PORTRAYAL OF SAUDI ARABIA'S COMMUNITY SERVICES FROM THE PERSPECTIVE OF THE CITIZENS: THE HAIL REGION AS CASE STUDY

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Abstract

Saudi Arabia is regarded as one of the most unquestionable Arab countries in terms of focusing on the issue of social commitment and disseminating this preparation throughout public culture. This interest was not solely generated by the government. Rather, numerous associations in the private sector have adopted and implemented a similar perspective on socially responsible practises, as well as established new divisions to achieve this goal. Despite the fact that this area was only dimly visible. Thus, the purpose of this survey was to perceive, request, and rank the neighbourhood in Saudi Arabia. The audit used a clear procedure to collect significant data, and it was limited by selecting Hail region as logical

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examination. The audit investigated the current status of social works in Saudi Arabia using semi structure interviews, while two investigations were directed to tie the neighbourhood then, rank them according to point viewpoint on Saudi inhabitants, the principle outline used purposive model methodology to accumulate the different characterizations of the neighbourhood, and 1100 individuals were chosen at random to outline the case of the subsequent review. This outline focused on ranking the neighbourhood individual from the perspective of the residents. The assessment revealed that the fourteen orders were portrayed as the critical neighbourhood in Hail, that these classes were organised with the possibility of the organisations in mind, and that the positions were closed by the point of view on individuals.

Keywords: life style; community services, social responsibilities; social works.

1. Introduction

Any action of volunteering one's corporeal or intellectual services for the benefit of the community and the betterment of human beings described as Community Services. The wide range of community services can be but not limited to organizing charitable events, helping poor or even cleaning parks, etc. Many organizations across the globe support community services activities because of the fact that the association of people in community services makes the community an improved and livelier place to live. Generally, a free of cost action for the welfare of the community or a specific individual. The social work portrays a selfless act of humanity to help those who are deprived, ignoring one is self-interested desires, needs, and interests. Community services are not only restricted to people but also the environment, civil beautification and even the animals that in turn make the world even more beautiful and good to be live.

The practice of social work began in Saudi Arabia in 1955, through the employment of two social workers to supervise school social activities. In 1970, certified social workers were employed to develop guidelines for social work education. It began with specific social workers in schools for girls. Then the practice of social work expanded to many areas such as the care of teenagers and adolescences and those with special needs, medical care, charity activity, development and other fields. The expansion created a need to establish educational institutions to graduate social workers of both genders. This led to the creation of an Institute for social work under the umbrella of the Ministry of Social Affairs. At an academic level, it was followed by the establishment of graduate programs at Saudi Universities. In addition, students were sent abroad for further higher studies related to social work and to develop, establish and acquire additional skills, knowledge and experience they can apply back in their country(Almaizar & Abdelhamed, 2018).

"The benefits of giving, sympathy, participation and compassion are solidly dug in our general public "(NA, Vision2030, 2017), with this assertion of public vision 2030of Saudi Arabia , The significance of social works were very much featured and stressed to be pragmatic of Saudi way of life.

This research is attempt to classify the social works based on their importance respected to the point view of Saudi citizens, this study organized as follow: the first section explained the problem statement , objectives , questions and the significance of the study , followed by the literature review , meanwhile, the methodology was described in third part, the results and discussion were debated , finally , the study ended with the conclusion and recommendations.

2. Problem Statement of the Study

With the context of the national vision 2030 that encouraged the social works in Saudi society, there will be great appreciations and rewards for all those people who will be actively working for the benefit of society which is totally aligned with teaching of Islam as well, and this will ultimately add a positive change among inhabitants as a ultimate result for making them more productive and by observing short-term and long-term benefits for highly effective people there will be a new beginning of healthy competition with in different community of Saudi Arabia, to achieve this great goal verity of platforms were built and most institute adopt the social works to serve the community in different area , Recently new platform under governmental sponsor was adopted to organize the social works , In spite of this , lots of services are emerged and need to classify in different categories , this classification will help both volunteers and the beneficiaries to access the desired services quickly , In the other hand , the community services host can choose the suitable volunteer to perform the service among the volunteers database as well he can also monitor this operation and evaluate the performance .

3.   The Objectives of the Study

This study aimed to:

1-   Explore the current status of the community services in Saudi Arabia particularly in Hail region.

2-   Identify the community works in Saudi Arabia particularly in Hail region.

3-   Classify the community services based on the point view of the beneficiaries.

4.   The Questions of the Study

To achieve the goals of study the following questions are drawn :

1-   What is the current status of the social works in Saudi Arabia ?

2-   What are the categories of social works that implemented in Saudi Arabia?

3-   How these social works are ranked in Saudi Arabia ?

5.   The Significance of the Study

This study is one of the emergingstudies based on Saudi vision 2030, which supports the social works in Saudi Arabia. It also contributes to highlight on the community services that are provided in the local society, In addition it may contribute to design and develop innovative community services based on the verity needs of citizens . This study may contribute to an inventory and classification of community services and provide the authority people and stockholders with necessary information to improve and enhance the community services in Saudi Arabia.

6.   Literature Works

Plenty of systematic studies on the whole were conducted based on impact of community services for betterment of life. As stated in Saudi Vision 2030 "*Non-profit sectors will work continually to achieve the goals and fulfill aspirations and responsibilities to country, society, and families in the Kingdom of Saudi Arabia*" . They have the following responsibilities such as being responsible in business and being responsible to society. While focusing on responsibility to society, they already contributed locally to provide social aid, then it extended globally. (NA, Vision2030, 2017) drew plans for the future of the social works in Saudi Arabia "*In the future, we will formalize and strengthen the organization of social and compassionate work so that our efforts have the maximum results and impact and review regulations to encourage endowments to sustainably fund the sector and to encourage corporations and high net worth families to establish non-profit organizations. This will ensure that the non-profit sector plays an enhanced and more efficient role in critical sectors such as health care, education, housing, research, and cultural and social programs*".

According to Saudi Arabia's Vision for 2030, community services are directed toprovide world-class government services which enhance and satisfy the needs of Saudi citizens which in turn better country, achieving the of prosperity and releasing the talent, and abilities of the young people(NA, Vision2030, 2017).

The Vision of Saudi 2030 will combine and extend Saudi Aramco's role at the core of the country. The SVP Operations & Business Services of Saudi Aramco, Muhammad M. Al Saggaf, said that "*Saudi Vision 2030 recognizes that the Saudi people are the Kingdom's most precious resource*". The reduction of the rate of the unemploymentfrom 11% to 7%by 2030 is challenge at the same time can be achieved. In Aramc, the community Services Division actively hosted weekly programs various community services such as education, employment, healthcare and so on.

As well as,(NA, 2020) indicated that the cooperation is the most value in volunteering , where the people help each other . The love for good and benefit others are characteristics of volunteerism, the volunteer work is the core that would strength the community participation, therefore, all the human capabilities should share to achieve the public interest which in turn promote sustainable development in the communities..

(Al-Shaabi, 2020) wrote an article entitled as "Volunteer work and "Vision 2030"with focusing on the roles of youth in volunteerism and articulated that Voluntary work can be titled with different names like the third sector, institutions of the civil society, or non-profit sector, Volunteerism is an important arm for the universal development, that indicates the awareness of citizens, the ripeness of community, and enlarge the vision of the nation . Because of that the developed countries provide enormous space to the institutions of civil society to contribute effectively to their development ventures, at the same time, they give sserious concernto teach socialand volunteer works in their educational curricula to produce generations that understand itsvalues, objectives and fields, believing of its important role to support productivityand the thriving of the economy.

Apart from the above news and statements, to achieve Saudi Vision 2030, there are few articles and research articles are available. They are declared as follows.

(Blaisi & Abdel-Magid, 2017) discussed the role of each Department in Imam Abdulrahman bin Faisal University for achieving Vision 2030 by scientific progressions, researches, enhancing logistical abilities in technical division of the economy, and create new incoming resources   for the Saudi Arabia . Moreover, the responsibility of the department in social works must be embedded with the objectives and values of Vision 2030. With the collaboration of Government, public, private and charity sectors, variety of the studies were conducted and lots of training delivered to raise awareness and transmitting guidance messages for the benefit of surrounding environments, as well as promoting the health of the individual and health ofworkplace are initiated, beside encaging departmental youth and a constellation of enrolled students in charitable projects , social works, college Boy Scouts and Rangers and other similar tracks.

Balkhi.B et al(2020) achieved a review to explore the view of Saudi drug store understudies and to decide their mentality towards working in local area drug stores after graduation. Notwithstanding assess social,

instructive, and work deterrents and limitations that might influence local area drug store as a positive work environment. The study was finished by 412 understudies and results uncovered that the understudies had deficient information about local area drug store and negative mentalities were register towards working in . Drug store school have significantpartfor filling the mental hole and to elevate understudies to include in the social drug store. looking to accomplish the objective of "Saudization" effectively the local area pharmacyare setting admirably, and many undertakings were made to confront their deterrents.

In other hand, Many specialists have explored related writing and counted on the areas remembering local area administrations for scholastic, medical care and guilty parties, etc. Likewise further explicitly it is arranged into local area specialist organization and recipient. Anyway the assessment of beneficiaries for the local area administration is evaluated and announced in the explores.

As per (Lehnerer, et al., 2019), Managing Aftercare of Stroke study was done on 57 patients and social requirements for all patients by Nikolaus-score were assessed. Just 40% of all patients remembered for Managing Aftercare of Stroke study were proposed to draw in them with social works intercession after an inside and out investigation of their situation. This study showed that the ignored social necessities are connected with diminishing the existence quality and expanding guardian trouble.

Yeung et al.(2018)examined the consolidated effects of other-and self-situated chipping in on various wellbeing brings about a populace based example of Texas Adults (n=1504), Findings asserted that the local area administrations, no matter what the assessment techniques, important to better medical issue. These deliberate information were acquired fundamentally from the branch of chipping in, actual wellbeing, psychological well-being and segment qualities, simultaneously, the better wellbeing impacts of other-situated chipping in are featured adjacent to upgrading the essential charitable as per the idea of volunteerism.

Grubisich, Kelsi (2017) investigated the review for recognizing the connection between the chipping in friendly works and the scholastic accomplishments of the understudies at foundation of Midwestern. A quantitative report was utilized to obtain the consequences of the review, a study was circulated by means of the Civic Engagement and Volunteerism office. T-test and Chi Square test were utilized to feature the aftereffects of the review, they showed the cooperation in local area administration and understudies ' scholarly achievement didn't score factual importance, with a similar finding, the review expressed that the sort of administration understudies picked and their major, orientation and the race of the members didn't record results with measurable importance. Before the end, recommendationwas gave to the experts issues of the understudies to produce more opportunities for administration learning and to ensure who was required.

The viability of Community administration Orders in restoring guilty parties conduct in Kericho County, Kenya were surveyed by (Ngetich, Murenga, and Kisaka, 2019)with the planned to determine the elements of CSO in restricting recidivism among wrongdoers in Kericho County, to assess the guilty parties suppositions towards the CSO program and its monitoringtheir habits change in Kericho County.

Yanfeng Xu et al.(2019) meant To investigate the information that maight be acquired from the Chinese workforce who utilized subjective strategies, and to appreciate the effect of their systemic decisions on their callings

Hoffman et al.(2010) accomplished study that explored the impact of a differentactivities of the community service on the students of the University of Metropolitan State, Minnesota. (40) undergraduate students are formed the sample of the study including 24 females and 16 males, this study also explored how the variety of the community service activities that including three major domains (educational, environmental, and social/civic) helped people to contribute to their community. The findings of the study indicated that the activities of the community service had significant impact onforming the impression of members with respect to the significance and feasibility of community service and urban engagement activities.

The results of (Camara ,2012)indicated that the students' academic achievements for those who involved in the community service had higher grades comparing with the students who did not involve in the community service that may have implications for the middle school curriculum.

Lozano (2011) in his dissertation, qualitative cases revealed five themes of community service on the considered grounds. They were including the institutioncommitment towards the community service, institutional intention, the different types of community service activities, people and regulations , In addition , the effect of community service on the students. These results wereconsistent with the theory of involvement which undergirded this research.

Metz et al (2016) assessed contrasts between paid and unpaid community services for beneficiaries and recommended potential clarificationsfor these differences,at the same time, they providedinformation regarding to the capabilities of paid work and volunteering within the field of community work fromthe grantees point view. This study also added the perspective of advantages that would increase the value of volunteering which include: the cost, the volunteer and the society. The findings also indicated that the volunteers has better meaningful relationships with the beneficiaries, meanwhile, the beneficiaries seems to response more effectively to some of the worker (who are in this work because of job).

Zhanget al. (2016)The satisfaction ofelderly people needs in China was examined in Community-based supports and services (CBSS), at the same times, its impacts were highlighted on the elderly quality life. The findings indicated that there is an important increasein perceived CBSS availability from 2005 to

2011, but the perceived availability of CBSS differedaccording to type of CBSS. The analyst of the datamanifested that home medical visits (β = .181, *p* = .03), psychological support (β = .332, *p* = .02), social and recreation activities (β = .231, *p* = .02), and legal consulting services (β= .271, p = .02) where each were related with a convenient life. Therefore, the outcomesof this study provided bright directions that can enrich CBSS plans to design and develop new services for the elderly in China.

Polacek, R et.al (2011) described a study on social services of common attentiveness to classify the present-day state of four types of social services (childcare, social housing, employment and long-term care services) with respect to three main characteristics: the appropriate regulatory charter for service provision and sponsoring, the service provider categories, and the primary quality frameworks and tools. Most of the data collected through sector-specific experts from around 88 different nationals, which cover the selected social services in 22 EU/EEA countries. More precisely, the studyfocused on theservice provisioning governed by regulatory framework, funding of these services and its evolution.Also different types of service providers, and specifically the social significance of private and public service provision, the types of private for-profit and volunteers service providers also the efficiency and scope of extant frameworks and methods for defining, assessing and evaluating the value of these social services of common concern.

There was research accomplished by Suad Afif on creation of social capital by Saudi women volunteers by assessing various levels of social capital, problems with proposed solutions to improve the voluntary work. In this study, social capital measured based on different stages such as proper social network that included contribution in civil society organizations henceforth-Saudi women were capable of taking part in the development of Saudi community in Jeddah. Along with the formal network, an informal social network also played its role on volunteer base that contained family, friends and neighborhood relations in the period of six months. The social capital was measured on the bases of social trust,self-satisfaction, happiness and significance of life i.e. patience, assortment and importance of life (Afif, 2010).

Joseph Gao, Tao, and Young (2008) fabricated a model to depict how the fulfillment of inhabitants' with local area administrations impact fulfillment with the local area at large (community prosperity) and fulfillment with life (personal satisfaction). The creator covered a huge assortment of local area administrations like administrations connected with schooling, housing,government, employment,healthcare,religion, retailing, public safety,transportation, and relaxation in exactly exhibiting the fulfillment with these services.These administrations influence happiness with the local area and life by and large through fulfillment in a variety of life spaces (e.g., family, leisure,social, wellbeing, social, buyer, monetary, work, ecological and profound areas). The effect of happiness with schooling on local area thriving and personal satisfaction was intervened through fulfillment in friendly, social, and day to day life as well as the impact of fulfillment with medical services on local area

government assistance and worth of life was interceded through fulfillment in wellbeing, work, and day to day life.

Bouffard &Muftic (2007) concentrate on the instances of an example of 200 guilty parties who got a CS discipline and compare this with an example of 222 crooks punished to pay a financial fine. The point of the review was to approve if getting a local area administration sentence diminishes re-offense proportion, in the wake of being indicted for a first-time driving impaired (DUI) for introductory contrasts between these two gatherings of wrongdoers. Multivariate strategic relapse models were exhibited that being condemned to CS influences the any recidivism.

A similar report was set on local area administration exercises in Universities of Saudi Arabia by (Alfares, Al-Haboubi, and Al-Zahrani, 2013). The examination was made between local area administration programs in 10 significant Saudi colleges and 20 top American colleges for the assessment of the state of local area administration in Saudi colleges, recognize issues, lay out goals, and suggest arrangements. Though every Saudi college presented on normal 15 local area administration exercises, contrasted with around 34 exercises for each U.S. College. Further developing the local area administration exercises were presented by Saudi colleges.

7.   Methodology of the study

The current study used descriptive methods for gathering information from different resources.

Interviews were conducted and two surveys were developed to determine categories, and the rank of social services in Saudi Arabia : -

●   Semi-structured interviews with Saudi authorities and people that engaged in social works in Saudi Arabia were carried from May to June 2020 via phone or global-meet platform because of topographical limitations and quarantine , Interviews lasted for forty-five to one hour . All interviews were recorded and documented for further analyst. Questions included : Position , the nature of the services that were provided by their institutes , the procedure of assessing the social service , the method to know the requested services from different places, the type of training that was received to satisfy the desired services .

●   **The first survey was conducted to gather information about community services that might be focal points of the Saudi society**, It targeted the social responsibility units in several public and private sectors in Saudi Arabia such as labor and social development Ministry , ministry of education, Alinma' Bank , Stc …etc. , since most of the community services were provided under their umbrella. This survey is necessary to classify the available community services in local society.

● **The second survey targets the beneficiaries of** the community services according to their real needs .This survey were distributed via the electronic media in Hail region in Saudi Arabia. This survey is required to refine the results that were gathered by the first survey.

● Both surveys were validated by five experts in social and humanity science and refined based in their notes and instructions to achieve the goals of the questionnaire.

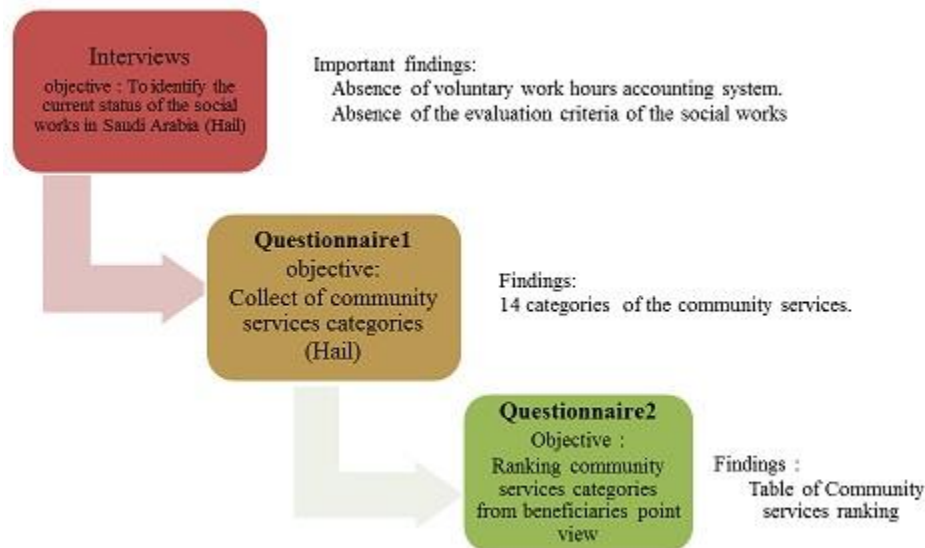● Figure (1) illustrates the work flow of the study .

Fig 1: *The work flow of the study*

8.   The limitation of the study :

This study was conducted in the second quarter of 2020, and took place inHa'ilregion; all citizens were the target of this study.

9.   Results and Discussion

The findings of this study will be presented and discussed in this section, this section will be the core of the next step in the future work.

9.1 Analysis of the Interviews

Ten (10) women and five (5) men were nominated from twelve (12) different institutes that volunteer participants in the interviews; table 1 and figure 2 illustrate the respondent characteristics of the interviewees.

Table 1: *The characteristics of Respondent*

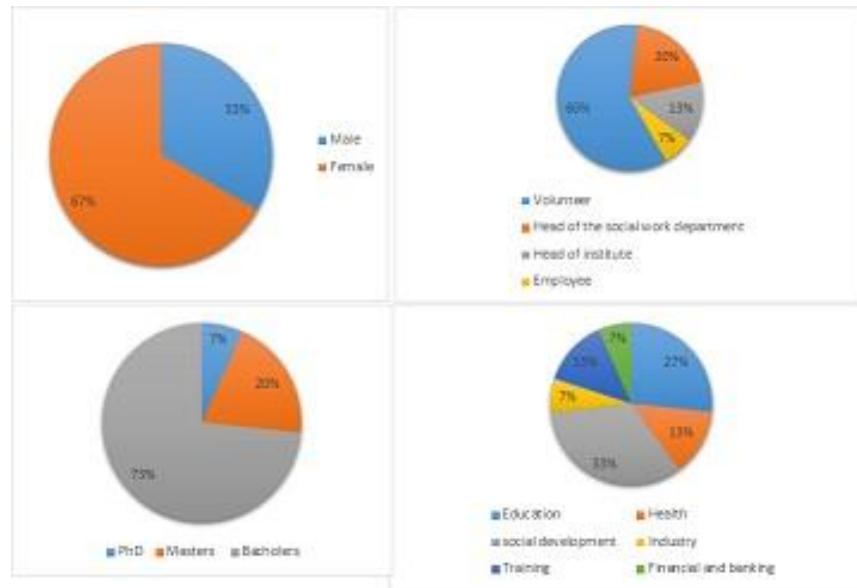| Responde nt no.	Gender	Position	Institute type	Qualification Degree
1	Male	Head of the social work department	Education	PhD
2	Male	Volunteer	Education	BCs
3	Male	Volunteer	Health	BCs
4	Male	Head of the social work department	Industry	BCs
5	Male	Volunteer	social development	Master
6	Female	Head of the social work department	social development	Master
7	Female	Head of institute	social development	BCs
8	Female	employee	Financial and banking	BCs
9	Female	Head of school	Education	BCs
10	Female	Volunteer	Education	BCs
11	Female	Volunteer	Health	BCs
12	Female	Volunteer	Training	BCs
13	Female	Volunteer	Training	Master
14	Female	Volunteer	social development	BCs
15	Female	Volunteer	social development	BCs

Fig 2: *The participant characteristics*

Topical investigation was utilized to examine information by NVivo 11 (QSR International Pty Ltd , 2017) . The analysts coded one example record autonomously during the open coding stage (Oktay, 2014). Then, at that point, they checked on and analyzed codes, and made a common coding plan through conversation and agreement. Then, at that point, applied the coding plan on all meetings. Codes were refined as information examination advanced and new understandings arose, and codes were arranged into themes(Fereday and Muir-Cochrane, 2006).

The following major themes emerged:

1- Varity of the volunteer platforms are available based on the natural of the institute.

2- Emerge new method to unify the social works in Saudi Arabia and connect the volunteers with social works hosts (Absher platform).

3- Absence of voluntary work hours accounting system.

4- Absence of the evaluation criteria of the social works.

5- All the social works must be under governmental or private institutes.

9.2 Analysis of the First questionnaire

The members were selected utilizing purposive inspecting (Padgett, 2016). The creators distinguished the establishments that were associated with local area works. The accompanying rules were utilized to choose members: (I) The kinds of the social work that give and (ii) The designated recipients, table 2 represents the names of foundations that are associated with the review.

This poll is intended to gather the social works and arrangements were given by the member establishments, no suppositions were asked from the members in regards to the significance or the chief systems of these works.

Table 2: *The name of institutes that involved in the study*

Sr.	Institute Name	Type of the services
1.	labor and social development Ministry	Social, family affairs, care and Rehabilitation
2.	Education Ministry	Education, training
3.	University of Hail	Education, training, development, consultations , study , medical and organizing.
4.	Almarai	Training
5.	Development of women and childhood centre	Training , coordination and consultation .
6.	Violet centre	Education and training
7.	Armed Forces Hospital	Training and medical
8.	STC	Training,
9.	Mobily	Training,
10.	Alinma Bank	Training,, support
11.	Hail chamber	Training,, support, development, consultations and study
12.	Fakhr society volunteer work	Training,, support, development, consultations study , organizing and many others.

Within the different work nature of the involved twelve institutes and companies in the study, fourteen categories of the community services are highlighted, table (3) listed the categories of social services that were collected using the first questionnaire according to each institute. Each categories has different services and works, each categories' services are related based on common attributes , these services include : socializing services, social and career discipline services, development services, technical services, medical services, studying services, school services, Family care services, Relief and public aid services, Social Caring for the Aged services, comprehensive rehabilitation services, women and childhood development services, consultation services and citizenship promotion services.

The attributes that were considered in the classification process included: Targeted people, Nature of the services.

Targeted People include : all , Women , Men , children , disable , elder, gifted people, employees , students , graduated students ..etc.

The Nature of the services included: medical , education ,training , development, consultation, supporting , organizing , relief…etc.

Table3 : *The most important services that provided in Saudi Arabia according to the nature of the institute*

Sr.	Community services category
1.	Socializing services
2.	Social and career discipline services
3.	Development services
4.	Technical services
5.	Medical services
6.	Studying services
7.	School services
8.	Family care services
9.	Relief and public aid services
10.	Social Caring for the Aged services
11.	Comprehensive Rehabilitation services
12.	Women and childhood development services
13.	Consultation services
14.	Citizenship Promotion Services

9.3 The Analysis of the Second Questionnaire

As indicated by the Saudi enumeration (NA, Saudi evaluation, 2020) the number of inhabitants in Hail has (716021) in 2018 , consequently , (1100) members were shaped the example of this review from Hail Area in Saudi Arabia, The example was picked by the table of test size for a given populace size by(Marlies, et al., 2010).

The Questionnaire that utilized in this part was to decide the significance of the local area administrations as per the recipients. The examination of surveys comprised of two areas. Segment A comprised of segment inquiries of the respondent's very own that are connected with them. Segment B comprised questions that looked for of every respondent's perspective for the social works classifications. For the term of the polls technique, the specialists utilized five (5) Likert scale who delivered a review scale (Likert scale) for of estimating all the local area administrations rank , The accompanying table depicts the attributes of the members:

Table 4: *Respondent characteristics of the second survey*

Gender		Age				Education						
Male	Female	15-21	22-35	36-60	Over 60	Primary school	Secondary school	High school	Undergraduate	Postgraduate	Other	Not educated
42.6	57.4	6.1	48.8	45.1	0	0	3.4	22.4	70.7	3.5	0	0

GENDER WISE DISTRIBUTION

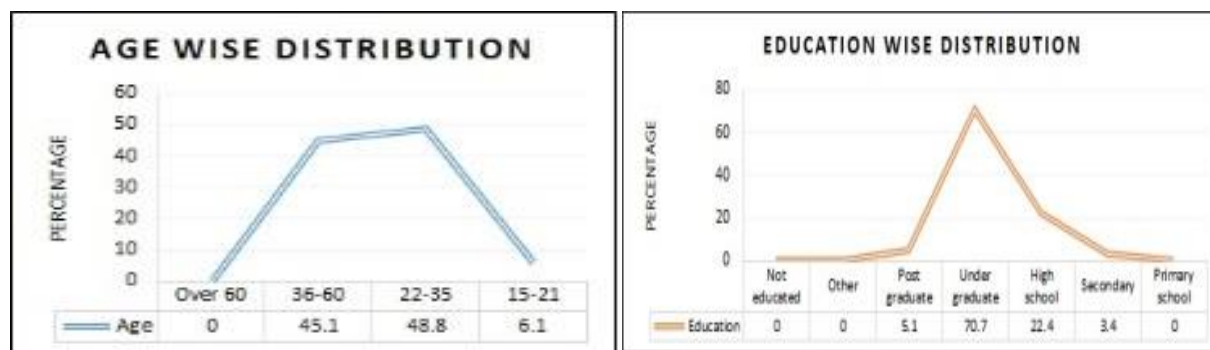|	Female	Male
Gender	57.4	42.6

Fig.3.*Survey Demographic variables*

Descriptive Analysis - Descriptive Analysis on Demographic Variables

The outcome from poll shows that 42.6% of the input comes from Male's respondent which is practically not exactly 50% of the complete journalists. In the mean time, another 57.4% of the input were contributed by Female's reporters.

A greater part of the respondents were in the scope old enough between 22-35 years of age which comprise of 48.8%. In the interim, the most minimal level of the respondents was from the age of 60 or more which contributed 0.0%.

In a real sense, a large portion of the journalists were from Bachelor's Degree level which contributed 70.7% over the complete of 1100 reporters. Followed continuously most elevated rate comes from reporter in schools levels which is 25.8%. While its remainder contributed modestly by postgraduate level by 5.1% (allude to figure 3).

Descriptive Analysis - on community services categories:

As shown in table 5 the services of Relief and public aid services , Technical services and Medical services have the highest weighted mean of the scales, meanwhile, Social and career discipline services, Development services, Studying services and Family care services come in the second rank with weighted means over than 4 , in the third rank , Socializing services with weighted mean 3.2, for the fourth and fifth ranks, School services, Comprehensive Rehabilitation services Women and childhood development services , Consultation services, social caring for the Aged services and Citizenship Promotion Services respectively.

Table 5: *The weighted means of the community services categories*

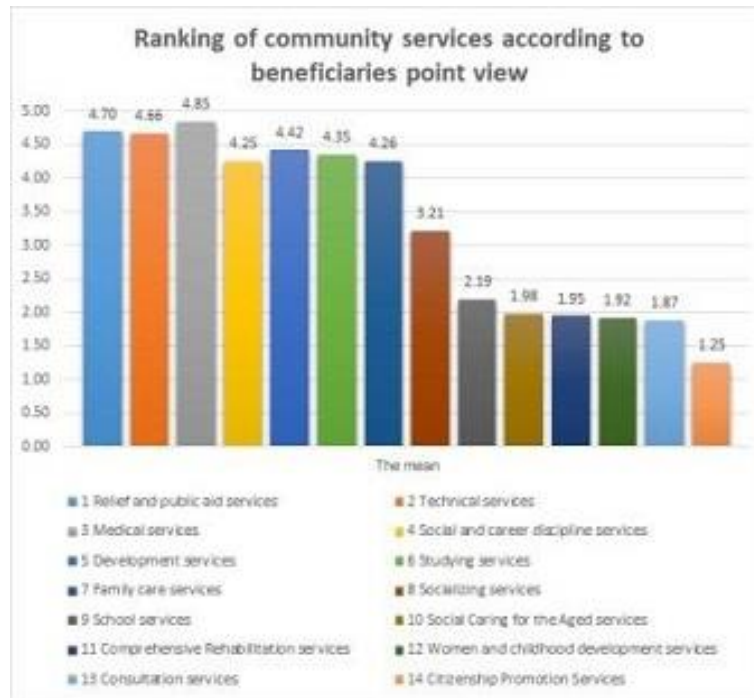| Sr.	Community services categories	The participants opinion					The weighted mean	The rank
		Totally disagree	disagree	Neural	Agree	Totally agree		
1-	Relief and public aid services	0	50	35	115	900	4.69545	1
2-	Technical services	0	2	18	330	750	4.66182	1
3-	Medical services	0	25	20	55	1000	4.84545	1
4-	Social and career discipline services	0	10	21	790	279	4.25273	2
5-	Development services	0	12	27	548	513	4.42	2
6-	Studying services	0	2	10	690	398	4.34909	2
7-	Family care services	0	23	76	598	403	4.25545	2
8-	Socializing services	290	129	91	290	300	3.21	3
9-	School services	250	550	140	160	0	2.19091	4
10-	Social Caring for the Aged services	570	285	65	60	120	1.97727	5
11-	Comprehensive Rehabilitation services	417	550	6	27	100	1.94818	5
12-	Women and childhood development services	450	500	5	75	70	1.92273	5
13-	Consultation services	613	189	200	20	78	1.87364	5
14-	Citizenship Promotion Services	950	76	18	56	0	1.25455	5

Fig.4.*The weighted means of the social work*

10.   Conclusion , Recommendations and Future work

With the last section of the study conclusion, recommendation and future works will be presented in detail.

10.1 Conclusion

The social administrations are not new points in Islam world, since every one of the guidelines in Islam encouraged on the participation and giving help to the need individuals. Notwithstanding, the social and social changes in the Saudi society, with extraordinary monetary development straightforwardly affect the practices, perspectives of local area individuals, additionally it has affected the idea of the connections between them, these progressions reached out to the traditions and their life designs in their general public, so the rise of local area administrations were critical to accomplish the amicability, honesty and harmony between these progressions and moral viewpoints to give the capacity to take care of any issue that could result from the irregularity between the different sides. Consequently, the public authority with the favored vision 2030 attracted way to accomplish the objectives of the social and local area

administrations, which prompted improve the existence of residents as per their necessities. The general population and private areas directed numerous stages to offer these types of assistance for all recipients, this study investigated the current status of the social works with this multitude of factors, and recognized a ton stages that were worked for this reason, with many hosts in Hail region, the local area social works actually should be coordinated, sorted out and bound together to accomplish the integrality between host, volunteers and recipients.

10.2   Recommendations

These recommendations are placed based on the analyst of the study findings:

1- Conducting scientific studies and researches to identify the needs of local society, and developing plans, programs, projects and services necessary to meet these requirements, these proposed plans must be fit with the local environment.

2- Encouraging the establishment of organizations in local communities and directing them to specific types of services that the community needs.

3- Encouraging the volunteer by providing them awarding and certificates.

4- Spread the culture of the community services among the community members.

5- Contributing to train workers in social organizations at their various levels.

6- Coordinating between the various services provided by the agencies included in both the private and public institutes to avoid any inconsistence.

7- Activate the **Absher platform** to organize the community works especially from the volunteer side to ensure the secure of the services, with adding some functions to keep the right of both sides (host and volunteers).

10.3 Future work

The current study is considered as the core of studying the motivation of providing the community services, the future study will help to build motivation models in turn to build smart methods to take the advantages of the community services. Next study will combine the idea of smart city and the community services.

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