

Reality and Hope of Charitable Work in the Kingdom A Field Study Applied on Charitable Work Institutions in the Kingdom

¹Prof. Ghada bint Abdulrahman Al Tarif and ²Dr. Hessa bint Abdulrahman Al - Sind

¹Professor, University of Princess Noura bint Abdulrahman, Saudi Arabia

²Associate Professor, University of Princess Noura bint Abdulrahman, Saudi Arabia

1. Summary of the Study

Charitable work is considered as an important pillar of contemporary life and a cultural landmark in human societies. The study aims to identify the reality of charity organizations in Saudi Arabia kingdom and the difficulties facing them to develop their performance. The study is descriptive following the social survey methodology that about taking a sample for number of workers in charitable organizations in the Kingdom. The data were collected by the survey, in addition to the interview manual for a sample of specialized experts. The study has found number of positive results associated with the criteria specified in the study, and displaying of the difficulties facing the study. The study found out number of proposed planning indicators to activate charitable organizations in the Kingdom.

1.1. Problems of the study

Charitable work is considered as an important pillar of contemporary life. It reflects theoretical values for social solidarity among the society layers, keeping it pulsing and alive on the real life. Charitable work in the kingdom of Saudi Arabia comes from the straight Islamic religion principals and teachings. It received the support, encouragement and care of the country. Charitable work took its place in developing plans and governmental programs by collective governmental efforts, which considered Saudi human a mean and end of development, providing him with a positive climate helping him to grow faster in all sides of life, in view of this, King Abdulaziz City for Science and Technology adopted supporting of study, thanking them for their interest.

Interest in charitable work has grown up among countries, weather in developed or advanced ones because of humane needs growing and social, economic, cultural, developing and other complicated problems. it becomes necessary that a third sector exists to participate with government and the private sector, "which is the charitable volunteer sector," to fulfill citizens needs and help them to solve their problems, which impede Their psychological and social adaptation in the society and play their sociable roles. Citizens contributing in all fields of charitable work become urgent and inevitable need to solve a lot of contemporary issues. On the other hand, it is urgent necessity to achieve sustainable developing programs aimed by societies, The Arabian gulf region witnessed important developments in the Gulf charitable work field, and its structures, organizations, goals and mechanisms. Charitable work in The Arabian Gulf rendered to be global like Gulf program to support united nations organizations, Saudi Islamic Relief organization, King Faisal Charitable Foundation and the King Abdulaziz Charitable Foundation.

Charitable work comes from the need of the real life to establish assembly, institution or organization which has a direct relation with laws and systems, it given as a reward for its workers. Charitable work is considered as a cornerstone of volunteerism. Interest in charitable work organizations becomes an indispensable partner in

Sustainable Development of community because the number of charities grew up in addition to its areas variation, it has administrative and financial structure. Because of the vision of administrative, financial, humanity and social problems, the role of scientific research institutions represented in universities and scientific research centers become a must for studying these issues.

Charitable work helps teaching citizens how to solve their problems and feel them. Contributing in voluntary charitable work supports governmental efforts to present all services for citizens. contributing is considered as a goal and method in the same time. It is a goal because the democratic life based on citizens contribution in thinking and working responsibilities for their societies. It is a method because people practice its ways and means, and cultural habits is rooted in them, through contribution fields.

Increasing in the interest of charitable work activities and varying methods of programs implementing to arrive the in-need people to reach the goals of these institutions whose number was 622 institutions in the kingdom only, according to Statistics of the Ministry of Social Affairs.

Study problems are summarized in the importance of charitable work organizations reality in the kingdom of Saudi Arabia, its scientific study contributes for its assessment to identify the organization efficiency in achieving the goals put for it, and detecting strengths and weaknesses on the organization, in terms of developing its performance, involving serving the society and reflecting the visions of decision-makers. It is hoped, this study contributes through what it reached for results, to put proposed planning vision to increase the efficiency of charitable work organization in the society.

1.2. Importance of the Study

1. Increasing of national and international interest towards charitable work organizations to contribute in its development and make it more effective to achieve its responsibilities towards the society.

2. This study contributes in the replenish of the Arabic library because of the lack of studies that specialized in charitable work institutions in the kingdom.

3. According to social political orientations in the kingdom, the current study made a strategy for itself with which it can face the problem of poverty and increase the number of people benefiting from charities. It is based on principals of Islamic laws that turn the negative and lazy human to a Productive and energetic one. These programs express about strategy, specifically in the third and fourth base. The third base focused on caring about plans putting and protective programs, which prevent us from falling in poverty. Its fourth base focus on the untraditional strategies for curing by turning the able to work from just beneficiaries to be productive members who can fulfill their need by themselves, according to (Plan of action of the National strategy to cure poverty, 1425:8).

4. Helping society to identify the reality of charitable work organizations helps supervisors and who responsible about charitable work institutions to identify the depth of ability of the institutions to achieve its programs, quality level in its performance and ability to achieve its goals effectively.

5. The study provides us with indispensable information for planners and decision makers in terms of considering it as an important factor from the factors of a plan developing and achieving of planning indicators to achieve charitable work in the kingdom through focusing in its organizations.

6. The study results and what involve in it from recommendations and scientific proposals will have an applicable feature based on the real life to activate the work of charities organizations.

1.3. Goals of the Study

The study aims to identify the reality of charitable work organization in the kingdom Saudi Arabia, and the difficulties facing it, to put proposed planning indicators to widen its activities area.

1.4. Questions of the study

Study is seeking to reply to the following main questions

1. What is the reality of charitable work organizations in the kingdom? This question is divided into number of questions, as following:

What is the kind of services offered in charitable work organizations?

What are the programs and activities offered in charitable work organizations?

What are the criteria related with the aspects of administrating and organizing?

What are the criteria related with water resources?

What are the criteria related humane resources?

What are the criteria related with programs and projects?

What are the criteria related with innovation and development?

What are the criteria related with charitable work organizations and local society?

2. What are the difficulties facing charitable work organizations in the kingdom? This question is divided into number of questions, as following:

What are the administrative and organizational obstacles?

What are the financial obstacles?

What are the obstacles related with human resources?

What are the obstacles related with developing and innovation?

What are the obstacles related with working environment and society?

3. What are the proposed planning indicators, which can be designed to achieve charitable work organizations role and propose solutions and recommendations to overcome their problem through scientific and field thinking?

1.5. Concepts of the study

1.5.1. Concept of Charitable Work

Johns Hopkins University identified the charitable sector as “a group of organizations have institutional features, separated from the government, never distribute profits and based on volunteerism”. Also, this term refers to union, assembly, institution, fund or company that doesn’t seek for profits. In other words, “any legal person that isn’t considered as a member of government, according to targeted law, it isn’t managed for profit purposes and the achieved profits can’t distributed www.ngoce.org”.

According to Anheier (2006), it considered the consideration of charitable work as social services contributing to fulfill the needs as: “a new reply for newly situation to face different needs and fulfill them for every humane need them, in the modern era”.

According to Al-qamiz (2006), charitable work is considered as the most important pillar of administrative success in modern country. It became the third layer of the developing layers because of the consequences due the efficiency of that layer, which is presented in economic, political and social balance, and charitable work, forming an essential pillar of balance and success of the country and society.

Concept of charitable institutions and organizations: there are a lot of names fall under institutional charitable work. It varies according to its goals but share they together in community volunteer service. It works according to regulations made by the Ministry of Social Affairs. It includes specialized charitable institutions, organizations or associations aiming for public interest or community and developing committees, according to the sword (2014).

1.5.2. The Concept of Charities

It is considered as “community volunteer associations. The charitable community volunteer sector has a pioneering and vital role in establishing the pillars of social welfare in local communities. Charities contribute in raising of social and economic level for many of needy individuals and families in the social data fall under its responsibility. It introduces many of social programs and activities in addition to care and developing services, according to the ministry of social affairs.

It is known procedurally as “an authority which is consisted of a group of people, which formally organized in the Saudi community, it is called charities which authorized from the Ministry of Social Affairs. It has a group of goals, which it seeks to achieve like raising the social and economic level for needy families through training, qualification and sponsorship programs provided to improve the quality of economic and social services, for whom benefit from these organizations in the Saudi community.

Charities offer many of social services. Their prominent services include financial, economic, social, housing, qualifying training, medical, healthy, educational and environmental conservation services, according to Turkistani (2010).

2. Type and Approach of the Study

This study is considered as an evaluation study, which cares about evaluation of charitable work institutions in the kingdom that based on the opinion of the workers working in the charities providing this service in addition to the opinions of experts, consultants and decision makers for it. According to interest in evaluation research to identify the real efficiency in charitable work organizations in terms of achieving its goals and finding out its places of strengths and weaknesses.

2.1. Sample and Community of the Study

A modern list was identified, which includes all charitable work institutions following the ministry of social affairs in the whole kingdom, according to its distribution on the administrative regions in the kingdom. the next step is to identify charities places in the kingdom, which will be studied. They are the charities following Riyadh, Hail and the south region.

The study sample includes two types of studies:

A. A random sample of employees (males, females) who work in the charitable work institutions specified in the study.

B. A comprehensive survey of supervisors, branches managers, administrators in high administrations and experts in associations, specified in the study.

2.2. Tools of the Study

The current study depends on two tools of study tools, as following:

1. Survey tool: it is the main tool in this study, it was applied on a familiar and identical sample of workers of both sexes in charitable work organization in the regions specified in the study, they are Riyadh, Hail and the south region. Tests of honesty and consistency was done on the survey.
2. Indicative interview guide will be sent to supervisors, branches managers, administrators in the high administrations, experts and academics.

2.3. Fields of the Study

Locative field: The study locations was identified by Riyadh, Hail and the south region.

Humane field: It includes random sample of employees in charitable work organizations and a comprehensive survey of supervisors, branches managers in high administrations, experts and administrators of charities in the specified organizations in the study.

Timeframe field: it is the timeframe in which the data were collected.

3. Summary of the Study Results

- This study aimed to identify the reality of charitable work organizations in the kingdom of Saudi Arabia through charitable work organizations programs and services, criteria evaluation of reality of charitable work organizations in the kingdom, and the difficulties facing charitable work organizations in the kingdom, for proposing a group of planning indicators which may be designed to achieve the role of charitable work organizations in addition to proposing solutions and recommendations to overcome our problems, according to a scientific and practical reference. The study achieved a group of results, which may be presented in a short form at the following points:
- The sample of working employees in charitable work institutions generally agree on the services presented by charities for beneficiaries. Their general average accordancy became (2.85). The financial support was the highest achieved indicator for them while helping the beneficiaries to find jobs was the least achieved indicator.
- The sample of working employees in charitable work institutions generally agree on the nature of training programs presented about charities for beneficiaries. general average of their accordancy was about 2.69. English language training was the highest achieved indicator for this while the training on jobs in women clothes shops was the least achieved indicator.
- The criteria related with humane resources of charitable work organizations in the kingdom occupied the first rank among criteria on an average of 2.69 and listed into the reply range of (agree). the availability of financial incentives for employees was the highest indicator of these criteria while the availability of achieved moral incentives for employees by the institution was the least indicator.
- The criteria related with charitable work organizations and local community occupied the second rank among criteria on an average of 2.65 and listed into the reply range of (agree). the role exerted by the government in solving problem facing charitable work organizations was the highest achieved indicator of these criteria while the weakness of society awareness of charitable work institutions role was the least achieved indicator of these criteria.
- The criteria related with the administrative and organizable charitable work organizations in the kingdom occupied the third rank among criteria on an average of 2.64 and listed into the reply range of (agree). The availability of strategic plan in the institution was the highest achieved indicator of these criteria while Enterprise management relies on delegation of authority was the least achieved indicator of these criteria.
- The criteria related with innovations and development of charitable work organizations in the kingdom occupied the fourth rank among criteria on an average of 2.63 and listed into the reply range of (agree). The organization is seeking to achieve innovative development programs was the highest achieved indicator of these criteria while the availability of organizational programs for workers to develop their skills was the least achieved indicator of these criteria.
- The criteria related with financial resources of charitable work organizations in the kingdom occupied the sixth rank among criteria on an average of 2.37 and listed into the reply range of (agree). The independency of the charity on donor expensed and benefactor's handout was the highest achieved indicator of these criteria while the members committee to pay the annual expenses for the charity was the least achieved indicator of these criteria.
- The criteria related with programs and projects of charitable work organizations in the kingdom occupied the sixth and last rank among criteria on an average of 1.94 and listed into the reply range of (somewhat agree). The independency of the charity on donor expensed and benefactor's handout was the highest achieved indicator of these criteria while the members committee to pay the annual expenses for the charity was the least achieved indicator of these criteria.

- The obstacles of administration and organization occupied the first rank among obstacles on an average of 2.65 and listed into the response range (agree). The Rigidity of the Organization's Regulations was the highest obstacle among these obstacles while the weakness of communicational means among workers in the enterprise was the least obstacle among these obstacles.
- The obstacles related with the working and community environment occupied the second rank among obstacles on an average of 2.47 and listed into the response range (agree). Seasonal appearance and resection in the rest of year was the highest obstacle among these obstacles while Absence of clear mechanisms to measure beneficiary satisfaction was the least obstacle among these obstacles.
- The obstacles related with the humane resources occupied the third rank among obstacles on an average of 2.44 and listed into the response range (agree). The Lack of courses and training programs for employees of the foundation was the highest obstacle among these obstacles while the weakness of wages systems in situations and lack of volunteers on it was the least obstacle among these obstacles.
- The obstacles related with the financial resources occupied the fourth rank among obstacles on an average of 2.14 and listed into the response range (agree). The absence of investing programs in the institution was the highest obstacle among these obstacles while the weakness of financial supervisors was the least obstacle among these obstacles.
- The obstacles related with developing and innovation occupied the fifth rank among obstacles on an average of 1.76 and listed into the response range (somewhat agree). The presence of challenges between the charity and its equivalents was the highest obstacle among these obstacles while absence of varying in the programs of institution was the least obstacle among these obstacles.

4. Planning Indicators Proposed to Achieve Charitable Work Organizations in the Kingdom

According to importance of the role done by charitable work institutions to achieve the roles for which it was constructed, and according to what the current study reached out. we will present the number of planning indicators proposed to develop and overcome the obstacles through the following points:

1. Charitable work must keep pace with sustainable development to move it from the circumference of compassionate charitable work for the beneficiaries, to the circumference of developing work in the framework of social organized integrated project with far goals. Through developing modern methods and strategies for work to supply education, training and small for achieving self-sufficiency for the beneficiaries.
2. Working in developing programs and services of charitable work institutions in terms of being extremely related to the real community needs. The services presented must be integrated and comprehensive with facilitating the procedures for getting services presented by the organization.
3. Importance of training support on the level of planning and its goals, the continuous assessments for training operations in addition to administrative and technical support, and the training limitation to suit labor market needs through training in the organizations or contracting with specialized training centers.
4. According to organizational and administrative sides, Charitable work institutions need to the following points:
 - A. Independency in policy-making and decision-making for charitable work organizations, according to community and beneficiaries needs.
 - B. Providing of consultative, logistic and legal support by giving it the authority to raise its professional indicator in administrative measure and human resources, in modern and studied ways through continuous planning and forming of general frameworks.
 - C. The vision of charitable work organizations, its message and tasks must be obvious in minds of workers, beneficiaries and donors.
 - D. Focusing on the positive changing events in internal and external working environment through adopting a policy of changing which requires renewing and developing in procedures whether in

regulations, systems, goals services or programs. That requires renewing in procedures to conserve continuity of the organization.

5. Importance of investing and developing the sources of charitable work organizations through committees specialized in investing and marketing to be able to carry out their programs and achieve their goals.
6. It is necessary to invest in endowments which are important income among charitable work incomes. To face that challenge, we must increase community awareness about the impact of charitable endowment, and its fare in life and after life
7. Developing of methods and strategies of donations collecting through keeping pace with Developing of internet marketing tools. e-marketing becomes the most spread term in the business world, its field's area has been widen including collecting of donations of charitable work organizations which led to big progress in e-donation area.
8. Charitable work organizations must develop the working human resources in charitable work organizations, specifically, the administrators and board of directors and permeant staff through organizing specialized training courses periodical to improve managerial and knowledgeable skills, which are necessary to manage them achieving their goals. in addition to, designing of training programs for volunteers considering them one of the important elements for work success in addition to importance of training supervisors who observe the volunteers and guide them, involving a large impact in volunteers and organization improving in the same time.
9. An organized plan must be drawn to achieve the programs and activities, specify the administrative and technical apparatus to achieve every program and activity, measur the necessary budget for achieving programs, observing its achievement with preparing the necessary reports and continuous evaluation.
10. Doing scientific studies and researches through which we can study the needs and problems of the community served by charitable work organizations, after that step, we can determine the suitable programs and provide comprehensive database of donors and beneficiaries.
11. Organizing with other organizations working in the same field, benefiting from its successful programs, identifying its success reasons and generalizing its benefits.
12. Charitable work organizations must adopt an innovative model contributing in their institutional work success, extending their impact beyond the grants they offer, and achieving changes suiting to solve the facing problems.
13. Charitable work organizations must seek continuously to develop and innovate the programs introduced by them and keep pace with innovative successful programs in other charitable work institutions with necessity of developing it to suit the services introduced by the institution and the goals for which it was constructed.
14. Necessity of holding common conferences among workers in charitable work institutions and workers in governmental departments, who observe these charitable work organization (Ministry of Social Affairs) to find a common ground for cooperation and integration in addition to helping them overcoming the difficulties facing them.
15. Importance of ability of universities, scientific departments, scientific centers and research centers to achieve its role towards charitable work through holding specialized seminars and conferences, in addition to making a relation between charitable work and scientific research in universities. Through specializing an important place for researching to develop apparatuses and strategies of charitable work.
16. Charitable work organizations must give high interest for networking and partnership-building with civil community institutions through partnership-building among charitable work organizations, governmental sector and private sector.
17. Importance of working on achieving the programs, which raise community awareness of charitable work role through achieving awareness programs in cooperation with local community institutions like schools, universities, institutions, educational and cultural institutions, mosques and the various media, read, audio and video.

18. Efficiency and achievement of obstacles overcoming must be achieved by administrative and organizational solutions based on three pillars, as following: availability of legal and obvious rules applied to everyone equally, and availability of Principles of transparency and accountability in terms of respecting of democratic practices.
19. Expanding area of the developing role for charitable work must be done to overcome the obstacles related with working and community environment, through holding contracts with some of institutions, governmental apparatuses and private sector
20. Importance of providing activities and marketing throughout the year and reject the sufficiency of annual appearing and recession the rest of the year, it is important side, on which the meant by general relations and institutional marketing must focus with the interest in programs developing and continuously achieving and assessment to identify its efficiency in achieving the goals for which it made.

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