

Abstract

University: King Saud University
College: College of Art
Division: Social Sciences
Specialty/Track: Social Work
Thesis Title: Social Care Services Provided to Domestic Violence Victims At Riyadh (Field Study)
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Study Issue: -

Due to the increasing attention of government agencies, and civic activities in attempts to address the phenomenon of domestic violence. These trials had been through the provision of services for violence victims. Since there is a lack of previous studies dealt with these services, this study dealt with those provided services, and the issue of the study is to identify the social care services provided to domestic violence victims in the city of Riyadh.

Questions raised by the study: -

- Q1 What kind of services provided for victims of domestic violence?
1. What is the health-care services provided to victims of domestic violence?
 2. What is psychological rehabilitative care services provided to victims of violence?
 3. What is social rehabilitative care, services provided to victims of violence?
 4. What are the advisory services provided to victims of violence?
 5. What is the guidance services provided to victims of violence?
 6. What is the shelter services provided for victims of violence?
7. Q 2 / In agencies provide services to victims of domestic violence What are the social worker roles?
8. Q 3/ What are the difficulties facing social care services providers to victims of violence?
- 9.Q 4/ What is the suggestions to improve services provided to the victims of domestic violence?

Study Concepts: -

1. Social services concept.
2. Social welfare concept.

Types of services:

- Health Services
- Advisory Services
- Social Rehabilitation Services
- Rehabilitation Services
- Accommodation
- The Concept of Victim
- The Concept of Domestic Violence

Methodological procedures:

The methodological procedures are represented the following steps:

Study Type: Descriptive study

Methodology: Social survey method by a complete enumeration, for social workers, psychologists, doctors and staff that providing services.

Study Tools:

- Office research: For studying of the theoretical frameworks and perusal of previous studies.
- Survey form for the researched: The survey form is designed by the researcher and containing the raw data, questions about services provided by those agencies for victims of violence. Questions about the roles of social worker in those organizations. Questions about what are the difficulties faced by service providers, and proposals that contribute to overcome these difficulties.
- Questionnaire: A questionnaire form which was distributed to government hospitals in Riyadh. The questionnaire contains preliminary data, and questions about the services provided, questions about the role of social worker, the difficulties faced by the service provider, and proposals to overcome these difficulties.

Observation: This tool was used during the field visits and data collection rounds from organizations providing services to the victims.

Community of the study: This community is composed of two societies

First: The first community of the study: This includes social workers employed to provide services, total number is ten social workers, and psychologists and their total number is four psychologists. Both categories are in the Family Safety Program, the Department of Social Protection, Society of Renaissance For Women, the Society of AlWafaa for women. The total number of all these persons is fourteen.

Second: The second community of the study: This community includes doctors and nurses, who are 58, and social workers who are of the 26 social workers, all of them are working in government hospitals. The questionnaire was distributed to government hospitals in Riyadh, which is five hospitals that is: King Saud Hospital Medical Center (Al-Shomaisi) Al Yamamah General Hospital, Al-Iman General Hospital, Prince Salman Hospital and King Abdulaziz Medical City. The distribution

of the research community was among the government hospitals specified in the study.

Scopes of the Study:

Human Scope:

Social workers, psychologists who are working the concerned government and voluntary organizations which provide services to the domestic violence victims (Department of Social Protection, Family Safety Program – Al-Nahdah Charity Society – Al-Wafa Charity Society). The total numbers of those is fourteen persons. The second study community is also in government hospitals, which consists of social workers, doctors, nurses. The total number of the second community is eighty four persons. Total number of human scope of the study is ninety eight persons.

Time Scope :

the questionnaire has been applied at the period from 01/08/1430 to 15/09/1430. The interview form was applied at period from 10/10/1430 to 11/25/1430 H

Spatial Scope:

The city of Riyadh, the official and private organizations concerned with providing services to domestic violence victims, including the Department of social protection, voluntary societies : Al-Wafa and Al-Nahdah Charity Society, National Guard Hospital (Family Security Program). Government hospitals in Riyadh, Al Yamamah General Hospital, Al-Iman General Hospital, Prince Salman General Hospital, King Abdulaziz Medical City, King Saud Medical Center (Al-Shomaisi).

Study Results:

The results of the interview applicable to those voluntary organizations which are providing social welfare services to domestic violence victims. Namely, (Department for Social Protection, Family Safety Program, Al-Wafa Charity Society, Al-Nahdha Charity Society).

1. Analysis of field study of the interview forms reveals that social welfare services provided to domestic violence victims, in those voluntary and governmental organizations, reveals that the rehabilitation and support are the more services and the first services provided to the victim. Then, followed by transfer to the competent authorities, and finally accommodation. The services provided by the psychologist to the domestic violence victims are the interviews, psychotherapy, and rehabilitation (which includes restoring of self-confidence, and emotional discharge).
2. The study through the field study (interviews forms) disclosed that the role of social worker to the domestic violence victims is a treatment & guidance role. His treatment role is effective, that is to say it is more effective and in a high proportion than his guidance role.
3. The study through field class analysis disclosed that the role of the social worker with the domestic violence victims – from the point of view of social workers and psychologists – represented in providing the victim with information

and protective methods. He is reporting about the victim and remedial trials with the other party.

4. The study through field class analysis disclosed that there are legislative obstacles and difficulties and financial troubles that facing social workers and psychologists while providing welfare services to domestic violence victims. These problems can be listed as (Lack of dealing with domestic violence cases, absence of law or protective legislation, limited financial resources & absence of organized and coordinated efforts). These are compatible with the results of Al-Fayez study which indicated that there are obstacles prevent providing services to the female victims which are: The organization and Hospital management did not have the authority that enable them to deal positively with violence phenomenon, also, lack of specialized bodies or shelters which can provide protection
5. The study also reveals through the field study for the interview, from the point of view of social worker and psychologists, that the services provided to domestic violence victims is not sufficient. This is also compatible with al-Fayez's study. The social workers agreed that the organization and voluntary centers did not provide enough protection to the victim.

Second: Discussion of the Results of the questionnaire applied to government hospitals:

1. The results of the analysis for the questionnaire field study reveals that the level of social welfare services provided at government hospitals is ranging from high and average. The rated high services which is offered on ongoing basis, group therapy, psychological method, reduce of negative emotions, give the victim of new values to help him to adapt, exploit victim capabilities encouraging victim trends, provide support to the family, writing reports that can contribute to problem solving, victim transfer to charities and government, victim follow up after service providing. The services provided in average are: group therapy, occupational therapy, providing save and secured and healthy shelter services, victim transfer to lawyer specialist, providing professional advice, community awareness and educate about the issue of violence. These findings are consistent with the findings of Al Mubarak study: that the availability of a specialized program in medical centers for domestic violence victims is a jump in the medical services provided to these groups subjected to violence in its various forms. The victims of violence transfer to the concerned section to examine social problems is the essential procedures that is needed by the violence victim. The study note that the type of services rendered by the Medical Social Service Program to the victims of domestic violence are varied, more flexible, including the (psychological and social support, and financial services by transferring them to charitable organizations to provide financial and other services to them).
2. The study found through analysis of field study of the questionnaire that the role of medical social worker to victims of domestic violence, can be classified into, an active role and the role of a normal. The active role include: victim transfer to the concerned institution in the community, provide the

victim with the protective methods, write a detailed report about the victim, trials to remedy with the other party. The normal roles includes the following: Planning to improve victim social status, planning to improve victim financial status, awareness to the victim and his family , awareness of the society of the domestic violence. This is consistent with Al-Mubark Study which emphasizes on the role of social worker and what he is providing to victim, support, treatment and its affect of victim health.

3. The study found through analysis of field study of the questionnaire that there are obstacles facing social workers and medical bodies when trying to provide social and medical welfare to the domestic violence victims, which are as follows:

- Deficiency of tools to deal with domestic violence cases.
- Unavailability of protection law or legislation.
- Limited financial resources.
- Absence of organized and coordinated efforts.
- Deficiency in specialized and competent in domestic violence cases.
- Some cases refusal of treatment.
- Some cases are not concerned with follow ups.

4. The study concludes that the social and medical welfare services that provided at the government hospitals , from the point of view of social worker, that these services are not sufficient. Medical body see that all government hospitals in Riyadh is not providing enough services to protect domestic violence victims. This is also compatible with al-Fayez's study results, that the social workers agreed by virtue of their experience, that the organization and voluntary centers and voluntary societies did not provide adequate protection to the victim.