 %3.5	3.89	1.10	often	2
4	Divorce cases	F 28 %24.6	F 38 %33.3	F 34 %29.8	F 10 %8.8	F 4 %3.5	3.67	1.05	often	6
5	Children's disobedience	F 30 %26.3	F 34 %29.8	F 32 %28.1	F 12 %10.5	F 6 %5.3	3.61	1.14	often	7

No.	Items	F	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
6	Minors' escape	%	18%28.132	54%26.330	34%21.124	8%19.322	0%5.316	3.53	1.23	often	8
7	Not adapting to community changes	%	15.8	47.4	29.8	7.0	0.0	3.72	0.81	often	5
8	Social relationships disorder	%	19.322	47.4	28.132	3.5	1.82	3.79	0.85	often	3
Mean								3.77	0.19	often	

Table (9) shows the appropriateness of the social field (family social counseling) for E-volunteering, with an arithmetic mean of (3.77 out of 5%), which is included in the second category of the Five-point Likert scale, suggesting often. The field involves (8) items whose arithmetic means show "often". Item No. (1) was ranked the first, with the arithmetic mean (4.18 out of 5); item No. (1) was ranked the second, with the arithmetic mean (4.89 out of 5) and item No. (6) was ranked the eighth and the last, with the arithmetic mean (3.53 out of 5).

2. Medical Field

Arithmetic means and standard deviations of the items of the medical field from the perspective of social workers (the participants) were estimated.

Table (10): Arithmetic means, standard deviations and ranking of the items of the medical field.

No.	Items	F	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
1	Follow-up of chronic diseases	%	35.140	29.834	26.330	1.82	7.08	3.84	1.14	often	2
2	Communication with those with infectious disease	%	42.148	26.330	24.628	5.36	1.82	4.02	1.02	often	1
3	Offering aids to the needy patients	%	28.132	24.628	36.842	7.08	3.54	3.67	1.07	often	4
4	Follow-up of the elderly	%	22.826	21.124	35.140	17.520	3.54	3.42	1.12	often	7
5	Follow-up of the cases of people with special needs	%	31.636	22.826	24.628	17.520	3.54	3.61	1.20	often	5
6	Support the medical team in emergency cases	%	21.124	24.628	43.950	8.810	1.82	3.54	0.97	often	6
7	Coordination with other	F	30%21.124	44%24.628	32%43.950	4%8.810	4%1.82	3.8	0.9	often	3

No.	Items	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
	organizations to help patients	%26.3	%38.6	%28.1	%3.5	%3.5				
Mean							3.70	0.19	often	

Table (10) shows the appropriateness of the medical field for E-volunteering, with an arithmetic mean of (3.7 out of 5%), which is included in the second category of the Five-point Likert scale, suggesting often. The field involves (7) items whose arithmetic means show "often". Item No. (2) was ranked the first, with the arithmetic mean (4.02 out of 5); item No. (1) was ranked the second, with the arithmetic mean (4.84 out of 5) and item No. (4) was ranked the seventh and the last, with the arithmetic mean (3.42 out of 5).

3. Educational Field

Arithmetic means and standard deviations of the items of the educational field from the perspective of social workers (participants) were estimated.

Table (11): Arithmetic means, standard deviations and ranking of the items of the educational field.

No.	Items	F	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
1	Support students in distance education	%	40.446	33.338	24.628	1.82	0.0	4.12	0.84	often	2
2	Case studies of absent students	%	43.950	35.140	17.520	3.54	0.0	4.19	0.85	often	1
3	Study the behavioral problems of students	%	42.148	29.834	20%17.520	8%8.810	1.82	4.02	1.05	often	4
4	Study of academic failure cases	%	40.446	33.338	17.520	7.08	1.82	4.04	1.01	often	3
5	Study cases of academic weakness	%	36.842	29.834	19.322	8.810	5.36	3.84	1.17	often	7
6	Doing school social activities	%	28.132	29.834	24.628	14.016	3.54	3.65	1.13	often	9
7	Deliver distant social lectures	%	36.842	31.636	26.330	5.36	0.0	4.00	0.92	often	5
8	Hold meetings with parents	%	33.338	36.842	26.330	1.82	1.82	3.98	0.91	often	6
9	Offer economic aids to students	%	24.628	26.330	40%35.140	14.016	3.54	3.51	1.1	often	12
10	Bullying treatment	F	30%24.628	40%22.826	24%35.140	10%14.016	10%3.54	3.6	1.2	often	11

No.	Items	F	%	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
11	Treating cases of violence against students	F	%	31.636	36.36	18.18	12.314	8.8	3.65	1.28	often	9
12	Transferring the needy students to community organizations	F	%	29.834	33.338	21.124	10.512	5.316	3.72	1.15	often	8
Mean									3.86	0.22	Often	

Table (11) shows the appropriateness of the educational filed for E-volunteering, with an arithmetic mean of (3. 86 out of 5%), which is included in the second category of the Five-point Likert scale, suggesting often. The field involves (12) items whose arithmetic means show "often". Item No. (2) was ranked the first, with the arithmetic mean (4.19 out of 5); item No. (1) was ranked the second, with the arithmetic mean (4.12 out of 5) and item No. (9) was ranked the twelfth and the last, with the arithmetic mean (3.51 out of 5).

4. Charitable Field (charities)

Arithmetic means and standard deviations of the items of charitable field (charities) from the perspective of social workers (participants) were estimated.

Table (12): Arithmetic means, standard deviations and ranking of the items of the charitable field (charities).

No.	Items	F	%	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
1	Offer material aid	F	%	20.833	28.26	17.520	17.520	17.520	3.51	1.08	Often	10
2	Explore the economic cases	F	%	24.628	33.338	24.628	15.818	11.812	3.63	1.07	Often	9
3	Transfer to community organizations	F	%	38.644	35.140	17.520	8.810	0.000	4.04	0.95	Often	2
4	Interview the beneficiaries of the association's services	F	%	28.26	42.148	26.330	7.08	1.812	3.77	0.94	Often	5
5	Qualification for work	F	%	29.834	35.140	22.826	10.512	1.812	3.81	1.03	Often	4
6	Present educational lectures for the beneficiaries	F	%	35.140	36.842	19.322	7.08	1.812	3.96	0.99	Often	3
7	Offer aid in emergency situations	F	%	35.140	42.148	15.818	5.316	1.812	4.04	0.94	Often	1
8		F	%	46.214	36.842	15.818	1.812	1.812	3.5	1.08	Often	10

No.	Items	F	%	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
	Offer aid on religious occasions	F	%	17.520	24.628	21.124	17.520	17.520	3.51	1.07	Often	9
9	Arrange training courses	F	%	44.628	33.338	17.520	10.512	1.812	3.63	1.07	Often	9
10	Present educational lectures	F	%	38.644	35.140	17.520	10.512	0.000	4.04	0.95	Often	2
Mean									3.80	0.16	Often	

Table (12) illustrates the appropriateness of the charitable filed (charities) for E-volunteering, with an arithmetic mean of (3. 8out of 5%), which is included in the second category of the Five-point Likert scale, suggesting often. The field involves (10) items whose arithmetic means indicate "often". Item No. (6) was ranked the first, with the arithmetic mean (4.04 out of 5); item No. (10) was ranked the second, with the arithmetic mean (4.04 out of 5) and item No. (4) was ranked the tenth and the last, with the arithmetic mean (3.51 out of 5).

5. Organizations affiliated with the Ministry of Human Resources and Social Development

Arithmetic means and standard deviations of the items of the organizations affiliated with the Ministry of Human Resources and Social Development from the perspective of social workers (participants) were estimated.

Table (13): Arithmetic means, standard deviations and ranking of the items of the organizations affiliated with the Ministry of Human Resources and Social Development

No.	Items	F	%	Always	Often	Sometimes	Seldom	Never	Mean	Deviation	Agreement	Ranking
1	Provide economic aid to the families of those with special needs	F	%	26.330	32.26	28.132	14.8	1.24	3.82	0.98	often	7
2	Provide social assistance to the people with special needs	F	%	28.132	33.338	24.628	12.314	1.812	3.91	0.92	often	5
3	Offer recreational activities	F	%	30.630	33.338	24.628	12.314	1.812	3.67	1.10	often	9
4	Offer counsel	F	%	38.644	33.338	22.826	5.316	0.000	4.05	0.91	often	1
5	Support the elderly	F	%	28.132	28.132	26.330	16.6	3.54	3.63	1.13	often	10
6	Provide social courses	F	%	42.148	28.132	26.330	14.016	0.000	4.04	0.99	often	2
7	Support the half-breed	F	%	28.132	28.132	26.330	16.6	0.000	3.84	1.08	often	6

No.	Items						Mean	Deviation	Agreement	Ranking
		Always	Often	Sometimes	Seldom	Never				
8	Support orphans	F	%36.8	%38.6	%44.4	%36.8	3.93	1.06	often	3
		%	%36.8	%38.6	%44.4	%36.8				
9	Support protection centers	F	%36.8	%42.4	%36.6	%24.6	3.93	1.04	often	3
		%	%36.8	%42.4	%36.6	%24.6				
10	Juvenciles case study	F	%26.3	%30.0	%21.1	%24.8	3.75	1.20	Often	8
		%	%26.3	%30.0	%21.1	%24.8				
Mean						3.86	0.14	Often		

Table (13) illustrates the appropriateness of the organizations affiliated with the Ministry of Human Resources and Social Development for E-volunteering, with an arithmetic mean of (3.86 out of 5%), which is included in the second category of the Five-point Likert scale, suggesting often. The field involves (10) items whose arithmetic means indicate "often". Item No. (4) was ranked the first, with the arithmetic mean (4.05 out of 5); item No. (6) was ranked the second, with the arithmetic mean (4.04 out of 5) and item No. (5) was ranked the tenth and the last, with the arithmetic mean (3.63 out of 5).

To answer the 3rd question, arithmetic means and standard deviations of the items of the mechanisms that help activate the electronic social work to deal with the relevant obstacles among social workers were estimated.

Table (14): Arithmetic means and standard deviations of the items of the mechanisms that help activate the electronic social work to deal with the relevant obstacles among social workers.

No.	Items						Mean	Deviation	Agreement	Ranking
		Always	Often	Sometimes	Seldom	Never				
1	Allocate hours for voluntary work in the institution	F	%47.4	%54.4	%47.4	%54.4	4.12	1.01	Often	10
		%	%47.4	%54.4	%47.4	%54.4				
2	Raise the community's awareness about the importance of E-volunteering	F	%52.6	%60.3	%52.6	%60.3	4.25	0.94	Always	8
		%	%52.6	%60.3	%52.6	%60.3				
3	Qualify social workers to work in the field of E-volunteering	F	%56.1	%64.2	%56.1	%64.2	4.30	0.94	Always	4
		%	%56.1	%64.2	%56.1	%64.2				
4	Provide Internet services to e-volunteers	F	%49.1	%56.1	%49.1	%56.1	4.25	0.86	Always	8
		%	%49.1	%56.1	%49.1	%56.1				
5	Estimate the volunteers' hours	F	%57.9	%66.6	%57.9	%66.6	4.28	1.00	Always	5
		%	%57.9	%66.6	%57.9	%66.6				

No.	Items						Mean	Deviation	Agreement	Ranking
		Always	Often	Sometimes	Seldom	Never				
6	Enroll social workers in training courses on E-volunteering	F	%59.6	%68.1	%59.6	%68.1	4.33	0.94	Always	3
		%	%59.6	%68.1	%59.6	%68.1				
7	Develop specialized programs to achieve the quality of E-volunteering among social workers	F	%56.1	%66.2	%56.1	%66.2	4.28	0.95	Always	5
		%	%56.1	%66.2	%56.1	%66.2				
8	Inform about E-volunteering platforms	F	%57.9	%66.6	%57.9	%66.6	4.37	0.89	Always	2
		%	%57.9	%66.6	%57.9	%66.6				
9	Educate the officials in community organizations about the importance of E-volunteering	F	%63.2	%72.2	%63.2	%72.2	4.40	0.90	Always	1
		%	%63.2	%72.2	%63.2	%72.2				
10	Direct clients to benefit from E-volunteering services	F	%52.6	%60.3	%52.6	%60.3	4.28	0.89	Always	5
		%	%52.6	%60.3	%52.6	%60.3				
Mean						4.29	0.07	Always		

Table (14) demonstrates agreement to the mechanisms that help activate the electronic social work to deal with the relevant obstacles among social workers with an arithmetic mean of (4.29 out of 5%), which is included in the second category of the Five-point Likert scale, suggesting always. The field involves (10) items whose arithmetic means indicate "often". Item No. (9) was ranked the first, with the arithmetic mean (4.4 out of 5); item No. (8) was ranked the second, with the arithmetic mean (4.37 out of 5); item No. (4) was ranked the ninth, with the arithmetic mean (4.25 out of 5) and item no.(1) was ranked the last, with the arithmetic mean (4.12 out of 5).

Discussion

The results demonstrated that the sample varied according to gender. The percentage of females was the highest (80.7%), the percentage of those with experience of (12) years or more was (36.8%) and the percentage of those serving in the educational field was ranked the first (26.3%).

With regard to the obstacles to E-volunteering in the field of social work in the Saudi community, administrative obstacles were ranked the first, obstacles to the community members were ranked the second and obstacles to social workers were ranked the last. This is inconsistent with Al-Naif et al. (2018) that illustrated that the obstacles related to the volunteer ranked the first, then the institution. Obstacles to the community members involved the customers' dissatisfaction with providing the service to them electronically, customers' ignorance about E-volunteering services, cost of internet services for some customers, the customer lacks confidentiality when dealing with electronic services, the customer does not trust E-volunteering specialists, the customer lacks physical and visual contact

with the social workers electronically, some clients are illiterate and do not know how to use modern technology, inaccessibility to E-volunteering services and clients are not serious about their service request

Obstacles to social workers comprised the following items: Social workers' poor skill when using technology in E-volunteering, the social worker considers the activation of E-volunteering at work a double burden, social workers' dissatisfaction with E-volunteering, social worker lacks the skills to deal with customers in E-volunteering, English language is important for E-volunteering, social workers lack skill of dealing with different cultures electronically, the customer's identity is unclear, uncertainty about the customer's credibility, E-volunteering leads to receiving requests for service in a way that exceeds the capabilities of the social worker and social worker feels confused when adopting traditional and E-volunteering.

The administrative obstacles focused on the following items: Failure of the institution where social worker serves to activate for electronic services, activating e-volunteering in the institution costs a lot, the organization's disinterest in providing courses to qualify the social workers for E-volunteering, lack of special offices that provide e-volunteering, dissatisfaction of the organization's officials with providing voluntary services electronically, marketing for online volunteering is insufficient and inaccessible for the customers and voluntary work of the social worker is underestimated by the institution.

These results are consistent with Abdelmohsen (2021) that asserted the existence of some administrative obstacles to achieve social responsibility as a mechanism for the development of E-volunteering among young people, including poor Internet networks, continuous power cuts, little funding for the officials in the institution to carry out E-volunteering and volunteers' lack of awareness of their rights and responsibilities towards the institution.

These results reflect a diversity of obstacles that prevent the spread of E-volunteering in the field of social work practice in the Saudi society. Most of them are administrative obstacles, whether they are related to the social worker, the community or the organization. To deal with them, the importance of E-volunteering for the organizations and the community should be stressed. They are consistent with Al-Qahtani (2019) that showed the presences of administrative obstacles to E-volunteering in Imam Muhammad Ibn Saud Islamic University from the perspective of the students of Social Science College, such as the lack of clear mechanisms to attract volunteers within the university. Moreover, they are consistent with Al-Naif et al. (2018) that showed the presence of obstacles related to the social institution.

Furthermore, there was agreement to the appropriateness of the whole fields for E-volunteering. The field of the organizations affiliated with the Ministry of Human Resources and Social Development was ranked the first, the

educational field was ranked the second, the charitable field (charities) was ranked the third, the social field (family social counseling) was ranked the fourth) and the medical field was ranked the last.

The results illustrated that the items of the social field (family social counseling) were, as follows: The ones tend to marry, domestic violence cases, marital disputes, divorce cases, children's disobedience, minors' escape, not adapting to community changes and social relationships disorder. These results are consistent with Pickell (2020) that asserted the importance of adopting E-volunteering by health systems at the present.

The items of the educational field were, as follows: Support students in distance education, case studies of absent students, study the behavioral problems of students, study of academic failure cases, study cases of academic weakness, doing school social activities, deliver distant social lectures, hold meetings with parents, offer economic aids to students, bullying treatment, treating cases of violence against students and transferring the needy students to community organizations. The services of the charitable field (charities) were, as follows: offer material aid, explore the economic cases, transfer to community organizations, interview the beneficiaries of the association's services, qualification for work, present educational lectures for the beneficiaries, offer aid in emergency situations, offer aid on religious occasions, arrange training courses and present educational lectures.

The organizations affiliated with the Ministry of Human Resources and Social Development comprised the following services: Provide economic aid to the families of those with special needs, provide social assistance to the people with special needs, offer recreational activities, offer counsel, support the elderly, provide social courses, support the half-breed, support orphans, support protection centers and juveniles case study.

The results revealed that social workers supported the possibility of activating electronic social work in these various fields. Their support for the items of the different services of each field, which can be implemented through E-volunteering and electronic social work, reflects their understanding of the possibility of benefiting from these services in different fields. Moreover, the medical field is less consistent with the application of electronic social services, reflecting its need for more actual communication with the availability of some of the services that can be implemented electronically. The results are consistent with Pickell (2020), Conolly (2014), Volpe (2019) and Nazzal and Habash (2015).

The items of the mechanisms that help activate the electronic social work to deal with the relevant obstacles among social workers are, as follows: Allocate hours for voluntary work in the institution, raise the community's awareness about the importance of E-volunteering, qualify social workers to work in the field of E-volunteering,

provide Internet services to e-volunteers, estimate the volunteers' hours, enroll social workers in training courses on E-volunteering, develop specialized programs to achieve the quality of E-volunteering among social workers, inform about E-volunteering platforms, educate the officials in community organizations about the importance of E-volunteering and direct clients to benefit from E-volunteering services. These recommendations and suggestions are consistent with Walida (2018) and Volpe (2019).

Recommendations

The present research recommends educating clients of charitable societies about electronic voluntary services, publishing electronic links and applications that help spread electronic voluntary services among volunteers and service recipients, and educating social work clients about the confidentiality of their data when dealing with electronic services. Additionally, punishing customers who are not serious in dealing with the electronic service and making sure of the identity of the service requester by linking it with the digital platform are highly recommended. Further, the research recommends considering the consistency of electronic service requests with the capabilities of the social workers to achieve the goal of the service with no fault on the part of the social worker due to the increased burden, providing training courses to the social workers to qualify them to electronic voluntary services, and marketing virtual volunteering to reach all customers in various voluntary fields. Moreover, there is a need to activate the electronic volunteer offices, link them to the digital initiative, and encourage social organizations to prioritize voluntary services electronically because electronic services and digitization have become one of the state's priorities according to the Kingdom's vision 2030.

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