The role of the social worker in facing the social and psychological family problems of virtual communities

DR/ Gomana Mohammed Ramadan sayed
summary:
The study entitled The Role of the Social Worker in Confronting the Social and Psychological Family Problems of Virtual Communities. (0.5044) and the standard deviation (0.19522), and the order of these problems was the second. As for psychological problems, the arithmetic mean for them was (0.6302) and the standard deviation was (0.14772), and the order of these problems was in the first order, and as for the scale as a whole, the arithmetic mean for social and psychological problems was (0.576) and the degree of these problems in general is medium, as well as the presence of A statistically significant relationship in the degree of social problems faced by university youth members of virtual communities, as the value of t (4.588), which is a significant value at a significant level (0.05), and a statistically significant relationship in the degree of social problems faced by university youth members of virtual communities, According to the gender variable, the t value was (3.545), which is a statistically significant value at the level of (0.05), and the absence of a statistically significant relationship in the degree of problems faced by university youth members of virtual communities according to the variable type of problems, as the value of "T" was (1.621), which is a non-statistically significant value at the level of (0.05).

First, the study problem:
Virtual communities include many individuals to communicate and interact with others, and there is no doubt that the content of the virtual community has an impact, as the world today is witnessing a great scientific and technological revolution, it is characterized by knowledge, information and communication, and the means of transfer, analysis, preservation and retrieval of knowledge have developed, and the information and communication revolution has emerged, and
software and techniques have been developed and contributed to this development. The expansion of global information networks has led to the emergence of what is known as the global economy of information, and the circle of information and communication has expanded in the modern era between various Societies and interests are intertwined and the multiplicity of forces due to advanced technology, international markets, economic blocs and conflicting economic and intellectual forces, and interactive communications via the Internet are:

1- Chat sites: They serve as a link between the most common subscribers on the network and cover a wide range of topics related to a specific field.

2- Video conferencing: Interviews, small meetings and large conferences can be held via the Internet by subscribing to the sites providing this service.

Human society is currently going through an era called the information and communication age, and the progress of nations is dependent on the volume of information and data available in all aspects of knowledge (Carlos Flavian, Miguel Guinaliu, 2005, 214).

Facebook is one of the most famous social networks, as the site has been banned in many countries during close periods, and Face Book is one of the most important virtual community that arose on the Internet, which brings together millions of subscribers from different countries of the world, and Facebook is a virtual world that allows all forms of communication, and Facebook also provides the opportunity to participate in many groups whose members meet on a common idea or goal, and Twitter is also a social network whose users can interact with others (Sanaa Hegazy and Asmaa Omran, 2011, 76).

This is confirmed by the study of "Marwa Nabil Swailem & others" (2005), which aimed to identify the positive and negative uses of the Internet, and study the reality of the Internet in both the Arab world and Egypt, the study concluded that the focus of Egyptian youth on the
entertainment side in the use of the Internet, and the size of the use varied between males and females, and the preference for Arab sites over foreign, and the study recommended the need to enact a law for the Internet in Egypt and the formation of a committee to review the content of scientific and religion for this network, in addition to the need for Intensifying Arab websites in the scientific and cultural fields to change the pattern of youth use of the Internet.

Some also suffer from multiple problems represented in leisure time, which represents a necessary requirement imposed by the requirements of investing their energies and thus the need to occupy their free time constructively and better because this helps to discharge social pressures and pent-up emotions, which are all factors of concern, tension and suffering, and the study of Eysebach gunther 2001 entitled Virtual communities and electronic support groups related to peer interactions via the Internet, this aimed to conduct a systematic review of the impact of peer interactions via the Internet in the context of Virtual communities and related electronic support groups Virtual communities, then using measures of depression and social support, most studies have shown no effect and found that there is no strong evidence for the impact of consumer-managed virtual communities, in part because most communities are evaluated with more complex interventions or engagement with workers, kinnevy susan, Enosh study 2002 titled Typical Problems in the Study of Virtual Communities found that the daily interactions of peace activists in the virtual community help shed light on the problems and promises inherent in research related to virtual communities, and highlighted the importance of focusing on design and normativity in the context of virtual society, and the study of Carlos Flavian, Miguel Guinaliu, 2005, entitled The effects of virtual communities on the online distribution strategy, and aimed to present the virtual community as a strategy that will increase the chances of success in the distribution of products via the Internet through the theoretical
analysis of the virtual community and the study reached the results of the most important focus in the future on a quantitative assessment of the impact of the virtual community, and also a comprehensive assessment of the impact of the virtual community in various sectors where there is a need for that. Iryna pentina 2008 study entitled The role of virtual communities as guiding groups, where it aimed that virtual communities are groups are self-selected groups of individuals in order to participate in computer interactions and common goals or interests as governed by common customs and values and serve and meet those individual and common needs, and in this context the current study aims to test the model of social impact of those virtual communities on individuals, Guided by the theory of gratification and uses, the study found that the impact of virtual communities appeared through the social mechanism and the development of interactive sites that support the establishment of the relationship and the possibility of sharing opinions between members of each other. and the study of Budiman Adrian M. 2008 entitled Virtual Communities Study of community interactions based on the Internet, where it aimed to achieve a better understanding of virtual communities that formed and continued via the Internet, the study has reached a set of results are that there are six motives for participation in virtual communities are availability - escape - alternative identity - social perception - entertainment - written communication and that there are three problems in virtual communities are trust - evaluation of electronic resources and marginalized communities, And a study Nermine Khader 2009 entitled Psychological and social effects of the use of Egyptian youth to social networking sites, where the study aimed to identify the social and psychological effects of the use of Egyptian youth J for social networking sites and know the motives that led to the use of young people to Facebook and this study found that the most important motives for the use of Facebook in entertainment and
entertainment and create new friendships and vent self-communicate with others.

Ashraf Galal's 2009 study entitled The impact of social networks on the Internet and satellite channels on the social and communication relations of the Egyptian and Qatari family aimed to identify the nature and limits of the impact caused by modern media satellite channels, social sites and blogs on the nature and form of social and communication relations within the Egyptian family compared to the Qatari family by virtue of the fact that these means provided many opportunities for alternative media, She found that there is a great demand by young people on social sites on the Internet, that there is a use of mobile messages socially, which greatly affected the nature and level of social interaction within both the Egyptian and Qatari families whenever individuals feel privacy in the use of the computer, the more isolated they are from reality and the level of their social interaction decreases, social interaction increases with the presence of the father and mother and decreases in their absence, whether it is a natural or psychological absence, And also the study of Sanaa Hijazi, Asmaa Omran, 2011, entitled Virtual community as a mechanism to meet the needs of university youth, and aimed to determine the reality of the virtual community used by young people and determine the level of meeting the virtual community for the needs of the youth of the Faculty of Social Work and determine the difficulties facing young people to satisfy their needs on the virtual community and try to reach proposed mechanisms to activate the ability of the virtual community to meet the needs of the youth of the Faculty of Social Work and the most important results of the study that the level of meeting the virtual community for the needs of young people average, There is also a relationship between the diversity of the virtual community and the rate of its use and access to training courses in the field of applications of global networks, and the study indicated that the most satisfying needs for those communities
are the social needs and then political and the study suggested that an electronic unit and electronic study courses are provided that contribute to the development of young people's abilities to use the virtual community,

The family is considered in the nucleus of the network of social institutions that regulate human life, as it constitutes the base and common denominator for the rest of the social institutions and the point of their convergence and interaction, through which the laws of the true religion, the systems and values of society are embodied, and transmitted through generations. Thus, to the extent of family cohesion and the strength of its structure and empowerment, the strength of the social structure is strengthened, and the family as the social cell constitutes the nucleus, the center of building self-identity and the foundations of its children's psychological health, the strength of their personality and their moral immunity. It also develops in them the seeds of self-esteem, self-esteem and self-confidence, which lays the foundations for the upbringing of a healthy citizen who belongs and is open to the world and people, and who is able to grow and give (Mustafa Hijazi et al., 2015, 13).

Throughout the ages, societies have witnessed a wide change at the material and cultural levels due to industrial and technical development and scientific progress, until development reached its peak in our time in all fields, and the field of technical communications and social communication via the Internet had the greatest luck until it became one of the necessities of social life as a result of the several services it provides in various fields, so reliance on Internet services increased due to its ease of use and speed, in addition to bridging distances, canceling the element of place and transferring cultures between societies, but it is one of the On the other hand, it has limited the real social interaction and the decline of social relations in the virtual community through social media, all of which would create new social problems as a result of
excessive and bad use of the Internet, as social networking sites have produced several risks that affected the social structure of the family and marital relations in particular and contributed to fueling marital problems and disputes until it contributed to the exacerbation of the phenomenon of divorce due to the outlets provided by social networking sites as a fertile ground for the growth of new social relations and facilitate Communicate with others in the easiest way and all the time. Hence, the research highlights the most important problem that the family may be exposed to, which is the problem of divorce and the subsequent obstacles to the couple, children and society as a whole, so its causes varied according to multiple factors such as psychological, social, economic, cultural and other factors, but its increase in the present time has become worth paying attention to and trying to look at this phenomenon from a new angle based on the impact of social life with the consequences of technical progress that affected all fields of life, social relations and their nature have been affected after adding development The technician touches on social media, thus posing a danger to the permanence of a happy family life, exacerbating the phenomenon of divorce due to excessive and bad use of social media. (Tahani Anwar, Muntasir Abdullah, 2021, 399), The reports of the Central Agency for Statistics and Statistics indicated that the number of users increased by 69.5 million users until the end of October 2022, compared to 61.8 million users during the period from 2021, an increase of 12.5%. (https://www.capmas.gov.eg/Pages/IndicatorsPage.aspx?page_i d=6134&ind_id=2262)

A study (Anser, L., Hasan, A. A., & Mounabbih, H. M, 2014) confirms. Behavioral deviations among adolescents are considered one of the most important and serious problems facing Arab societies in general, and Qatari society as one of them is not immune to them. These problems result from the rapid social and economic changes that these societies are going through. It has recently worsened as a result of poor family
control, parents' preoccupation with life matters, and the increasing dealing of the rising generation with modern technological media. After analyzing the data, the study reached many results, the most important of which is that behavioral problems are the product of a group of social, economic and psychological factors. In addition to other factors varying in the degree of their impact, the most important of these factors are the neglect of children as a result of the preoccupation of one or both parents, the impact of caring for servants on children, the difference and conflict in the methods of education by parents, and the characteristics of parental education methods with cruelty and severity sometimes, and indulgence and pampering at other times, in addition to weak family cohesion and disruption of marital relations, leading to cases of abandonment and divorce.

The Heba Aladdin 2023 study indicated the identification of the relationship between some family and social factors and some adolescents' addiction to the Internet, and the study found between negative parental treatment methods "neglect a set of results, the most important of which are: There is a statistically significant correlation between adolescents' addiction to the Internet, while there was no association between adolescent addiction to the Internet and the method and militancy" democracy, adolescents' addiction to the Internet was associated with religious, theoretical, economic and political values, and found their addiction to the Internet

The current study agreed with many studies that shed light on the problems that adolescents are exposed to as a result of the changes that society is going through and the preoccupation of parents from caring for their children as (Anser L. Hasan A.A & Mounabbih HM. 2014). Also, the study of Heba Aladdin 2023, which dealt with the impact of social media on family cohesion and the occurrence of many family problems, as the current study focuses on social and psychological
family problems resulting from the excessive use of social media for spouses and children.

It differed from the study of Miguel Genalio, 2005, in that it aimed to present the virtual community as a strategy to support production and increase sales via the Internet, Iryna pentina 2008 study illustrating the role of virtual communities as heuristic groups, aiming that virtual communities are self-selected groups of individuals to engage in computer interactions and shared goals or interests that are governed by shared habits and values and that serve and satisfy those individual and shared needs.

**The problem of the study can be formulated in what** are the social and psychological family problems among members of virtual communities?

**Second, the importance of the study**

1- Increase the number of virtual community members.

2- The upgrading of human capital can only be achieved by adopting the face of the problems of technological developments.

3- Growing global interest in the communications revolution in general and the virtual community in particular.

4- Increasing family, social and psychological problems and their effects on the family.

**Third: goals of the study:**

1- The reports of the Central Agency for Statistics and Statistics indicated that the number of users increased by 69.5 million users until the end of October 2022, compared to 61.8 million users during the period from 2021, an increase of 12.5%.

2- Identify family problems among members of virtual communities.

3- Identify social problems in virtual community members.
4- Identify psychological problems in virtual community members.

**Fourth: Study Questions:**

1- What are the family problems of members of virtual communities?

2- What are the social problems of members of virtual communities?

3- What are the psychological problems of members of virtual communities?

V. Study concepts

1- **Virtual Community: Community Virtual**

defined a virtual community as social gatherings formed via the Internet when enough people enter into public discussions for enough time "with human feelings in order to form a network of personal relationships in the virtual community, while Rafaeli & Jones defined it as virtual audiences formed in the middle of space by computer. Its existence is relatively transparent and open, which allows groups and individuals to attend and contribute interactions with the same group via computer, as defined by "Bassiouni Ibrahim" virtual community as social gatherings appear via the Internet formed in light of the modern communication revolution that brings together people with common interests, communicate with each other and feel like they are in a real complex, as some point out that it is a group of people who deal regularly and have common goals on the Internet and exchange ideas and mutual benefits between group members Such as strengthening social ties, spreading information, exchanging experiences, opinions and relationships via the Internet, and also helps to transfer the rules of social relations between people in real life and create new local rules that make it easier for people to know how to behave on the Internet and feel belonging in local communities.
2- Social, family and psychological problems:
The concept of a problem in sociology refers to a stressful attitude that affects a number of individuals, so that they or other members of society believe that this situation is the source of difficulties and disadvantages for them. (Muhammad Atef, 1979, 433)
Social problems indicate that these attitudes are affected by a number of individuals indicate the social or collective appearance of the members of the same group (such as the family) and express the relations and mutual interactions between them.
When a person is exposed to one of the problems that affect his social relations and the performance of his roles, these problems are not only at the social level, so he is affected by them psychologically as well as family, and affect his interactions between members of the family to which he belongs and becomes in need of professional assistance.
Family, social and psychological problems can be determined procedurally in this study as the degree obtained by the researcher on the scale of family, social and psychological problems prepared by the researcher, whose dimensions are determined in social family problems, psychological family problems.

Methodological:
1- Type of study: This study is one of the descriptive studies that aim to determine the characteristics of a particular phenomenon or a specific situation that is predominantly specific.

2- The method used: The method used is the sample social survey method for university youth.

3- Preview plan: The sampling plan here is university youth, and the sampling unit is university youth, and a random sample of
students. plotted for 5% of the total number, and the sampling frame, the list containing all the vocabulary that makes it up and the youth university research community.

4- The sample type is a systematic random sample of first, second, third and fourth year students of the Faculty of Social Work at Helwan University.

5- The study tool is an electronic questionnaire form about the psychological and social family problems of users of social media.

6- Statistical coefficients The Spss program was relied on in statistical analysis to obtain the standard deviation and arithmetic mean, and tabular t-value.

Seventh: The results of the study:
The study achieved its objectives and answered its questions as follows:

Table No. (1)

shows arithmetic averages and standard deviations for social and psychological problems

<table>
<thead>
<tr>
<th>M</th>
<th>Problem</th>
<th>Arithmetic mean</th>
<th>Standard deviation</th>
<th>Grade</th>
<th>Arrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Social</td>
<td>0.5044</td>
<td>0.19522</td>
<td>Medium</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>Psychological</td>
<td>0.6302</td>
<td>0.14772</td>
<td>Medium</td>
<td>1</td>
</tr>
<tr>
<td>The scale as a whole</td>
<td>0.576</td>
<td>0.14</td>
<td>Medium</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
It is clear from Table (1) that the arithmetic mean of social problems is (0.5044) and the standard deviation is (0.19522) and the order of these problems is the second order. As for psychological problems, the arithmetic mean was (0.6302) and the standard deviation was (0.14772) and the order of these problems was in the first order, and for the scale as a whole, the arithmetic average of social and psychological problems was (0.576) and the degree of these problems in general is average.

Table No. (2)

Illustrates the significance of the differences between social and psychological problems

<table>
<thead>
<tr>
<th>Problems</th>
<th>Problem type</th>
<th>Arithmetic mean</th>
<th>Standard deviation</th>
<th>Degrees of freedom</th>
<th>Calculated &quot;T&quot; value</th>
<th>Tabular value of &quot;T&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social</td>
<td>0.54</td>
<td>0.19</td>
<td></td>
<td>380</td>
<td>4.588</td>
<td>0.000</td>
</tr>
<tr>
<td>Psychological</td>
<td>0.45</td>
<td>0.18</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

It is clear from Table (2) that there is a statistically significant relationship in the degree of social problems that university youth are members of virtual communities, as the value of T (4.588), which is a significant value at a significant level (0.05).

Table No. (3)

Illustrates the significance of differences in the relationship between social problems and the gender variable

<table>
<thead>
<tr>
<th>Problem</th>
<th>gender</th>
<th>Arithmetic mean</th>
<th>Standard deviation</th>
<th>Degrees of freedom</th>
<th>Calculated &quot;T&quot; value</th>
<th>Tabular value of &quot;T&quot;</th>
</tr>
</thead>
</table>

272
It is clear from Table (3) that there is a statistically significant relationship in the degree of social problems faced by university youth, members of virtual communities, according to the gender variable, as the value of t was (3.545), which is a statistically significant value at the level of (0.05), and it is also clear from the table that the arithmetic averages of social problems suffered by males were (0.64), which is higher than the averages suffered by females, where they were (0.58).

<table>
<thead>
<tr>
<th>Problem</th>
<th>Contrast source</th>
<th>Sum of squares</th>
<th>Degrees of freedom</th>
<th>Average squares</th>
<th>Calculated T value</th>
<th>Tabular value of t</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social</td>
<td></td>
<td>0.0670</td>
<td>2</td>
<td>0.034</td>
<td>1.621</td>
<td>0.199</td>
</tr>
<tr>
<td>Psychological</td>
<td>7.891</td>
<td>379</td>
<td></td>
<td>0.021</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td><strong>7.958</strong></td>
<td><strong>381</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

It is clear from Table (4) that there is no statistically significant relationship in the degree of problems faced by university youth members in virtual communities according to the type of problems variable, as the value of "T" was (1.621), which is a non-statistically significant value at the level of (0.05).

**Results**

1- Studying a sample of psychological problems represented in introversion, isolation, depression and escaping as one of the defensive tricks more than social problems, which are poor family communication, weak family cohesion, weak participation and social interaction.
2- The social problems of the youth of the study sample amounted to the value of T (4.588), which is a significant value at a significant level (0.05).

3- The arithmetic mean for the social problems experienced by males was (0.64), which is higher than the mean for females, which was (0.58).

**Eighth, proposals to address the problems of virtual communities:**

1- Investing the free time of young people.
2- Recognition of social and psychological problems.
3- Retirement of annoying websites and applications.
4- Dealing with only useful virtual communities.
5- Follow scientific methods in confronting and solving problems.
6- Family cooperation in solving problems resulting from virtual communities.
7- Not to overuse virtual communities at the expense of normal life.
References:


Ashraf Galal Hassan: The Impact of Social Relations Networks on the Internet and Satellite Messages on the Social and Communication Relations of the Egyptian and Qatari Families, Published Research, First Scientific Conference (Family, Media and the Challenges of the Age), Faculty of Mass Communication and Cairo University, 15-17 February 2009.

Bassiouni Ibrahim Hamada: Freedom of International Electronic Media and State Sovereignty, with Special Reference to the Situation in Developing Countries, Development Pamphlets, Center for Studies and Research of Developing Countries, Cairo University, Faculty of Economics and Political Science, 2001, p. 38.

Budiman, Adrian M. Virtual Online communities: A Study of Internet Based community interactions, PHD, Mass communication 2008, Ohio university.


Decision Support Center, Egyptian Council of Ministers, From the Internet to Tahrir – January 25 from Facebook and Twitter, Monthly Report, Fifth Year, Issue (53), February, 2011.


Hassanein Shafiq: New Media and Disinformation, Cairo, Dar Al-Fikr for Publishing and Distribution, 2010.


Maged Salem: Internet and Electronic Journalism, Cairo, Egyptian Lebanese House, 2008.

Maria Bakardjieva & Andrew Feenberg; Community Technology and Democratic Rationalization, The Information Society, 18: 2002.


Mr. Bakhit: The Internet is a New Means of Communication, Cairo, University Book House, 2004.


Nermine Khader: The Psychological and Social Effects of Egyptian Youth's Use of Social Networking Sites, Published Research, First Scientific Conference, Family, Flags and the Challenges of the Age, Cairo University, Faculty of Media, February, 2009.


Tahani Anwar, Montaser Abdullah (2021): The Role of social media in the Phenomenon of Divorce, Research Published in the Journal of the Faculty of Education, Waist University.

Central Agency for Public Mobilization and Statistics