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Information model for representing people's needs in charity organizations work in Saudi Arabia: towards a user-oriented evaluation

Ahmed Mohammad Al Othman

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Information model for representing people's needs in charity organizations work in Saudi Arabia: towards a user-oriented evaluation

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Abstract

The aim of this study is to develop an information model for representing people's needs in charity organizations of Saudi Arabia. The target population are the charity organizations that are concerned with donations gathering and distribution to their constituents.

The aim of this study is achieved through three objectives; the first objective is to identify the current state of information systems use in the sector of charity organizations. The second objective is to identify the information needs of those charity organizations with regard to their constituents. By using the sense-making theory and its set of methods, we were able to understand the informational needs from the perspective of the users themselves. The third objective is to match the resulting sets of informational needs of charity organizations with the dimensions of human development needs by Narayan et al., (2000) which was researched to inform the World Development report on Poverty and Development. This study is significant because it was not conducted in that scale or scope before, and it provides a clear picture of the current state of information systems use in the sector, it also provides a research informed model, which will help better fulfill the needs of the poor people registered at those charities. The information needs model resulting from this study provides a valuable building block for a future information system, which is based on research data to improve efficiency, reliability and accountability in donations management for the wellbeing of the constituent.

The data for this research was collected through two studies, the first study was targeted at the whole population of charity organizations through an electronic survey, and the final case number was 83 charities. This study aimed at investigating the current state of information systems use at charity organizations, respondents answered 18 questions divided in four sections. The first section was about the organization's profile. The second was about information systems for constituents and donations. The third was about the constituents. The fourth, was additional information about adaptation of future IS. The second study was an interview with 15 charity organizations from Riyadh region. They included masculine and feminine charities, and charities of different

localities such as village and small-city. This study used the sense-making theory by Brenda Dervin to investigate the information needs from the user's perspective at the charity with regard to constituents and donations. The interviews were conducted face-to-face with each single case in the second study.

The results of this research show that the use of information systems at charities is widespread, with 89.2% of charities using an IS in some or all work processes. It also revealed the diversity of processes in which charities employee IS, comprising 4 major themes and 22 distinct work processes. It also revealed that the information needs of charity organizations has seven distinct sets, and each set included between 2 and 19 information gaps. The results also show that the information needs of charities has a great coverage of the wellbeing dimensions of the World Development report of 2000/2001, spanning from 50% to 100% coverage. It also revealed that the number of all information sources, which could bridge the information gaps, are 18 sources spread across five sectors in the country.

The information needs model for representing people's needs was a result of the combination and analysis of all research findings to develop that model. It has nine dimensions of information and its corresponding data inputs, leading to the desired knowledge about the constituent. The model covers all aspects of the life of the constituent and can be modified by individual charities to satisfy their own objectives and to lead to new and relevant knowledge.

The implications of these results and suggestions for future work are presented at the end of this thesis to make full use of the results in improving the wellbeing of constituents of charity organizations, and to maximize the impact of donations and the efficiency of charitable work.

Keywords: sense-making, information needs, Saudi Arabia, charity originations, poor people, information model, wellbeing of the poor people, dimensions of wellbeing, representing poor people's needs, charitable societies, information systems

Résumé en Français

NB: Un résumé étendu et complet en français se trouve en annexe

L'objectif de cette étude est de développer un modèle d'information pour représenter les besoins des personnes dans les organismes de bienfaisance de l'Arabie Saoudite. La population cible sont les organismes de bienfaisance qui s'intéressent à la collecte et à la distribution des dons à leurs électeurs.

Le but de cette étude est atteint par trois objectifs ; Le premier objectif est d'identifier l'état actuel de l'utilisation des systèmes d'information dans le secteur des organismes de bienfaisance. Le deuxième objectif est d'identifier les besoins d'information de ces organismes de charité à l'égard de leurs bénéficiaires.. En utilisant la théorie des sens et son ensemble de méthodes, nous avons pu comprendre les besoins informatiques du point de vue des utilisateurs eux-mêmes. Le troisième objectif est de faire correspondre les besoins résultant des besoins d'information des organismes de charité avec les dimensions des besoins de développement humain par Narayan et al., (2000) qui a été étudié pour informer le rapport sur le Développement Mondial de la Pauvreté et du Développement. Cette étude est significative parce qu'elle n'a pas été menée dans cette échelle ou cette portée avant, et elle fournit une image claire de l'état actuel de l'utilisation des systèmes d'information dans le secteur, elle fournit également un modèle de recherche éclairé qui aidera à mieux répondre aux besoins des personnes pauvres inscrites dans ces organismes de bienfaisance. Le modèle de besoins d'information résultant de cette étude fournit un élément précieux pour un système d'information futur, basé sur des données de recherche visant à améliorer l'efficacité, la fiabilité et la responsabilité dans la gestion des dons pour le bien-être du constituant.

Les données de cette recherche ont été recueillies au moyen de deux études, la première étude a porté sur l'ensemble de la population d'organismes de bienfaisance par le biais d'un sondage électronique et le nombre de cas au final était de 83 organismes de bienfaisance. Cette étude visait à étudier l'état actuel de l'utilisation des systèmes d'information dans les organismes de bienfaisance, les interrogés ont répondu à 18 questions divisées en quatre sections. La première section portait sur le profil de

l'organisation. La deuxième concerne les systèmes d'information pour les bénéficiaires, et les dons. La troisième concerne les bénéficiaires. Le quatrième, était une information supplémentaire sur l'adaptation des SI futurs. La deuxième étude a été une entrevue avec 15 organismes de bienfaisance de la région de Riyad. Ils comprenaient des organismes de bienfaisance masculins et féminins, et des organismes de bienfaisance de différentes localités comme le village et la petite ville. Cette étude a utilisé la théorie des sens de Brenda Dervin pour étudier les besoins d'information du point de vue de l'utilisateur à l'organisme de bienfaisance en ce qui concerne les bénéficiaires, et les dons. Les entrevues ont été menées face à face avec chaque cas dans la deuxième étude.

Les résultats de cette recherche montrent que l'utilisation des systèmes d'information dans les organismes de bienfaisance est répandue, avec 89,2% des organismes de bienfaisance utilisant un SI dans certains ou tous les processus de travail. Il a également révélé la diversité des processus dans lesquels les organismes de bienfaisance employés SI, comprenant 4 thèmes majeurs et 22 processus de travail distincts. Il a également révélé que les besoins d'information des organismes de charité ont sept ensembles distincts, et chaque ensemble comprend entre 2 et 19 lacunes en matière d'information. Les résultats montrent également que les besoins d'information des organismes de bienfaisance ont une grande couverture des dimensions de bien-être du rapport sur le développement mondial de 2000/2001, couvrant une couverture de 50% à 100%. Il a également révélé que le nombre de toutes les sources d'information, qui pourraient combler les lacunes en matière d'information, sont 18 sources réparties dans cinq secteurs dans le pays.

Le modèle de besoins d'information pour représenter les besoins des personnes résulte de la combinaison et de l'analyse de tous les résultats de la recherche pour développer ce modèle. Il a neuf dimensions de l'information et ses entrées de données correspondantes, conduisant à la connaissance souhaitée sur le constituant. Le modèle couvre tous les aspects de la vie du constituant et peut être modifié par les organismes de bienfaisance individuels pour satisfaire leurs propres objectifs et conduire à des connaissances nouvelles et pertinentes.

Les implications de ces résultats et les suggestions pour le travail futur sont présentées à la fin de cette thèse pour tirer pleinement parti des résultats pour améliorer

le bien-être des bénéficiaires des organismes de bienfaisance et pour maximiser l'impact des dons et l'efficacité du travail de bienfaisance.

Mots-clés : sensibilité, besoins d'information, Arabie Saoudite, origines de la charité, personnes pauvres, modèle d'information, bien-être des pauvres, dimensions du bien-être, représentation des besoins des pauvres, sociétés de bienfaisance, systèmes d'information.

Dedication

This work is dedicate to my loving parents, Mohammad Alothman and Tarfah Al Tamymy, whom supported me in all possible ways to achieve this goal. This work is also dedicate to all the great people, men and women, working in the charity sector and giving their valuable time, year after year, to make life better for people in need.

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Chapter 1: Introduction

1.1 Context of the study

The total number of charity organizations in Saudi Arabia have reached 601 by 2011-2012 with 15,375 workers spread over 13 regions of the country, in the same year; the Ministry of Social Affairs have supported those organizations by 753,730,549 SAR, from that amount, the physical donations provided by the ministry was 18,210,807 SAR (Ministry of Social Affairs, 2013). The yearly statistical book of Ministry of Social Affairs for the year 2011-2012 does not mention the amount of physical donations given to those charity organizations by the public, which we suspect, exceeds the governmental amount by several folds.

There are three objectives of this study. The first objective is to identify the current state of information systems use in the sector of charity organizations. This investigation includes a detailed analysis of the work processes where information systems are used. Moreover, the reasons that prevent a charity from using any IS in their work tasks.

The second objective is to identify the informational needs of those charity organizations with regard to their constituents. By using the Sense-making theory (Dervin, 1992) and its set of methods, we will be able to understand the informational needs from the perspective of the users themselves.

The third objective is to match the resulting sets of informational needs of charity organizations with the dimensions of human development needs by Narayan et al., (2000) which was researched to inform the World Development report on Poverty and Development. This will help understand how much of those informational needs of charities satisfy the needs of the poor people presented in the world development report 2000/2001, (World Bank, 2000).

Chapter 1: Introduction

By achieving those objectives, we will be able to develop an information model for representing people's needs that is research informed and from the viewpoint of the user.

We hope that, by developing this information model, a unified and research informed information system can be developed, and used by all charities to improve efficiency, transparency, reliability and resources management within a single charity, and among charities and their constituents. In addition to, promoting inter-charities resources sharing and savings. The implementation of such information system will also help in improving the speed and precision of distribution, and will accumulate significant statistical data about needs and trend patterns across the nation, which will inform a continues cycle of policies and programs evaluation and improvements.

1.2 Problem Statement

1. What is the level of implementation of information systems in charities of Saudi Arabia in all aspects related to constituents?
2. What are the processes in which information systems are used?
3. What are the informational needs of charity organizations from the user's perspective with regard to constituents'?
4. How much of that information needs satisfies and falls under the human development dimensions?

1.3 Aim and Scope

The Aim of this study is to develop an information model for representing people's needs at charitable societies as a prelude to a future information system, which reflects the multi-dimensionality aspect of the constituent's needs.

The scope of this research is limited to charity organizations working domestically and categorized as Bir charities, which means that their main objective is to assist poor individuals and households using various forms of donations, e.g. cash, shopping cards, gifts, food baskets, etc.

Although the title Bir charity refers to the type of work the charity performs, and defines its programs and policy in general, many charities under this category refer to themselves as charitable societies. When a charity does so, then this means they do the work of a Bir charity in addition to other services, such as consultation and development programs. However, the constituents in both cases are essentially the same.

1.4 Significance of the study

This study is significant in several ways. First, it gives a clear picture of the status of information systems used in charities in general. This includes the level of implementation, and analysis of work processes involved.

Second, it provides complete sets of information needs of charity organizations in their work processes related to constituents. These information needs sets serve as the building blocks for the information model representing the informational needs from the perspective of the user.

This information model, in turn, is a crucial step in designing an efficient and useful information system for any or all charities in the sector.

Third, the resulting information needs are compared and matched with human development needs dimensions, defined in the international multicultural study by the poverty group at the World Bank, (Narayan et al., 2000). This helps put in perspective the position of local charities in context of established international human development needs.

Those objectives have not been studied in this context and scope before. In addition, it will be an important base for the development of new and more useful information systems in the charity sector, or modification of existing systems.

1.5 Overview of the study

Stage 1: Literature review and planning

Stage 2: Developing theoretical framework for the study

Stage 3: Identifying problems and developing research questions

Chapter 1: Introduction

Stage 4: Choice of Technique and Data collection methods

Stage 5: Data collection and corrections

Stage 6: Data analyses, findings, and development of the final IS model

Stage 7: Conclusion and recommendations

1.6 Assumptions

The following assumptions were made for the study:

1. Participants in the study are aware of the benefit of technology in work
2. They are knowledgeable about charity work in general and the information needs in their routine work tasks
3. Participants have a shared goal of satisfying the needs of their respective constituents
4. Participants are free to criticize and suggest alternative solutions to current processes and systems
5. Through Sense-making theory we are able to understand the informational needs of the participants/users from their perspective

1.7 Research process of the study

Figure 1 represents the process of the study in detail in a flow chart format

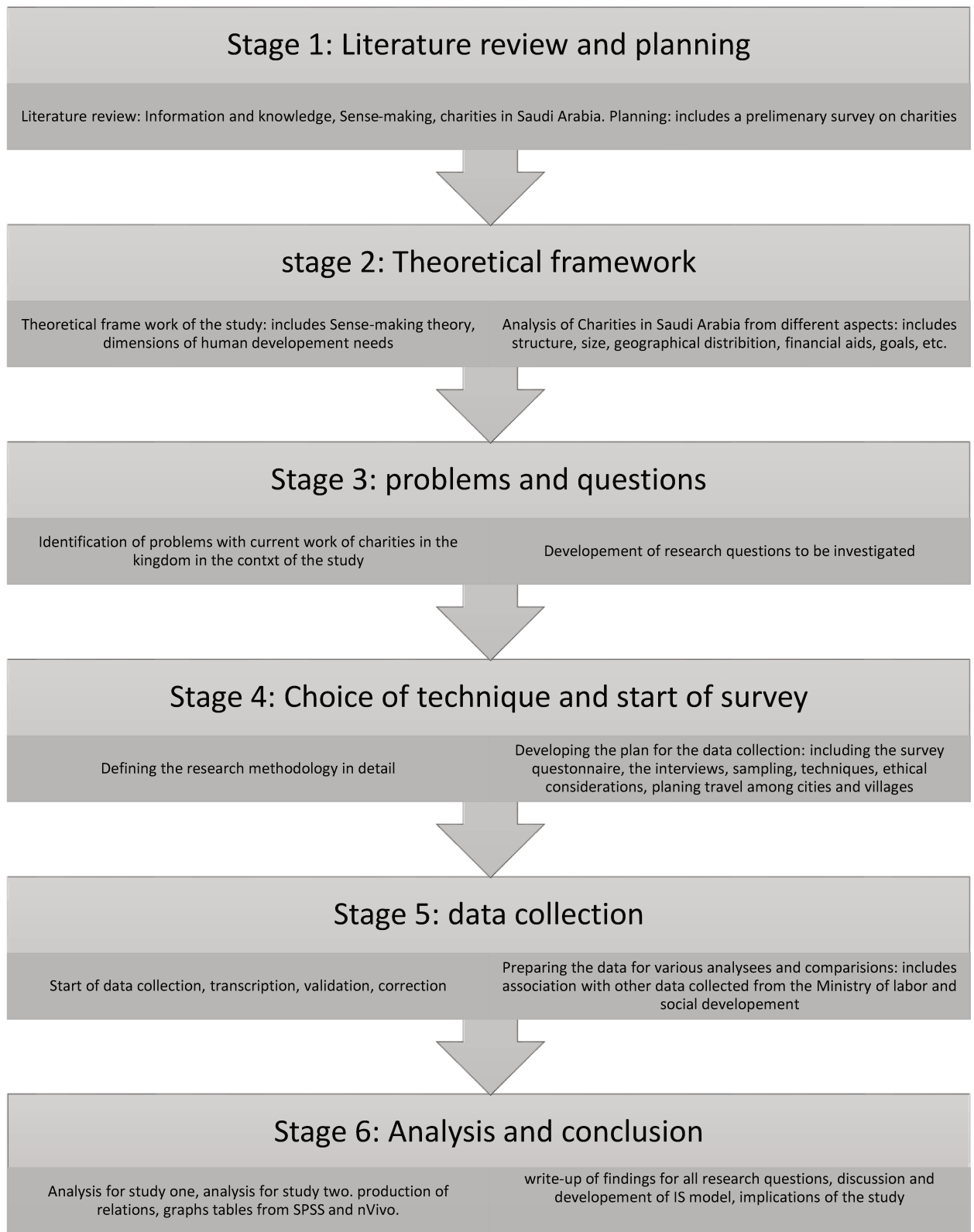


Figure 1 Research process flow chart of the study

1.8 Delimitation of the study

The study is limited to charity organizations that are working within Saudi Arabia, and registered at the Ministry of Labor and Social Development and are active during the time of study. The number of research subjects for study one and two is discussed in detail in Chapter 3: Research Methodology.

1.9 Definition of terms

Following are definitions of terms for the purpose of the study:

MLSD: Is an acronym for The Ministry of Labor and Social Development.

MOSA: referred to the ancient ministry of Social Affairs before being merging with the Ministry of Labor, creating the new Ministry of Labor and Social Development 2016.

Bir Charity: Bir is an Arabic word, which refers to the act of giving back the good deeds one received during his/her lifetime. A Bir charity therefore is concerned with compensating people in need using different forms of donations, as clothing, household equipment, food, etc.

Charitable Society: Another name of a Bir charity, which adds to the scope of the charity. When a charity names itself as a charitable society, then this means its objectives exceed feeding and clothing to development, community activities and consultation.

Constituent: Refers to individuals whom enroll at a charity to receive help and support in order to overcome poverty or difficulties in life, which they are unable to overcome by themselves.

Information system: Refers to “integrated set of components for collecting, storing, and processing data and for providing information, knowledge, and digital products” (Zwass, 2016)

Poor people: The term poor people may not sound appropriate or politically correct to use, and could be replaced by the term ‘poverty stricken people’ or ‘people living in poverty’. However, since the main reference work use it in the studies of the World bank poverty group (World Bank, 2000), we decided to follow that pattern.

Chapter 2: Literature Review

2.1 Overview of the chapter

The aim of this chapter is to review relevant literature about key concepts of this research, including information and knowledge, knowledge creation, information needs, human information behavior and the Sense-making theory. We will also review dimensions of human development needs, charities in Saudi Arabia, and present the informational problem and information model by the end of this chapter.

2.2 What is Knowledge Management

Knowledge management involves all aspects and life stages of knowledge, starting from its creation through its preservation, including manipulation, dissemination, and its consumption.

There are different perspectives to understanding and defining what knowledge management is, (Broadbent, 1998) defines knowledge management from the information profession point of view as:

Enhancing the use of organizational knowledge through sound practices of information management and organizational learning

She adds that the purpose of this management is to bring value to the business by creating purposeful management practices to capture information and exploit it to the benefit of the organization itself. To Broadbent (1998), the successful management of knowledge relies on two factors. First, the use of the organization's current information. Second, the effective exploitation of the human asset of the organization, its employees, by benefiting from their thoughts, ideas, skills, and intuitions.

This definition of knowledge management is not far from the strategists point of view that sees knowledge management as leveraging the knowledge asset and

Chapter 2: Literature Review

making it a productive factor in achieving the organization's goals and ensuring continues innovation, (Beijerse, 2000; Newell et al., 2009).

Beijerse regards the effective use of knowledge a necessity in the modern life competition among enterprises in the knowledge economies, a competitive edge that needs to be leveraged in order to stay ahead in the business environments. To him, knowledge itself consists of three components, the explicit component, which is information, and the implicit component that is within the people, namely the attitude and the capacity. The attitude refers to the desire to create knowledge by thinking and acting and the capacity is one's ability to transform raw data to useful information.

Davenport and Prusak (2000) highlight the importance of good sense in managing knowledge, and that successful knowledge management starts with a high-value knowledge within the organization. In their integrative view of knowledge management, they recognize that good practices in managing information systems, organizational change, and human resources practices are sources that maybe already established at the organization of which knowledge management can draw from.

To successfully manage knowledge; organizations must recognize the multi dimensionality of knowledge management, it is not simply technological systems and internal processes working together, but rather the integration of the organization's culture and change management with those systems and processes, (Ashok, 2004).

Drucker (1969) shed light on the change from the economy of goods (in industrial nations) to the knowledge economy, where a big portion of a gross national income is earned by production, distribution and procurement of information. The knowledge economy needs more than the worker's hand skills, it requires also his knowledge. Drucker explains:

Today the center is the knowledge worker, the man or woman who applies to productive work ideas, concepts, and information rather than manual skills or brown.

He explains that knowledge has become the foundation of economy and the primary industry in the sense that it is which “supplies to the economy the essential and central resources for production” (Drucker, 1969).

Knowledge management can be seen as a response to the changing typology of organizations as they are “increasingly stretched across time and space, reorganized around process or product line, and restructured around virtual teams and networks” (Scarborough and Swan, 2001). Through Knowledge management, the intellectual capital can be maintained and leveraged, and the organization’s competitive advantage can be increased through the integration of their most strategically important asset; Knowledge (Quinn, 1992; Grant, 1996).

2.2.1 Conceptions of knowledge

In knowledge management, there are two conceptions of knowledge, the first conception views knowledge as an epistemology of possession, meaning that knowledge is a trait of the cognition of the humans, which can be developed and applied to work. The second conception views knowledge as the epistemology of practice, that is to say, knowledge stems from what people practice. It is not within the human mind, rather what people share and experience. It is bound to context and interaction among humans, (Cook and Brown, 1999). To Cook and Brown, the epistemology of possession refers to knowledge, while the epistemology of practice should be referred to as knowing, and they argue that those two forms of knowledge are complimentary to each other, they are not competing, rather one enables the other. In that view, they add that knowledge manifest in four distinct forms, the tacit, the explicit, and the individual’s and group’s knowledge, each of those four forms cannot do the work of the other, and by treating knowledge in action as knowing, we can better understand the process of learning and innovation in human groups.

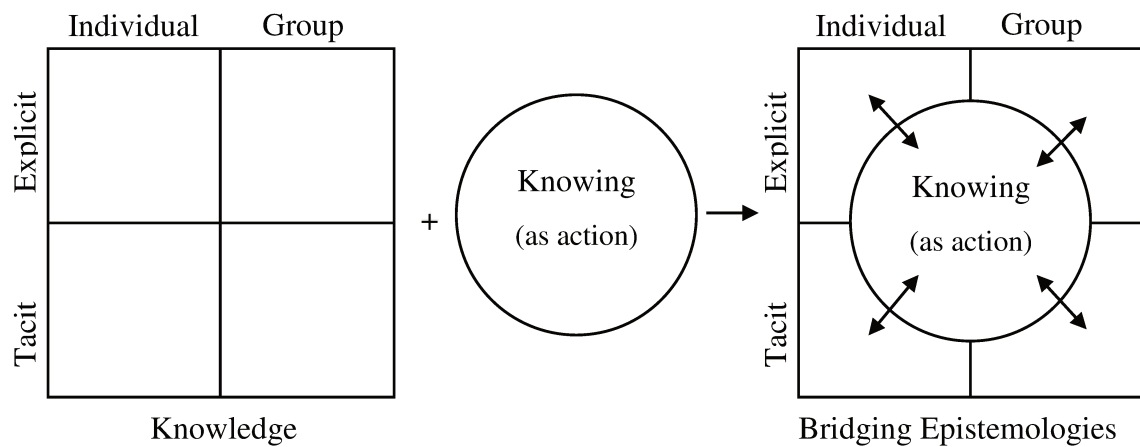


Figure 2 The interplay between knowledge and knowing, adapted from (Cook and Brown, 1999)

Figure 2 reflects the interplay between knowledge and knowing in what Cook and Brown (1999) call the ‘generative dance’, where the interaction of knowledge and knowing produces new knowledge. The left box represents the four forms of knowledge, from the epistemology of possession. While the circle in the middle represents the knowing, from the epistemology of practice. In the right box, we find the interaction of the knowledge and the knowing where the arrows represent the interaction with the physical and social aspects of the world.

Viewing knowledge as innate and personal, something we possess, or as part of practice, something we do, has implication on how we manage knowledge. If it is something we possess, then to effectively manage knowledge we need to develop tools and systems to capture that knowledge and share it, and if knowledge was something we do then we need to develop the tools that help put that knowledge into practice to innovate, (Newell et al., 2009).

In addition to the previous two conceptions of knowledge, there is a third view of knowledge, the processual conception. Newell et al. (2009) present a working definition of knowledge within that perspective as “the ability to discriminate within and across contexts” they add that knowledge in that sense is:

1. Equivocal, that means knowledge is not one truth, and that it is open to interpretations
2. Dynamic, which meaning that it is changing and sensitive to situations and actors
3. Context-dependent, that is, each context will produce a unique knowledge, it is not rigid (Newell et al., 2009)

In the processual conception of knowledge, it is bound to context and embedded in the social interaction and sharing, it is in between two conceptions of knowledge, the structural conception that views knowledge as within the mind, and the practice conception which differentiates between knowledge embedded in the cognition and knowing which is embedded in what we do, the work.

2.2.2 Knowledge creation models

There are several frameworks for understanding knowledge creation and knowledge types in organizations. Those frameworks present various theoretical perspectives depending on distinct conceptions of knowledge. Described below are a selection of three frameworks that distinctly vary with regard to conceptions of knowledge and approaches to managing knowledge, namely (1) Nonaka (1994); Nonaka and Takeuchi (1995), (2) Blackler (2002, 1995), and (3) Spender (1996).

Nonaka's (1994) model relies on the assumption that “a fundamental task for the organization is how efficiently it can deal with information and decisions in an uncertain environment”. This gives great emphasis on knowledge itself within an organization and how it is created and shared. Nonaka’s model builds on the conception of knowledge as an epistemology of possession. It represents the process of knowledge creation as a spiral of interaction between four different patterns of interaction between the tacit and the explicit forms of knowledge, which lead to creation of new knowledge through conversion from one form to the other.

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As shown in Figure 3, there are four modes of conversion in Nonaka's model. The first mode of creation of knowledge happens through socializing, by having individuals share experiences. This mode of conversion is from the tacit knowledge of an individual to the tacit knowledge of another individual and it does not require language, rather imitation and practice. The second mode of conversion happens from the tacit knowledge, the internalized knowledge of an individual to the explicit knowledge of the other through externalization of that knowledge which then the interacting individual can capture.

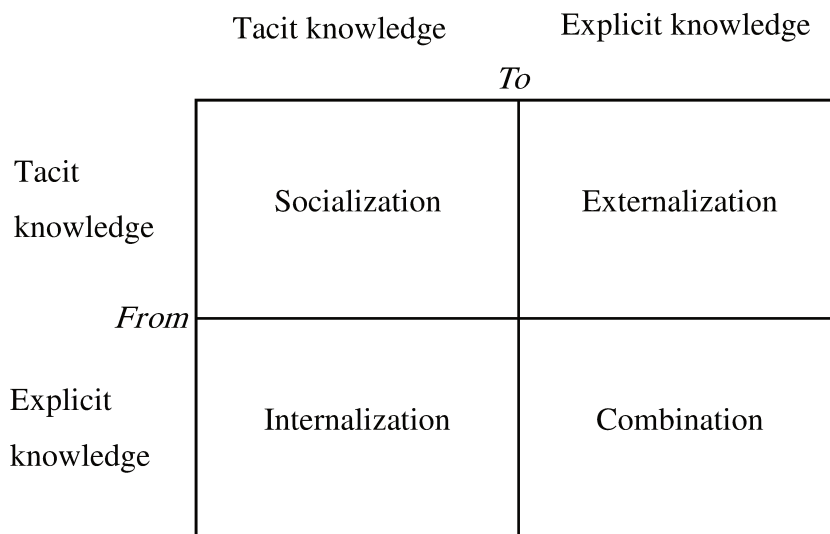


Figure 3 Nonaka's model of knowledge creation, adapted from (Nonaka, 1994)

The third mode happens when explicit knowledge is internalized. That is, the explicit knowledge produced by an individual is captured and internalized by another individual. The fourth mode of conversion is between the explicit knowledge of an individual to the explicit knowledge of another and it relies on process of combination to create new explicit knowledge, this is to say, the explicit knowledge of two individuals are combined to expand or create new knowledge.

Nonaka notes that the model of knowledge creation proposed stands on the act of a continuous interchange between the four different modes or transactions of knowledge creation within the organization to produce new knowledge through conversion, in a continuous cycle back and forth between the tacit and the explicit knowledge. The "spiral" characteristic of the model comes from augmentation of the

circle of knowledge as the actors grow, from the individual to the group level, and from the group level to the organization's level and further, (Nonaka, 1994).

In his framework of organizations and knowledge types, Blackler (1995) views knowledge in line with the epistemology of practice, as something people do, rather than have. This has implications on improved development and management of systems, which mediate that knowledge, for a more efficient use of knowledge in organizations.

Emphases on collective endeavors	<p>Knowledge-Routinized Organizations:</p> <p><i>Emphases on knowledge embedded in technologies, rules and procedures</i></p> <p>Example: 'machine bureaucracy' such as traditional factories</p>	<p>Communication-Intensive Organizations:</p> <p><i>Emphases on enclutred knowledge and collective understanding.</i></p> <p>Example: innovation mediated production such as R&D laboratories</p>
Emphases on contributions of key individuals	<p>Expert-Dependent Organizations:</p> <p><i>Emphases on the embodied competences of key members.</i></p> <p>Example: 'professional bureaucracy' such as a hospitals and symphony orchestras</p>	<p>Symbolic-Analyst-Dependent Organizations:</p> <p><i>Emphases on the embrained skills of key members</i></p> <p>Example: 'knowledge-intensive-firm' such as software consultancies and architecture</p>
	Focus on familiar problems	Focus on novel problems

Figure 4 Organizations and knowledge types, adapted from (Blackler, 1995)

Blackler's framework, shown in Figure 4, encompasses four types of knowledge resulting from his careful analysis of the studies and theories of knowledge and knowledge work in organizations. The nature of each organization is a decisive factor in defining the prevailing type of knowledge in that organization. The types of knowledge revealed in Blackler's study are as follows: knowledge that is within the individual, in his cognition, which is called 'embrained knowledge'. Knowledge that is dependent on people and embodied in what they do, the 'embodied knowledge'. Knowledge rooted in socialization to achieve communal understanding, the 'enclutred

knowledge'. The knowledge within the routine of work, the 'embedded knowledge'. Finally, the knowledge that is coded and written down or expressed in an explicit form, the 'encoded knowledge'. Blackler calls for attention to be focused on systems that enable knowing and doing, which is knowledge in practice, rather than the traditional types of knowledge.

In recognizing the need for a new theory of knowledge in the organization and the economic move from the industrial age to the information age, Spender, (1996), proposed a move from viewing knowledge as a resource to viewing it as a process. Spender proposed a dynamic knowledge-based theory of the organization, a theory where we can view the organization as a "dynamic, evolving, quasi-autonomous system of knowledge production and application", (Spender, 1996).

	<i>Individual</i>	<i>Social</i>
<i>Explicit</i>	Conscious	Objectified
<i>Implicit</i>	Automatic	Collective

Figure 5 Spender's forms of knowledge, adapted from (Spender, 1996)

In his theory, Spender defined four different types of knowledge existing within an organization, because he argued that to understand how knowledge is created in the organization we need to consider its location, as being an individual's or a collective knowledge. This is an addition to the traditional view concerned with the nature of knowledge as being only implicit or explicit. In Spender's theory, there are four types of knowledge, reflected in Figure 5. The first is the individual's explicit knowledge, which is a conscious form of knowledge, that is, the individual is aware of his/her choices. The second is the individual's implicit knowledge, which is automatic, this is knowledge that the individual possess and uses without thinking. The third is the social (group) explicit knowledge which is objectified, that is, it is explicit and communicable.

The fourth is the social implicit knowledge, which is collective and reside in the culture of the organization, (Spender, 1998, 1996).

In the following section, we will review the components of knowledge hierarchy, which is used to describe knowledge in terms of interacting and codependent components. We will also review the various processes in which those components transform from one form to the other.

2.2.3 The knowledge hierarchy

The data – information – knowledge – wisdom hierarchy, known shortly as DIKW Hierarchy or simply as the knowledge hierarchy, is a fundamental and a widely used model in the literature of knowledge and information management. It is used to describe knowledge as a pyramid comprising different components, and to contextualize knowledge and explain its relationship to data, information and wisdom, (Ackoff, 1989; Newell et al., 2009).

Russell L. Ackoff (1989) is often credited with proposing the model in his presidential address to the international society for general systems research. Although Ackoff's paper did not contain the visual pyramid, his words described it clearly:

Wisdom is located at the top of a hierarchy of types, types of content of the human mind. Descending from wisdom there is understanding, knowledge, information, and, at the bottom, data.

Data, is the plural of datum, it is considered the grain or building block of information. According to Ackoff, data are "symbols that represent properties of objects, events and their environment". It has no meaning by its own, because it requires context (Chaffey and Wood, 2004).

According to the Oxford English dictionary; information are facts provided or learned by someone. Information are answers to questions. It is inferred from data and processed for a purpose (Curtis and Cobham, 2008; Ackoff, 1989). It is given a meaning by context (Groff and Jones, 2003). There are various conceptions of information that

arise from the different perspectives of looking at it. J. Rowley notes that information systems textbooks and Knowledge management often define information in relation to data, and regard it as structured data (Rowley, 2007). this is also evident in the various approaches to defining data, information, and knowledge presented in Zins Critical Delphi study titled: Conceptions of Information Science (Zins, 2007).

To illustrate how data is transformed into information, (Davenport and Prusak, 2000) listed five methods for this to happen, they are presented in Figure 6.

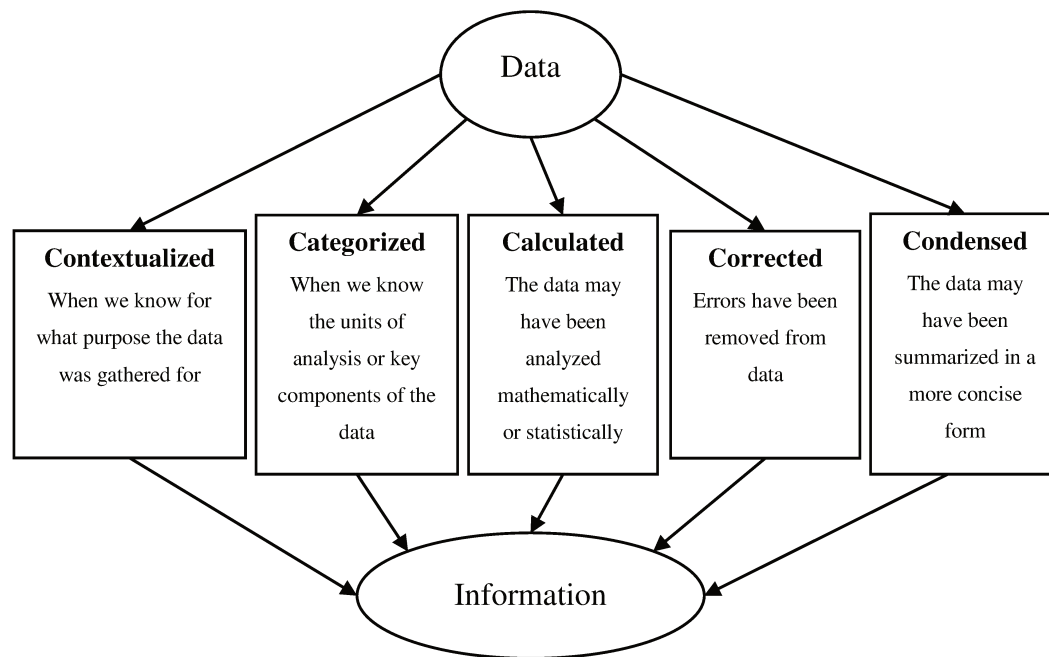


Figure 6 Methods of transforming Data into Information. Adapted from (Davenport and Prusak, 2000)

(Broadbent, 1998) sees knowledge as “enriched information with insight into its context”, while to Ackoff; Knowledge is the know-how, and with it, it is possible to transform information into instructions, (Ackoff, 1989). There are two types of knowledge, according to Groff and Jones (2003), There is the Tacit knowledge which is internal to the human and represents his beliefs and set of values, and there is the explicit knowledge which is internal knowledge codified and recorded, (Nonaka and Takeuchi, 1995, Awad and Ghaziri, 2007; Groff and Jones, 2003; Polanyi, 1962). But Cook and Brown (1999) cautions against thinking that we can convert one form of knowledge to the other because each form does not contain the other hidden inside it, rather we use the internal, tacit knowledge, to generate the external, explicit knowledge.

It is what they refer to as the ‘generative dance’ between knowledge and knowing that allow us to create new knowledge and knowing.

Creating knowledge requires humans, unlike data, which could be found in records, or information that is contained in messages, (Davenport and Prusak, 2000). To transform information to knowledge, it must undergo transformation illustrated in Figure 7.

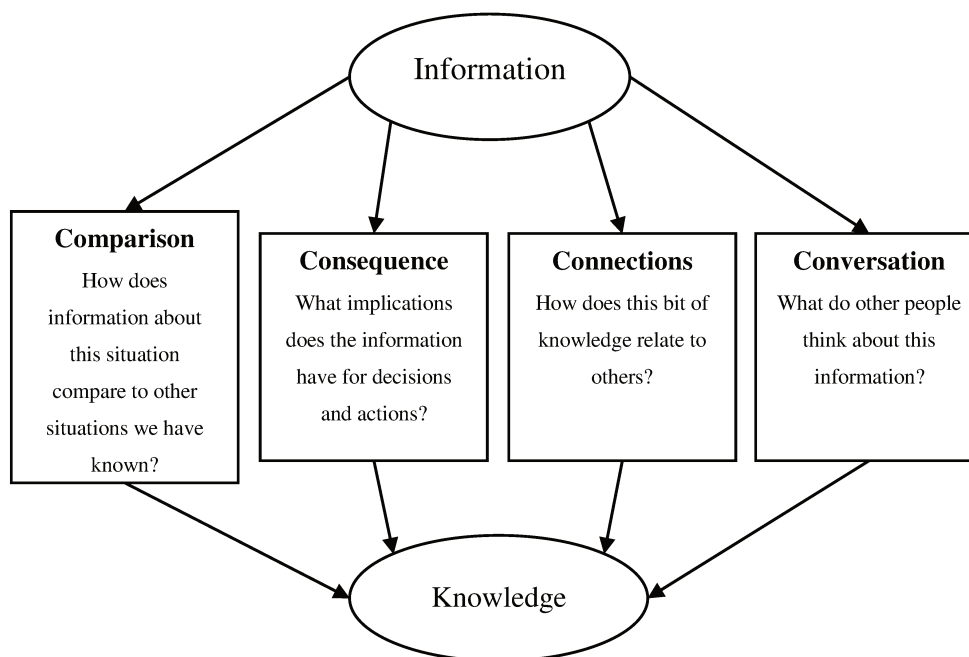


Figure 7 Transformation of Information to Knowledge. adapted from (Davenport and Prusak, 2000).

Ackoff adds a layer in the process of transformation from information to knowledge, which he calls understanding. This layer in the transformation process is more complex and less direct, it seems as a higher level in his description "each of these includes the categories that falls below it", yet it is a required operation and skill to acquire knowledge. He explains that knowledge acquisition is learning, and it happens by two ways: either by transfer of instructions, or by extraction from experience. Understanding of errors is required to facilitate learning, it is needed to determine their cause how to correct them, (Ackoff, 1989). The following illustration represents this process (Figure 8):

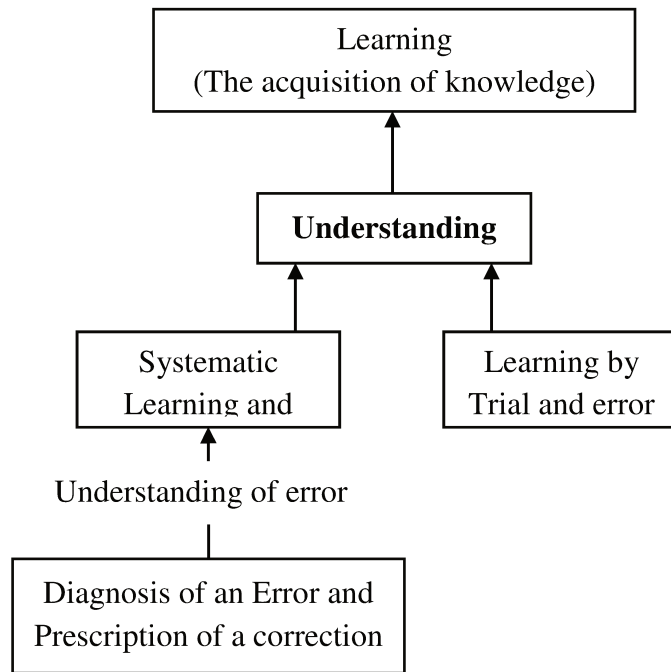


Figure 8 Illustration of the concept of understanding based on Ackoff's description

According to Ackoff, Wisdom that is the pinnacle of the DIKW pyramid, is the ability to increase effectiveness, he adds:

Wisdom is the ability to evaluate any choice with respect to the amount of progress toward this meta-ideal, that the choice makes possible. It is the ability to see the long- as well as the short-range consequences of any act and evaluate them relative to this ideal (Ackoff, 1989).

Milan Zeleny, a year before Ackoff, published a paper in which he explains that while "data and information are piecemeal, partial and atomized by their very nature, knowledge and wisdom are 'holistic'". He adds that wisdom is a step further than knowledge and goes on to add another level beyond wisdom, which he calls enlightenment: "enriching the still value-free wisdom by the dimension of 'truth'", (Zeleny, 1987).

Both, Zeleny and Ackoff did not represent that hierarchy visually. J. Rowley (2007) investigated the articulation of the Wisdom Hierarchy in popular, widely read, textbooks in information systems and knowledge management. And although several text books add elements around the hierarchy such as: meaning and value (Chaffey and Wood, 2004), human input increasing when moving upward and computer input going

down and vice versa (Pearlson and Saunders, 2004), their core elements remain the same. Ashok adds a layer above wisdom, which he calls truth. He explains that our conceptions affects our observation, and that there are more than one way to look at the social world, otherwise the "notion of 'truth' and 'objectivity' can appear meaningless", (Ashok, 2004). Typically, all representations agree that: data, information, knowledge and wisdom are the central elements, and they are arranged in the same order represented in Figure 9, (Rowley, 2007).

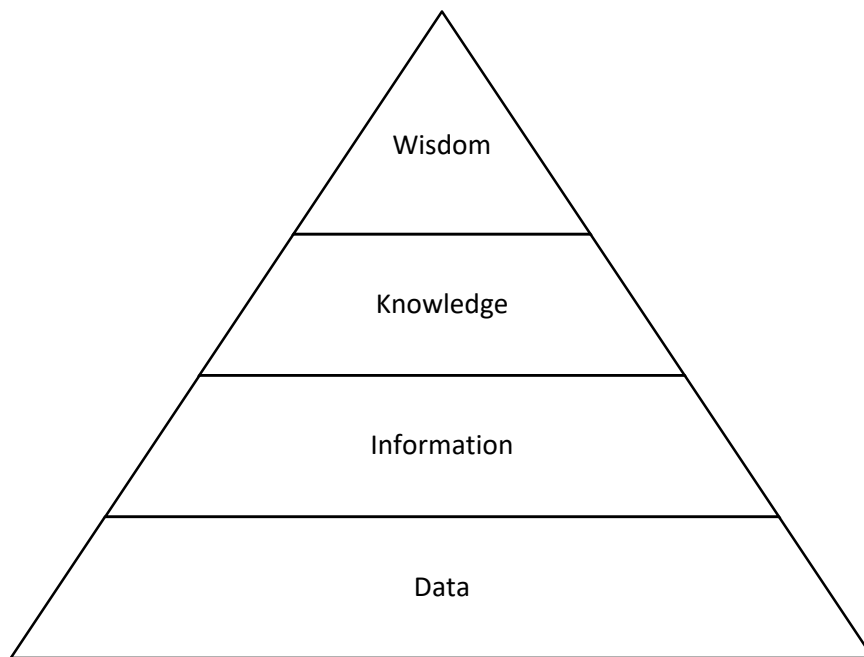


Figure 9 Common representation of the Wisdom Hierarchy

2.3 Human information behavior and practice

Human information behavior refers to “the totality of human behavior in relation to sources and channels of information, including both active and passive information seeking, and information use” (Wilson, 2000). The all-encompassing term information behavior was introduced into the information-seeking studies in the 1960s (Savolainen, 2007) and gained wide use in the 1990s, where before, it was called studies of information seeking and gathering or needs and uses. The recent term information behavior is preferred because it includes other information interacting activities, such as identifying information needs, selection of information, and evaluation, (Marcia J. Bates, 2010).

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On the other hand, Talja and Hansen (2006) define Information practice as the “practices of information seeking, retrieval, filtering and synthesis”. According to Talja (2006) a major distinguishing feature of information practice approach to information-seeking studies is that it is more sociological and contextually oriented path of research in contrast with the umbrella concept of information behavior. Savolainen (2007) notes that the focus on the practice of information rather than the behavior sheds more light on the social element of information seeking. He adds:

The major difference is that within the discourse on information behavior, the “dealing with information” is primarily seen to be triggered by needs or motives, while the discourse on information practice accentuates the continuity and habitualization of activities affected and shaped by social factors

Wilson’s model (1997) on information seeking behavior, Figure 10, was amended in 1994 to include Ellis’s work on information-seeking. His model illustrates the situation which gives start to an information seeking event and describes the main components of the environment and barriers, this includes the person, the role and the environment in which a situation exist and the possible barriers in the process of information seeking behavior. Ellis’s (1989) model on information seeking behavior pattern included in Wilson’s general model for information seeking behavior was a result of his research on information retrieval system design for academic social scientists, it yielded a set of generic features that constituted the academics’ information seeking personal patterns. It is as follows: starting, chaining, browsing, differentiating, monitoring, and extracting.

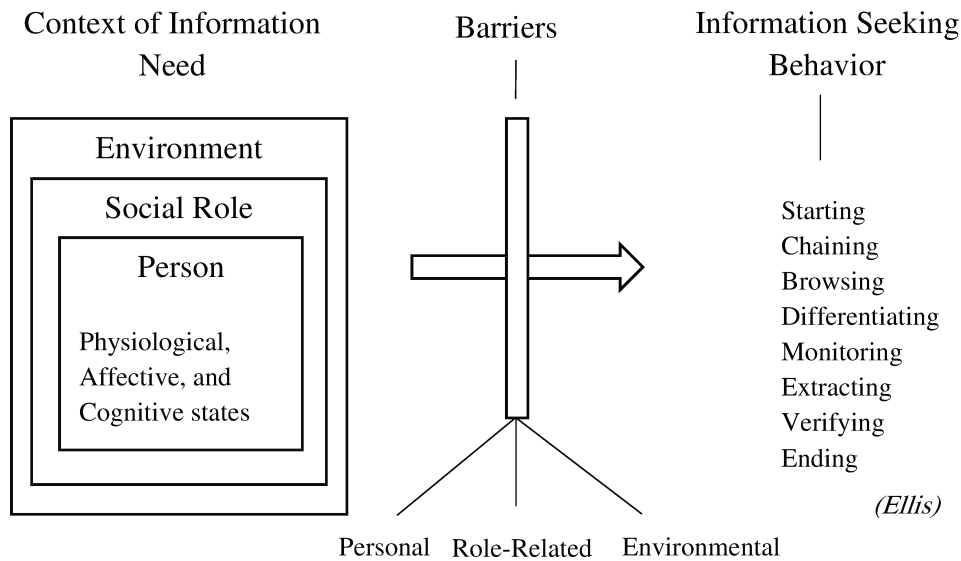


Figure 10 Wilson's information-seeking behavior revised model (Wilson, 1997).

Wilson (1997) postulated that an information seeking behavior is a result of the recognition of needs by the user, which in turn leads to various information seeking paths. That need for information stems from the desire to satisfy a higher order need, it is a mean to satisfy the primary need. This need is a cognitive concept in the mind of the user, and it can only be observed through behavior or communication from the person who experiences that need, it is personal and subjective (Burnkrant, 1976; Wilson, 1981). Wilson developed an information behavior model, revised version represented in Figure 11, which presents the location of information need, seeking, exchange, and use concepts in the sphere of a person's action when faced with an information need situation.

The primary stages in the model are: (1) Context of information, where the need for information happens. This is where a person faces a gap in a certain situation (Dervin, 1998, 1983). (2) Activating mechanism: Wilson adds stress and coping as initiators of information-seeking behavior, those are borrowed from psychology theories (Folkman, 1984; Folkman and Lazarus, 1985). (3) Intervening variable: which refers to the barriers to seeking and processing information. These such barriers could be person related such as psychological (e.g. emotional or educational barriers), physiological (e.g. hearing problems), demographic barriers (e.g. age and sex) or

information related barriers such as characteristics of the information source (e.g. accessibility of the source, or its credibility). (4) Activating mechanism: Wilson adds this stage again in his model as an intermediary stage between determining the need and initiating the action, here Wilson suggests Risk/Reward theory (Settle and Alreck, 1989), and Social learning theory (Bandura, 1977) as intervening concepts which could be at work in that stage.

In addition, the final stage (5) the information seeking behavior. This is where action is initiated to satisfy the informational need. under this section Ellis's (1989) model for information seeking pattern is incorporated. Ellis's model include different modes of seeking information, those are (a) passive attention where information acquisition was not intended such as listening to radio. (b) Passive search, which happens when search results in acquisition of information significant to the searcher. (c) Active search, where an individual intentionally searches for information, and finally (d) ongoing search, which refers to the occasional search intended to augment and enhance the information obtained in the active search.

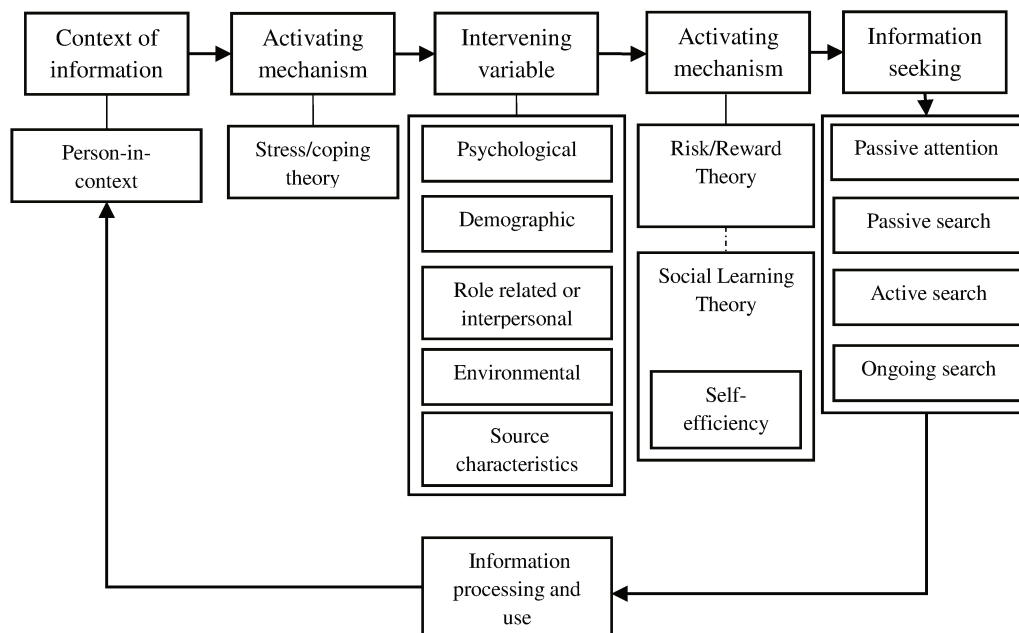


Figure 11 Information Behavior general model revised (Wilson, 1997).

2.4 Information needs

Wilson's information behavior general model reflects the coexistence of such concepts as information needs and information seeking and the dynamic relationship among them within the sphere of information behavior (Siatry, 1999). In Wilson's (1997, 1994) model of information seeking behavior, he borrows from psychology literature the categories of information needs, and notes that information needs has to satisfy a cognitive, affective or physiological requirements, which in turn leads to the initiation of the information seeking behavior. The context in which the need arise could be personal, role based, or the environment in which the individual plays the role. Wilson's model (depicted in Figure 10 section 2.3) reflects those three categories of needs and the context in which they develop (Wilson, 2000, 1981).

In the cognitive dimension, the need arises from a gap in knowledge (such as in the need to learn a new skill). While the affective (or emotional) dimension refers to information need as a response to adverse or life-threatening situations (such as in the need for reassurance). Finally, the physiological need, which refers to needs prompted by physiological necessities, such as the need to drink water. (Wilson, 1981; Choo et al., 2013).

Taylor (1968) identifies four levels to understanding a user's information needs in the context of information seeking in libraries. They are as follows: first, the visceral need, this refers to the actual but unexpressed need. In this level, the user experiences dissatisfaction and senses a gap in his/her knowledge. Second, the conscious need, this is the description of the need in the mind of the user, and the need moves to this level from the visceral level as more information is encountered. Third, the formalized need where a formal statement of the need is constructed. Fourth, the compromised need, which happens when the formalized question is presented to the information system – this question adheres to the constraints of the system language (Choo et al., 2013; Taylor, 1968).

Wilson notes that the term person-centered approach to information needs is a better description of this paradigm than the term: cognitive approach (Wilson, 1994). In that person-centered approach, Dervin (1998, 1992) suggests that the need for

information arise when there is a cognitive gap in knowledge, and by bridging that gap a person is able to move forward in the problematic situation.

Also from this person-centered approach (cognitive view point), Belkin (1980) describes the information need as a result of the realization of an anomaly in the person's state of knowledge when faced with a problem. This anomalous state of knowledge (ASK) initiates the information-seeking behavior. After the information is obtained, the user evaluates if that information resolved the anomaly, if not then the processes is repeated. To Belkin, the anomaly refers to inadequacies in the state of the person's knowledge, this inadequacy could be a gap in knowledge or an uncertainty.

The choice in this study fell on Dervin's model of information need because the context in which it can be applied to is much more generic while Belkin's model is oriented toward the context of information retrieval systems, and Taylor's model is focused on information systems or librarians. Dervin's model also has a complete methodology and data collection methods aligned with the theory and applied in numerous studies in various settings. Her model is precisely focused on understanding what the gap in knowledge is, how it can be bridged – how the information need can be satisfied in any specific context and situation.

2.5 Sense-making theory

Sense-making theory is a methodological approach for the study of the human use of information, and information systems. It is a user-centered approach developed as an alternative in user studies of information and communication uses, and information needs from the perspective of the user, (Dervin, 1992). Brenda Dervin began developing Sense-making theory since 1972, to understand the information needs in communication campaigns. It defines a clear methodology to conduct interviews with users and understand their information needs through reviewing the triangle of situations, gaps, and help. It was adopted in the library and information sciences research since 1980s to study the information seeking and behavior, and in the 1990s it gained a wide recognition in the discipline, (Cheuk, 2008).

Dervin's Sense-making theory defines a set of meta-theoretic assumption about the user and the world, accompanied by its methodology and specific research methods for interviewing the users and for analysis of data collected, those methods were

developed to understand how people make sense of their daily experience. Those assumptions provide the methodological guidance for formulating the research question conducting the interviews (Dervin, 1992).

The first meta-theoretic assumption underlining the Sense-making theory is that discontinuity is a fundamental aspect of reality, discontinuity exists in everything, it exists between the human and reality, between the message and the channel, between the human at time one and the human at time two. In this context, information is conceptualized as "the sense created at a specific moment in time-space by one or more humans" (Dervin, 1992). Under this assumption, Dervin does not see information as existing apart from the behavioral activity of humans, she adds that the assumption of the existence of information apart from humans constructing leads to questions focusing on transmission of information, e.g. how much information did someone get? While when we assume that information exist as a consequence of human interaction at a specific moment in time-space, we focus our questions on the construction of information by the user, e.g. what strategy did an individual use to determine the accuracy of information? (Dervin, 1983; Dervin, 1992).

The second assumption is that the human use of information and information systems should be studied from the actor side not the observer, and users are the center and order, and that the system should adapt to his/her needs not the other way around, (Dervin, 1992).

The third assumption is that we learn more important things about the human use of information when we view it as a behavior rather than as a state condition. Sense-making assumes that there is systematic aspects of human behavior with regard to information at a moment in time-space if they are viewed not merely as an entity but as a behaving-entity, a person-in-situation, (Dervin, 1998), That behavior is sometimes repeated at other time-space situations depending on the user's definition of the new situation. This and earlier assumptions, Dervin (1992) adds, lead to the proposition that "individual use of information and information systems is responsive to situational conditions as defined by the individual". Definition and bridging of discontinuity is the consequence of these assumptions. This concept of gap-defining and gap-bridging is central to the Sense-making theory.

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This new assumption of information gap that emerged from previous assumptions is the guiding frame for the set of methods that are used when construction questions, conducting interviews and analyzing of research data afterwards.

The implementation of Sense-making in the study of the experiences of humans related to the information and communication systems design, management, practices, is achieved by utilizing the central metaphor of gaps, which in turn derived from the discontinuity assumption about reality.

The individual moving through time-space and facing gaps then bridging those gaps and moving to new situations, is the central methodological metaphor of Sense-making theoretical assumptions, (Dervin, 1999). In Dervin's conception of the experience of the user going through situations, each moment is considered a new step specific in time-space. Moreover, as discussed earlier, behavior of the user in new moments may be repeated. The user goes through the experience but may face a gap which in his perception prevents him from moving forward unless he/she develops a new sense of the situation, (Dervin, 1992).

The study of this individual's situation involves understanding how he/she interpreted the gap, then how he/she bridged it, and what strategy did he/she use. In addition to how he/she conceptualized the gap and the bridge. This process of investigating the user's behavior in such situation from the beginning of facing and conceptualizing the gap to moving across the bridge, represents the Sense-making triangle of situation, gap/bridge-help/outcome.

It is important to note that according to Dervin's formalization of Sense-making theory and its methodology, the actor is the center of the understanding of his or her situation. His/her conceptualization of the gap and his own definition of the situation are the reference in understanding his/her practice and his/her needs. she adds "given the discontinuity assumption, the moments are seen as vehicles for examining gap-defining and gap-bridging not representations of reality as it is", (Dervin, 1992).

The Sense-making application in interviews is achieved using several methods; one of them is the Helps/Hurts chaining, where the interviewer concentrates on how the user makes a connection between him/herself and the message involved. The line of questioning relies on the chain of responses to interviewer's queries, as the interviewer

connects the subsequent query to the previous response. A second type of methods is the message Q/Ing, where the interviewer focuses on how to exploit the user's sense making in order to improve the message. A third interviewing method is the time-line method. In this method, the focus is on one situation that can be described as the worst, the best, or most troublesome situation. This method is used when no in-depth details are needed, (Dervin, 1992). A fourth method, which is the most aligned with the theory of Sense-making, is the micro-moment time-line interviewing method. It is described as the "foundational interviewing approach" (Dervin, 1999, 1983) for the Sense-making theory, and in this method the user is asked to describe critical situations as steps, then each step is devised into time-line moments and each time line moment is elaborated by the user in specific divides as follows: situations, gaps, bridges, and outcomes. The following table lists subcomponents of each division as suggested by Dervin:

Situation	Barriers, constraints, history, memory, experience
Gap	Confusions, worries, questions, muddles
Bridges	Ideas, conclusions, feelings, opinions, hypothesis, hunches, stories, values, strategies, sources
Outcomes	Helps, facilitations, hurts, hindrances, outcomes, effects, impacts

Table 1 Sub-components of situation division suggested in interviewing method by (Dervin, 1999)

As emphasized in the Sense-making literature, the interviewing method is dependent on the application and no script is provided, rather, Sense-making provides a theory of how an interview method should be, and the final implementation rests on the level of depth required by the study and its purpose, (Dervin, 1992, 1999).

2.6 Dimensions of human needs for poor people

Dimension is an aspect or a feature of a situation (Oxford Dictionary of English, 2015), and human development comprise of several dimensions that together cover the different facets of development needs. Scientists in sociology, law, and economy have often tried to put a list of basic human needs and wellbeing. These efforts gives the multidimensional objective of human development needs a secure epistemological and empirical ground. It also helps bring to the front other non-commodity aspects of human development, such as belief and sense of security. Developing those dimensions also helps in understanding and evaluating tradeoffs and unintended impacts in the process of development investment, (Alkire, 2002).

Nussbaum (2001) identified a set of capabilities all humans must be able to enjoy to have a dignified existence. Her list is directed at constitutional and political applications. It includes the capability to enjoy full life, being able to have good health and nourishment, to express emotions, to reason, to affiliate, to care for the environment and other species, and to play. A complete list is represented in Table 2.

Life: being able to live to the end of a human life of normal length; not dying prematurely, or before one's life is so reduced as to be not worth living.
Bodily Health: being able to have good health, including reproductive health; to be adequately nourished; to have adequate shelter.
Bodily integrity: Being able to move freely from place to place; having one's bodily boundaries treated as sovereign, i.e. being able to be secure against assault, including sexual assault, child sexual abuse, and domestic violence; having opportunities for sexual satisfaction and for choice in matters of reproduction.
Senses, imagination, thought: Being able to use the senses, to imagine, think, and reason—and to do these things in a “truly human” way, a way informed and cultivated by an adequate education, including, but by no means limited to, literacy and basic mathematical and scientific training. Being able to use imagination and thought in connection with experiencing and producing self-expressive works and events of one's own choice, religious, literary, musical, and so forth. Being able to use one's mind in ways protected by guarantees of freedom of expression with

respect to both political and artistic speech, and freedom of religious exercise. Being able to search for the ultimate meaning of life in one's own way. Being able to have pleasurable experiences, and to avoid non-necessary pain.

Emotions: Being able to have attachments to things and persons outside ourselves; to love those who love and care for us, to grieve at their absence; in general, to love, to grieve, to experience longing, gratitude, and justified anger. Not having one's emotional development blighted by overwhelming fear and anxiety, or by traumatic events of abuse or neglect. (Supporting this capability means supporting forms of human association that can be shown to be crucial in their development).

Practical reason: Being able to form a conception of the good and to engage in critical reflection about the planning of one's own life. (This entails protection for the liberty of conscience).

Affiliation: A. Being able to live for and towards others, to recognize and show concern for other human beings, to engage in various forms of social interaction; to be able to imagine the situation of another and to have compassion for that situation; to have the capability for both justice and friendship. (Protecting this capability means protecting institutions that constitute and nourish such forms of affiliation, and also protecting the freedoms of assembly and political speech.) B. Having the social bases of self-respect and non-humiliation; being able to be treated as a dignified being whose worth is equal to that of others. This entails, at a minimum, protections against discrimination on the basis of race, sex, religion, caste, ethnicity, or national origin.

Other Species: Being able to live with concern for and in relation to animals, plants, and the world of nature.

Play: Being able to laugh, to play, to enjoy recreational activities.
Control over one's Environment: A. Political. Being able to participate effectively in political choices that govern one's life; having the right of political participation, protections of free speech and association. B. Material. Being able to hold property (both land and movable goods), not just formally but in terms of real opportunity; and having property rights on an equal basis with others; having the right to seek employment on an equal basis with others; having the freedom from unwarranted search and seizure. In work, being able to work as a human being, exercising practical reason and entering into mutual relationships of mutual recognition with other workers.

Table 2 Adapted from Nussbaum List of central human functional capabilities. (Nussbaum, 2001).

Manfred Max-Neef, (1991) developed a matrix of human needs to conduct community exercises with a groups of local people to investigate satisfiers or needs that have a constructive or destructive effect on their society. He contests that needs can be satisfied at different levels. Those needs, which are not adequately satisfied, reflect a human poverty side. His classification is generic and comprises nine components as follows: subsistence, protection, affection, understanding, participation, leisure, creation, identity, and freedom. It was used so far in Chile, Argentina, Bolivia, Columbia, Sweden and the UK.

A valuable and large-scale cross-cultural study was conducted by Narayan and his team of researchers (Deepa et al., 2000) about the values of the poor, entitled Voices of the Poor. The first part of this three-series study was conducted across 50 counties with 40.000 participants, the aim was to captures aspirations and views of those people selected for the study, and was titled: Can Anyone Hear Us. The second study in the series titled Crying Out for Change which represents voices of 20.000 poor men and women in 23 countries through comparative fieldwork (Narayan et al., 2000), and the final part titled From Many Lands which comprise of a selected country studies on poverty. The studies under the project Voices of the Poor was made for the World Development Report 2000/2001 (World Bank, 2000) and used participatory and qualitative methods to understand how poor people view poverty and wellbeing.

They note that, within a single country location, poor people distinguish between different social groups of poor, the dependent poor, the resource-less poor, the temporary poor, the working poor, and God's poor. Their analysis of 81 Participatory Poverty Assessment (PPA) based on discussions with 40,000 poor men and women in 50 countries, yielded five main conclusions about the experience of poverty, they are: (1) Poverty is Multidimensional. (2) The state has been largely ineffective in helping the poor. (3) Non-profit organizations impact on the poor is limited. (4) Stress of poverty is affecting the households. (5) The social bonds of reciprocity and trust within communities are fading due to political and economic changes, (Deepa et al., 2000).

Narayan et al., (2000) note in their second part of the research, *Crying Out for Change*, that poor peoples' conception of wellbeing and good quality of life is multidimensional. Their understanding and view of wellbeing is persistent across cultures and continents. As they put it:

The same dimensions and aspects of wellbeing are repeatedly expressed, across continents, countries and cultures, in cities, towns and rural areas alike. And they are expressed by different people-women and men, young and old, children and adults

Those dimensions are as follows: Material wellbeing, Physical wellbeing, Social wellbeing, Security and freedom of choice and action, and Physiological wellbeing. Table 3 lists the dimensions of wellbeing and its subcomponents according to their research.

<ol style="list-style-type: none"> 1. Material Wellbeing: having enough <ol style="list-style-type: none"> a. Food (enough daily meals and food security) b. Assets (e.g. land, livestock, furniture, utensils, house with a water proof roof) c. Work
<ol style="list-style-type: none"> 2. Bodily wellbeing: Being and appearing well

<ul style="list-style-type: none"> a. Health (a condition to wellbeing and a precondition to work) b. Appearance (dressing and appearing well in body and clothing. e.g. clean clothing, creams, shampoo and soaps) c. Good physical environment
<p>3. Social Wellbeing</p> <ul style="list-style-type: none"> a. Being able to care for, bring up, marry and settle children (happy healthy children, with enough food and access to medical care and schooling) b. Self-respect and dignity (living without being a burden to others, not extending one's hand or being subservient to others) c. Peace, harmony and good relations in the family and the community (absence of conflict, ability to visit, and interact socially)
<p>4. Security</p> <ul style="list-style-type: none"> a. Civil peace (peace, absence of war, violence and disorder) b. A physically safe and secure environment (e.g. safety from floods, safe drinking water, unpolluted air) c. Personal physical security d. Lawfulness and access to justice (absence of constant fear, no fear of persecution from police or other powers). e. Security in old age (taking care of when at old age) f. Confidence in the future
<p>5. Freedom of choice and action</p>
<p>6. Psychological wellbeing</p> <ul style="list-style-type: none"> a. Peace of mind b. Happiness c. Harmony

Table 3 Dimensions of wellbeing from the point of view of the poor men and women in (Narayan et al., 2000)

In their book titled A theory of Human Need, Doyal and Gough (1991) define two basic universal human needs: Physical health and Autonomy of agency. They are individual basic human needs that require intermediate needs for their fulfillment. They list a set of universal satisfier characteristics or intermediate needs that apply to all cultures and are necessary to attain the first order goal of health and autonomy. They

are 11 and as follows: (1) Nutritional food and clean water, (2) Protective housing, (3) A non-hazardous work environment, (4) A non-hazardous physical environment, (5) Safe birth control and childbearing, (6) Appropriate health care, (7) A secure childhood, (8) Significant primary relationships, (9) Physical security, (10) Economic security, (11) Appropriate education.

For our research we are using the dimensions of wellbeing put forward by Narayan et al., (2000) in our information model for representing people's needs which we propose in section 2.10. The reason is that their list of dimensions is multicultural and grounded in the reality of the poor men and women in the third world. It is directly related to the thesis subject as the poor people's view of poverty and definition of its aspects/dimensions, which we build on to better represent their needs as a well-defined segment of the population dependent on charity organizations support.

2.7 Charity Organizations in Saudi Arabia

Charity organizations are a type of non-profit organization which have other goals than making profit, for example; fulfilling the needs of the poor in a certain society, helping patients adapt to chronic illness, building and improving housing for those in need, and providing support for elders and orphans. Essentially, charity organizations are those that work for the goals of the wellbeing of society and philanthropy.

In Saudi Arabia, there are several types of non-profit organizations, and depending on their purpose and the governmental entity they fall under, they can be classified as follows: In the domain of humanitarian and cooperative there are charitable organizations, cooperative associations, charitable endowments which are public entities, and charitable foundations which are private. In the domain of economics, there are the financial interests national committees, and in the domain of science, there are the scientific organizations. In addition to the sports unions and equestrian centers, in the domain of sports.

Several ministries and government bodies in the kingdom are responsible for those not-for-profit organizations in terms of licensing, aid, regulation, and auditing. Table 4 shows this relation in detail.

Category	Example of activity	Responsible entity
Donations, social wellbeing and development	<ul style="list-style-type: none"> - Marriage and family counseling - Housing and housing rehabilitation - Rehabilitation, support and education for people of special needs - Medical and social care for the elders - Social and physical support for the poor 	The Ministry of Labor and Social Development
Religion and Islamic advocacy	<ul style="list-style-type: none"> - Study and memorization of the Koran - Advocacy and guidance 	The Ministry of Islamic Affairs, Endowments, Da'wah and Guidance
Education	<ul style="list-style-type: none"> - Educational purposes above high school level 	The Ministry of Education
Science and practice	<ul style="list-style-type: none"> - Advance the science and practice of different fields, e.g. the Saudi council of engineers 	The Ministry of Commerce, Saudi Commission for Health Specialties and different universities

Table 4 Types of charity organizations and its relation to government ministries

In addition to the above-mentioned types of organizations, there are two more types, which do not belong to any ministry or government entity. They are mainly the organizations established by a royal decree like The World Assembly of Muslim Youth, which is a member of the United Nations non-governmental organizations, and those that belong to an international entity as the case with the international Islamic Relief Organization, which emanated from the Muslim World League (“UN ESANGO,” 1979). It is worth to mention that although their headquarters are in the Kingdom of Saudi Arabia, they strictly operate internationally.

As of January 2017, the Ministry of Labor and Social Development, oversees 635 registered charitable organization, and 124 charitable foundation spread across all the regions of the country. In addition to those figures, there are 90 Bir charities and 1 charitable foundation under the process of establishment. The type of categories of which charities in general operate under covers various aspects of life, spanning from housing, social development, healthcare, and up to developing the family's financial independence through the support of their in-house production of food and hand-made crafts. Table 5 shows the types, and count of charitable organizations in the Kingdom of Saudi Arabia with the complete list of their category of operation, (General Directorate for Societies, Foundations and Centers, 2016).

Charity category		Charity type			Total
		Charity	Family fund	Charity Committees	
	Producing Families	6	0	0	6
	Motherhood and Childhood	6	0	0	6
	Housing	4	0	0	4
	Volunteering	7	0	0	7
	Other specialty	20	0	0	20
	Family development	38	0	0	38
	Bir Charity	725	1	1	852
	Food preservation	7	0	0	7
	Orphans care	23	0	0	24
	Health	61	0	0	61
	Elders	6	0	0	6
	Disabilities	32	0	0	33
	Feminine	1	0	0	1
	Total	936	1	1	1065

Table 5 Types, categories, and count of charitable organizations in Saudi Arabia

Out of those charitable organizations this research is focused on Bir charities, they are those whose main objective is to distribute money and physical donations for a certain well-defined segment of the society; they are referred to as their constituents. Although the number of constituents category, any given organization supports, vary depending on the decision of the board of directors based on the size and the resources of the organization, the definition of the category remains virtually the same across all Bir charities. Table 6 gives a brief example of such constituents' categories:

Poor and very low income families
Divorced females and widows with no means
Bankrupt people and people in debt
Families of prisoners
Elders and people with disabilities

Table 6 A brief example of activates of charities concerned with this study

2.8 Geographical distribution of charities in Saudi Arabia

Charitable organizations are spread across all regions and exist in major cities. While Bir charities, concerned with the subject of this research, are further distributed across the nation covering most cities and villages. The distribution of charitable organizations in regions is reflected on the map of Saudi Arabia in Figure 12, (Charities of Saudi Arabia, 2016).

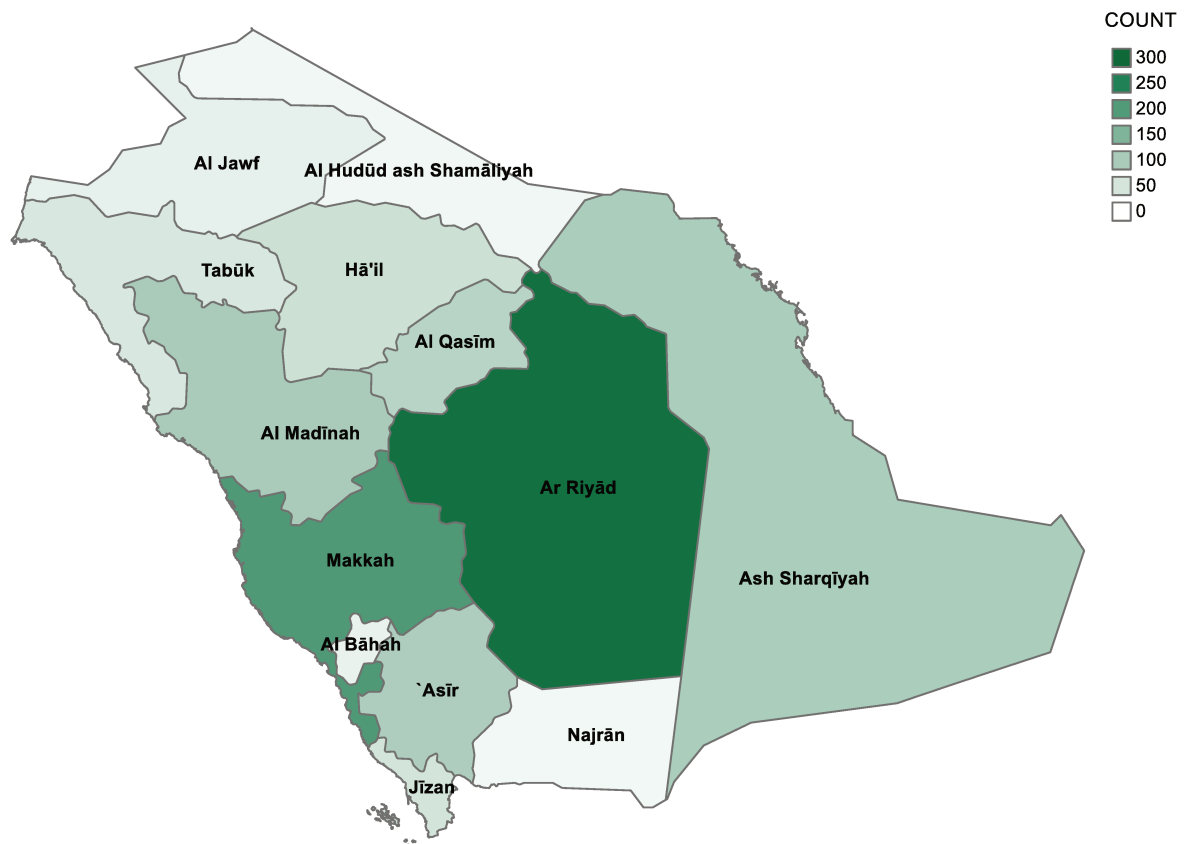


Figure 12 Charities distribution by region

In Ar Riyād region, we find 24% of the total charities in the country, followed by Makkah the second biggest region with 17.7%, this is compared with the two least populous regions of Al Hudūd Al Shamāliyah and Al Bāhah, with 1.6% and 2.5% respectively. Housing charities exist in four regions only as follows: Tabūk 25%, Ar Riyād, 25%, Jīzan 25% and finally Hā'il with 25% of all housing charities. Producing families charities cluster in three regions only, namely: Ar Riyād, Makkah and Jīzan. Some regions do not have essential types of charities like Disabilities, as in the case of Tabūk, Al Jawf, Al Hudūd Al Shamāliyah and Al Bāhah. A detailed account of charity category and distribution across the nation is represented in Table 7, (General Directorate for Societies, Foundations and Centers, 2016)..

Charity category		Regions												
		Tabūk	Ash Sharqiyah	Ar Riyād	Al Qasīm	Najrān	Makkah	Al Madīnah	Jīzan	Al Jawf	Al Hudūd ash Shamāliyah	Hā'il	Al Bāhah	Asīr
Producing Families		0.0%	0.0%	50.0%	0.0%	0.0%	33.3%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Motherhood and Childhood		0.0%	16.7%	33.3%	16.7%	0.0%	16.7%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Housing		25.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	25.0%	0.0%	0.0%
Volunteering		0.0%	14.3%	42.9%	14.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Other specialty		0.0%	10.0%	30.0%	0.0%	0.0%	30.0%	20.0%	0.0%	0.0%	0.0%	5.0%	0.0%	5.0%
Family development		5.3%	7.9%	21.1%	7.9%	2.6%	13.2%	13.2%	2.6%	5.3%	7.9%	2.6%	2.6%	7.9%
Bir Charity		5.0%	8.9%	23.1%	6.8%	1.6%	18.1%	8.7%	4.7%	2.9%	1.4%	6.2%	2.8%	9.6%
Food preservation		0.0%	14.3%	28.6%	14.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	14.3%
Orphans care		0.0%	8.3%	12.5%	16.7%	4.2%	8.3%	4.2%	8.3%	4.2%	8.3%	4.2%	4.2%	16.7%
Health		1.6%	11.5%	29.5%	11.5%	0.0%	21.3%	13.1%	4.9%	1.6%	0.0%	1.6%	1.6%	1.6%
Elders		0.0%	0.0%	50.0%	16.7%	0.0%	16.7%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disabilities		0.0%	12.1%	30.3%	18.2%	3.0%	9.1%	6.1%	9.1%	0.0%	0.0%	3.0%	0.0%	9.1%
Feminine		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Total		4.4%	9.1%	24.0%	7.7%	1.6%	17.7%	9.1%	4.8%	2.7%	1.6%	5.7%	2.5%	8.9%

Table 7 Charity distribution by region and category

As of January 2017, the total number of Bir charities in the country reached 635 charity. Riyadh region, the second most populous region, has 98 Bir charities,

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representing 15.43% of all Bir charities in the country. In addition, Makkah region the most populous region has 119 Bir charities representing 18.7% of total charities in the country. Despite having around 318, 000 people more, Makkah's region surpassed Riyadh by 21 more Bir charities. Figure 13 shows a representation of the number of charities by region in details.

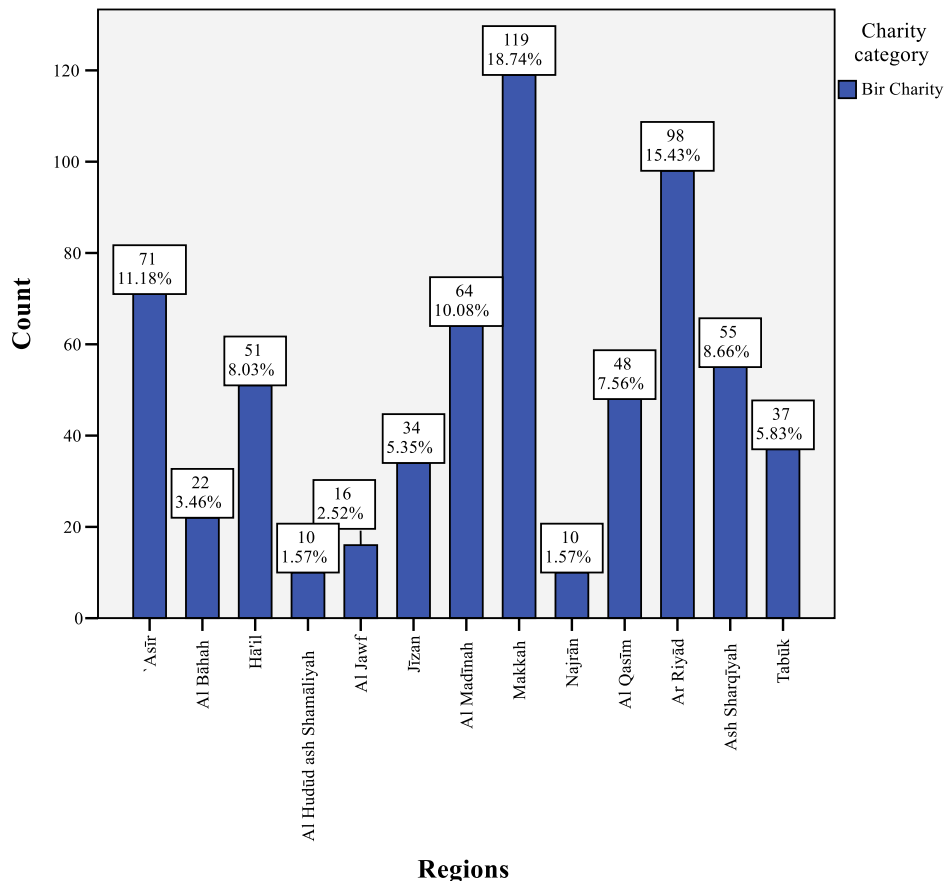


Figure 13 Bir charities distribution by region

A further analysis of the ratio of Bir charities to residents in each region reveals more information about the coverage of those charities. From Table 8, we see that the mean overall ratio of charities to population for all regions is one charity for every 42,232. The three regions with the highest ratio of Bir charities to population are as follows: Hā'il with a ratio of one to 13,354 followed by Al Bāhah with a ratio of one to 21,187 and Tabūk with 1 to 24,079. On the other end, the three regions with the lowest ratio of Bir charities per capita are as follows, in a descending order: Ash Sharqīyah

with one to 84,917, followed by Ar Riyād with one to 78,975 and Makkah with one to every 67,717.

Ratio Statistics for Region Population / Total charities

Group	Mean
Asīr	30,417.944
Al Bāhah	21,187.045
Hā'il	13,354.588
Al Hudūd ash Shamāliyah	35,759.000
Al Jawf	30,652.500
Jīzan	45,230.853
Al Madīnah	31,748.594
Makkah	67,717.193
Najrān	56,508.100
Al Qasīm	28,477.875
Ar Riyād	78,975.204
Ash Sharqīyah	84,917.418
Tabūk	24,079.568
Overall	42,232.760

Table 8 Bir charities ratio to region population

2.9 Supported programs

The Ministry of Labor and Social Development, which is responsible for regulating and supporting public societies, support charities in many ways. Their support starts from the financial aid for purchasing the land for establishing the headquarter of the charity, to supporting their donation and development programs each year. Following is a list of the types of programs in which support is given to charities, This support includes establishment of a charity aid, Dates aid, shelter aid, day-care aid, construction aid, among others. Ar Riyād and Makkah region charities received the highest amount of aid by 187,686,334 and 175,450,650 SAR respectively, while the regions that received the least aid were Al Hudūd ash Shamāliyah followed by Najrān with 19,469,860 and 8,633,080 SAR respectively. The total amount of aid given in 2011/2012 was 753,730,549.55 SAR for all charities and in all programs. Table 9 is a complete list of the types of those aids (Ministry of Social Affairs, 2013).

Orphans aid	Productive families programs
Dates aid	Social protection programs
Shelter care	Awareness programs
Day care	Widows and divorcees support programs
Construction	Charity programs and activities
Family guidance programs	Establishment of charity
Habilitation and training	Professional training programs for women
Family support programs	Yearly assistance
Emergencies aid	Physical aid

Table 9 Types of aid provided to charities by the Ministry of Social Affairs (Ministry of Social Affairs, 2013)

2.10 Proposed information Model


Charity organizations in Saudi Arabia exist to help fulfil individual people's and group's needs within its area, (Ministry of Social Affairs, 2013). For a charity to function it needs to properly manage its human resources, finances, public relations, and constituents, among others, depending on the nature and size of the organization.

We have seen from the preliminary survey, which we conducted in the beginning of this research in 2014, a small Bir charity in a remote village that does not use any type of information management system. Moreover, their single communication tool was a personal email, yet they served constituents of a few hundred individuals (based on an interview with the director of Bariq Bir Charity, in Asīr region). In another Bir charity, which was also a small charity but had a younger IT oriented employee, they used a web based content management system with a component for administrative and financial affairs but no constituent information management component (Irqa'a Bir Charity, in Ar Riyād region). We have also seen

in the preliminary survey, a third large charity covering all of Riyadh city, and with several branches in different areas of the capital, which use a separate systems to manage financial and administrative affairs, as well as internal communications. This charity, which has a yearly budget in the hundreds of millions, started transferring the information they have about their constituents from paper format to a newly built information management system in 2014 (Al Riyadh Bir Charity).

Charities in Saudi Arabia vary in the information they have about their core business, their constituents. Very few charities use an information management system where they can sort constituent's information by different criteria like: the last time they received financial aid, the number of children in the family, the father's or the mother's monthly income, as the case with Al Riyadh Bir Charity. Some other charities information management system is no more than a name-list in a word processing document or a spreadsheet, as seen in Bariq bir charity in Asir region and Irq'a bir Charity in Riyadh region.

It is clear that what they have is not totally information, some of it is mere data that needs further processing to become useful, and there is no knowledge that could influence the charity programs, improve its strategies, spending efficiency or even help solve common problems occurring in their population. A typical registration form a family is required to fill in order to enroll in their local charity is shown in Table 10 (Al-Jouf Bir Charity, 2016).

		Application for registration request at the Charity		Form number: 001
				File no
Information about Applicant				
National ID	Issue location	Expiry date		
Name	Father's Name	Grand Father's Name	Family Name	
Gender	Nationality	Date of Birth		
Social Status	Telephone	Cellular		

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Information about the segment of help					
<input type="checkbox"/> Family <input type="checkbox"/> Prisoner's Family <input type="checkbox"/> Widow <input type="checkbox"/> Divorced <input type="checkbox"/> Elder <input type="checkbox"/> With special needs <input type="checkbox"/> Orphan <input type="checkbox"/> (....)					
Number of Family Members		Males		Father and mother and the rest of family members	
		Females			
Information about the economic situation					
Job		Salary & benefits		Work place telephone	
Other sources of Income	ID of commercial registration	Social security	retirement	Ministry of civil service	Other
Information about living condition					
Housing condition		<input type="checkbox"/> owned <input type="checkbox"/> Rental of..... monthly			
Housing address			Street		
Name of landlord		address			
Social research department report:					
Researcher:				Department head:	
Note: A separate research file will be completed for children registered in the father's family card who are above 18 years old.					

Table 10 Al-Jouf Bir Charity registration request form (adapted from (Al-Jouf Bir Charity, 2016)

We can see from the registration request form in Table 10, that the majority of the fields are data in context, as in: national ID, date of birth, nationality, address, telephone numbers, and the amount of salary. While the rest of the form contains either, information that could be meaningful in its own, as in the segment option (family, prisoner's family, widow, etc.), which indicates the reason for requesting the charities help. Or contains information that needs further processing to have a value as in: the number of children supported and how many of them are females and how many are males. Having said that, none of the information requested or observed by the researcher inform us about how they live, and what their needs are. We do not know the size of the living space and its fit for the number of family members, how the income is reflected on the needs of the family if they have a baby under the age of two years, or if they are expecting one on the few following months. In Table 11, we summarize

what we know and what we do not know about the constituent from this typical charity registration form and what benefit we get from knowing more.

What we know	What we do not know	Why is it useful to know
We know he/she has a Job	But not the type of job	This could help increase their income by finding a secondary job, or further training
We know they have a roof over their heads	But not the size of the living space	Are they living comfortably, or are they suffering from lack of space (e.g. for living, studying or sleeping)
	We do not know the amenities of the house	Do they have enough beds to sleep on, or desks for studying? Does the house have water heating or enough blankets for cold days?
We know there might be children	But not their ages?	The age of children reflects on their clothing and schooling requirements, and an infant requires further financial costs, care, and time from his/her family (e.g. feeding, diapers, etc.)
We know there might be a special needs member of the family	However, we do not know what type of disability he/she suffers from	Different disabilities entail different needs and affects other members of the family in different ways

Table 11 A summary of what we know and do not know from a typical charity registration form, and what benefit we get from knowing it.

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What we discussed in Table 11 is limited to the dimensions of information the charity needed to obtain, it is oriented towards what the charity thinks is important, and what the charity is willing to spend money on. Other charities have different dimensions of information they look for, some charities have more dimensions and some have less. Yet, no charity, that is a subject of our research, have a completely encompassing representation of the different facets of the needs of the people they exist to help, such as the social, economic, medical, educational, or psychological aspects.

We define the problem to be as follows: insufficient data and information, and little knowledge about the constituents. It is not possible to compare any constituent's situation in a charity with another in a different charity, let alone with a different region. There is no local knowledge about the constituent's overall condition of living, or the prospect of his or her situation as a family or their individual children, because profiles are either too narrow or lacks significant information encompassing different facets of their lives as human beings. There is no global knowledge about constituents nationwide because there are no comparable profiles between individual charities. It is very difficult to answer simple questions, whether on the long or short term. For example, is poverty rising (getting sever) among the constituents population? What is the percentage of that population in relation to local general population? Are new registrations in a certain charity indicative of growing percentage of people entering the circle of poverty or is it a good sign since the percentage is less in relation to local general population? How many registered constituents in a certain charity are in danger of death or aggravating their chronic illness in the coming winter? (A child's death caused by severe cold was reported by Asharq Al Awsat News Paper (Al-Khulaif, 2008)), how many are getting out of the circle of poverty this year? What program was most effective in getting the family or individual out of poverty? What are the characteristics of the poorest families?

The model we propose is based on the Knowledge hierarchy, enriched with sets of informational needs covering the different facets of people's needs in charities of Saudi Arabia. Through this research and by answering the thesis questions, we will be able to understand the level of information systems spread and use in charities work, the informational needs of those charities, and review how they fulfill dimensions of human development needs. After which, we will propose the final model for

representing people’s needs as a result. The skeleton of this model shown in Figure 14. The content of this model would serve as a representative profile of constituents, and the more charities adapt it the more it becomes useful.

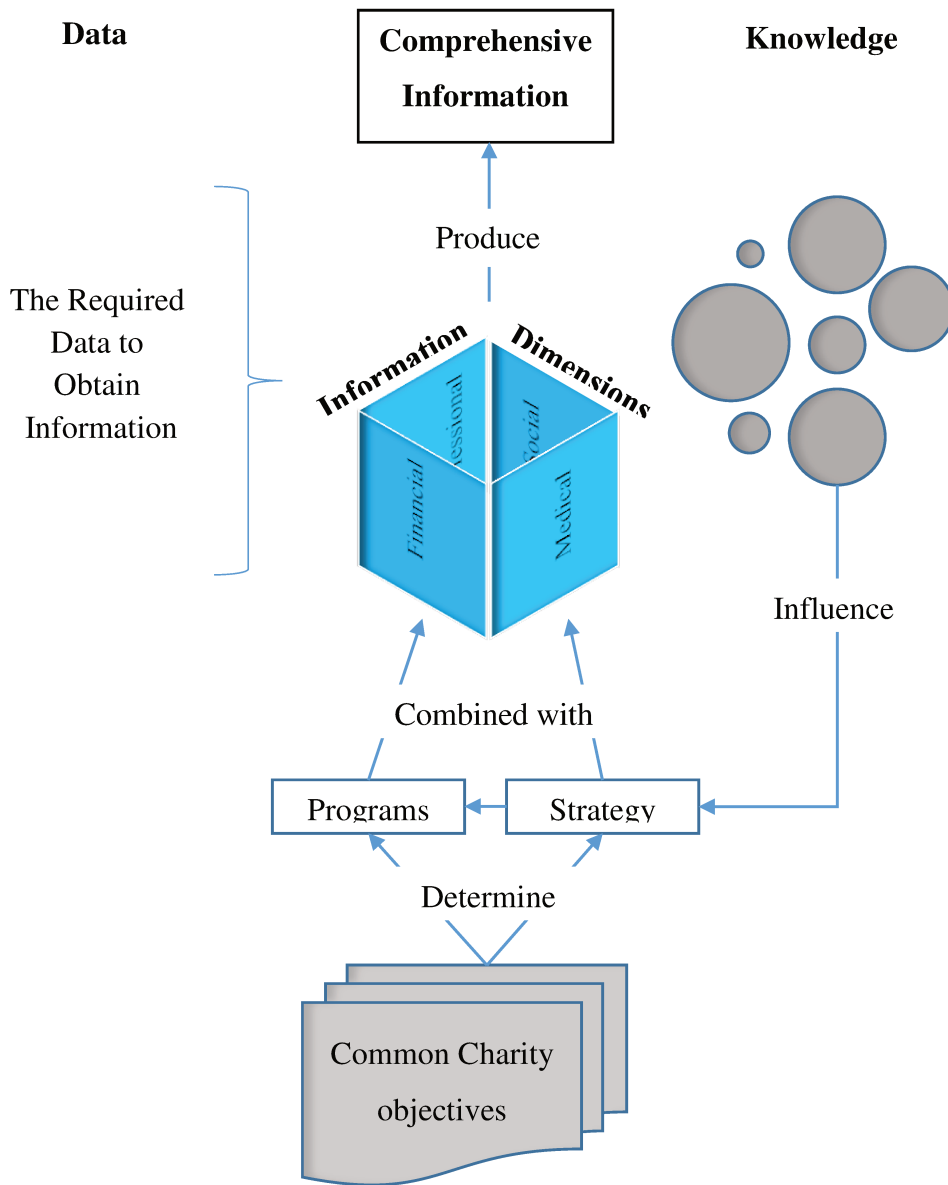


Figure 14 The information model for representing people’s needs in charities of Saudi Arabia

2.11 Summary of the chapter

We started this chapter by a review of knowledge management and the different conceptions of knowledge, followed by a review of the nature of data, information, knowledge and wisdom. We then reviewed the different ways in which data is transformed into information and information into knowledge. After which we presented the information behavior general model by (Wilson, 1997), . Followed by reviewing different models to understanding information needs. We then further moved to the main theoretical base for this research, the Sense-making theory by Dervin (Dervin, 1998, 1998). We reviewed the theoretical assumptions behind Dervin's theory and how it is applied in the concept of information needs analysis. we also reviewed in this chapter the different approaches to understanding human development needs and emphasized the seminal study for the World Bank (2000) as a basis for analyzing and comparing the dimensions of human development or wellbeing to informational needs of charities with regard to their constituents.

In this chapter, we also reviewed charities in Saudi Arabia, how they started and their status and programs. In the end of this chapter we shed light on the type of information charities collect and reviewed their weak and strong points, we then proposed the skeleton of the information model.

Chapter 3: Research Methodology

3.1 Overview of the chapter

In this chapter, we will present the research design, sample and sampling technique for studies one and two. We will also present the survey instruments and explain how we tested and evaluated them before starting the data collection. We will also explain and compare the different interviewing techniques and justify the final choice of technique used for study two.

3.2 Research design

This research is a cross-sectional qualitative and quantitative study, with a target population of 635 Bir charities as of January 2017 (General Directorate for Societies, Foundations and Centers, 2016). The research comprises two studies targeted at the whole population of Bir charities in the Kingdom of Saudi Arabia. The sample used for the first study was the whole population while for the second study a stratified random sample of 15 Bir charities were selected from Riyadh region. The choice of sampling techniques for both studies was made to have the sample frame of the study representative of the population (Creswell, 2009), it was not possible to select more regions and more sample units in the second study due to financial limitations and time constrains. The survey and interviews were conducted in Saudi Arabia and completed from 15 December 2016 to 22 March 2017.

The blue dots in the sampling structure diagram, reflected in Figure 15, represent the charities population, while the circles represent clusters based on selected attributes, The solid outer-most square represents the whole population. Study one sample frame is represented by the large dashed square; this square encompasses the whole population as a sample frame since all the population were surveyed for study one. The smaller dashed square represents the selected sampling frame for the interviews of study two, in that sampling frame charities were clustered based on locality and region.

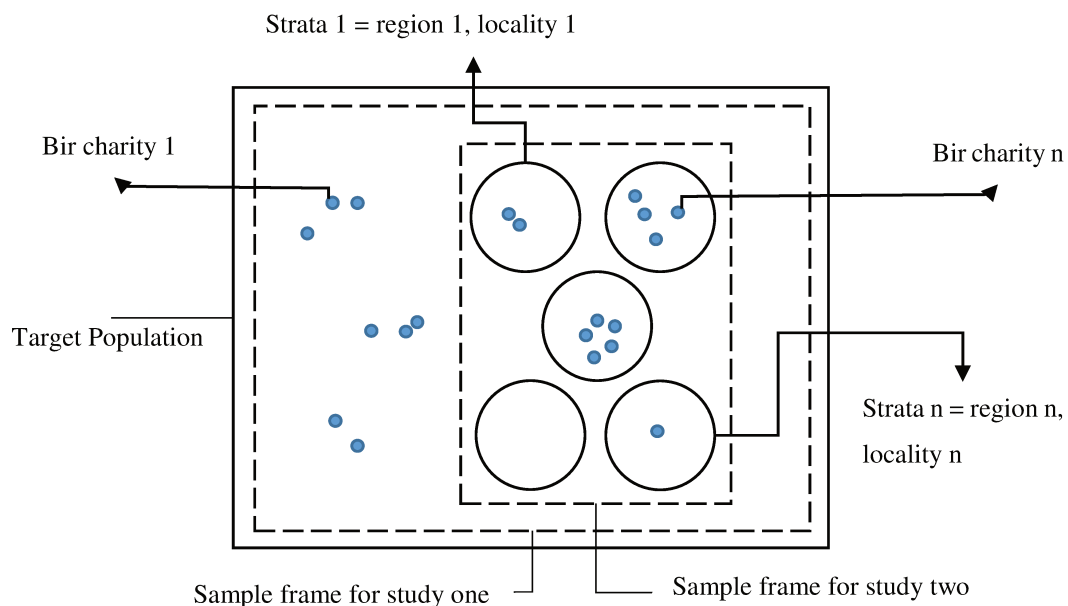


Figure 15 Representation of the sample structure for studies one and two

3.3 Population

The population of the study are all registered charity organizations that are mainly concerned with gathering and distribution of physical donations in Saudi Arabia, namely: Bir charities, and they are 635 charities at the time of data collection phase, (General Directorate for Societies, Foundations and Centers, 2016). A list of all charities and contact information was obtained from the ministry of Labor and Social Development and charities under process of establishment were excluded. The Bir charities included in the population are the ones that exist and operate solely within the borders of the country.

3.4 Sample and sampling procedure

3.4.1 Study one

For study one, we chose to sample the whole population, all 635 charities. The decision was made because it was feasible to do so using an electronic questionnaire, and because by doing so we get more data and better coverage since we expected the response rate to be between 20% and 30%. Therefore, by sampling the whole population we have a better chance of acquiring more complete and valid questionnaires for the analysis.

The sample for the study was calculated using the formula $n = Z^2 \times p(1-p) \div I^2$, where n is the sample size, Z the confidence level, p estimated prevalence of target, and I is the margin of error. Therefore, with a confidence level of 95%, an 8% target margin of error, and a population of 635 charities, the number of respondents should be 122.

The list of the population of the study, Bir charity organizations that are registered at the Ministry of Labor and Social Development, was obtained then checked and charities under process of establishment were excluded. From that list, only the charities that work as a Bir charity were selected from that list, i.e. those that gather and distribute physical donations as one of their main objectives, and work and exist solely within the borders of the country. Charitable societies also fall under this definition since they are Bir charities with an extended set of programs for their constituents, as detailed in section 1.3 Aim and Scope in Chapter 1. The sampling process of study one is reflected in Figure 16.

3.4.2 Study two

For the study two, a stratified random sample was selected from the target population, the 635 charities (Neyman, 1934; Groves et al., 2009). In the first step, the list from the first study was utilized as the list of elements of the target population. In the second step, charities were stratified into the 13 regions of the country based on their location. It is important to note that strata comprise of mutually exclusive groups of charities (i.e. elements), where each charity can exist only in one group and not the other, (Groves et al., 2009). In Table 12 the strata division is explained in details.

Attribute	Values	Total strata
Region	Asīr, Al Bāhah, Hā'il, Al Hudūd ash Shamāliyah, Al Jawf, Jīzan, Al Madīnah, Makkah, Najrān, Al Qasīm, Ar Riyād, Ash Sharqīyah, Tabūk.	13
Locality	City, Small-city, Village, Center	4
		52 strata

Table 12 Stratification attributes/criteria of the study two sample frame

Stratification of this sample revealed a big number of strata, as seen in Table 12, while considering the importance of accurate representation of the whole population; it was not possible to conduct interviews in all 13 regions and across cities and villages, was for example one charity from each stratum would yield 52 Bir charities for interviewing (n=52). It was deemed very costly to travel to 13 regions and to different localities in each region between cities, small-cities, villages, and centers. In addition, it would require much more time to do so affecting negatively the time frame of the dissertation. Therefore, the decision was made to minimize the number of sample frame regions from thirteen to one region. Moreover, to have the sample representative of different geographical and social situations we grouped Bir charities in the selected regions into four groups based on locality, namely: city, small-city, village and center. A convenient sample was drawn for the region strata, namely the capital region Riyadh, and from that, a random sample of 15 Bir charities was drawn with different locality attributes in addition to gender attribute. The additional gender attribute refers to masculine or feminine category of the charity, and since they exist only in large cities, the feminine charitable societies sample was limited to Riyadh city.

The new sample plan, reflected in Table 13, has a final division of four strata. From each stratum a minimum sample of two Bir charities was selected randomly as an element of the study and three additional feminine charities were added to satisfy the gender attribute making a total of 15 charitable societies for study two, n=15.

Attribute	Values	Total strata
Region	Ar Riyād	1
Locality	City, Small-city, Village, Center	4
		4 strata

Table 13 New stratification attributes/criteria of the study two sample frame

The purpose of sample stratification is to reduce the sample variation and have it resemble the target population the closest possible (Fowler Jr, 2014). In addition, by

clustering into localities we cover different geographical and social situations in which those charities operate.

Figure 16 gives a detailed representation of the sampling process discussed for the studies one and two. (Fowler Jr, 2014) notes that from a statistical point of view, a sample is only representative of the sample frame, which in this case it is the same as the target population for study one and a stratified random sample for study two.

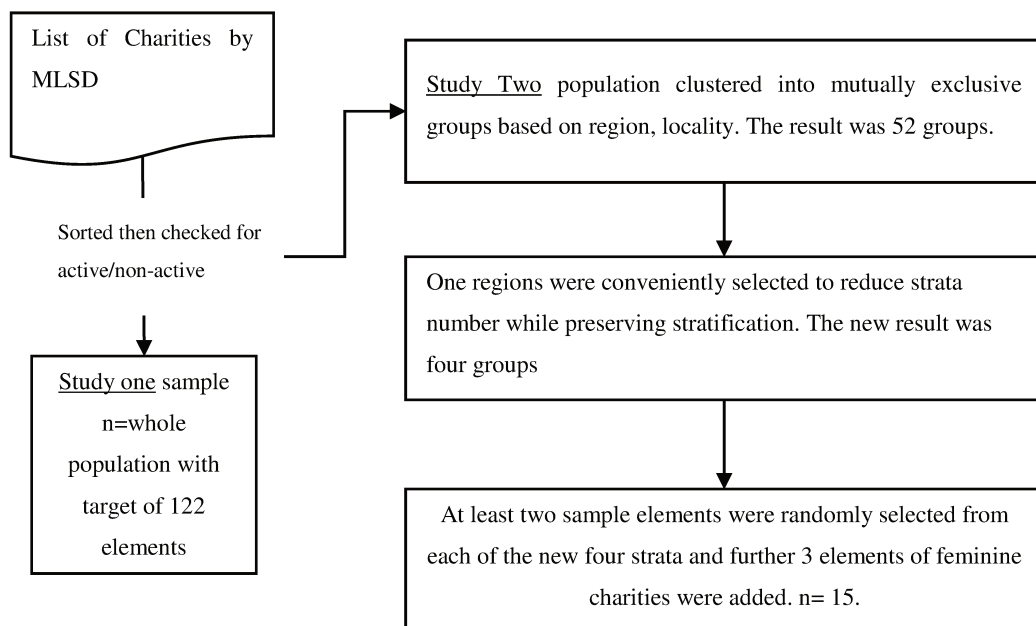


Figure 16 Study one and two sampling process of the study

3.5 The instrument

The research instrument for data collection was comprised of two parts. The first part is a questionnaire aimed at obtaining the organization’s profile, in addition to providing data for answering some of the research questions. The first part serves two objectives, the first one is to supplement the information about the charity organization obtained from MLSD, and help produce a complete and current image of the organization, while the second objective is to answer some of the research questions, namely, questions one and two detailed in section 1.2 Problem Statement.

Each part of the survey is preceded by a brief explanation of the purpose of the survey part. The first part of the survey instrument shown in 5.3Appendix C contains a

set of closed and open-ended questions to obtain the necessary data for answering the related questions of the research.

The second part is the interview, which was aimed at answering the third question of the research. Using the Sense-making theory interviewing technique, the interviewer guides the respondent through a systematic review of their informational needs with regard to constituents. Through the interview, the respondent is guided and free of pressure to express their needs from their own perspective using the micro-moment time-line technique. Using this technique, the respondent is asked to reconstruct a situation in his/her work in time-line steps and focus on each micro-moment with regard to the Sense-making triangle of situation, gap, and help/bridge which they needed to cross that gap. There is no correct division of moments in the interview, but rather it is seen as a vehicle for defining the gaps encountered and the help needed to overcome those gaps. (Dervin, 1992).

The interview starts by asking the respondent to describe the situations he/she encounter in their work in a time-line. The main themes proposed for the interview are on the following list, but the respondent is free to add and remove themes from the interview as they see consistent with their work tasks:

1. Registration of new constituents
2. Determining donation needs
3. Confirmation of those needs
4. Follow-up of constituents' satisfaction about donations
5. Long-term follow-up of constituent needs
6. Unregistering a constituent
7. Evaluating the impact of those donations on constituents

For each theme or situation described by the respondent the interviewer poses questions on what kind of gap was encountered and what help he/she needed to cross that gap and arrive at a satisfactory result. In other words, what questions they had for

that situation, and what answer they wanted to bridge the gap and how that answer helped them.

The interviews were to be recorded and transcribed if the respondent permitted, and if he/she did not feel comfortable with recording the interview, a pen and a paper was used to record their description of the situations in full detail. The interviewer segmented the written interview in line with the structure of the interview, namely dividing it into time-line steps and writing down the description and the Sense-making triangle for each micro-moment discussed by the respondent, including each question as it was asked. Figure 17, represents the interview technique used.

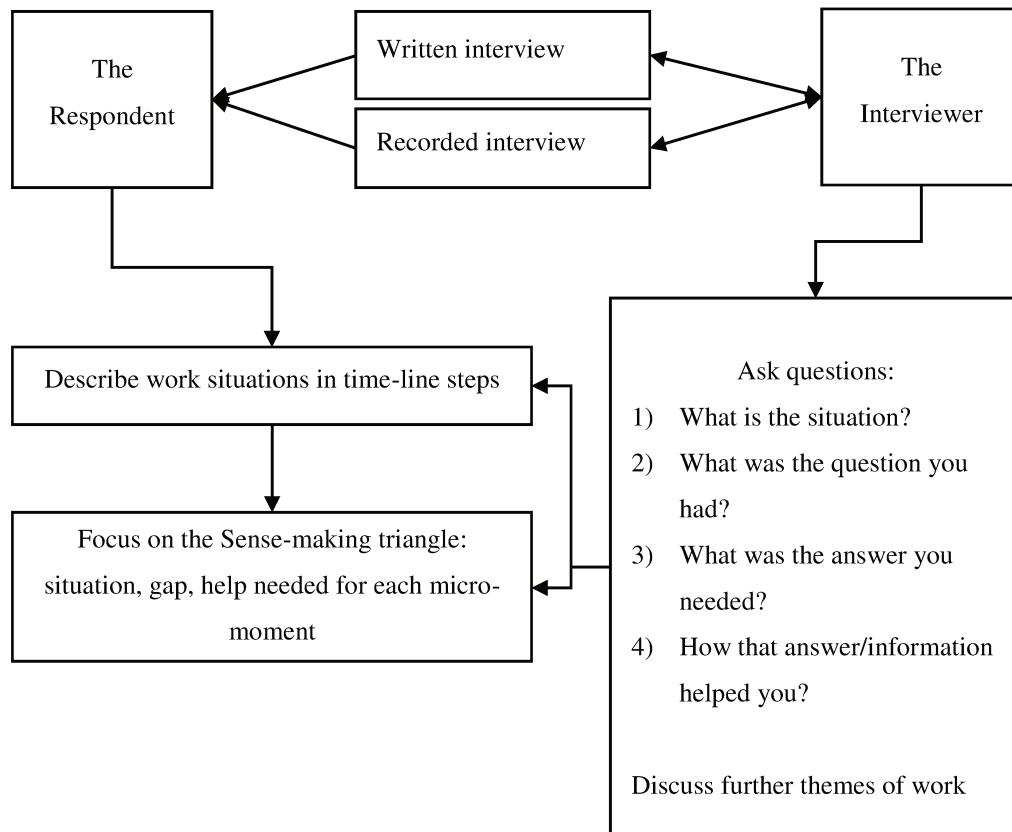


Figure 17 the interview technique implemented for the study

Dervin (1983) stressed that the core technique in the Sense-making theory is the (1) Micro-moment time-line technique. The other three techniques, which can be used in interviews, are as follows: (2) Helps/Hurts chaining, this is where the interviewer

asks the respondents about his reaction to the information/message he received, was it helping or hurting him or her, i.e. was it facilitating or blocking. The chaining in that technique is a result of the interviewers following question on how the help lead to another help in the situation.

(3) The close-ended Sense-making interview, in this technique the respondent is asked to focus on a real life situation then to select the most important step in the time line. The interviewer then asks the respondent to rate on a scale from 1-7 showing how the respondent found oneself in that situation as needing specific help or having a specific question. (4) Message Q/Ing interview, in this technique the reader is asked to read a printed message and stop whenever they have a question regarding the printed text. This stop is an application of Sense-making on printed messages and it employs Carter's Signaled Stopping Technique (SST), (Carter et al., 1973). The interviewer analyses the stop by asking the respondent on how it relates to his/her life and if the question was answered in the text.

As indicated in this section, the technique of choice in the interviews for study two was the micro-moment time-line technique. This technique is the most aligned with the Sense-making theory and most suitable for the subject of this research. As opposed to the other three techniques, namely the Helps/Hurts chaining, which is suitable for understanding the individuals response to messages, the close-ended Sense-making interview technique which is more designed for testing hypothesis in certain situations (Dervin, 1983), and finally, the message Q/Ing technique which is designed for evaluating and improving written messages.

Dervin, Harlock, Atwood, and Garzona study (1980) was one of the first studies using Sense-making theory and its associated data collection technique, their study was on patients making their last visit to their doctors. Other studies have used the Sense-making theory and its interviewing technique in various settings, Such as Atwood and Dervin study (1982) on the information seeking of children in television viewing situation. Dervin, Nilan, and Jacobson study (1981) on blood donors, and what criteria would predict their information use. Dervin, Harpring, and Foreman-Wernet (1999) on the information needs of pregnant drug-addict mothers. Huesca and Dervin (2003) study on the interaction between the newsreader and the hypertext, and the new challenges it poses on journalism.

3.6 Software used

The software used for the task of quantitative analysis, including data codification, entry, correction and management, was IBM Statistical Package for Social Sciences version 24. Through this software, data was codified and charity organizations' information were entered beginning from charities list, up to production of statistical information of the collected data from study one and two, including production of graphs, tables, and maps.

Electronic questionnaire data was exported in SPSS format from the online questionnaire tool on the website <http://www.survs.com>, after which it was imported into IBM SPSS as a data set. This data set was then reviewed for missing values, incorrect entries, then all answers for each multiple choice question were grouped into one labelled list which was the first step to preparing the data for analysis. Other questions, which had a response of yes or no, were coded as 0 for no and 1 for yes. In addition, questions with locality names or categorical names were edited to make sure that all equal responses had the same coding label, such as area names, or donation program names. After the data cleaning and coding stage, all responses were translated into English and a new data set emerged, which was ready for analysis using the software.

For the qualitative analysis part of the survey, we used nVivo 11 in two main stages. In the first stage, a Microsoft word document was created for each interview containing the title of the charity, the date and location of the interview, and then the transcript of the interview was translated and written directly in the document. The document was divided into three columns in line with the Sense-making theory methodology of interviewing, after completing the data entry and translation of each interview, the document was compared again with the original interview transcript to validate translation and accuracy of information.

In the second stage, all final Microsoft word documents were imported to nVivo 11 software as data sources. nVivo was used to assist in the qualitative analysis by extracting informational needs and to analyze them comparatively among charity groups. It facilitated managing the interview documents and indexing its content, and helped in creating categories and codes for the concepts within each interview. nVivo

also facilitated searching for words and phrases within the project and all its source documents and facilitated building relations and link similar ideas to explore the data.

By using nVivo we were able to produce visualizations of categories and codes of the analysis of information needs and also to present relationships with the dimensions of human development needs. nVivo was very useful in sorting and presenting all sources of information pertaining to the resulting informational needs categories (such as the government, the private sector, etc.,) and all its sub sources in comprehensive diagrams.

A particularly useful feature of the software was the ability to create custom relationships that were used to group similar codes together, which was important since the concept of Sense-making theory meant that every gap had an associated answer that the user expected and a reason why that answer was particularly useful. Therefore, linking those codes in a custom relationship was important to arrive at the final sets of informational needs and all its components and relating those needs to certain sources of information, in addition to presenting those complex relations in simplified visualizations.

3.7 Language of the survey

The survey language was Arabic, since all workers at charities speak Arabic as their maternal language. The quantitative data of the questionnaire was coded in Arabic in the first step, then translated to English and cleaned in the final dataset before analysis. The interview data was also translated to English before coding and analysis. The results of the software-assisted analysis was therefore produced in English and incorporated into the quantitative analysis section. The results produced by the software and the parts of the interview incorporated into the final analysis were confirmed during the analysis to match its original document, either the questionnaire or the interview transcript.

3.8 Respondents

The respondents were selected for the first part of the study based on their ability to provide correct information about the charity. The charity was free to designate such

employee to answer the first study, which constituted the charity's profile and other detailed information about information systems and work processes.

For the second part of the survey, the interview regarding the information needs study, an employee was chosen from each charity of the sample based on one main criteria: they had complete knowledge about the work of the charity, with specific emphasis on donations and constituents needs and relations. If he/she was not available for the interview, then a senior employee suggested by the charity was interviewed whom has a direct senior involvement in the department or program, the subject of the study, and has a complete knowledge of all aspect of the work involved.

3.9 Evaluation of the instrument

3.9.1 Field pretesting

To improve the survey and reduce measurement errors, the questionnaire of study one was piloted on a sample of five charities that were selected randomly from the list of population. They were contacted directly and the purpose of the study and of piloting the survey instrument was explained, and they were asked to go through the questionnaire, once they were finished, we contacted them again and asked about their experience responding to the questionnaire. The focus of the discussion was in line with the cognitive process of survey response and guidelines outlined in (Groves et al., 2009)), which is summarized in the following points:

1. Comprehension of the questions: Are the questions clear and easy to understand? this includes the accompanying instructions, and the point of the question
2. Retrieval of information: Are the requested information within reach and reasonably accessible?
3. Judgment and estimation: was it easy to summarize the information requested?
4. Reporting an answer: was it easy to formulate the answer to the requested format?
5. Has there been any difficulties in navigating through the questionnaire?

Chapter 3: Research Methodology

Study two interview was also piloted on two charities in Riyadh city, the central region of Saudi Arabia. The purpose of this is the same as for the study one, to trial the interview technique and structure in real-world scenario and eliminate any problems that might occur in the field interviews. The result of those pretests are summarized in Table 14.

Questionnaire pretest results	Interview pretest results
1. Merger of two questions into one.	1. rewording of an ambiguous discussion element in the interview
2. Rewording of one question	
3. Modification of skip-logic in the electronic form	

Table 14 Summary of the instruments pretest

3.9.2 Expert Panel

Study one questionnaire and study two interview were reviewed and evaluated by a panel of experts in information sciences and charitable work. The focus of their review was as follows:

1. Question wording
2. Structure of the questions
3. Response alternatives
4. Order of questions
5. Navigational rules of the questionnaire
6. Interview guidelines and structure

The list of the expert panel is available on Appendix G , and the result of their review is shown in Table 15.

Questionnaire review results	Interview review results
1 Modification of the Arabic word for donations	1. Simple rewording and correction of question structure
2 Removal of two budget questions because of information retrieval difficulty	

Table 15 Expert panel review result for the instruments

3.10 Response rate and final dataset

The expected response rate for the study 1 was 20% to 30%. The actual response rate was 13.54%. Careful coordination with the Ministry of Labor and Social Development was undertaken to ensure the best possible response rate, we were informed at early discussions with charitable societies' directorate, which oversee all charities, that the response rate will be very low from their previous experience with researchers. Therefore, the general directorate of charitable societies sent an official notification from the ministry to all centers. Which in turn issued an official invitation to participate in the study with a link to the questionnaire page, and the email of the researcher with a word document for manual filling of the survey in case they had no internet connection, or had difficulty accessing the website from their work.

81 respondents filled the online questionnaire, and nine respondents sent their filled-out forms to our email, which we then entered manually. In the final dataset, three were duplicates and four were empty, all seven cases were dropped. The final dataset comprised 83 cases.

Adjusting for this information, the error rate for study one is 9.8% and the confidence interval is at 95%.

3.11 Ethical considerations

The permission to conduct this study was obtained from the minister of labor and social development directly through an official request. After which, we communicated and worked closely with the general directorate of charitable societies at the ministry. This permission was important since the ministry is the governing body

for all charities within the country, and their permission facilitates our questionnaire and interviews.

All data that were obtained for this research either from the MLSD, or directly from the charities, by means of the electronic questionnaire or interviews, were handled with due care and confidentiality. All identifying information such as names and personal contact information were removed from the dataset after data collection, and a separate record was kept private in a separate dataset for validation of authenticity purpose only.

An explanation of the purpose of the study was given to stakeholders; this includes the ministry via the request for permission, and each individual charity via the cover letter, which explained the purpose of the survey and limitations of research data sharing.

For study two, each interview started with a presentation of the formal ministry approval to conduct the study, then a briefing about the purpose of the study and presenting a map of the final sample of charities to be interviewed, followed by reading the standard introduction of the interview instrument, available in Appendix C , after which the interview starts.

No interview data was transmitted to a third party under any condition. In addition, shared datasets had no identifying information. All data collected for the study was limited to the purpose of the study and due care was given not to collect any unrelated data. Respondents were informed, through the cover letter, that the results of the survey and data will be made available to the ministry and to all charities to disseminate knowledge.

3.12 Summary of the chapter

In this chapter, we have seen our final sample for study one, the survey, which included all charities in Saudi Arabia. The response rate for that study was 13.54%, which was below our initial expectation therefor the error rate was adjusted accordingly to be 9.8% instead of 8%.

In this chapter, we also presented the sample of study two, which were 15 charities with different localities and gender attribute. We also reviewed the instruments for both studies, the electronic questionnaire for study one and the interview instrument

for study two, and how we evaluated them, and pre-tested them before the full-scale study was conducted.

We also presented the structure and process of each study and the software we used in the analysis and the ethical guidelines, which we observed during the study.

Chapter 4: Analysis

4.1 Overview of the chapter

In this chapter, we will review the data we collected for study one and two, and present a textual and graphical analysis of the results. This chapter is divided into several sections, and each section correspond to a research question analysis.

For each study, we will first present the demographic characteristics of the sample then analyze the results and describe it in details. Where appropriate, graphs and tables will be used to illustrate the meaning and present the data more clearly.

4.2 Study one data analysis

4.2.1 Study one sample demographic characteristics

An electronic questionnaire was distributed to all Bir charities in Saudi Arabia, using an online tool. Users received an invitation letter through their emails registered at the MLSD database. The charity was able to click on a URL contained in the email and then were transferred to the online questionnaire page. They were able to fill the form, navigate back and forth and edit their questions, even come back at a later time to continue filling the questionnaire in case they needed to enter information that were not readily available to them. The questionnaire format adapted to computers, and smartphones for ease of access.

Out of 635 Bir charities contacted for the study one questionnaire 83 responded, a response rate of 13.54%. The distribution of respondent Bir charities, as represented in Figure 18, is as follows: Asīr 7.1% (6 Bir charities), Al Bāhah 3.5% (3), Hā'il 17.6% (15), Al Hudūd ash Shamāliyah 3.5% (3), Al Jawf 1.2% (1), Jīzan 4.7% (4), Al Madīnah 2.4% (2), Makkah 22.4% (18), Najrān 2.4% (2), Al Qasīm 14.1% (12), Ar Riyād 11.8% (9), Ash Sharqīyah 7.1% (6), and finally, Tabūk 2.4% (2).

From the total respondents of study one, 37 operated in centers locality, representing 34.5% of total respondents. In addition, 18 operated in villages,

representing 21.2%, while the remaining 30 Bir charities operated in cities, representing 35.3%.

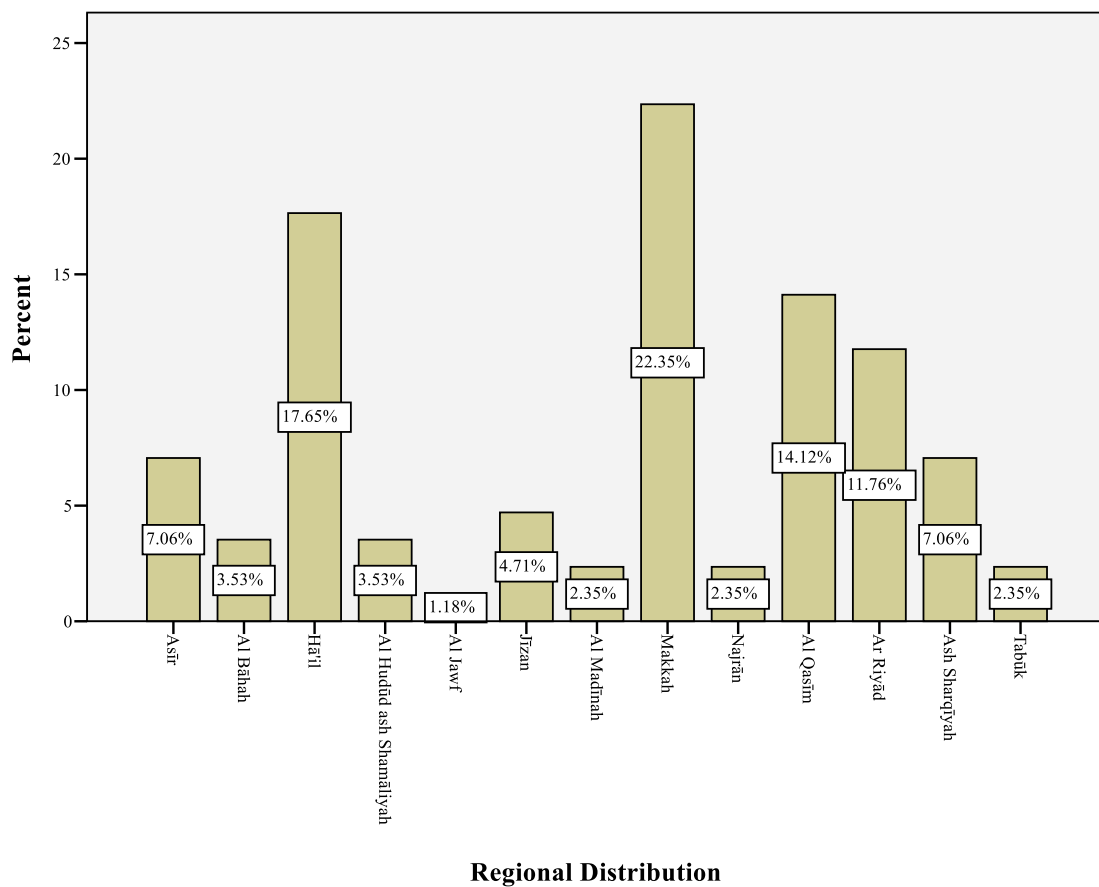


Figure 18 Respondent Bir charities regional distribution for study one

The questionnaire consisted of 22 questions divided into four sections, the first section is the charity profile section while the last section requests further information a charity might like to add, in addition to the willingness of the Bir charity to adapt a new unified information system in the future and their reasons for doing so. The second section is concerned with the use of information systems in the daily work of the charity, and a detailed list of work processes were information systems are used. The third section is concerned with constituents; this includes types of constituents accepted at the charity, either families, individuals, or both. In addition to their count and most important programs provided to them.

4.2.2 Missing values analysis

An analysis of missing values is important to insure the integrity of the data and to eliminate and negative influence on the results. A missing values analysis was

conducted using SPSS missing values analysis module on the data set for two categorical questions and three quantitative variables, the results were one missing value for each of the three quantitative variable and 16 for willingness to adapt a new unified information system. Those cases were not dropped because they had answered other valuable questions. Moreover, the missing values were indicated in the analysis section of that question. There were no missing values for the two categorical questions.

4.2.3 The use of information systems for donations

In this questionnaire section, we asked respondents several questions regarding the use information technology and information systems in their charities. This included what processes they do using an information system.

97.6% of respondent reported they have a computer in their charities, while 1.2% said they do not have a computer at their charities. 94.1% of respondents reported they also have an internet connection, while only four charities reported that they do not have an internet connection, those represent 4.7% of respondents. The number of missing values in both questions was one.

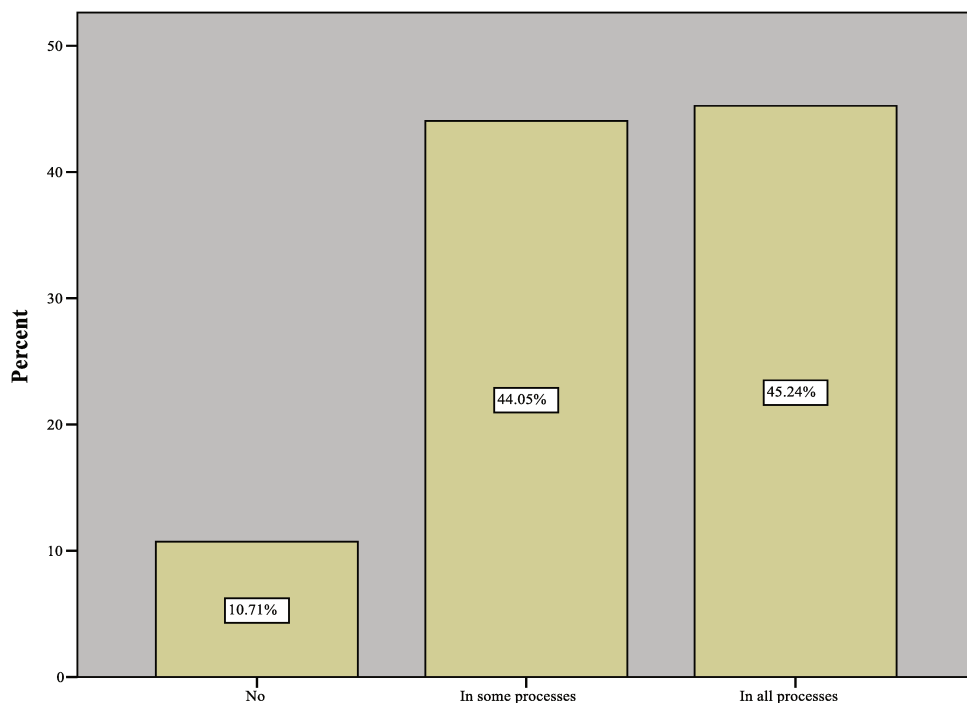


Figure 19 Use of information systems in the work processes at charities

With regard to the use of information systems in charities, we asked respondents if they use an information system in any way at their charities for the process of

gathering and distribution of donations. Word lists (e.g. Microsoft word or other software), spreadsheets (Microsoft excel or other software) or a complex content management system or an enterprise resource planning software (ERP), Figure 19.

For those respondents that reported not using any information system we asked them for the reasons of not doing so. 22% of respondents, whom reported that they do not use any information system at their charities, said the reason was that their charity does not need an information system, while 33% said that their lack of IT skills prevented them from implementing any information system. Further 22% indicated that high costs of purchasing an information system or developing it was the reason that prevented their charity from using one. 11% reported they do not have enough resources to do so; this includes budgetary or human resources limitations. A final 11% stated all of the above reasons, Figure 20.

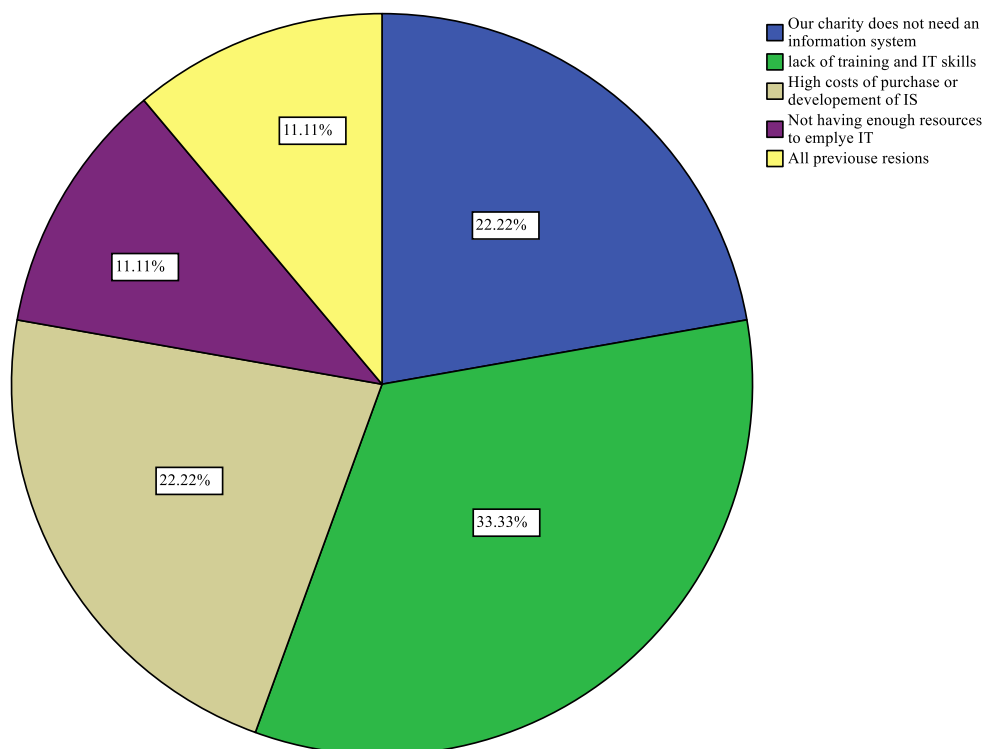


Figure 20 Reasons for not using an information system at Bir charities

Respondents who reported they do not use any kind of information systems at their charities in their work process represent 10.8% of all charities. They are divided as follows: 4.8% in centers, 3.6% in villages and 2.4% in cities. 43.4% reported the used information systems in some of their work processes and they are divided as follows: 20.7% in centers, 10.98% in villages and 12.2% in cities. Charities that reported they used information systems at all of their work processes represent 44.6% and are divided as follows: 17% in centers, 7.3% in villages and 20.7% in cities, Figure 21.

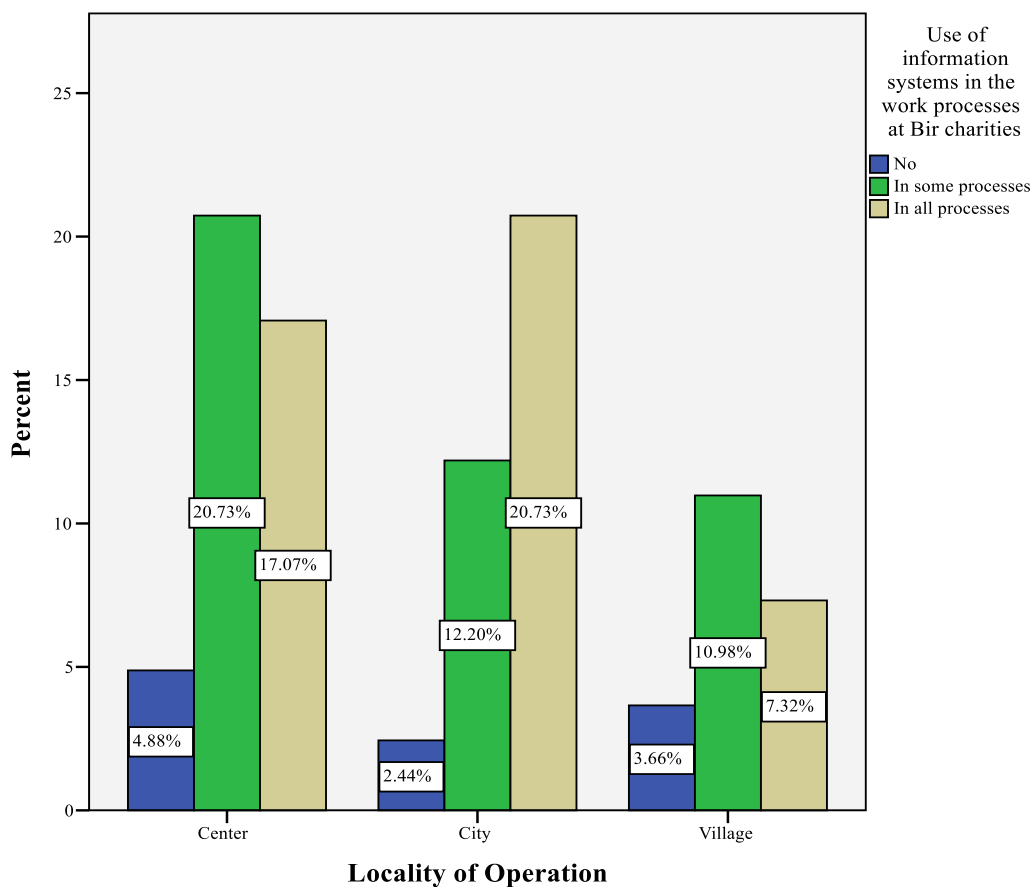


Figure 21 Information systems use in work processes at Bir charities in relation to localities

For those respondents that reported they used information systems in some of the processes or all their work processes, we asked them to list those processes. Since there was no fixed list, respondents were free to enter each work process they used an information system to manage, then we took those responses and analyzed them using a qualitative analysis software which allowed us to code every piece of information to

a node (open coding) as the first step. The second step comprised of revision of nodes with actual quotations to reduce those nodes to a smaller and more manageable number, at this stage the result coding nodes were 20. In the third step, we close-coded the entire list of codes, this helped us produce themes of those resulting codes and group similar nodes in one major theme or category. The resulting themes were four.

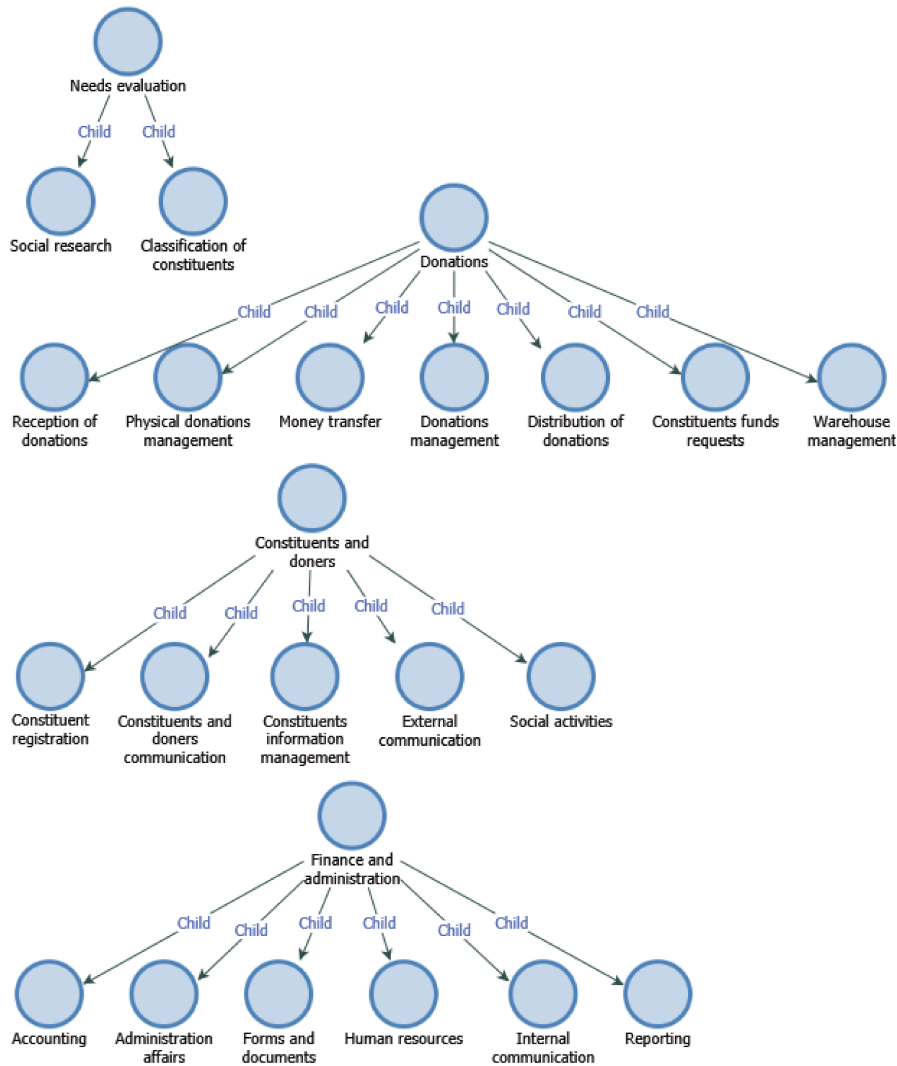


Figure 22 Distinct work processes where information systems are used at Bir charities

Figure 22 is a representation of the codes and themes structure for the work processes managed by an information systems at respondent Bir charities. Each child node represents a distinct work process. Those referenced systems included spreadsheets, word lists, online web applications, local databases with customized interface, and desktop applications.

The first theme/category of work processes is needs evaluation; this included two distinct work processes: the social research work process and the needs classification

of constituents. Social research refers to the work conducted by the social researcher whom investigates the condition of the family and their accommodation by a field visit. On the other hand the needs evaluation refers to all other work done to evaluate the type and amount of aid needed for a certain constituent, this relies on several methods, including review of official documents, medical reports, interviews with the constituent, etc.

Reflected in Table 16, 18.6% of the charities which reported using information systems in some or all their work processes, used information systems in the process of classification of constituents, and 15% used them in social research process. That represents 13.3% and 10.8% of all respondents of study one respectively.

		%	centers	cities	villages	% of all respondents
Themes/Category	Needs evaluation					
Nodes	Classification of constituents	18.6%	6.8%	8.5%	3.4%	13.3%
(work process)	Social research	15.3%	6.8%	3.4%	5.1%	10.8%

Table 16 Employment of IS in charities for Needs evaluation

With regard to locality, we notice that 6.8% of Bir charity charities using IS in classification of constituents were located at centers, and 8.5% were at cities and 3.4% were in villages. For social research process 15.3% were from centers, 6.8 were from cities and 5.1% at villages.

The second theme/category of which respondents reported using information systems their work process was Donations. With seven distinct work processes falling under that theme. They are as follows: constituents' funds requests, distribution of donations, donations management, money transfer, physical donations management, reception of donations, warehouse management. The first work process under this theme, constituents' fund requests included the use of an IS to manage fund requests from constituent families, while the distribution of donations process included activities such as: distributing aids to orphans projects and couples about to be married, distribution of Zakaat (Islamic tax on money and merchandise), and distribution of financial and physical donations (such as food and clothing). Donations management process included activities such as: managing donations with a charity software called

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Al Bir Al Shamel, furniture management, and management of physical and money donations. Money transfer process includes activities such as Al Baraka bank system, which allows the fabrication of an ATM card for each constituent that is tied to the charity financial system, fast money wire to constituents, and creation of checks and bank wire orders. Physical donations management included management of material donations like food stock and to document the distribution of those donations. Reception of donations process name reflect the activity, with one charity only employing an information system in the reception of donations process. The final work process at this theme is the warehouse management, this included activities such as controlling warehouse activities, and managing the warehouse using a software called ‘Charitable warehouse’.

Reflected in Table 17, 1.7% of Bir charities employing an information system in that process. Followed by 28.8% using IS in the work process of distribution of donations, 16.9% for donations management process, 25.4% for money transfer, Physical donations with 18.6% of charities, 1.7% in the process of reception of donations and finally 15.3% of for warehouse management. The comparison of each activity where an IS is used, and the total study one respondents is reflect in the last column of the Table 17.

		%	centers	cities	villages	% of all respondents
Themes/Category	Donations					
Nodes (work process)	Constituents funds requests	1.7%	0.0%	1.7%	0.0%	1.2%
	Distribution of donations	28.8%	13.6%	10.2%	5.1%	20.5%
	Donations management	16.9%	3.4%	6.8%	6.8%	12.0%
	Money transfer	25.4%	8.5%	13.6%	3.4%	18.1%
	Physical donations management	18.6%	13.6%	5.1%	0.0%	13.3%
	Reception of donations	1.7%	0.0%	1.7%	0.0%	1.2%
	Warehouse management	15.3%	5.1%	8.5%	1.7%	10.8%

Table 17 Employment of IS in charities for Donations

The third theme/category in which an information system was used in the work processes, as presented in Figure 22, was constituents and donors. The first process under this theme was the constituents’ registration process with mainly the activity of recording the constituents’ names and addresses and used different methods such as

word lists, spreadsheets and Al Baraka web application and Al Bir Al Shamel software. The second process was, constituents and donors communication, which included activities communicating with donors and constituents, communicating with granting institutions, management of SMS notifications to constituents. The third process, constituents' information management, included the management of constituents' files at the charity, sorting, searching and grouping of constituents' files, and storing social security and social insurance information. This also used word lists, Al Baraka web application and Al Bir Al Shamel software. The fourth process, external communication included such activities as media relations and records of official communications. The fifth process, was the social activities, with only one charity using an IS for it.

64.4% of respondents, who used an information system at for their work processes, used it for the activities of constituents' registration process. 35.6% used IS in constituents and donors communication. 47.5% in constituents' information management process and 15.3% in the process of external communication. Only 1.7% for social activities process. The percentage of charities using IS in one or all their work processes from the overall study one respondents is reflected in the final column of Table 18.

		%	centers	cities	villages	% of all respondents
Themes/Category	Constituents and donors					
Nodes (work process)	Constituent registration	64.4%	30.5%	23.7%	10.2%	45.8%
	Constituents and donors communication	35.6%	16.9%	6.8%	11.9%	25.3%
	Constituents information management	47.5%	16.9%	16.9%	13.6%	33.7%
	External communication	15.3%	1.7%	8.5%	5.1%	10.8%
	Social activities	1.7%	0.0%	1.7%	0.0%	1.2%

Table 18 Table 18 Employment of IS in charities for Constituents and Donations

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With regard to locality attribute, centers, which are even smaller than villages, had a higher percentage of using information systems for their work processes. For constituents registration they were 30.5% compared to 23.7% and 10.2% for cities and villages respectively. Moreover, for constituents and donors communication 16.9% of reported use was from centers and 6.9%, 11.9% for cities and villages respectively.

The fourth theme/category where charities used information systems for their work processes was finance and administration. This theme includes the 7 activities as follows: accounting with activities such as payrolls, printing checks, funds collection, electronic archiving of receipt voucher, budget management. The administration affairs with activities such as secretariat, decision making, archiving, members' information management. The forms and documents activities for the charity such as home improvements and mirage aid forms; this was made possible in Microsoft word and excel macros -small programs. Human resources process included activities such as: management of employees' information and board of directors, and employees' affairs activities. Internal communication process included email systems and internal activity forms. The final process under finance and administration was reporting, It included activities such as printing statements, statements about constituents, and recording reports such as finance deductions reports and personnel reports.

		%	centers	cities	villages	% of all respondents
Themes/Category	Finance and administration					
Nodes (work process)	Accounting	39.0%	13.6%	16.9%	8.5%	27.7%
	Administration affairs	15.3%	5.1%	8.5%	1.7%	10.8%
	Forms and documents	1.7%	0.0%	1.7%	0.0%	1.2%
	Human resources	11.9%	8.5%	3.4%	0.0%	8.4%
	Internal communication	6.8%	3.4%	3.4%	0.0%	4.8%
	Reporting	8.5%	1.7%	5.1%	1.7%	6.0%

Table 19 employment of IS in charities for finance and administration

39% of charities whom responded that they used an IS in some or all their work processes used it for the process of accounting, 15.3% for administration affairs, 1.7% for forms and documents, 11.9% in human resources, 6.8% in internal communication, and 8.5% in reporting process and its activities. Contrary to the previous process the

city charities locality reported the highest percentage of activities made through an information system with 16.9% in accounting, 8.5% in administration affairs and 5.1% in reporting. A complete representation of the specific employment of IS in work activities and the percentage of total study one respondents is reflected in Table 19.

4.2.4 Constituents at Bir charities

In this section of the questionnaire, we asked respondents about the type of constituents they serve, are they families or individuals or both. 22.9% reported the register families only, while 59% reported they register both families and individuals. In addition, 1% accepted individuals only. Fourteen respondents did not report a choice.

For the types of constituents and their numbers, we listed 10 common types of constituents' classification and asked respondents to mention the number of constituents in each group. As reflected in Table 20, the classification group with highest number of people was poor families followed by poor individuals, with a mean of 1,010 and 951 respectively. Poor families and poor individuals are those who can work and actually have income, but that income is not adequate for a dignified life for the individual or the members of his/her family. The total number of families served by responding charities was 64,688 family, and with consideration that a family starts with at least two persons then this number could easily represent 2-3 folds the individuals.

The third most populous classification group was elders, those are elders who cannot work and have no adequate income. The sum of elders registered at respondent charities was 11,786 individuals, and the mean was 274 elders per charity. The fourth group was widowed women; those are women whom their husbands died and have no means of supporting themselves. They represent the fourth largest group served by charities with 13,203 individuals served by respondents and a mean of 220 widows per charity. The fifth group was orphans with 8,824 individuals and 152 per respondent charity. An orphan is considered so when his or her father dies while he or she was still a child. The sixth group was divorced women, which is also similar to widowed women in that they must have no income or financial support from another individual. Some charities go further and mandate that for a divorced women to be registered she must be living independently and not with her family. This group comprises 8,400 individuals and a mean of 144 per charity. The seventh group are people with disabilities and chronic illnesses; they are 3,040 individuals with a mean of 59 per

charity. The MLSD also gives monthly support for people with disabilities, therefore many charities won't register them for the reason of disability alone. The eighth group are non-seekers, this refers to the individuals who are considered poor yet they refuse to go and register themselves at a charity. They usually are identified by the charity members whom know the local residents or by a relative of that individual. They are 926 individuals. The final two groups are wives whom their husbands have abandoned the family and the families of prisoners, they are 886 abandoned wives and 557 families of prisoners respectively with a mean of 21 and 11.8 per charity respectively.

	Maximum	Sum	Mean
Poor families	36961	64688	1010.75
Poor individuals	25552	41865	951.48
Elders	7184	11786	274.09
Widow women	6766	13203	220.05
Orphans	1178	8824	152.14
Divorced women	4184	8400	144.83
Disabled and with chronic illness	700	3040	59.61
Non-seekers	311	926	34.30
Women with missing husbands (abandoned)	443	886	21.10
Families of prisoners	200	557	11.85

Table 20 Constituents' classification and count in Bir charities

4.2.5 Adaptation of a unified information system

In the fourth section of the questionnaire, we asked respondents if they were willing to change and use a new and unified information system for managing constituents' information and their needs. 74.7% responded positively that they are willing to use such information system and 6% said probably. In addition, as indicated in the missing values analyses section earlier, those cases that did not respond to this specific question were not dropped due to other valuable responses they provided. The number of missing values for this question was 16, representing 19.3%. The following results are adjusted to reflect this.

37% of willing charities were from centers locality while 35% were from cities, followed by villages with 19%. A further 5.9% of respondents who said probably are from centers and only 1.5% are from cities, Figure 23.

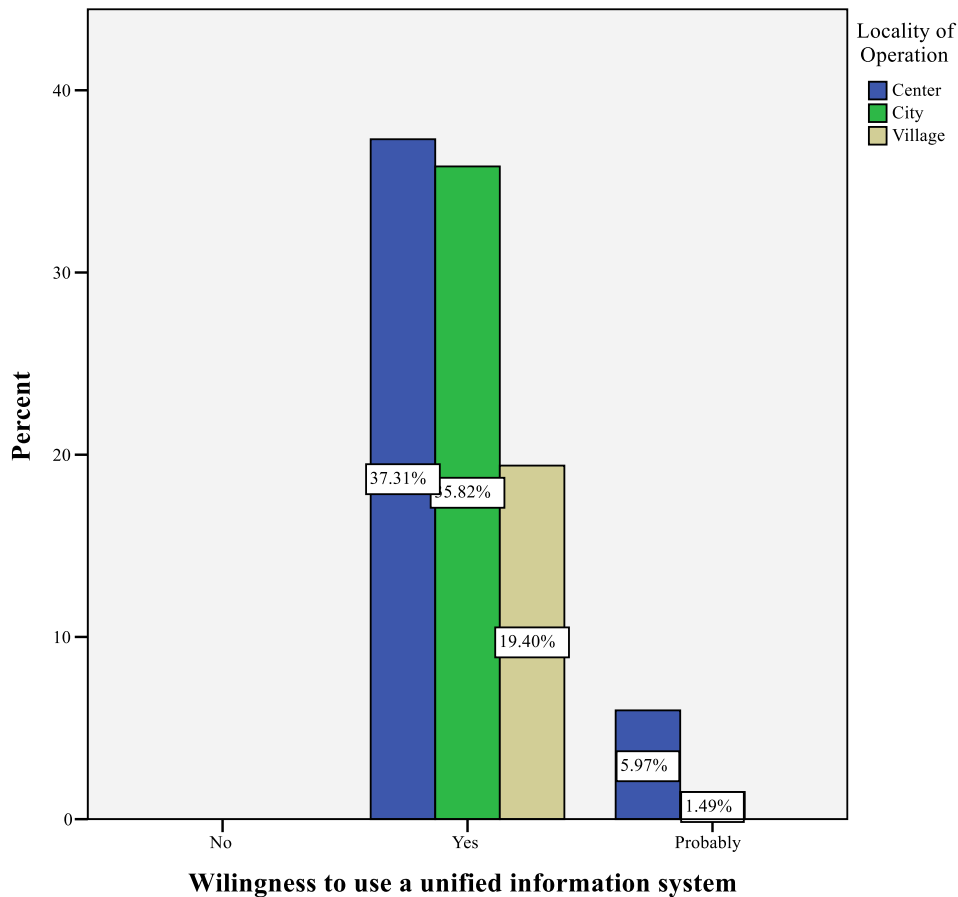


Figure 23 willingness to adapt a unified IS by locality type

For those respondents that reported they are willing to use a new unified information system, we provided them with a list of reasons and asked them to check the ones that will help encourage them adapt that information system. Starting with the strongest motivation, 68.7% of respondents said they would adapt a new unified information system if it was connected electronically to government bodies such as the social security, social assurance, and the MLSD. By 57.8%, the second biggest motivator was if that IS was connected to other charities to get information about registered constituent, this is mainly to prevent constituents from registering at more than one Bir charity. The third motivator was if that IS was offered free, 55.4% reported this as a motivator for adapting. The fourth reason was if that IS is better than their current IS, as 51.8% of charities reported. 48.2% of respondents reported that they are willing to adapt the new IS if they received free training for such system, and 43.4% said they are willing if they had technical support all year. The final reason was that they will do so because they currently have no IS, 6% reported so, Table 21.

	N	Percent
If it was offered free to our organization	46	55.4%
If our organization received free training	40	48.2%
If it was better than our current IS	43	51.8%
If our organization received technical support all year	36	43.4%
If it was connected electronically with government bodies for information about our constituents	57	68.7%
If it was connected electronically with other charities for information about our constituents	48	57.8%
We will use it because we currently don't have any information system	5	6.0%

Table 21 Bir charities willingness to adapt a new information system

4.3 Study Two data analysis

4.3.1 Study two sample demographic characteristics

Study two data was collected through interviews based on the Sense-making theory interviewing method, the triangle of question, gap and help, described in the 3.5 The instrument. For this study, we conducted interviews with 15 Bir charities operating in various localities, namely: centers, villages, small-cities and cities, reflected in Figure 24.

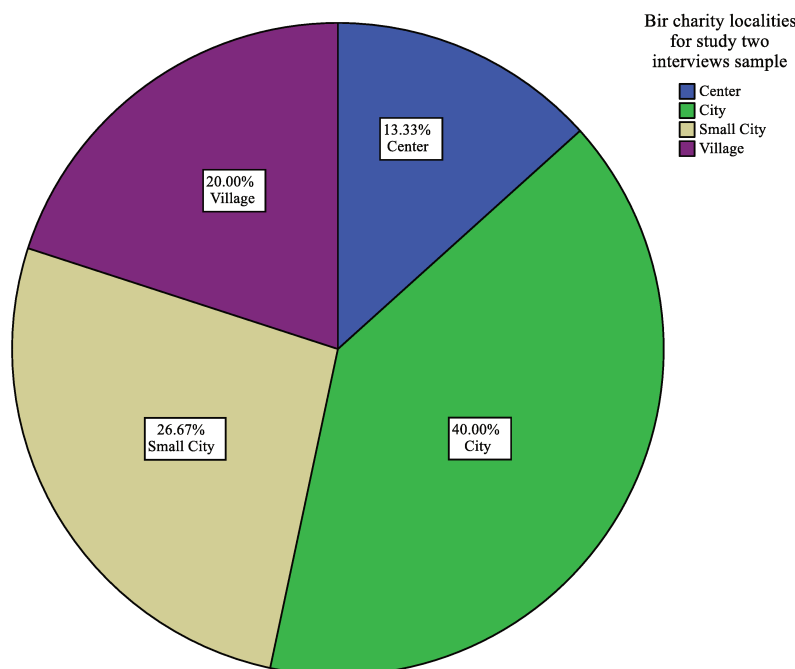


Figure 24 Study two sample localities

Two Bir charities were from center locality, namely: Asheqir and Jaww centers, located 69 km and 210 km respectively from Riyadh city center. Three village localities,

namely Alqasab, Thadiq, and Al Uyayna. Located 162 km, 144 km, and 51 km respectively from Riyadh city center. Four charities from small cities, namely: Shaqra, Huraymila'a, D'uruma, and Al Dir'iyah, located 192 km, 93 km, 70 km, 18 km respectively. Six Bir charities were from city locality, all were from Riyadh city. Three of those six Bir charities were masculine Bir charities, and three were feminine Bir charities. Feminine charities are charities were members of one single gender founded them and their board of directors are exclusively of that gender. Although male Bir charities do not distinguish themselves as masculine charities in the title of the charity, their board of directors usually are all from the male gender. On the other hand, female Bir charities do distinguish themselves as feminine charities in the titles of their respective charities. It is important to note that being a masculine or a feminine Bir charity does not prevent one from hiring employees of either gender; it mainly refers to the founders' and board of directors' gender. Following, in Table 22, is a list of participating Bir charities of study two and their characteristics.

	Bir charity title	Bir charity localities	Gender of Bir charity
1	Shaqra Charitable Society	Small City	Masculine
2	Charitable Society in Thadiq	Village	Masculine
3	Jaww Charitable Society	Center	Masculine
4	Imam Muhammad bin Saud Charitable Society in Al Dir'iyah	Small City	Masculine
5	Huraimila'a Charitable Society	Small City	Masculine
6	D'uruma Bir Charity	Small City	Masculine
7	Asheqir Charitable Society	Center	Masculine
8	Alqasab Charitable Society	Village	Masculine
9	Al Riyadh M'ikal and Al Shumaisi Bir Charity	City	Masculine
10	Al Wafa'a Feminine Charitable Society	City	Feminine
11	Al Uyayna Charitable Society	Village	Masculine
12	Al Riyadh North Bir Charity	City	Masculine
13	Al Riyadh Al Fayha'a Bir Charity	City	Masculine
14	Bunyan Feminine Charitable Society	City	Feminine
15	Al Nahda Feminine Charitable Society	City	Feminine

Table 22 Characteristics of study two sample

4.3.2 Data collection and preparation for analysis

All interviews were conducted in Arabic but were later coded into the qualitative analysis software for analysis in English language. Each interview was conducted in person, this involved many travels within Riyadh and to other provinces

with the furthest being 210 km away. 0shows pictures of few of the charities that we have visited.

4.3.3 Sets of informational needs

In the interview, we asked respondents to think of his/her work tasks as a time-line, and then asked them to describe the situations they encounter in time-line steps. We asked them then to focus on a micro-moment in that time-line of which they had a gap or a question, then we ask them what is that gap and what is the answer needed to bridge that gap, and how that answer helped them in their task. During the interview, we took complete notes of all their responses and wrote them down in a table reflecting the triangle of gap/question, help/answer, and how the answer or information helped them.

We proposed seven themes for the interview and emphasized that they are not final nor complete, and the interviewee may add or delete any theme as he/she see fit for their work routine. No Bir charity added any theme of work situations to the interview but several did omit one or two, which did not apply in their work.

In the first phase, we started by coding all the interview data using the qualitative analysis software to the existing themes of the interview. Each theme was translated as a set in the process of analysis; this resulted in seven distinct sets of informational needs. each set of the seven encompassed a node for Gaps, another node for Help, and a third node for How the answer helps, this structure mirrors the triangle of gap/question, answer/help, and how the answer helped in a situation in the Sense-making theory and its method of interview and analysis. Figure 25 shows the complete list of sets for the analysis.

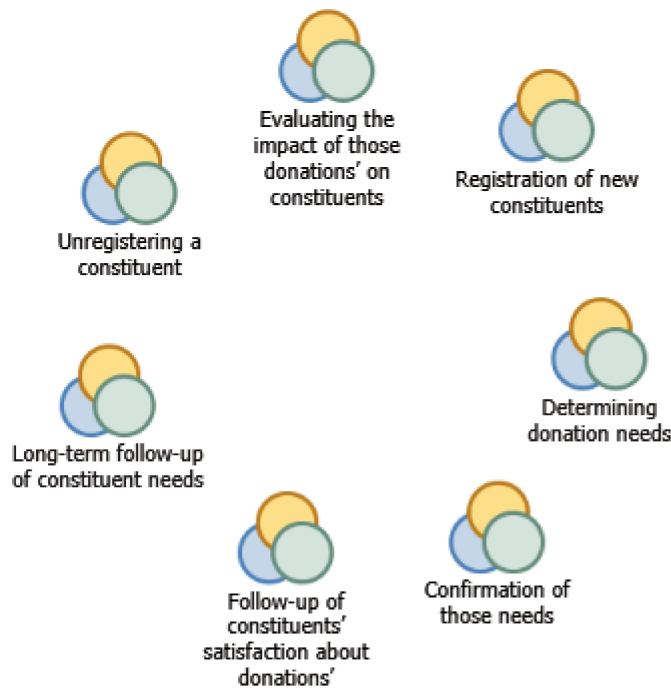


Figure 25 sets of informational needs for study two

Each set of the seven informational needs contained three main identical nodes, as follows: Gap, Help to bridge the gap, and how the answer helped. In the second phase, we coded each interview part under their specific set of informational needs, this means coding each word or phrase to a specific child node under one of the three parent nodes. Each child node represents either a gap, a help, or how that answer helped. The result is a unique collection of child nodes reflecting all gaps, helps and how answers help, under each parent node, which in turn is under sets of informational needs. Figure 26 reflects the structure of set → node → child-node structure employed in the analysis for the given example of set 1: registration of new constituents.

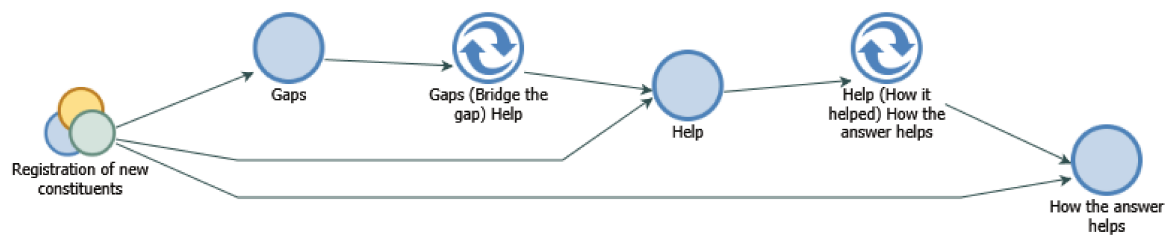


Figure 26 set → node → child-node structure for analysis of interviews

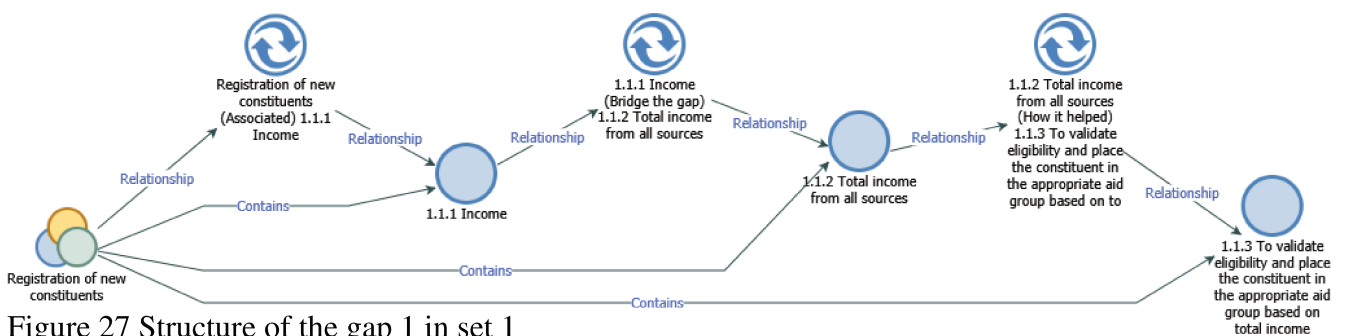
The process of coding in the second phase involved the following tasks: first, reading each charity response in the interview, analyzing its content and creating a child-node, which represents the gap accurately. Second, reading and analyzing the second charity response under the same set, and modifying the previous gap node, if

the two gaps were similar in concept, to encompass the meaning of the two responses. However, if the second charity’s response was distinct and cannot be merged with the previous gap child-node, then a new child-node was created for that unique response. Third, each help response from a charity’s interview was read and analyzed in the same manner as gaps child-node, and a unique new help child-node was created that describes the help accurately, and associated with the gap child-node. Fourth, the same technique was applied to the third point of the triangle, how the answer helps. Fifth, revision of all child-nodes content and comparing them with the referenced interview responses.

4.3.4 Cases analysis

All charities are referred to as cases in this analysis, the percentage of interview content coded to specific nodes reached a minimum of 95.3% for any given case. The total number of information references used in constructing the final list of informational needs was 322 reference.

4.3.5 Set 1: Registration of new constituents



The first set of information needs are the registration of new constituents. This set contained 19 distinct nodes of informational needs structured as the triangle of gap, help, and how the answer helps. This set contains basic information needs required from the constituent in registration and has gaps such as the income, the location of residency, the work condition, and the financial obligations toward others. It also contains basic informational needs about the age and count of all family members and if there are any chronic illnesses and disabilities that might require further specific aid. Figure 27 is a representation of the structure of the first informational need in the first set; it also reflects the relationship between each element.

A breakdown of the complete list of informational needs for all 15 cases is shown on Table 23.

Responses referencing color codes		
● Gaps, ▲ Help, ■ How the answer helps		
Set 1: Registration of new constituents		
Gaps, Help, How the answer helps		
●		1.1.1 Income
	▲	1.1.2 Total income from all sources. A salary, social security, social insurance, retirement. In addition to real-estate, business, taxi, pick-up, etc.
		1.1.3 To validate eligibility and place the constituent in the appropriate aid group based on total income. Such aids as: Zakat, endowments, general donations, etc.
●		1.2.1 Family members situation
	▲	1.2.2 The family members marital status, employment, education, illnesses, and ill behavior if any
		1.2.3 To determine specific educational, work, medical, development, and guidance aids for each member. Some charities exclude employed members from evaluation of divided income calculation
●		1.3.1 Housing type and condition
	▲	1.3.2 Housing type, such as a clay house, a shed, a tent, a concrete house, a rental, or an owned house
		1.3.3 To evaluate housing needs such as rent assistance, a maintenance or even a purchase program
●		1.4.1 Family members count and their age
	▲	1.4.2 The count and age of all family members
		1.4.3 To determine the amount of aid they need based on members count and income. The charity evaluates their needs based on age and count of family members and each member's share of the total income
●		1.5.1 Location
	▲	1.5.2 Location of residency
		1.5.3 Only residents of the same charity area are accepted
●		1.6.1 Age
	▲	1.6.2 His or her age

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		■	1.6.3 To determine age eligibility, and potential for habilitation to work. Some charities accept above 50 years old only, and some other charities give age exception if they are handicapped
●			1.7.1 Citizenship
	▲		1.7.2 National ID
			1.7.3 To determine nationality eligibility. Some charities only accept Saudi nationals, and some other charities accept non-Saudi up-to 5% of all registered constituents
●			1.8.1 Marital status
	▲		1.8.2 The constituent's marital status. Is she a divorcee, or an abandoned wife, or a widow, etc.
		■	1.8.3 To determine constituent group based on marital status in the case of a female constituent
●			1.9.1 Contact information
	▲		1.9.2 Contact phone number or email
		■	1.9.3 To rapidly communicate with the constituent. communicate with the constituent and/or send him notifications through SMS or email
●			1.10.1 Medical condition, including chronic illnesses and disabilities
	▲		1.10.2 Medical report
		■	1.10.3 To determine health needs and provide assistance accordingly. This includes payment of medical operations, medical beds and wheel chairs, among other equipment for patients
●			1.11.1 Reason for enrolment. A humanitarian case or a specific single problem
	▲		1.11.2 A general reason or an urgent reason. For example, living in a shed, or a clay house. Alternatively, if the house was destroyed by a fire or the individual fell addicted to drugs, or retired and his income decreased.
		■	1.11.3 To understand his or her motive to enroll and help the constituent in that specific case
●			1.12.1 Self-registering or on behalf of others
	▲		1.12.2 Applying for oneself or others. Such as a sister or other family relative
		■	1.12.3 To determine the direct beneficiary of the aid
●			1.13.1 Validation of the case, witness, or notarization

	▲		1.13.2 A witness supporting the claim, a recommendation from the masjid Imam, or a notarization form from the governor or mayor
		■	1.13.3 To confirm correctness of information on the form
●			1.14.1 Work condition
	▲		1.14.2 Is the constituent employed, un-employed, searching for a job, or can or cannot work
		■	1.14.3 To know his work status and possibility for habilitation for work
●			1.15.1 Financial obligations
	▲		1.15.2 The constituent's financial obligations such as debt, instalments etc.
		■	1.15.3 To know his or her financial responsibilities to others. And if the constituent is eligible for Zakat or other assistance programs available at the charity
●			1.16.1 An individual or a Family
	▲		1.16.2 A single person or a family
		■	1.16.3 To evaluate eligibility of enrolment. Some charities enroll families only and some accept individuals too
●			1.17.1 Bank account
	▲		1.17.2 The bank account number
		■	1.17.3 To deposit financial aid directly to the constituent's account
●			1.18.1 Registration points
	▲		1.18.2 The constituent's sum of points gained in the registration process
		■	1.18.3 To determine if he is eligible for registration or not
●			1.19.1 Social problems
	▲		1.19.2 Harassment, Sexual abuse, Addiction to drugs, psychological illness, violence
		■	1.19.3 To help the family bypass that problem through a psychiatric clinic visit, or counselling and social development

Table 23 Complete breakdown of information needs set 1: registration of new constituents.

4.3.6 Set 2: Determining donation needs

For the second set of information needs, determining donations needs, the analysis resulted in three distinct gaps. Determining donations needs refers to the process and operations of quantifying how much assistance a constituent needs, and what type of assistance. It also involves an office review, which refers to case study while at the office, and a field visit, which refers also to a case study but requires data collection and observation on the field, namely the residence of the constituent. The full list of those needs are presented in Table 24.

Responses referencing color codes			
● Gaps, ▲ Help, ■ How the answer helps			
Set 2: Determining donation needs			
Gaps, Help, How the answer helps			
●		2.1.1 What is the appropriate aid group for the constituent	
	▲	2.1.2 Based on the sum of points or the result of placement by situation evaluation as decided by the social researcher	
		■	2.1.3 The result helps the charity place the constituent on the proper group of aid based on needs evaluation and or overall score
●		2.2.1 Constituents needs from the charity	
	▲	2.2.2 The constituent's specific need request from the registration form or declared during the interview	
		■	2.2.3 The charity knows the constituent's choice of required assistance or aid, such as food basket, financial aid, or housing, etc.
●		2.3.1 Does constituent's needs correspond to his reality	
	▲	2.3.2 The charity validates the constituent's needs through the field visit to his or her location of residency	
		■	2.3.3 This helps confirm the needs and evaluate the situation on reality

Table 24 Information needs set 2: Determining donation needs

4.3.7 Set 3: Confirmation of those needs

The third set of information needs is confirmation of those needs. This process refers to verifying several aspects of the provided information at registration; this includes verification of provided information through notarized official documents, such as medical reports, a civil status report, rental contract, etc. in addition to, electronic request of information from government entities, such as confirming the social security and the social assurance income. It also includes on-site verification through the field visit to confirm location, and determine the house leader that is going to manage the received donations, the condition of the family and their household furniture and appliances. Some charities also use this visit to be validate if the constituent is actually poor from the material in the house and the electronics the family owns, this gives a confirmation if that family has other sources of income or not by comparing what they own with their declared income at registration. This set includes six distinct gaps represented in full in Table 25.

Responses referencing color codes			
● Gaps, ▲ Help, ■ How the answer helps			
Set 3: Confirmation of those needs			
Gaps, Help, How the answer helps			
●			3.1.1 Validation of the location, the house leader, the requested assistance needs, the general condition of the family and members
	▲		3.1.2 A field visit to validate location, appliances and furniture needs, and elders who are ill and cannot visit the charity, and to determine the leader of the house
		■	3.1.3 To confirm his actual location, existing of elders in need, confirm appliances and furniture needs and availability to the family
●			3.2.1 Did the constituent provide the supporting documents for his needs
	▲		3.2.2 A medical report, an income statement, a school certificate for the children, the house contract or ownership deed
		■	3.2.3 To confirm the information provided at registration
●			3.3.1 Condition of the residence and its environmental suitability

	▲		3.3.2 A field visit confirms the situation of the residence and its suitability for habitat
		■	3.3.3 To provide house maintenance, validate its safety, and observe reality and severity of the constituent's condition
●			3.4.1 Registration at other charities
	▲		3.4.2 A personal statement signed or a request for information is sent to the charity where he lived
		■	3.4.3 To prevent duplication of assistance. Moreover, charities only help those in the service area
●			3.5.1 Accuracy of entries
	▲		3.5.2 Electronic information retrieval with no help from the constituent is performed by the charity on the website of some government entities that provide such service
		■	3.5.3, To validate the registration information provided by the constituent
●			3.6.1 Does the constituent own anything under someone else's name
	▲		3.6.2 Some people own cars or houses but put them under the name of others
		■	3.6.3 In such case, it is not possible for the charity to discover this fraud

Table 25 Information needs set 3: Confirmation of donations needs

4.3.8 Set 4: Follow-up of constituents' satisfaction about donations

The fourth set of information needs is the follow-up of *constituents' satisfaction* about donations. This set resulted in two distinct gaps. The aim of this process is to measure the level of satisfaction with donations. No charity in this study had a standard longitudinal survey instrument in place for such measurement. Few charities performed a survey or a questionnaire for this matter, either through the constituents online portal or while performing the routinely information update. All charities had a mean to receive complaints or further assistance requests, which they consider expressive of satisfaction in some form. Following, Table 26, is a complete break-down of the resulted list of informational needs.

Responses referencing color codes			
● Gaps, ▲ Help, ■ How the answer helps			
Set 4: Follow-up of constituents' satisfaction about donations			
Gaps, Help, How the answer helps			
●		4.1.1 Did the constituent complain or is he or she satisfied	
	▲	4.1.2 What are the constituent's complaints, and has the help been satisfactory	
		■	4.1.3 It helps the charity validate that the constituent had sufficient aid
●			4.2.1 Did the constituents' situation improve or did they requested another aid in the same period
	▲		4.2.2 The constituent asked for supplemental aid
		■	4.2.3 This informs the charity that the constituent has not received fulfilling or satisfactory assistance from the charity

Table 26 Information needs set 4: Follow-up on constituents' satisfaction about donations

4.3.9 Set 5: Long-term follow-up of constituent needs

The fifth set of information needs, reflected in Table 27, was the long-term follow-up of constituent needs. It involves understanding what has changed in the family's situation, not just the main constituent, but also his family members. The charity observes and records what has changed in their marital status, such as marriage of a female member or employment of a male or female member. This also includes any changes in their number, such as a birth of a new member or death of any of the current members. The purpose of this process is to fulfill their new emergent needs, such as training for employment, increase in assistance with new members, or reevaluation of current assistance in the case of decrease in family member's number by death. Moreover, the employment of one or more members -this means he or she is no longer eligible for aid-, or the change in financial matters, such as payment of debt, or ownership of the house, or increase in income, all which incur modification in financial assistance or complete suspension depending on the situation.

Another aspect of the follow-up is the constituent's commitment to following his/her plan of development set by the charity counsellors, this is important since it will help transform the constituent into a productive member of the society and self-

dependent, this will further benefit his/her family members by helping them not to inherit their parents poverty.

Responses referencing color codes			
● Gaps, ▲ Help, ■ How the answer helps			
Set 5: Long-term follow-up of constituent needs			
Gaps, Help, How the answer helps			
●			5.1.1 What is the situation of the constituent's family members employment, health, housing, income, and change in number
	▲		5.1.2 Has the unemployed become employed, did the student graduate, did the income change or number of family members, do they need medical operation or housing
		■	5.1.3 this helps the charity re-evaluate and provide specific training, support, finances, housing needed by the constituent and the family on the long term
●			5.2.1 Was the routinely follow-up or update conducted, and what is the situation of the family
	▲		5.2.2 The follow-up and field visit reveals the change in the situation of the constituent and his or her family
		■	5.2.3 This helps the charity understand the impact of assistance they provide
●			5.3.1 Does the constituent follow the charity's plan of development
	▲		5.3.2 Following the counselling program, the development plan, or training and employment path set for the constituent or the family member
		■	5.3.3 To encourage the constituents develop and take control of their financial matters. Moreover, to bring the constituent out of the circle of poverty

Table 27 Information needs set 5: The long-term follow-up of constituent needs

4.3.10 Set 6: Unregistering a constituent

The sixth set of informational needs was the process of unregistering a constituent. This has positive and negative reasons. It mainly refers to closing the constituent's file at the charity for some positive reasons such as that the constituent had sufficient help from the charity and does not need any further assistance in his life, or closing it for negative reasons, which represent the minority of reasons, such as forging a document to apply for assistance. There is also a middle ground cases, such as if the constituent sold a material donation he received, like furniture or house appliances, or if he was warned due to misbehavior towards employees of the charity or in his own community, then the constituent receives a temporary suspension.

Other neutral reasons for closing the file, such as if the constituent passed away or changed location of residency. The complete breakdown list in Table 28 includes further details of other cases and further answers/help that triggers the process of closing the constituent's file. This set includes nine distinct gaps.

Responses referencing color codes			
● Gaps, ▲ Help, ■ How the answer helps			
Set 6: Unregistering a constituent			
Gaps, Help, How the answer helps			
●			6.1.1 Did the constituent's condition change in terms of income increase, family members increased or decreased
	▲		6.1.2 The constituent had more children, or one of the family members married or passed away, the constituent's income has increased or has the prisoner finished his jail term
		■	6.1.3 The file is re-evaluated in any of those cases, and if the income increased above the charity limit due to any of the changes then the file is closed because no further assistance is needed
●			6.2.1 Did the constituent forge any of the documents, or provide inaccurate or misleading information, or even refuse to provide new updated information
	▲		6.2.2 Such cases as lying in the interview, or selling assistance goods, or providing a misleading information or a forged document

		■	6.2.3 The charity closes the file and some charities seek reimbursement of given donations in case of forgery. In addition, some charities impose temporary suspension or permanent in other cases such as lying in the interview or providing a misleading information
●			6.3.1 Did the constituent change the residency location
	▲		6.3.2 The constituent moved to a new residence
		■	6.3.3 If the new residence was not in the same area of charity service, then the constituent's file is transferred to the new location charity or simply closed
●			6.4.1 Did the constituent commit a moral or social misbehavior or threaten the employees of the charity
	▲		6.4.2 the constituent threatened the employees of the charity or committed a misbehavior in the community
		■	6.4.3 For misbehavior the constituent is suspended temporarily to encourage proper behavior but when they threaten the workers their file is closed
●			6.5.1 Is the constituent still alive
	▲		6.5.2 The constituent passed away
		■	6.5.3 The family's case is reviewed and the file can be transferred to the mother and children if conditions continue to be valid otherwise or closed permanently. The wife is considered a widow in that case, and the children are considered either orphans or post-orphans depending on their age.
●			6.6.1 Did the constituent receive the required assistance
	▲		6.6.2 Such as a medical operation, or benefit from a house purchase program or a maintenance
		■	6.6.3 When the constituent receives the specific required assistance and in no further need of the charity's help the file is closed
●			6.7.1 Refusal to participate at the development programs
	▲		6.7.2 Refusal to follow a development program by the constituent or one of the family members

		■	6.7.3 Those development programs are designed to help the constituent break out of poverty and if they are not willing to help themselves then the charity's assistance could be more helpful to others, so their file is not prolonged after the maximum enrolment period
●			6.8.1 Registration at other charities
	▲		6.8.2 The constituent was found registered at other charity
		■	6.8.3 The file is closed to prevent duplication and reception of unjustified assistance from donations money
●			6.9.1 Passing maximum enrolment period
	▲		6.9.2 Some charities have a limit of 3 or 5 years, others don't
		■	6.9.3 This is to allow other people in need to enroll in their place. Some charities extend the period of enrolment if a development plan was followed by the constituent and the family

Table 28 Information needs set 6: unregistering a constituent

4.3.11 Set 7: Evaluating the impact of those donations on constituents

The seventh and final informational needs set is the evaluation of the impact of those donations on the constituent. In this set of gaps/questions helps, some charities strive to understand the success of its programs and the impact they have on the constituent, unfortunately not many charities have given this concept a great emphasis, yet some charities do evaluate by asking questions such as if their programs have profoundly changed the life of constituent. Those charities that do so mainly have more developed programs to help constituents buy a car such as a pick-up to work on, or have house purchase programs for constituents which they put in place to extract the constituent from poverty in a permanent life changing action. There are three distinct gaps in this set and they are listed in Table 29.

Responses referencing color codes		
● Gaps, ▲ Help, ■ How the answer helps		
Set 7: Evaluating the impact of those donations on constituents		
Gaps, Help, How the answer helps		
●		7.1.1 Has the aids of the charity impacted the constituent positively
	▲	7.1.2 Positive change in life and situation of the constituent and the family
		7.1.3 The charity evaluates the impact of aids provided, such as funds to start a business, sell goods, or reduce poverty and turn the constituent to self-dependent
●		7.2.1 Is there a personal or social satisfaction with assistance
	▲	7.2.2 The absence of complaints, or the reception of thank you gestures and social compliment from the community
		7.2.3 The charity knows its programs are beneficial and has positive personal and communal effects
●		7.3.1 Has the constituent followed and benefited from the training and development program set for him or her
	▲	7.3.2 Change of behavior, employment, continuation of education, improved understanding among family members
		7.3.3 The charity knows the success of the programs they develop to constituents. In addition, how much the families are benefiting from those programs. Some charities involve the constituent's in planning their own development program

Table 29 Information need set 7: Evaluating the impact of those donations on constituents

4.3.12 Sources of information

The analysis revealed multiple sources of information feeding-in the 7 information needs sets, they are clustered into 5 main sources. Those sources hold the answers to all questions/gaps in the charities work when dealing with constituents and donations, the information from those sources bridge the gaps faced by the users/workers at charities. The first cluster of sources, Figure 28, is the private sector. Information from that sector provides the income of the constituent through salary

statements, the medical reports through private hospitals, and information about loans and financial obligations from banks.

The second source of information is the government. In fact, governmental entities provide most of the initial and important information about the constituent, covering many aspects of the constituent’s finance and familial life. That information include his or her income, such as retirement, social security, employment. In addition to the civil status from the civil affairs directorate, to court statements for divorce, abandonment (specific case for women), and legal debt.

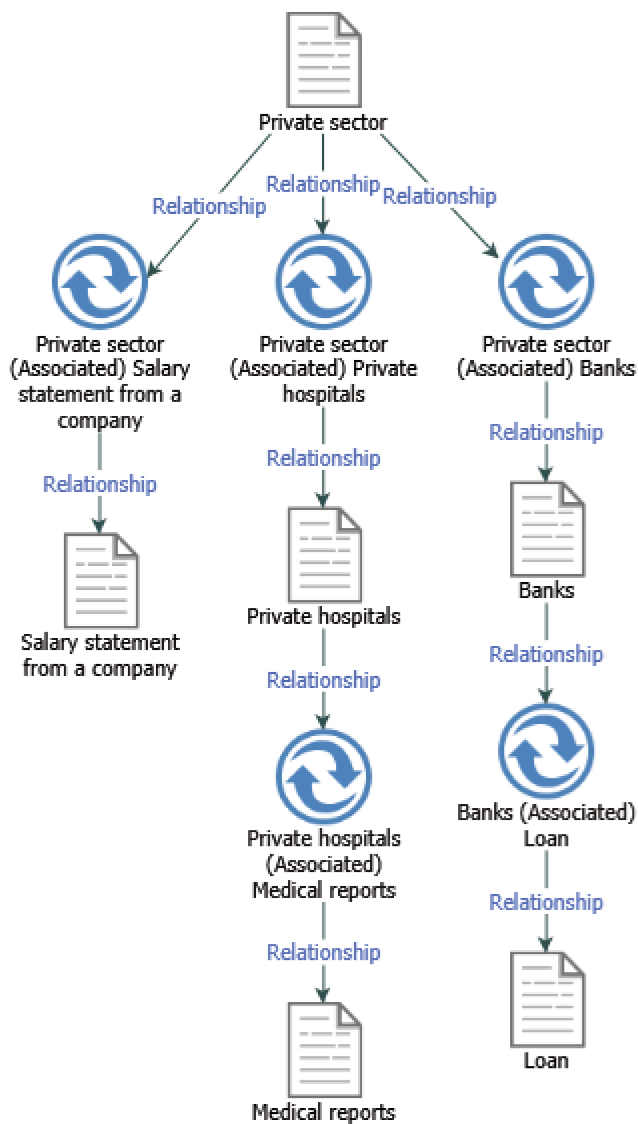


Figure 28 Sources of information: The private sector

The government sources also provide information about the family members, such as the family card document which provide information about the sons and daughters age, and their civil status; are they married or not.

Unfortunately, the government cluster of information sources are not a one-stop shop. Charities need to either request information through a portal, as in the case of social security, or in most cases request that the constituent him/herself present those required documents from every single source, which results in tens of thousands of trips each year by the people who are most in need for saving every Riyal they have.

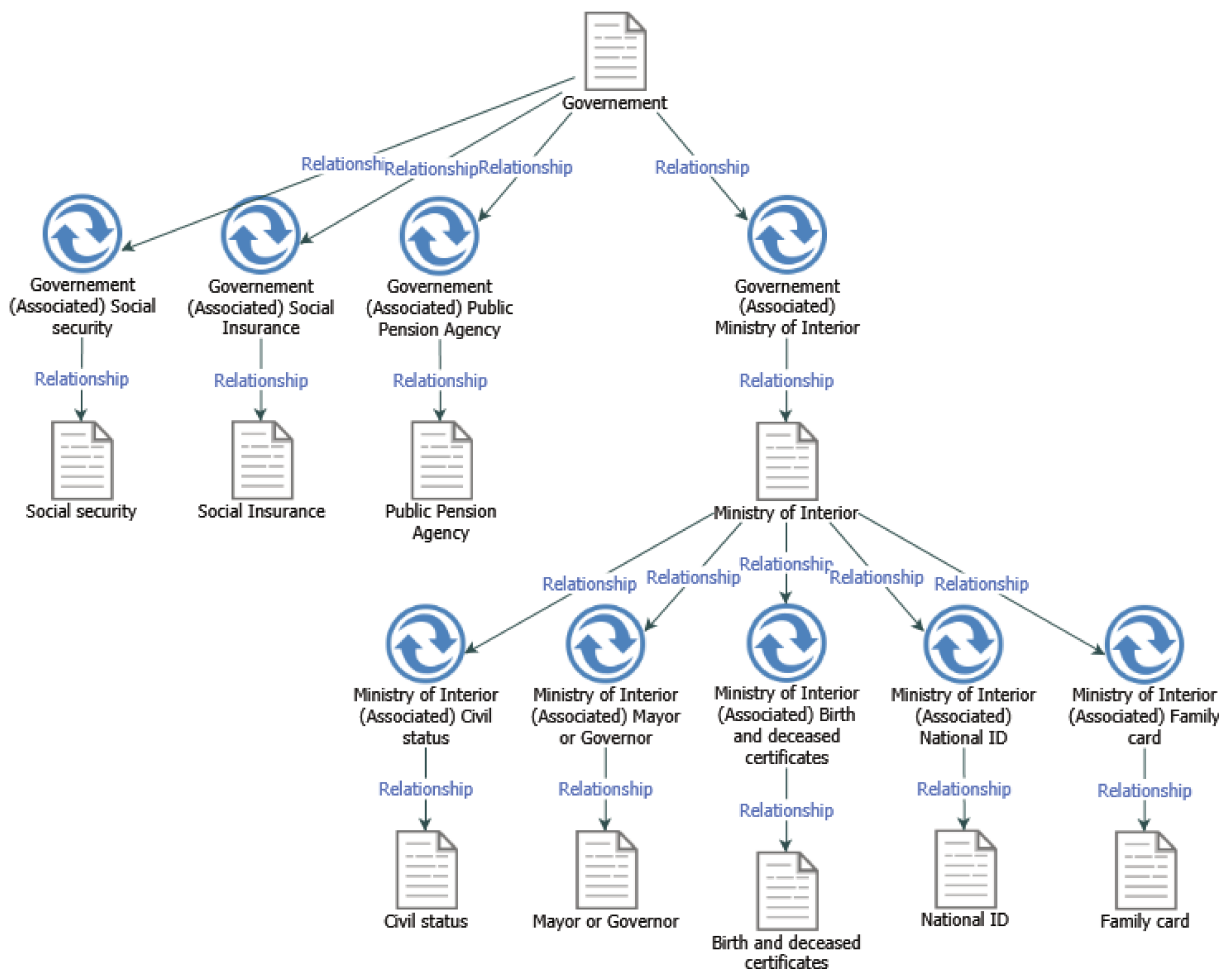


Figure 29 Sources of information: the government, part one

Following is a detailed breakdown diagram of all information sources in the second cluster, the government. For clarity, this diagram is divided into two parts. The first part is shown in Figure 29, and the second part is shown in Figure 30.

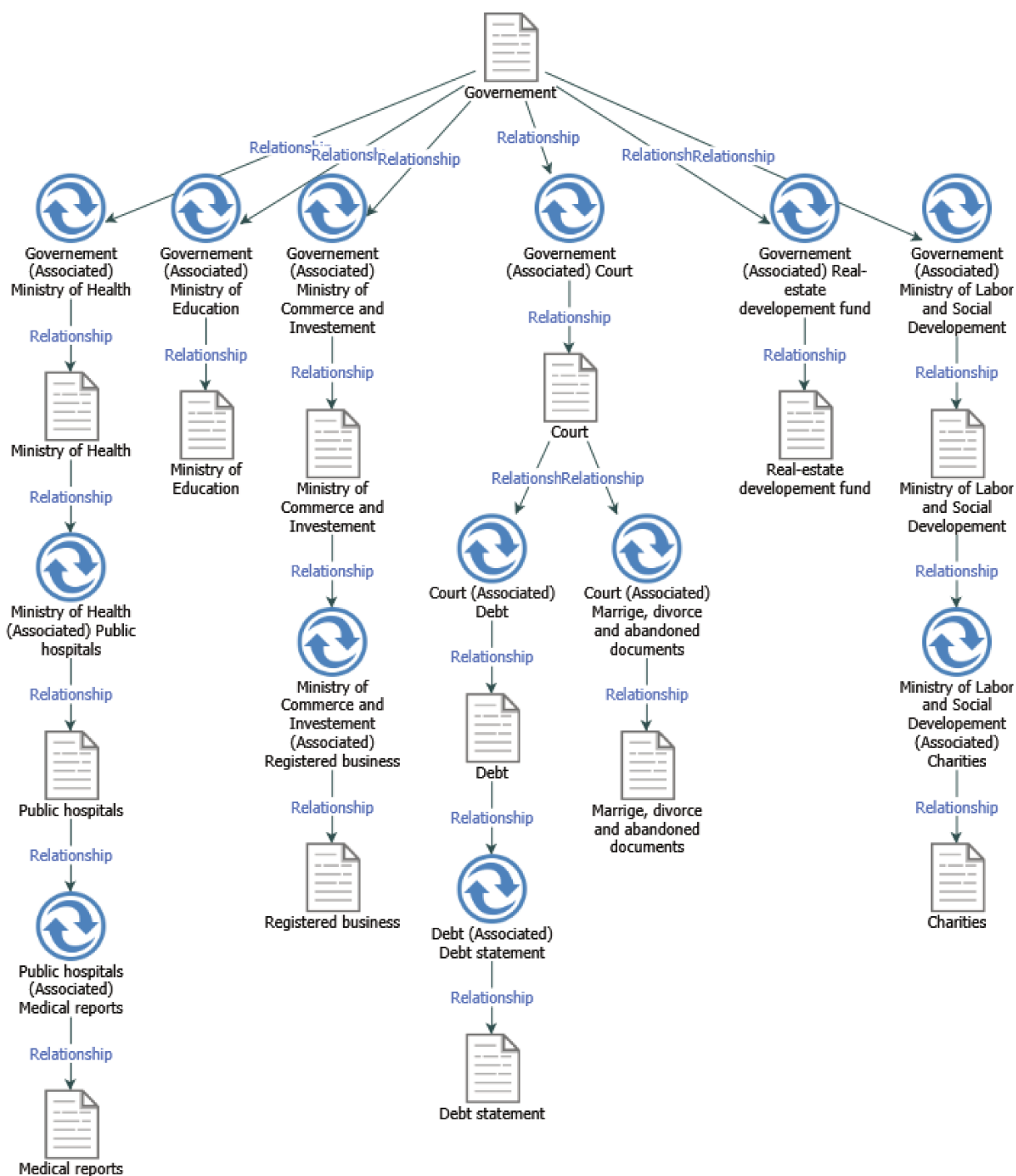


Figure 30 Sources of information: the government, part two

The third cluster of information sources is the charity itself. It includes the internal investigation and evaluation they perform in dealing with the constituent and measuring the amount of assistance to provide, and even deciding eligibility of registration, after all necessary information was collected from previous sources.

The charity as a source of information has fewer number of documents but with a higher weight in all the seven processes. Other than the internal evaluation and the decision of the board of directors, the field visit is the central and single most important instrument in bridging gaps in the work of charities. The social researcher at the charity performs two important roles as a producer of the necessary information within the charity. One: the office research, which refers to the review of documents, paper work of registration, and checking the information with other parties like the government ministries if they have the online facility. Two: the field visit, which is concerned with evaluating in the field the status of the constituent and all the family members, quantifying and confirming those needs, and validating any concerns about the legitimacy of their needs. A summary of the sources of information within the charity is represented in Figure 31.

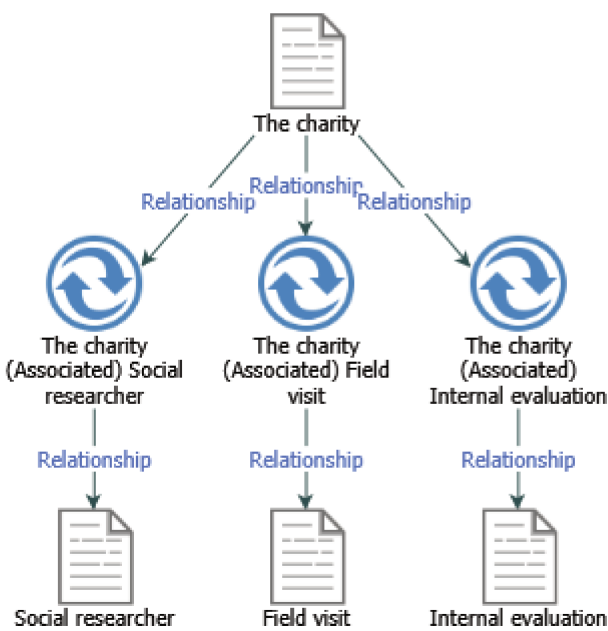


Figure 31 Sources of the information: The Charity

The remaining sources of information are the constituent and the community. First the constituent; he or she is a major source of information, The constituent plays a role in bridging the gaps by providing various answers in the seven sets of informational needs, the constituent declares and defines his or her need and assistance request. In addition, informs the charity of the any urgent needs, or relocation to a new area. The constituent also provides most of the initial information at registration in the beginning,

such as age, number of children, marital status, illnesses, income, etc. If all other sources of information were at hand, meaning it was possible to retrieve the information from those sources with an online portal, then the amount of information the constituent can provide would shrink to merely providing the national ID, which allows the charity to retrieve all their help needs from the government and other private parties. Moreover, the constituent in the latter case, could only participate in facilitating the field visit and reception of donations, and follow the development plan of the charity.

The second source in the final cluster is the community. Minimal reliance was emphasized by charities in the interviews, and their role is limited to providing recommendation letter from the Governor or the Masjid Imam about the constituent's condition, or being a witness to validate gaps in information about the constituent as in the severity of poverty or property of the constituent, such as livestock. The latter scenario is limited to rural area charities. The community also participates minimally in the evaluation of the charity's work through complaints or compliments and praise.

4.4 Dimensions of information needs and dimensions of human needs

The purpose of this analysis is to understand how much of the charities' information needs, revealed by study two, apply to and satisfy the needs of human development needs which was put forward by Narayan et al., (2000) in their seminal study on the needs of the poor people by the poor people themselves, for the World Development Report 2000/2001 (World Bank, 2000).

The first step of this analysis was coding the dimensions of human development needs into the qualitative analysis software as dimensions and coding every sub-element as a node under its respective dimension. The second step was a careful review of the content of each dimension and its sub-elements to include resulting informational need from study two under its appropriate dimension. The third step was linking the resulting information need from study two to its appropriate dimensions, with consideration to its content and meaning. The goal of the last step is to understand how much of those information needs fall under dimensions of human development needs and how much of those dimensions are missing or unrepresented at charities in their work with poor people, their constituents.

Chapter 4: Analysis

The first dimension Material Wellbeing: having enough, has three sub-elements. From the analysis of information needs of study two, 11 information needs/gaps were found to be related to this dimension of human development needs. They come from various sets of information needs, and they fall under all three sub-elements; food, assets, and work. The analysis review includes gaps, in addition to help, and how the answer helps nodes to encompass all aspects of the information needs and find the most appropriate corresponding sub-element from the dimensions.

The analysis revealed that the information needs of charities do reflect 100% of the first dimension. Table 30 present this coverage in a breakdown list.

1. Material Wellbeing: having enough	
	1.1. Food (enough daily meals and food security)
	SET 2\2.2.1 Constituents needs from the charity
	SET 4\4.1.1 Did the constituent complain or is he or she satisfied
	SET 2\2.1.1 What is the appropriate aid group for the constituent
	1.2. Assets (e.g. land, livestock, furniture, utensils, house with a water proof roof)
	SET 1\1.15.1 Financial obligations
	SET 1\1.3.1 Housing type and condition
	SET 2\2.2.1 Constituents needs from the charity
	SET 3\3.3.1 Condition of the residence and its environmental suitability
	1.3. Work
	SET 1\1.14.1 Work condition
	SET 1\1.6.1 Age

	SET 5\5.3.1 Does the constituent follow the charity’s plan of development
	SET 7\7.1.1 Has the aids of the charity impacted the constituent positively

Table 30 Breakdown list of first dimension of human development needs and informational needs

The second dimension, Bodily wellbeing: Being and appearing well, has 3 sub-elements. Two out of three sub-elements had corresponding information needs, as presented in Table 31. The second sub-element, appearance, could be represented by financial aid dedicated to constituents but it was not specified, or hinted, that attention was given to clothing appearance, to hygiene of the family, or to hygiene products in the field visits. Although most charities provide clothing gifts twice a year. 66% coverage was found in this dimension of human development need by the charities information needs.

2. Bodily wellbeing: Being and appearing well	
	2.1. Health (a condition to wellbeing and a precondition to work)
	SET 1\1.10.1 Medical condition
	2.2. Appearance (dressing and appearing well in body and clothing. E.g. clean clothing, creams, shampoo and soaps)
	No corresponding informational need
	2.3. Good physical environment
	SET 3\3.3.1 Condition of the residence and its environmental suitability

Table 31 Breakdown list of second dimension of human development needs and informational needs

The third dimension, Social wellbeing, has three sub-elements. The first sub-element of this dimension was represented by various gaps/informational needs in study two as presented in Table 32. Charities give special care to divorced women with children and widows whom have no means to support themselves and their children.

This is reflected in the categorization of those cases explicitly at registration, namely widows, divorcees, and abandoned wives.

3. Social Wellbeing	
	3.1. Being able to care for, bring up, marry and settle children (happy healthy children, with enough food and access to medical care and schooling)
	SET 1\1.1.1 Income
	SET 1\1.2.1 Family members situation
	SET 1\1.8.1 Marital status
	SET 4\4.1.1 Did the constituent complain or is he or she satisfied
	SET 4\4.2.1 Did the constituents' situation improve or did they requested another aid in the same period
	SET 5\5.3.1 Does the constituent follow the charity's plan of development
	SET 2\2.1.1 What is the appropriate aid group for the constituent
	3.2. Self-respect and dignity (living without being a burden to others, not extending one's hand or being subservient to others)
	SET 1\1.6.1 Age
	SET 1\1.8.1 Marital status
	SET 5\5.3.1 Does the constituent follow the charity's plan of development
	3.3. Peace, Harmony and Good Relations in the Family and the Community (absence of conflict, ability to visit, and interact socially)
	SET 1\1.19.1 Social problems
	SET 7\7.2.1 Is there a personal or social satisfaction with assistance

Table 32 Breakdown list of third dimension of human development needs and informational needs

The fourth dimension, Security, has six sub-elements. Three of those sub-elements had corresponding information needs. They are as follows: A physically safe and secure environment, Security in Old Age (taking care of when at old age). In addition to Confidence in the Future. In this dimension, not all sub-elements of human development needs was covered by the informational needs of charities, yet this cannot be viewed as a misrepresentation since the three non-represented elements rely on the state not the charities, such as Civil peace, Personal physical security, and Lawfulness and access to justice. Table 33 details the coverage.

Some charities, such as Bunyan Feminine Charitable Society and Al Nahda Feminine Charitable Society, recognize the influence of environment on protection against addiction, crime, and misbehavior. Therefor they actually have programs to relocate some of the families to different neighborhoods than the ones they are currently living in.

4. Security	
	4.1. Civil Peace (peace, absence of war, violence and disorder)
	No corresponding informational need
	4.2. A Physically Safe and Secure Environment (e.g. safety from floods, safe drinking water, unpolluted air)
	SET 3\3.3.1 Condition of the residence and its environmental suitability
	4.3. Personal Physical Security
	No corresponding informational need
	4.4. Lawfulness and Access to Justice (absence of constant fear, no fear of persecution from police or other powers).
	No corresponding informational need
	4.5. Security in Old Age (taking care of when at old age)

	SET 3\3.1.1 Validation of the location, the house leader, the requested assistance needs, the general condition of the family and members
	SET 1\1.6.1 Age
	4.6. Confidence in the Future
	SET 4\4.2.1 Did the constituents' situation improve or did they requested another aid in the same period
	SET 7\7.3.1 Has the constituent followed and benefited from the training and development program set for him or her

Table 33 Breakdown list of fourth dimension of human development needs and informational needs

The fifth dimension Freedom of Choice and Action has no sub-elements while the sixth dimension Psychological wellbeing has three sub-elements. For the fifth dimension, there was no corresponding informational need at charities, and for the sixth dimension, two sub-elements had no corresponding informational needs. This representation was 0% for the fifth dimension and 33% for the sixth dimension. A breakdown list is presented in Table 34.

5. Freedom of Choice and Action	
6. Psychological wellbeing	
	6.1. Peace of Mind
	SET 2\2.1.1 What is the appropriate aid group for the constituent
	6.2. Happiness
	No corresponding informational need
	6.3. Harmony

	No corresponding informational need
--	-------------------------------------

Table 34 Breakdown list of fifth and sixth dimension of human development needs and informational needs

4.5 Summary of the chapter

In this chapter, we have seen the results of studies, one and two. Those results were presented item by item and accompanied by illustrations and tables. The choice for many items to be presented in comprehensive tables with color-coding was made to combine the structure of the table with the visual clarity of color-coding. We presented the results of study one as analysis of each question of the electronic questionnaire, then followed by the analysis of the interview data. The study two interview analysis was more complicated since all data had to be coded in the nVivo software then each piece of data was connected to its relevant set of information. The analysis of the study constantly demanded the transfer of data between nVivo and SPSS for completion of work.

In the second part of study two analysis, we were able to summarize all the sources of information from which all gaps/questions are answered. In the third part, we contrasted the developed sets of information needs and its gaps with the dimensions of human development needs and its sub-elements. The meaning and significance of the results obtained from the analysis is further explained and highlighted in the final chapter.

Chapter 5: Conclusion

5.1 Overview of the chapter

This chapter will present the findings for each question of the study in three sections. The fourth section will present the information model for representing people's needs in charities. The final section will present implications of the study and directions for future work.

5.2 Major findings

This research aimed at answering four questions. The first question was to understand the level of implementation of information systems in charitable societies across Saudi Arabia in aspects related to constituents. The second question was what are the processes in which information systems are used? Both questions were answered through study one and analyzed in the corresponding section 4.2 Study one data analysis.

The third question, what are the information needs of charity organizations from the user's perspective with regard to constituents? Was thoroughly investigated and analyzed in 4.3 Study Two data analysis. The fourth question aimed at understanding how much of the resulting information needs satisfies and falls under the human development needs dimensions, developed by Narayan et al., (2000), for the World Development report 2000/2001 (World Bank, 2000). It was analyzed in section 4.4 Dimensions of information needs and dimensions of human needs. This study also had a major objective, which was made possible through answering the aforementioned questions, that is to develop an information model for representing people's needs in charities. This model could not have been achieved without answering those questions, which laid the ground for an informed construction of the elements of the model.

Following are the major findings of each question asked by the study and followed by a presentation of the final information model.

5.2.1 Information systems use at Bir charities

The use of computers and internet in Bir charities is widespread. In fact, 97.6% of Bir charities reported they had computers at their workplace. Internet is an integral part of our modern life, and charities are no exception in that. 94.1% of charities reported they have an internet connection at their work place. However, having a computer and internet connection is not all the technology there is at charities, 89.2% of all charities use information systems in some or all processes of the charity work. Those information systems vary depending on several aspects, such as the resources available to the charity, the information technology knowledge, which was a barrier to adapting a free system from another charity, and last but not the least the high cost of purchasing or developing a customized information system for their work.

Information systems referred to a wide array of capabilities, spanning from simple word lists, to a medium complexity spreadsheets, to a more integrated set of services with databases, such as content management systems and enterprise resources planning systems (ERP). 37.7% of center charities used information systems in some or all their work processes, compared 18.3% in village charities and 32.9% in city charities. The contrast between center charities and city charities is that in using information systems at all work processes the city charities used IS by 20.7% as opposed to center charities which used IS for all work processes by 17%.

The analysis of the type of processes where information systems are employed revealed diversity and globality in using information systems in charity work, covering four major themes of work processes. Namely needs evaluation theme, which included social research about the condition of constituents, and classification of constituents. Donations theme included reception of donations, physical donations management, money transfer to constituents, distribution of donations, reception of a constituent's fund request, and warehouse management where physical donations are stored and processed for distribution. Constituents and donors theme included the registration of constituents, the communication between the charity and the constituent and external communication with other entities such as the government and other charities, and finally the social activities of the charity. The finance and administration theme included traditional establishment work processes such as accounting, administration affairs, forms and documents, human resources, internal communication and reporting.

5.2.2 Information needs at Bir charities

5.2.2.1 Sets of information needs

The analysis of informational needs at Bir charities resulted in seven distinct themes or information needs sets. Under each set, there are more than one distinct node containing the three points of analysis based on the Sense-making theory. A gap or a question faced by the user at the charitable society in his/her line of work, a help or answer expected to bridge that gap, and an explanation for how the answer helped the user.

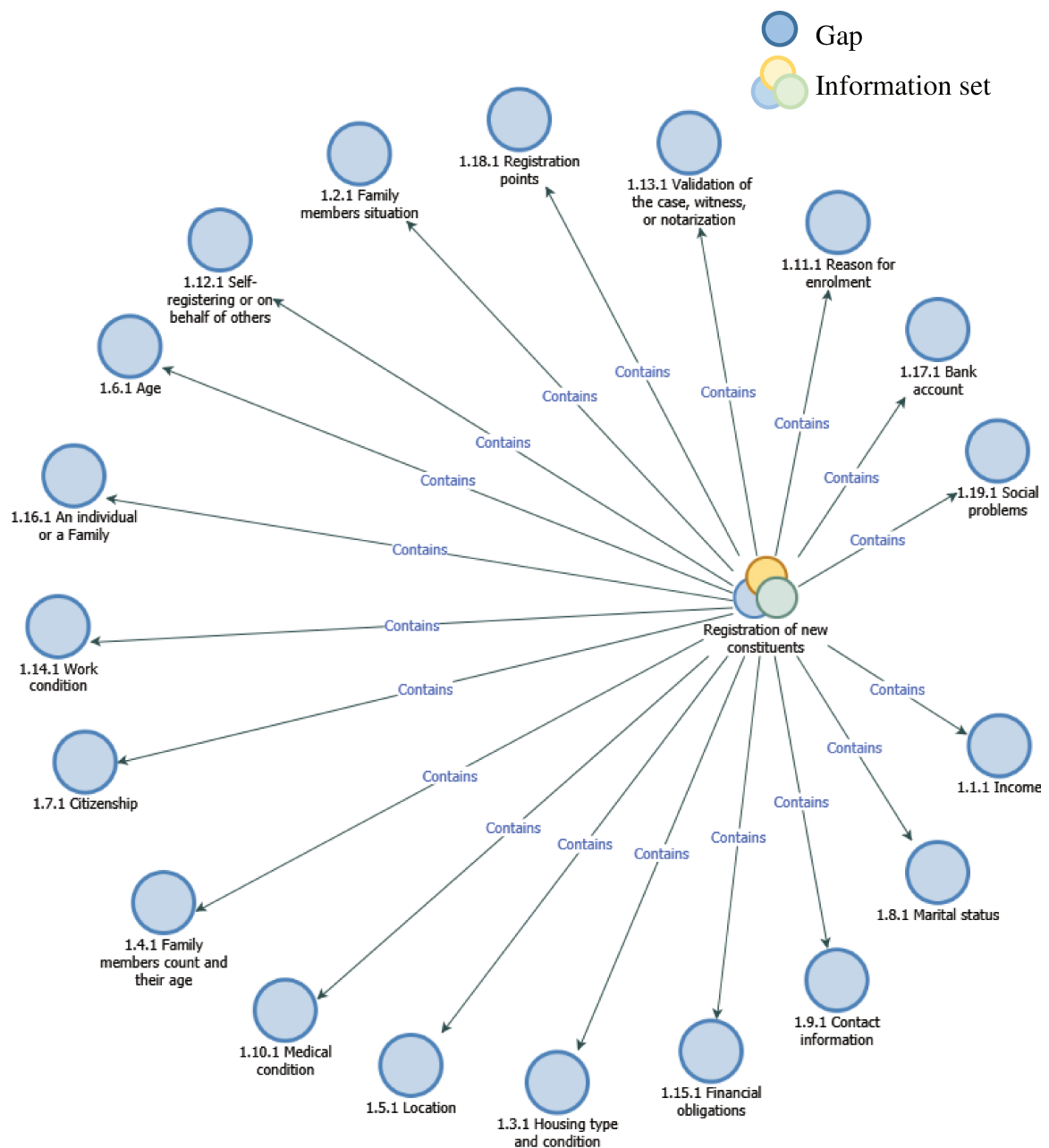


Figure 32 Information needs set 1 and corresponding gaps

Chapter 5: Conclusion

The first set of informational needs, the registration of new constituents, contained 19 unique gaps/information needs in this process of work. They include gaps about the income of the constituent, his/her marital status, the family situation, the work condition, among other gaps that describe his/her life condition from financial, health and medical, up to housing condition. Figure 32 reflects the gaps contained in the first set of information needs, for the complete detailed list please refer to Table 23 in the analysis chapter section 4.3.5 .

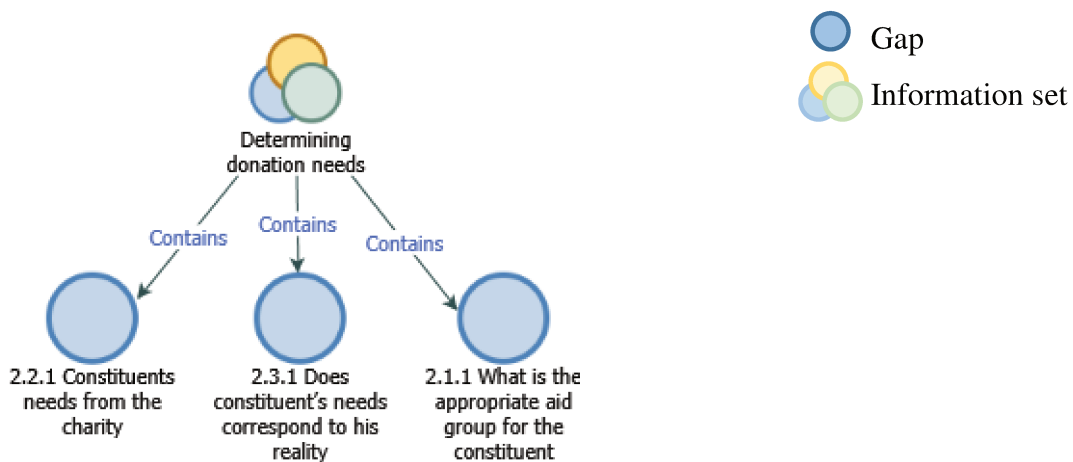


Figure 33 Information needs set 2 and corresponding gaps

The second set of information needs, determining donations needs, contained three unique gaps/information needs. They are as follows: what is the appropriate aid group for the constituent? Constituents needs from the charity, and does the constituent's needs correspond to his/her reality? Figure 33 represents the gaps while the complete breakdown list is on Table 24 in the analysis chapter section 4.3.6 .

The third set of information needs, confirmation of those needs, contained six gaps/ information needs. Those gaps include information gaps about validity of location and needs, supporting documents of the case, observational information about the condition of the residence and environmental suitability, among other gaps as shown in the comprehensive breakdown list on Table 25 in the analysis chapter section 4.3.7 . The complete list of gaps is shown in Figure 34.

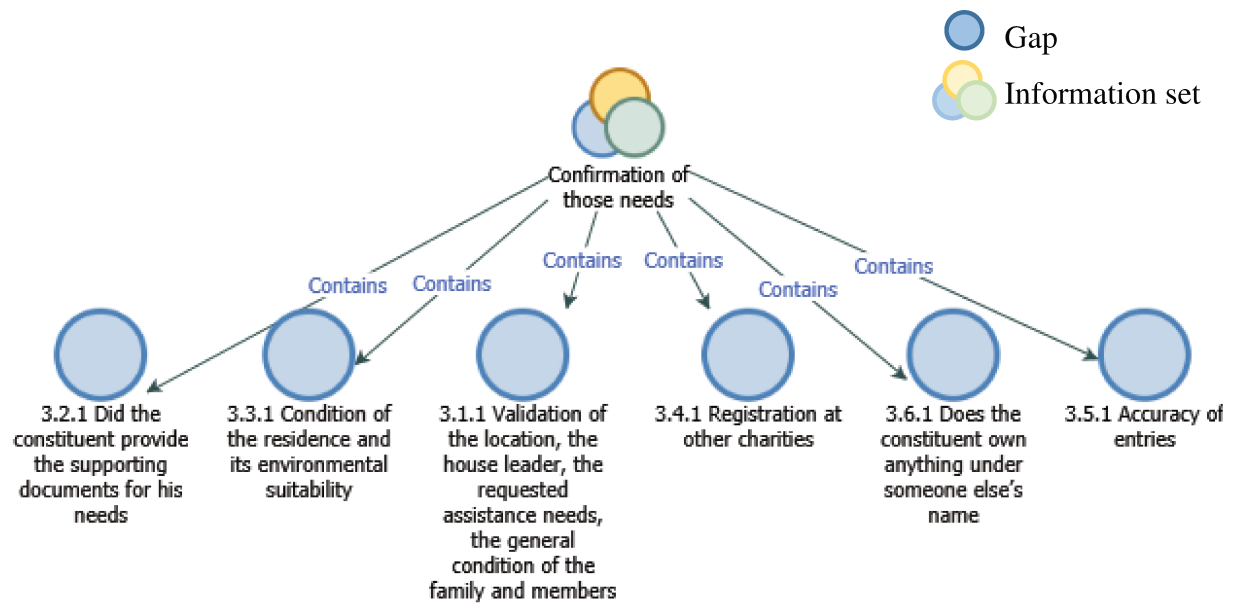


Figure 34 Information needs set 3 and corresponding gaps

The fourth information needs set, *follow-up of constituents' satisfaction about donations*, contained two unique gaps, namely constituent's complaints and satisfaction, and improvements on the constituent's situation and supplemental aid requests. Following, is the complete list of gaps in Figure 35. While the complete breakdown list is presented on Table 26 in the analysis chapter section 4.3.8 .

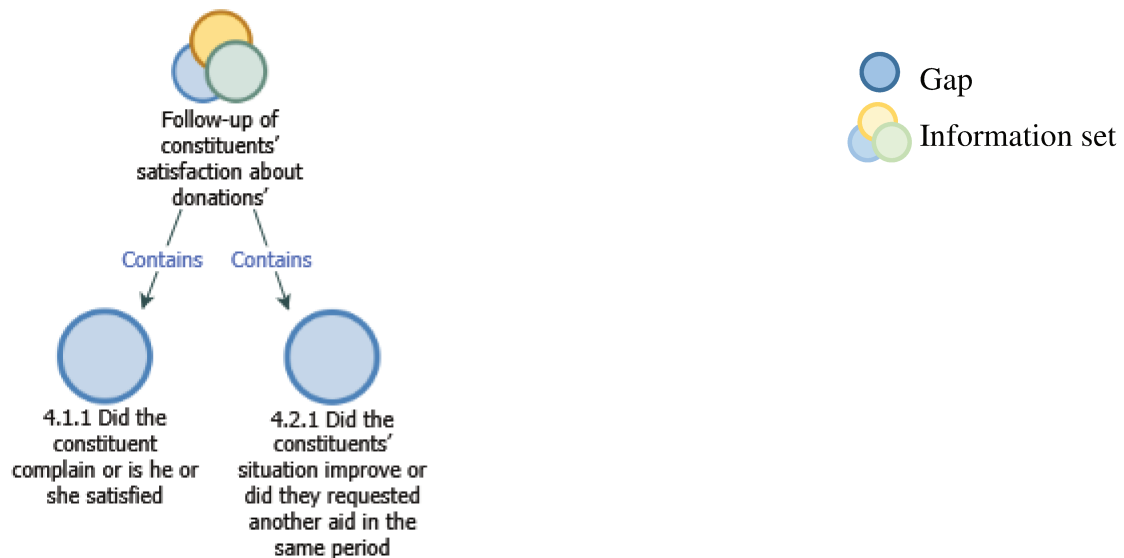


Figure 35 Informational needs set 4 and corresponding gaps

The fifth information needs set, *long-term follow-up of constituent needs*, contained three distinct gaps. Namely, change in the situation of the constituent's

Chapter 5: Conclusion

family with regard to health, employment, increase or decrease in family members, etc., new development in the case according to the routine update, which could be bi-annually, annually, or every two to three years, and finally the constituent's commitment to any development program planned for him/her by the charity. Figure 36 reflects the gaps in this information set while the complete breakdown list is on Table 27 in the analysis chapter section 4.3.9 .

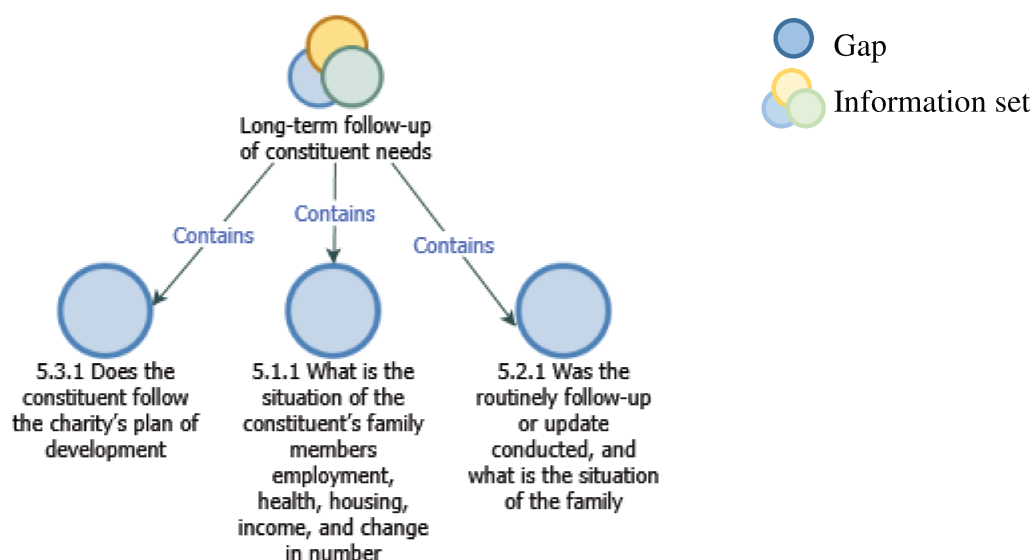


Figure 36 Informational needs set 5 and corresponding gaps

The sixth information needs set, unregistering a constituent, contained 9 unique gaps/information needs. They cover situations that lead to unregistering a constituent from the charity. Some of those situations are positive, such as if the constituent's income increased, or if his/her specific problem which lead him/her to enroll in the first place has been solved, while some other situations are negative, such as if the constituent committed fraud in registration, or forged any document that support his/her needs. In addition to neutral situations, such as if the constituent changed his/her residency location or if they passed away. Following is a representation of the gaps in the sixth set, Figure 37, while the complete breakdown list can be found on Table 28 in the analysis chapter section 4.3.10 .

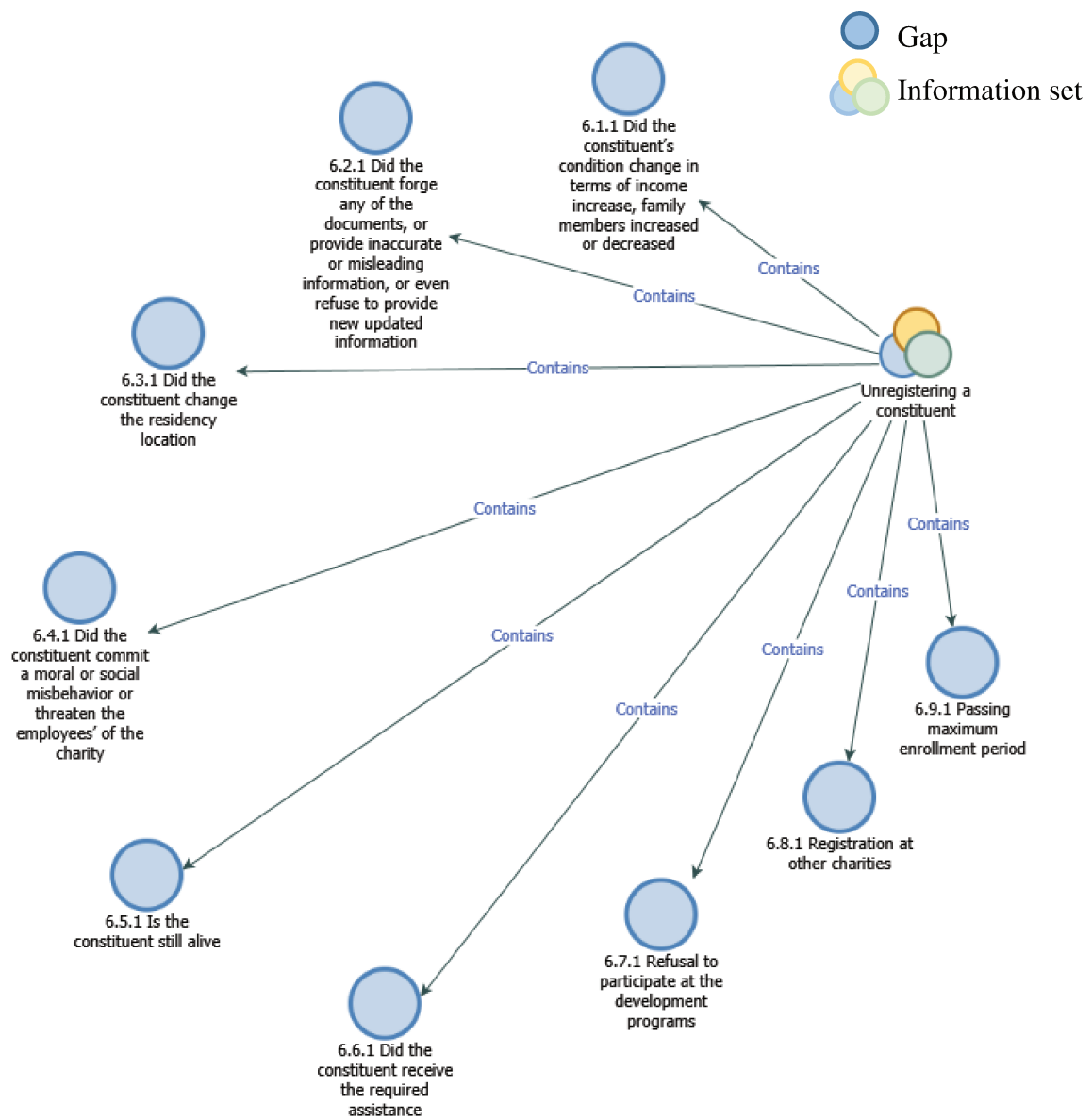


Figure 37 Information needs set 6 and corresponding gaps

The seventh and final information needs set, evaluating the impact of those donations on constituents, contained three distinct gaps/information needs. Namely, has the aids affected the constituent positively? Is there a personal or so social satisfaction with the charity? In addition, has the constituent followed and benefited from the training and development programs offered to the constituent or any of the family members? The list of those gaps is reflected in Figure 38, while the complete breakdown list can be found on Table 29 in the analysis chapter section 4.3.11 .

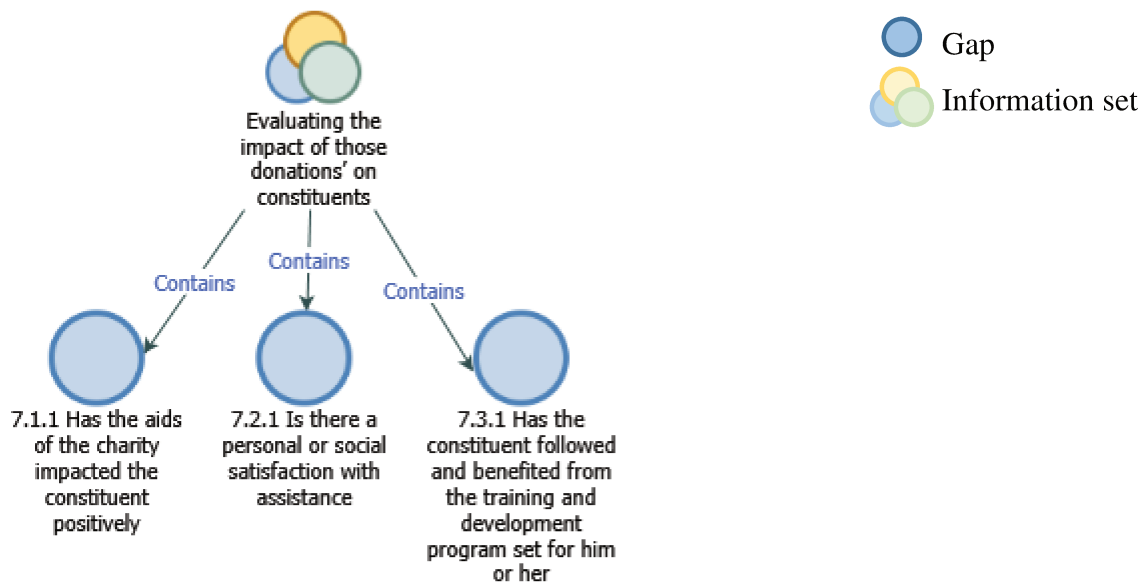


Figure 38 Information needs set 7 and corresponding gaps

5.2.2.2 Sources of information

As revealed in the sources of information analysis in section 4.3.12 Sources of information, the number of sources of informational needs for charity work with regard to constituents is limited to 18 sources of information, which are grouped into five main sources. They are as follows: First, the private sector that includes mainly banks, companies and private hospitals. Second, the government sector which includes several ministries such as the ministry of labor and social development, and the ministry of interior, and several other entities under the umbrella of the government such as the court. Third, the charity itself. The charity is a source of information in three ways, the field visits conducted by the social researcher from the charity, the social researcher him/herself whom produce answers about the case assigned, and finally the internal evaluation conducted at the charity about each case. The fourth and fifth are the constituents themselves and the community interactions and responses to the charity within each of the charities respective community.

From this, we conclude that the government sector as a main source of information for the charity includes 10 out of 18 of the total sources of information, this translates to 55.56% of all gaps/information needs of charitable societies with regard to their constituents. The private sector includes three sources representing 16.67%, and the charity itself holds three sources of information also representing 16.67%, the constituent and the society each represent a single source and each represent 5.56% of

all sources of information. Following, in Table 35, is a breakdown list of this distribution.

Main source/cluster of information	Number of sources	%
1. The private sector	3	16.67%
1.1. Private companies 1.2. Private hospitals 1.3. Banks		
2. The government sector	10	55.56%
2.1. Social Security 2.2. Social Insurance 2.3. Public Pension Agency 2.4. The Ministry of Interior 2.5. The Ministry of Health 2.6. The Ministry of Education 2.7. The Ministry of Commerce and Investment 2.8. The Court 2.9. The Real-estate Development Fund 2.10. The Ministry of Labor and Social Development		
3. The charity	3	16.67%
3.1. The social researcher 3.2. The field visit 3.3. The internal evaluation		
4. The constituent	1	5.56%
5. The community	1	5.56%

Table 35 Breakdown list of sources of information

5.2.3 Dimensions of human development needs and information needs

The results of this analysis has revealed a significant representation of human development needs, also referred to as dimensions of wellbeing, in the information needs of charities in Saudi Arabia. For the first dimension material wellbeing: having enough, and the third dimension Social wellbeing we found a 100% representation by informational needs at charities. For the second dimension, bodily wellbeing: being and appearing well, we found 66% coverage. For the fourth dimension, security, we found an information needs coverage of 50%, three out of the six sub-elements in this dimension had corresponding information needs/gaps. For the fifth, freedom of choice and actions, no corresponding information need was found. For the sixth and final dimension, psychological wellbeing, only one sub-element was represented by an information need at charities.

Charities do question, collect, and act on information they collect about and from the constituent in order to fulfill his/her needs, and the information they collect and use satisfy and fulfill the majority of human development needs outlined and put forward by the poverty group (Narayan et al., 2000) at the world bank (World Bank, 2000).

Some of the sub-elements cannot be measured by the information needs correspondence at charities, such as happiness, and harmony since they are internal to the human being. Those sub-elements are affected by the poor people's life condition and aspirations; they can be characterized as relative, subjective and unique to each individual. Charities do aspire to satisfy constituents' needs leading them to happiness. However, to charities, that is simply a result of satisfaction and fulfillment of basic human needs such as shelter and food security, and although some charities have activities that promote harmony and social peace such as social gatherings, poetry nights, and sports such as marathons and cyclothons, their efforts are not the norm. Some other sub-elements are affected directly by the state, such as civil peace and personal physical security. The Freedom of choice and action dimension can be seen as affected by the governing social and political system.

The dimensions of human development needs are a result of what poor people consider good life and wellbeing, it is what they think help them prosper. Charities that reorient their programs towards development of human beings and fulfilling their

wellbeing needs will definitely achieve better results as opposed to simply feeding and clothing individuals. This is a move, which we have seen emphasized by several charities in the interviews of study two and seems to be gaining momentum as the whole nation of Saudi Arabia is undergoing an economic and social transformation culminating in the state's vision 2030.

5.2.4 Information model for representing people's needs at charities

After answering the research questions, we understand the information needs of charities and are able to present the final information model for representing people's needs in charities. This model is based on the data-information-knowledge-wisdom hierarchy in the sense that it explicitly parallels the process of profile building to the building of knowledge through data then information. It also reflects the multifaceted nature of a human being in the information dimensions it encompasses.

Data in the model encompasses all the information needs resulting from study two in addition to extra data which enriches our understanding of the person, the human, behind the profile, which was derived from the dimensions of human development needs investigated in question four of this study (section 4.4). The information part of this model is divided into categories/dimensions that reflect the nature of the informational needs resulted from study two and the dimensions of human development needs analyzed in question four (section4.4). The knowledge part of the model holds generic knowledge about the constituent, but the parameters of that knowledge is left for the individual charity to decide based on their strategy and budget. That is to say, knowledge such as: this individual is eligible for the charity service, depends on the parameter set by the charity for maximum income for enrollment.

The information dimensions for this model are as follows: economic, legal status, social, psychological, medical, professional, housing and environment, education, and appearance and diet. An example of the corresponding data inputs for the first dimension are income, assets and financial obligations, they are essential data, which are fundamental to accurately reflecting the economic situation of the individual. The full breakdown list is presented in Table 36. Each dimension and its essential data input are listed side by side. It is important to note that the model should be applied to each individual on the family and not be limited to the parent or the main constituent,

Chapter 5: Conclusion

for the model to reflect accurately all aspects of a constituent and dependent constituents.

Dimensions of Information	Data inputs
Economic	Income, Assets, Financial obligations
Legal status	Nationality, Orphan, Prisoner, Under-custody, parent/legal guardian
Social	Marital status, Age, Children, dependent or independent, Social problems, Conflict, Transport
Psychological	Psychological illness, Trauma, Stress
Medical	Illness, disability, chronic illness, addiction
Professional	Skills, Experience, Job
Housing and environment	Amenities, Size of the residence, Condition and suitability for habitat, number of residents, Number of rooms and toilets
Education	Highest diploma obtained, Training, Student level
Appearance and Diet	Daily enough food, Proper clothing, Personal hygiene

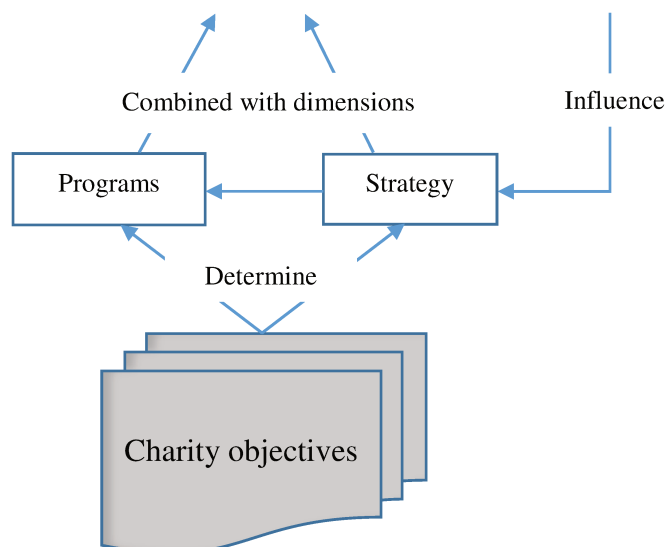
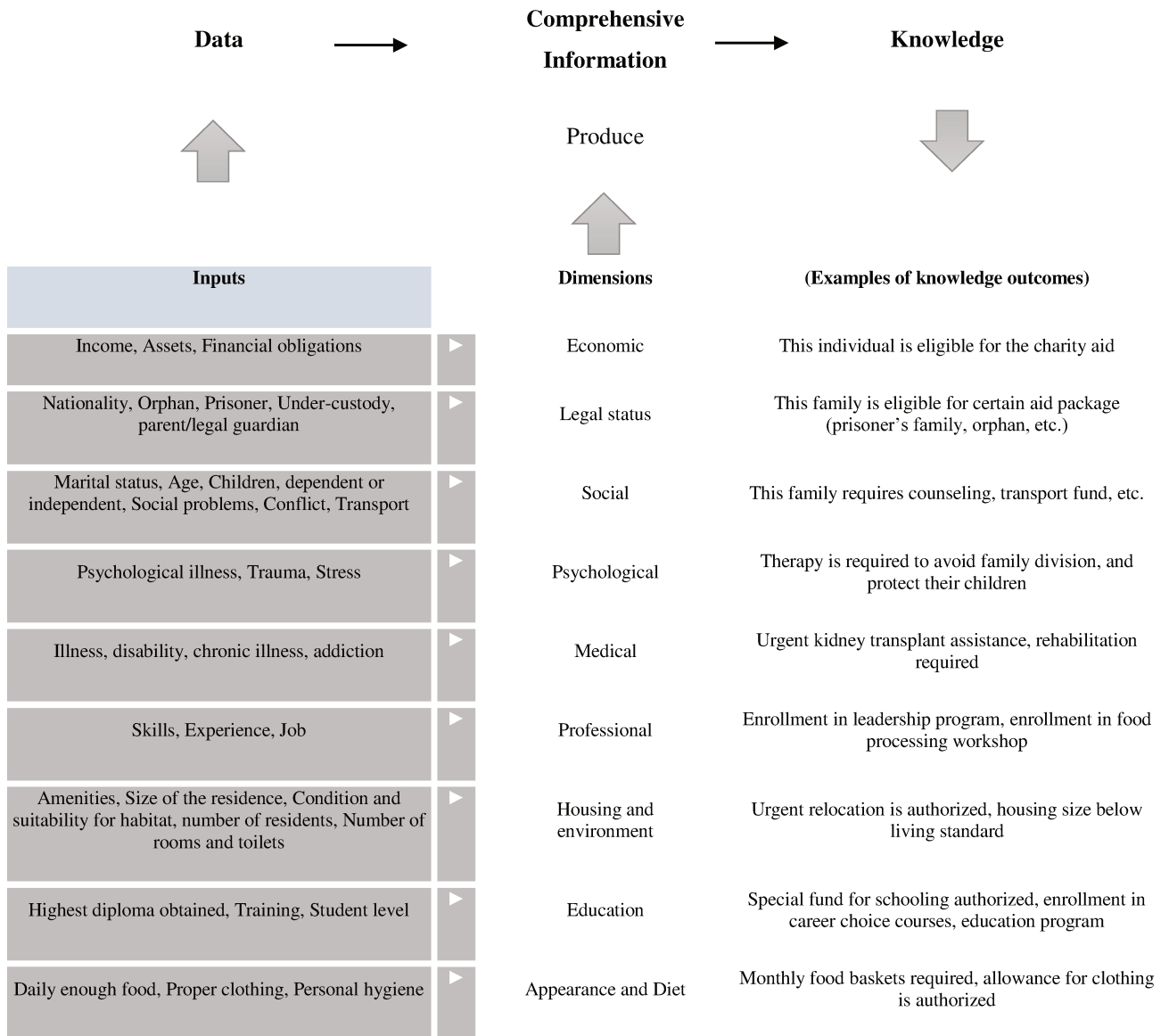
Table 36 Dimensions of information and its essential data inputs

Knowledge in the model is dictated by the goals of the organization. Those goals are reflected on the strategy to achieve those goals and are limited by their budget. The dimensions and data inputs in this model will produce a certain number of knowledge elements but they always can be expanded by articulating new information needs and assigning its corresponding data inputs. The knowledge in this model should be determined by the charity itself or the collection of stakeholders in a greater effort to produce a standard representative profile. Those should include the Ministry of Labor and Social Development and the constituents themselves.

The final model is presented in Table 37; it reflects the formulized encompassing dimensions of information, its corresponding data inputs, and an example of the knowledge, which could be obtained from it.

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Table 37 Final information model for representing people's needs in charities



5.3 Implications of the study

Following is a list of implications and future research following the study:

1. The study results will help understand to what extent information technology and information systems is used within charities in the country
2. It will help understand the barriers that prevent adaptation of information systems in the sector
3. The study results gives a clear picture of the information needs of charities in the work related to constituents
4. It also provides an understanding of the position of those needs with regard to international studies conducted by international bodies of development
5. The proposed model is the first step to build upon for a representative model of the constituent's needs
6. An information system based on this model will be generic and therefor easier to implement and adapt. It will serve as nuclear information system with a base information profile of constituents. The more that system is adapted and used among charities the more valuable it becomes since it will provide consistent comparative statistical information for all communities across the country. Decision makers can rely on that wealth of uniform information to drive new policies or programs on the national scale that will be efficient, reliable and more effective than before and the information-backed knowledge will add to its value
7. An information system that is unified and widely adapted will significantly improve sustainability of constituent's development since it will result in a continues and up to date stream of information about the constituents condition and its evolution, this allows the charity and the sector in general to base their programs and steer their strategies based on representative and current information, the cycle of policy and program development therefor, becomes a sustainable effort that is modified, updated, evaluated or replaced on a regular bases with minimal effort and with a great degree of coordination among charities and stakeholder

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Appendices

Appendix A English cover letter for the doctoral dissertation survey

Dear Charity,

This survey is a part of my doctoral dissertation for studying information systems status in charity organizations in Saudi Arabia. In addition, to developing a model for the information needs of those charities with regard constituents and donations. The study is also concerned with comparing those resulting informational needs to research established human development needs dimensions/dimensions.

Your participation and cooperation in this study will help present a complete and up-to-date picture of the informational needs of your charity and the country's charities as a whole, and to develop an information needs model that serve as a building block for a useful and efficient information systems. This information system will return great benefits to all charities in the near future and unify efforts among charities to reduce costs, increase efficiency, transparency, and promote sharing of resources and donations among all charities.

It is important to note, that all the information you provide will be limited to this study and will not be disclosed to other parties other than The Ministry of Labor and Social Development, as they are a participating and supporting government body. Your privacy will be strictly observed, respected, and all personal information will be removed from the final datasets. In addition, you will have access to research results and recommendations after the research is completed.

I remain at your disposal for further inquiries concerning this study at all times.

Sincerely, Ahmed Alothman, PhD scholar, GERiiCO laboratory

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Appendix B Arabic cover letter for the doctoral dissertation survey

السادة جمعية () الأعضاء،
السلام عليكم ورحمة الله وبركاته

هذا الاستبيان هو جزء من رسالتي للدكتوراه المختصة بدراسة أنظمة المعلومات في الجمعيات الخيرية في المملكة العربية السعودية، وتشمل الدراسة تطوير نموذج لاحتياجات المعلومات في الجمعيات فيما يتعلق بالمستفيدين والمساعدات. الدراسة معنية أيضاً بمقارنة احتياجات المعلومات الناتجة مع احتياجات وأبعاد التنمية البشرية المقررة في الدراسات العالمية السابقة.

إن مشاركتكم وتعاونكم في هذه الدراسة سيساعد في تقديم صورة كاملة وحديثة عن احتياجات المعلومات في جمعيتكم وكذلك على مستوى المملكة، وسيساعد في تطوير نموذج معلومات يكون حجر أساس لأنظمة معلومات مفيدة وذات كفاءة عالية، وأنظمة المعلومات هذه ستعود بمنافع كثيرة على كل الجمعيات في المستقبل القريب وستوحد الجهود بين الجمعيات الخيرية لتقليل التكاليف وزيادة الكفاءة والشفافية وتحفيز تقاسم الموارد والصدقات العينية بين الجمعيات كافة.

أخيراً، من المهم أن تعلموا أن كافة البيانات التي ستقدمونها ستكون محصورة بموضوع الدراسة ولن تشارك مع أي طرف آخر سوى وزارة العمل والتنمية الاجتماعية، وذلك بحكم أنهم مشاركون في هذه الدراسة وداعمون لها. خصوصيتكم ستراعى بحرص تام، وستحترم. وكافة معلوماتكم الشخصية سوف تزال من النسخة النهائية لبيانات الدراسة. بالإضافة إلى أنكم ستحصلون على نتائج الدراسة وتوصياتها بنهاية البحث.

تسعدني إجابة كافة استفساراتكم حول الدراسة وذلك في أي وقت.

المخلص،

أحمد العثمان، باحث دكتوراه، معمل جيريكو.

جامعة شارل ديغول ليل 3، فرنسا.

البريد الإلكتروني: ahmed.alot@hotmail.com

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الهاتف – السعودية: 00966546005930 فرنسا: 0033663344592

Appendix C First part of the doctoral dissertation survey (in English).

Please try to answer all questions as accurately and up to date as possible. You may call the researcher on the number provided in the cover letter, at any time, in case of doubt or confusion about any of the questions. If you need help administering the questionnaire, please do not hesitate to call.

	survey ID	
	date	

	Part one (self-administered questionnaire)		
Section one: The charity organization's profile			
1)	What is the name of your charity?		
2)	How many branches do you have?		
3)	What is the total number of employees (full- time employees):		
4)	Please list the region/regions name/s in which you operate:		
5)	What are the types of localities of operation (city/village/center):	6)	Please list the locality/s name/s where your charity operate:
Section two: Information systems for donations and constituents			
7)	Does your charity have a computer?		

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a)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
8) Does your charity have an internet connection?			
a)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
9) Does your charity use information systems in any way in the process of gathering and distribution of donations? (e.g. word lists (Microsoft word or other software), spreadsheets (Microsoft excel or other software), CMS, ERP, etc.)			
a)	<input type="checkbox"/> No	<input type="checkbox"/> In some processes	<input type="checkbox"/> In all processes
10) If you answered “No” in the previous question, please select one or more reasons for not using any information system in gathering and distribution of donations in your charity. In addition, you can add your own reason if it is not listed.			
<ol style="list-style-type: none"> 1. Lack of information technology skills and training at our charity 2. Information systems are not needed at our charity 3. Buying or developing information systems are costly 4. We do not have enough resources to implement information technology at our charity 			
11) If you answered “In some processes” or “In all processes” in the previous question, please list in detail those processes in which you use information systems at your charity. Ordered by importance and you may leave blank fields at the end if not applicable. (e.g. member registration, search, donations management, needs assessment, communication, etc.)			
<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 			
Section Three: Constituents			
12) Please select the type of constituent you serve in your organization (you can select one or both types).			
a) <input type="checkbox"/> Families	b) <input type="checkbox"/> Individuals		

13) Please mention the number of constituents you serve at your organization in each category of constituents	
i) constituents' category type	ii) Total number of constituent in the category
1. Poor families 2. Poor individuals 3. Elders 4. Widow women 5. Divorced women 6. Women with missing husbands (abandoned) 7. Families of prisoners 8. People with disabilities 9. Orphans 10. Non-seekers (people who are poor but refuse to request aid)	1. 2. 3. 4. 5. 6. 7. 8. 9. 10.
14) Please list the 5 most important programs you provide to your constituents. Ordered by importance. (e.g. monthly financial payments, food basket, school bag, social consultation, medical support, clothing, home appliances, furniture, etc.):	
1. 2. 3. 4. 5.	
Section Four: additional information	
15) If you have any further details you would like to add, please add them below	

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16) Is your charity willing to use a new unified information system for managing constituent's information and their needs?			
a)	<input type="checkbox"/> No	<input type="checkbox"/> yes	<input type="checkbox"/> maybe
17) If you answered "No" in the previous question, please the reason. (e.g. your organization does not need any information system, your organization is satisfied with the current information system it uses, etc.)			
18) If you answered "yes" or "maybe" in the previous question, please check one or more reasons that will encourage your organization to use this new information system.			
<input type="checkbox"/> If the information system was offered free to my organization	<input type="checkbox"/> If it was better than our current IS		
<input type="checkbox"/> If my organization gets free training courses on that system	<input type="checkbox"/> If my organization received technical support all year		
<input type="checkbox"/> If it was connected electronically with government body for information about our constituents'	<input type="checkbox"/> We will use it because we currently don't have any information system		
<input type="checkbox"/> If it was connected electronically with other charities information about our constituents'	Other reason you wish to add:		

Thank you for completing the questionnaire, your participation will help us provide better results in the study.

Appendix D Second part of the doctoral dissertation survey (in English).

Please think of the tasks you undertake in your work in a time-line. Then describe the situations you encounter in your work in those time-line steps. for each step in this time line we want to focus on a micro-moment where you had a question/needed information, an in that micro-moment, please describe the gap/the question you encountered, and what was the help you needed/answer you needed so you could bridge that gap, and how that answer/information helped you. I will ask you several questions during the interview about those situations for clarification, and to gain an in-depth view of this triangle. The main themes proposed for the interview are on the following list, but you are free to add and remove themes from the interview as you see consistent with their work tasks:

1. Registration of new constituents
2. Determining donation needs
3. Confirmation of those needs
4. Follow-up of constituents' satisfaction about donations
5. Long-term follow-up of constituent needs
6. Unregistering a constituent
7. Evaluating the impact of those donations on constituents

Please remember, there is no single correct answer, or correct arrangement or division of moments. The goal is to understand in details the informational needs of your work from your own perspective as a user/worker.

survey ID	
date	

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	Part Two The interview
1) Bir charity name	
2) MLSD registration number	
Section one: Information needs from the user's perspective	
Questions and notes sheet of the interview	

Appendix E First part of the doctoral dissertation survey (in Arabic).

نرجو الإجابة بأقصى قدر من الدقة وبأحدث المعلومات. بإمكانكم الاتصال بالباحث على الرقم المكتوب في الرسالة التعريفية وذلك عندما تحتاجون إلى أي مساعدة أو يصعب عليكم معرفة المطلوب من أي سؤال. إذا احتجتم أيضاً لأي مساعدة في ملئ الاستبيان فلا تترددوا بالاتصال.

	رقم الاستبيان
	التاريخ

		الجزء الأول (الاستبيان)
القسم الأول: ملف الجمعية الخيرية		
		(1) ما هو اسم جمعيتكم؟
		(2) كم عدد فروع جمعيتكم؟
		(3) ما هو عدد الموظفين الرسميين بجمعيتكم؟
		(4) من فضلك اذكر اسم المنطقة أو أسماء المناطق
(5) هل تعملون في مدينة أو قرية أو هجرة أو مركز؟	(6) من فضلك اكتب أسم أو أسماء المدن أو القرى أو المراكز التي تعمل بها جمعيتكم	
القسم الثاني: أنظمة المعلومات الخاصة بالمساعدات وخدمة المستفيدين		
(7) هل لدى جمعيتكم جهاز كمبيوتر خاص بالجمعية؟		
<input type="checkbox"/> لا	<input type="checkbox"/> نعم	a)
(8) هل لدى جمعيتكم اشتراك بالإنترنت؟		
<input type="checkbox"/> لا	<input type="checkbox"/> نعم	a)

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<p>9) هل تستخدم جمعيتكم أي نظام معلومات بأي شكل لمعالجة جمع وتوزيع المساعدات (المالية أو العينية)؟ (مثال: قوائم في مايكروسوفت وورد أو غيره، ملفات في برنامج مايكروسوفت اكسل أو غيره، نظام إدارة محتوى على الويب CMS، نظام تخطيط الموارد ERP، إلخ).</p>			
(a)	<input type="checkbox"/> لا	<input type="checkbox"/> في بعض العمليات	<input type="checkbox"/> في كل العمليات
<p>10) إذا أجبت ب"لا" في السؤال السابق، فاختر من فضلك سبباً أو أكثر من الأسباب التي منعت من استخدام أي نظام معلومات خاص بجمع وتوزيع الصدفات في جمعيتكم. علماً أنه يمكنك إضافة سبب آخر إذا لم يرد في القائمة.</p>			
(a)	جمعيتنا لا تحتاج إلى نظام معلومات		
(b)	نقص التدريب ومهارات تكنولوجيا المعلومات في جمعيتنا		
(c)	شراء أو تطوير نظام معلومات مكلف مادياً		
(d)	لا توجد لدينا الموارد الكافية لاستخدام تقنية المعلومات في جمعيتنا		
(e)	سبب آخر:		
<p>11) إذا أجبت ب"في بعض العمليات" أو "في كل العمليات" في السؤال السابق، فاذكر من فضلك العمليات التي تستخدم جمعيتكم فيها نظام معلومات، مرتبة حسب الأهمية، علماً أنه يمكنك ترك بقية الخانات فارغة إذا كانت أكثر من اللازم. (مثال: تسجيل المستفيدين، البحث، إدارة المساعدات العينية، تقييم الاحتياجات، التواصل مع المستفيدين، إلخ)</p>			
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
القسم الثالث: المستفيدين			
<p>12) حدد من فضلك نوع المستفيدين الذين تخدمونهم في جمعيتكم (يمكن تحديد اختيار أو أكثر).</p>			
(a)	<input type="checkbox"/> عائلة	(b)	<input type="checkbox"/> فرد
<p>13) أذكر من فضلك عدد المستفيدين الذين تخدمونهم لكل فئة من المستفيدين</p>			
(i)	تصنيف المستفيدين	(ii)	عدد المستفيدين في كل تصنيف

1. أسر فقيرة	1.
2. أفراد فقراء	2.
3. كبار السن (رجال أو نساء)	3.
4. نساء أرامل	4.
5. نساء مطلقات	5.
6. نساء أزواجهن غائبون (مهجورات)	6.
7. أسر السجناء	7.
8. مرضى	8.
9. أيتام	9.
10. متعففون	10.
<p>14) أذكر من فضلك أهم 10 برامج تقدمونها لمستفيديكم. مرتبة حسب الأهمية، علماً أنه يمكنك ترك بقية الخانات فارغة إذا كانت أكثر من اللازم.</p> <p>(مثال: إعانة نقدية شهرية، سلة غذائية، حقيبة مدرسية، استشارات اجتماعية، علاج ومعونة طبية، ملابس، أجهزة منزلية، أثاث، إلخ)</p>	
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
القسم الرابع: معلومات إضافية	
15) إذا كانت لديكم أي معلومات وتفاصيل إضافية تودون ذكرها فأضيفوها أدناه	
16) هل جمعيتكم على استعداد لاستخدام نظام معلومات موحد لإدارة معلومات المستفيدين واحتياجاتهم؟	

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(a)	<input type="checkbox"/> لا	<input type="checkbox"/> نعم	<input type="checkbox"/> ربما
<p>(17) إذا أجبت ب "لا" في السؤال السابق، فاذكر من فضلك السبب. (مثال: جمعيتكم لا تحتاج إلى نظام معلومات، جمعيتكم راضية عن نظام معلوماتها الحالي الذي تستخدمه، إلخ)</p>			
<p>(18) إذا أجبت ب "نعم" أو "ربما" على السؤال السابق فاختر من فضلك سبباً أو أكثر سيشرح جمعيتكم على استخدام نظام معلومات جديد. علماً أنه يمكنك إضافة سبب آخر إذا لم يرد في القائمة.</p>			
<input type="checkbox"/> إذا قدم نظام المعلومات هذا مجاناً إلى جمعيتنا	<input type="checkbox"/> إذا كان أفضل من نظام المعلومات الذي نستخدمه		
<input type="checkbox"/> إذا حصلت جمعيتنا على تدريب مجاني على استخدامه	<input type="checkbox"/> إذا حصلت جمعيتنا على دعم فني طوال العام		
<input type="checkbox"/> إذا كان ذلك النظام مربوطاً إلكترونياً بالجهات الحكومية للحصول على معلومات تأكيدية حول مستفيدينا	<input type="checkbox"/> سوف نستخدمه لأن جمعيتنا ليس لديها أي نظام معلومات حالياً		
<input type="checkbox"/> إذا كان ذلك النظام مربوطاً إلكترونياً مع جمعيات أخرى للحصول على معلومات تأكيدية حول مستفيدينا	سبب آخر تودون إضافته:		

شكراً على إكمال الاستبيان، ومشارككم هذه سوف تساعدنا بالحصول على نتائج أفضل للدراسة

Appendix F Second part of the doctoral dissertation survey (in Arabic).

فكر من فضلك في العمل الذي تقوم به في شكل خط زمني. ثم صف المواقف التي تتعرض لها في عمالك على شكل خطوات مرتبه زمنياً. ولكل خطوة في هذا الخط الزمني سوف نركز على لحظة مصغرة (micro-moment) كانت لديك فيها أسئلة أو احتياجات معلوماتية، وفي تلك اللحظة المصغرة، صف من فضلك الفجوة أو السؤال الذي واجهته، وماهي المساعدة أو الإجابة التي احتجتها لتتمكن من تخطي تلك الفجوة وكيف ساعدتك تلك المعلومة أو الإجابة.

سوف أسألك عدة أسئلة خلال المقابلة حول تلك المواقف وذلك للتوضيح، وللحصول على نظرة معمقة لذلك المثلث (موقف – فجوة – مساعدة). العناصر الرئيسية المقترحة لهذه المقابلة هي كالتالي، علماً بأنك تستطيع إضافة وإزالة أي عناصر رئيسية من المقابلة حسب ما تراه يتناسب مع مهام عمالك المعتادة:

- (1) تسجيل المستفيدين
 - (2) تحديد احتياجات الصداقات
 - (3) تأكيد تلك الاحتياجات
 - (4) متابعة رضا المستفيدين عن تلك المساعدات
 - (5) متابعة احتياجات المستفيدين على المدى الطويل
 - (6) إلغاء /طي ملف المستفيد
 - (7) تقييم تأثير تلك الصداقات على المستفيدين
- تذكروا انه لا توجد إجابة واحدة صحيحة، أو ترتيب واحد صحيح للحظات الموصوفة. والهدف هو الوصول إلى فهم مفصل لاحتياجات المعلومات في عمالك من وجهة نظر المستخدم.

	رقم الاستبيان
	التاريخ

	الجزء الثاني المقابلة
	(1) اسم الجمعية
	(2) رقم التسجيل في وزارة العمل والتنمية الاجتماعية
	القسم الأول: احتياجات المعلومات من وجهة نظر المستخدم

Appendix G Expert Panel that reviewed the survey

Dr. Khalid Al Sarhan	The Ministry of Labor and Social development
Abdullah Al Shehri	Head of social research department, Imam Muhammad bin Saud charitable society
Dr. Zuza Wiorogórska	University of Warsaw Library
Ibrahim al Ghurair	Assistant to charitable societies directorate GM, The Ministry of Labor and Social development

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Appendix H Regional distribution of study one sample

		Regional Distribution			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Asīr	6	7.2	7.2	7.2
	Al Bāhah	3	3.6	3.6	10.8
	Hā'il	15	18.1	18.1	28.9
	Al Hudūd ash Shamāliyah	3	3.6	3.6	32.5
	Al Jawf	1	1.2	1.2	33.7
	Jīzan	4	4.8	4.8	38.6
	Al Madīnah	2	2.4	2.4	41.0
	Makkah	18	21.7	21.7	62.7
	Najrān	2	2.4	2.4	65.1
	Al Qasīm	12	14.5	14.5	79.5
	Ar Riyād	9	10.8	10.8	90.4
	Ash Sharqīyah	6	7.2	7.2	97.6
	Tabūk	2	2.4	2.4	100.0
	Total	83	100.0	100.0	

Appendix I Descriptive statistics of study one sample

Case Processing Summary^a

	Cases					
	Included		Excluded		Total	
	N	Percent	N	Percent	N	Percent
What is the name of your charity?	83	100.0%	0	0.0%	83	100.0%
Regional Distribution	83	100.0%	0	0.0%	83	100.0%
Locality of Operation	83	100.0%	0	0.0%	83	100.0%
How many branches do you have?	83	100.0%	0	0.0%	83	100.0%
What is the total number of employees (full- time employees)?	80	96.4%	3	3.6%	83	100.0%

a. Limited to first 100 cases.

Case Summaries^a

	What is the name of your charity?	Regional Distribution	Locality of Operation	How many branches do you have?	What is the total number of employees?
1	جمعيه البر الخيرية بالغزالة	Hā'il	Village	1	13
2	جمعيه ساعد الخيرية	Al Hudūd ash Shamāliyah	City	0	11
3	جمعيه البر الخيرية بمركز الشقيق	Hā'il	Center	1	6
4	جمعيه محافظة حريملاء الخيرية	Ar Riyād	City	0	18
5	جمعيه قرن ظبي الخيرية للخدمات الاجتماعيه	Al Bāhah	Village	0	5
6	جمعيه قرن ظبي الخيرية للخدمات الاجتماعيه	Al Bāhah	Village	0	5
7	جمعيه طريف الخيرية	Al Hudūd ash Shamāliyah	City	1	9
8	جمعيه ذات النطاقين النسائيه الخيرية	Asīr	City	1	13
9	جمعيه حزم أم الساهك الخيرية	Ash Sharqīyah	Center	0	7
10	جمعيه تطوير المؤسسات الخيرية (مطورون)	Jīzan	City	1	10
11	جمعيه الهياثم الخيرية	Ar Riyād	Center	0	6
12	جمعيه الهدار الخيرية	Ar Riyād	Center	0	8
13	جمعيه الحلوة الخيرية	Ar Riyād	Center	0	5
14	جمعيه الثريا الخيرية للمكفوفين بجازان	Jīzan	City	0	3
15	جمعيه البركة الخيرية للخدمات الاجتماعيه بالدمام	Ash Sharqīyah	City	1	47
16	جمعيه البردع الخيرية	Tabūk	City	0	9
17	جمعيه البر والخدمات الاجتماعيه بالمنطق	Al Bāhah	City	0	5
18	جمعيه البر لقرى جنوب مكة	Makkah	Village	3	.
19	جمعيه البر بأم الدوم	Makkah	Center	1	5

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20	جمعية البر بالمنطقة الشرقية	Ash Sharqīyah	City	10	203
21	جمعية البر بالمدينة المنورة	Al Madīnah	City	0	58
22	جمعية البر الخيرية بقصيبياء	Al Qasīm	Center	0	2
23	جمعية البر الخيرية في محافظة عنيزة	Al Qasīm	City	3	100
24	جمعية البر الخيرية في محافظة ضريبة	Al Qasīm	City	13	3
25	جمعية البر الخيرية في محافظة رجال ألمع	Asīr	City	0	6
26	جمعية البر الخيرية بوادي محرم و الهدا	Makkah	City	1	.
27	جمعية البر الخيرية بوادي ليه	Makkah	Village	1	8
28	جمعية البر الخيرية بوادي ليه	Makkah	Center	0	9
29	جمعية البر الخيرية بوادي بني عمير	Makkah	Center	0	3
30	جمعية البر الخيرية بمليجه	Ash Sharqīyah	Center	0	15
31	جمعية البر الخيرية بمركز بجدة	Tabūk	Center	0	2
32	جمعية البر الخيرية بمركز الهلالية	Al Qasīm	Center	1	40
33	جمعية البر الخيرية بمركز العرفين بترية	Makkah	Center	1	6
34	جمعية البر الخيرية بمركز الجائزة	Makkah	Center	0	7
35	جمعية البر الخيرية بمركز الأحفر	Hā'il	Center	1	6
36	جمعية البر الخيرية بمدينة فيد	Hā'il	City	0	3
37	جمعية البر الخيرية بمحائل عسير	Asīr	Village	3	28
38	جمعية البر الخيرية بمحافظة دومة الجندل	Al Jawf	City	2	13
39	جمعية البر الخيرية بمحافظة ثار	Najrān	Village	1	5
40	جمعية البر الخيرية بمحافظة الشنان	Hā'il	Village	2	15
41	جمعية البر الخيرية بمحافظة الشماسية	Al Qasīm	City	3	13
42	جمعية البر الخيرية بقرى بلاد ثماله	Makkah	Village	0	6
43	جمعية البر الخيرية بقبه	Al Qasīm	Center	0	5
44	جمعية البر الخيرية بفيضة ابن سويلم	Hā'il	Center	0	4
45	جمعية البر الخيرية بعمائر المرير / حائل	Hā'il	Village	0	3
46	جمعية البر الخيرية بعسفان	Makkah	City	0	7
47	جمعية البر الخيرية بطابه	Hā'il	Village	3	1
48	جمعية البر الخيرية بصفيط	Hā'il	Center	4	0
49	جمعية البر الخيرية بشقصان	Makkah	Village	1	12
50	جمعية البر الخيرية بساحل الجعافرة	Jīzan	Center	1	4
51	جمعية البر الخيرية برهاط	Makkah	Center	0	15
52	جمعية البر الخيرية بخليص	Makkah	City	7	.
53	جمعية البر الخيرية بحفر الباطن	Ash Sharqīyah	City	4	128
54	جمعية البر الخيرية بتهامه بللسمر وبللحمر	Asīr	Center	0	4
55	جمعية البر الخيرية بالهمجة	Al Qasīm	Village	1	6
56	جمعية البر الخيرية بالقوارة	Al Qasīm	Center	0	3
57	جمعية البر الخيرية بالقربع بني مالك	Makkah	Center	1	7
58	جمعية البر الخيرية بالفوارة	Al Qasīm	Center	1	7
59	جمعية البر الخيرية بالعظيم	Hā'il	Village	8	3

60	جمعية البر الخيرية بالعطيف	Makkah	Center	0	5
61	جمعية البر الخيرية بالعش	Hā'il	Center	0	2
62	جمعية البر الخيرية بالدليمية	Al Qasīm	Center	1	4
63	جمعية البر الخيرية بالخفجي	Ash Sharqīyah	City	0	10
64	جمعية البر الخيرية بالبعابث	Hā'il	Center	1	0
65	جمعية البر الخيرية بالبصر	Al Qasīm	City	0	28
66	جمعية البر الخيرية بالبديع	Ar Riyād	Center	1	14
67	جمعية البر الخيرية بابانات بضليع رشيد	Al Qasīm	Center	5	5
68	جمعية البر الخيرية بمحافظة الحناكية	Al Madīnah	Village	1	11
69	جمعية الأبرار الخيرية بالطائف	Makkah	City	0	4
70	جمعية الأفلاج الخيرية	Ar Riyād	City	2	30
71	الجمعية الخيرية بمحافظة الشملية	Hā'il	Village	1	12
72	الجمعية الخيرية بوادي قديد	Najrān	Center	0	2
73	الجمعية الخيرية بمحافظة سميراء	Hā'il	City	5	4
74	الجمعية الخيرية بمحافظة الغزاة	Hā'il	Village	1	12
75	الجمعية الخيرية بمحافظة البرك	Asīr	Village	1	8
76	الجمعية الخيرية بمحافظة أحد المسارحة	Jīzan	City	0	12
77	الجمعية الخيرية بقرى وادي ستارة	Makkah	Center	1	10
78	الجمعية الخيرية بضمراء	Ar Riyād	City	1	8
79	الجمعية الخيرية ببحرة	Makkah	Center	0	10
80	الجمعية الخيرية بالقويعية	Ar Riyād	City	4	35
81	الجمعية الخيرية بالحريق	Ar Riyād	City	1	3
82	الجمعية الخيرية بالحبيل	Asīr	Center	1	6
83	البر الخيرية بروضة هباس	Al Hudūd ash Shamāliyah	Center	1	7
Total	83	83	83	83	80

a. Limited to first 100 cases.

Appendices

Appendix J Pictures of some of the Bir charities we visited for study two



Résumé de la thèse en français

1.1 Introduction

Le nombre total d'organismes de bienfaisance en Arabie Saoudite a atteint 601 en 2011-2012 et 15 315 travailleurs répartis sur 13 régions du pays, la même année. Le Ministère des affaires sociales a soutenu ces organisations par 753 730 549 SAR, à partir de ce montant, les contributions physiques fournies par le ministère étaient de 18 219 807 SAR (Ministère des affaires sociales, 2013). Le livre statistique annuel du ministère des Affaires sociales pour l'année 2011-2012 ne mentionne pas le montant des contributions physiques accordées à ces organismes de bienfaisance par le public, qui, nous soupçonnons, dépasse le montant du gouvernement par plusieurs replis.

Il y a trois objectifs dans cette étude. Le premier objectif est d'identifier l'état actuel de l'utilisation des systèmes d'information dans le secteur des organismes de bienfaisance. Cette enquête comprend une analyse détaillée des processus de travail dans lesquels les systèmes d'information sont utilisés. En outre, ces raisons empêchent un organisme de bienfaisance d'utiliser un IS dans leurs tâches de travail.

Le deuxième objectif est d'identifier les besoins d'information de ces organismes de charité à l'égard de leurs bénéficiaires. En utilisant la théorie Sense-Making (Dervin, 1992) et son ensemble de méthodes, nous pourrions comprendre les besoins informatifs du point de vue des utilisateurs eux-mêmes.

Le troisième objectif est de faire correspondre les besoins résultants des besoins (de la nécessité) d'information des organismes de charité avec les dimensions des besoins de développement humain par Narayan et al. (2000). Celui-ci a été recherché pour informer le rapport sur le Développement Mondial de la Pauvreté et du Développement. Cela aidera à comprendre combien de ces besoins informatiques des organismes de bienfaisance satisfont les besoins des personnes pauvres présentés dans le rapport mondial de développement 2000/2001 (Banque mondiale, 2000).

En atteignant ces objectifs, nous pourrions élaborer un modèle d'information pour représenter les besoins des personnes qui sont informés de la recherche et du point de vue de l'utilisateur. Nous espérons que, en développant ce modèle d'information, nous espérons, en développant ce modèle, qu'un système d'informations unifié et fondé sur la recherche peut être développé et utilisé par tous les organismes de bienfaisance pour améliorer l'efficacité, la transparence, la fiabilité et la gestion des ressources au sein d'une seule organisation caritative ainsi que parmi les organismes de bienfaisance et leurs bénéficiaires.

En plus de promouvoir le partage et l'épargne des ressources inter-organismes de bienfaisance, la mise en œuvre d'un tel système d'information contribuera également à améliorer la rapidité et la précision de la distribution et accumulera des données statistiques importantes sur les besoins et les tendances dans tout le pays, ce qui créera un cycle continu d'évaluation et d'amélioration des politiques et des programmes.

1.1.1 Déclaration de problème

1. Quel est le niveau de mise en œuvre des systèmes d'information dans les organismes de bienfaisance de l'Arabie Saoudite dans tous les aspects liés aux mandants ?
2. Quels sont les processus dans lesquels les systèmes d'information sont utilisés ?
3. Quels sont les besoins d'information des organisations caritatives du point de vue de l'utilisateur à l'égard des bénéficiaires.
4. Combien de ces besoins d'informations ont-ils satisfait et tombent sous la dimension du développement humain ?

1.1.2 Objectif et champ d'application

L'objectif de cette étude est de développer un modèle d'information pour représenter les besoins des personnes dans les sociétés de bienfaisance en tant que prélude à un bénéficiaires.

La portée de cette recherche est limitée aux organismes de bienfaisance qui travaillent à l'échelle nationale et classés comme organismes de bienfaisance de Bir, ce qui signifie que leur principal objectif est d'aider les personnes et les ménages pauvres

à utiliser diverses formes de dons, par exemple, des espèces, des cartes d'achat, des cadeaux, des paniers alimentaires, etc.

1.1.3 Signification de l'étude

Cette étude est significative de plusieurs façons. Premièrement, elle donne une image claire de l'état des systèmes d'information utilisés dans les organismes de bienfaisance en général. Cela inclut le niveau de mise en œuvre et l'analyse des processus de travail impliqués.

Deuxièmement, elle fournit des ensembles complets de besoins d'information des organismes de bienfaisance dans leurs processus de travail liés aux bénéficiaires. Ces ensembles de besoins d'information servent de blocs de construction pour le modèle d'information représentant les besoins d'information du point de vue de l'utilisateur.

Ce modèle d'information, à son tour, est une étape cruciale dans la conception d'un système d'information efficace et utile pour toutes les organisations caritatives du secteur.

Troisièmement, les besoins en information résultant sont comparés et correspondent aux dimensions des besoins de développement humain, définies dans l'étude multiculturelle internationale par le groupe de la pauvreté à la Banque mondiale (Narayan et al., 2000). Cela contribue à mettre en perspective la position des organismes de bienfaisance locaux dans le contexte des besoins internationaux établis en matière de développement humain.

Jamais ces objectifs n'ont pas été étudiés dans ce contexte et cette portée avant. En outre, ce sera une base importante pour le développement de systèmes d'information nouveaux et plus utiles dans le secteur de la charité ou la modification des systèmes existants.

1.1.4 Délimitation de l'étude

L'étude est limitée aux organismes de bienfaisance qui travaillent au sein de l'Arabie Saoudite et enregistrés au Ministère du Travail et du Développement Social et qui sont actifs au cours de cette étude.

1.2 Revue de littérature

Dans la revue de la littérature, nous avons discuté de la gestion du savoir, qui implique tous les aspects et les étapes de la vie, à partir de sa création par sa conservation, y compris la manipulation, la diffusion et sa consommation.

Il existe différentes perspectives de compréhension et de définition de la gestion du savoir, (Broadbent, 1998) qui dont définit du point de vue du professionnel de l'information comme suit :

Améliorer l'utilisation des connaissances organisationnelles grâce à des pratiques rationnelles de gestion de l'information et d'apprentissage organisationnel.

Elle ajoute que le but de cette gestion est d'apporter de la valeur à l'entreprise en créant des pratiques de gestion proposées pour capturer l'information et l'exploiter au bénéfice de l'organisation elle-même. Pour Broadbent (1998), la gestion réussie de la connaissance repose sur deux facteurs. Premièrement, l'utilisation de l'information actuelle de l'organisation. Deuxièmement, l'exploitation efficace de l'atout humain de l'organisation, ses employés, en profitant de leurs pensées, idées, compétences et intuitions.

Cette définition de la gestion des connaissances n'est pas loin du point de vue des stratèges qui considèrent la gestion du savoir comme un atout sur l'actif du savoir et en font un facteur productif pour atteindre les objectifs de l'organisation et assurer une innovation continue (Beijerse, 2000 ; Newell et al., 2009).

Beijerse considère l'utilisation efficace des connaissances comme une nécessité dans la concurrence de la vie moderne entre les entreprises dans les économies du savoir, un avantage concurrentiel qui doit être exploité afin de rester dans l'environnement commercial. Pour lui, la connaissance elle-même consiste en trois composantes, la composante explicite, qui est l'information, et la composante implicite qui est au sein de la population, à savoir l'attitude et la capacité. L'attitude se réfère à

la volonté de créer des connaissances en pensant et en agissant et la capacité qui est la sienne à transformer les données brutes en informations utiles.

Davenport et Prusak (2000) soulignent l'importance du bon sens dans la gestion des connaissances et que la gestion réussie des connaissances commence par une connaissance de grande valeur au sein de l'organisation. Dans leur vision intégrative de la gestion du savoir, ils reconnaissent que les bonnes pratiques dans la gestion des systèmes d'information, du changement organisationnel et des pratiques en matière de ressources humaines sont des sources qui peuvent déjà être établies à l'organisation de laquelle la gestion des connaissances est tirée.

Pour gérer avec succès la connaissance, les organisations doivent reconnaître la multi dimensionnalité de la gestion des connaissances, ce ne sont pas simplement les systèmes technologiques et les processus internes qui travaillent ensemble, mais plutôt l'intégration de la culture et de la gestion des changements de l'organisation avec ces systèmes et processus (Ashok, 2004).

La gestion des connaissances peut être considérée comme une réponse à la typologie changeante des organisations car elles sont « de plus en plus étirées dans le temps et l'espace, réorganisées autour de la ligne de processus ou de produits et restructurées autour d'équipes et de réseaux virtuels » (Scarborough et Swan, 2001). Grâce à la gestion du savoir, le capital intellectuel peut être maintenu et mis à profit, et l'avantage concurrentiel de l'organisation peut être augmenté grâce à l'intégration de son actif stratégiquement important. (Quinn, 1992 ; Grant, 1996).

1.2.1 La hiérarchie des connaissances

La hiérarchie des données, de l'information et de la connaissance, connue brièvement sous la forme de hiérarchie DIKW ou simplement comme hiérarchie des connaissances, est un modèle fondamental et largement utilisé dans la littérature sur la gestion de la connaissance et de l'information. Il est utilisé pour décrire la connaissance en tant que pyramide en observant différentes composantes, et pour contextualiser les connaissances et expliquer sa relation avec les données, l'information et la sagesse (Ackoff, 1989 ; Newell et al., 2009).

Données est le pluriel de datum, qui est considéré comme le grain ou le bloc de l'information. Selon Ackoff, les données sont des « symboles qui représentent les propriétés des objets, des événements et de leur environnement ». Il n'a pas de sens par lui-même, car il nécessite un contexte (Chaffey et Wood, 2004).

Selon le dictionnaire Oxford English, l'information est fournie ou appris par quelqu'un. L'information est une réponse aux questions. Elle est déduite des données et traitée pour un but (Curtis et Cobham, 2008 ; Ackoff, 1989). On donne une signification par contexte (Groff et Jones, 2003). Il existe diverses conceptions de l'information qui découlent des différentes perspectives de l'examiner. J. Rowley note que les manuels de systèmes d'information et la gestion des connaissances définissent souvent les informations en relation avec les données et la considèrent comme une donnée structurée (Rowley, 2007). Cela se manifeste également dans les différentes approches de la définition des données, des informations et des connaissances présentées dans l'étude Zins Critical Delphi dont le titre est : *Conceptions de sciences de l'information* (Zins, 2007).

Broadbent (1998) considère la connaissance comme « une information enrichie avec un aperçu de son contexte », tandis que pour Ackoff, la connaissance est le savoir-faire, et il est possible de transformer l'information en instructions (Ackoff, 1989). Il y a deux types de connaissances, selon Groff et Jones (2003), il y a la connaissance tacite qui est interne à l'être humain et représente ses croyances et son ensemble de valeurs, et il y a la connaissance explicite qui est le savoir interne codifié et enregistré, (Nonaka et Takeuchi, 1995, Awad et Ghaziri, 2007 ; Groff et Jones, 2003 ; Polanyi, 1962). Mais Cook et Brown (1999) mettent en garde contre la pensée que nous pouvons convertir une forme de connaissance à l'autre parce que chaque forme ne contient pas l'autre cachée à l'intérieur, plutôt que d'utiliser la connaissance interne, tacite, pour générer la connaissance externe et explicite. C'est ce qu'ils appellent la « danse générative » entre la connaissance et ce qui nous permet de créer de nouvelles connaissances et du savoir.

1.2.2 Comportement et pratique en matière d'information humaine

Le comportement de l'information humaine se réfère à « la totalité du comportement humain par rapport aux sources et aux canaux d'information, y compris la recherche d'information active et passive et l'utilisation de l'information » (Wilson, 2000). Le « comportement de l'information » a été introduit dans les études de

recherche d'information dans les années 1960 (Savolainen, 2007) et a largement été utilisé dans les années 1990, où, auparavant, on appelait des études sur la recherche et la collecte d'informations, les besoins et les utilisations. Le comportement de l'information sur le terme récent est préféré car il comprend d'autres activités d'interaction de l'information, telles que l'identification des besoins en information, la sélection de l'information et l'évaluation (Marcia J. Bates, 2010).

D'un autre côté, Talja et Hansen (2006) définissent la pratique de l'information comme les « pratiques de recherche, de récupération, de filtrage et de synthèse de l'information ». Selon Talja (2006), une caractéristique distinctive majeure de l'approche de la pratique de l'information dans les études de recherche d'information, et qu'il s'agit d'une approche de recherche sociologique et axée sur le contexte, contrairement à la notion générale de comportement de l'information. Savolainen (2007) note que l'accent mis sur la pratique de l'information plutôt que sur le comportement permet d'éclairer davantage l'élément social de la recherche d'informations.

Wilson (1997) pose le principe qu'un comportement de recherche d'information est le résultat de la reconnaissance des besoins par l'utilisateur, ce qui entraîne à son tour de nombreux chemins de recherche d'informations. Ce besoin d'information provient du désir de satisfaire un besoin d'ordre supérieur, il est un moyen de satisfaire le besoin principal. Ce besoin est un concept cognitif dans l'esprit de l'utilisateur, et il ne peut être observé que par le comportement ou la communication de la personne qui éprouve ce besoin, c'est personnel et subjectif (Burnkrant, 1976 ; Wilson, 1981). Wilson a développé un modèle de comportement d'information, qui présente l'emplacement de l'information nécessaire, la recherche, l'échange et l'utilisation de concepts dans le domaine de l'action d'une personne face à une situation de besoin d'information.

Les étapes principales du modèle sont les suivantes : (1) Contexte de l'information, où le besoin d'information se produit. C'est là où une personne est confrontée à une lacune dans une certaine situation (Dervin, 1998, 1983). (2) Mécanisme d'activation : Wilson ajoute le stress et l'adaptation comme initiateurs du comportement de recherche d'information, ceux-ci sont empruntés aux théories de la psychologie (Folkman, 1984 ; Folkman et Lazarus, 1985). (3) Variable d'interférence :

référence aux obstacles à la recherche et au traitement des informations. Ces barrières pourraient être liées à des personnes telles que des barrières psychologiques (Pour Exemple obstacles émotionnels ou éducatifs), physiologiques (P.E., problèmes auditifs), des barrières démographiques (P.E. âge et sexe) ou des conflits liés à l'information tels que les caractéristiques de la source d'information (P.E. Accessibilité de la source , ou sa crédibilité). (4) Mécanisme d'activation : Wilson ajoute cette étape à nouveau dans son modèle comme étape intermédiaire entre la détermination du besoin et l'initiation de l'action, ici Wilson suggère la théorie du risque / récompense (Settle and Alreck, 1989) et la théorie de l'apprentissage social (Bandura, 1977) en tant que concepts intermédiaires qui auraient pu fonctionner à cette étape.

En outre, la phase finale (5) le comportement de recherche d'informations. C'est là que l'action est destinée à satisfaire le besoin d'information. Dans cette section, le modèle Ellis (1989) pour la recherche d'informations est incorporé. Le modèle d'Ellis comprend différents modes de recherche d'informations, qui sont (a) une attention passive où l'acquisition de l'information n'était pas destinée, comme l'écoute de la radio. (b) Recherche passive, qui se produit lorsque la recherche résulte de l'acquisition d'informations importantes pour le chercheur. (c) Recherche active, où un individu recherche intentionnellement des informations, et enfin (d) la recherche en cours, qui se réfère à la recherche occasionnelle destinée à augmenter et à améliorer les informations obtenues lors de la recherche active.

1.2.3 Besoins d'information

Le modèle général de comportement d'information de Wilson reflète la coexistence de concepts tels que les besoins d'information, la recherche d'informations et la relation dynamique entre eux dans le domaine du comportement de l'information (Siatiri, 1999). Dans le modèle de comportement de recherche d'information de Wilson (1997, 1994), il emprunte à la littérature psychologique les catégories de besoins d'information et note que les besoins en information doivent satisfaire des exigences cognitives, affectives ou physiologiques, ce qui conduit à l'initiation de l'information à la recherche d'un comportement. Le contexte dans lequel le besoin peut se présenter peut être personnel, basé sur le rôle ou l'environnement dans lequel l'individu joue le rôle. Le modèle de Wilson reflète ces trois catégories de besoins et le contexte dans lequel ils se développent (Wilson, 2000, 1981).

Dans la dimension cognitive, le besoin provient d'une lacune dans le savoir (comme dans le besoin d'apprendre une nouvelle compétence). Bien que la dimension affective (ou émotionnelle) se réfère aux besoins d'information en réponse à des situations défavorables ou à la vie (comme dans le besoin de réconfort). Enfin, le besoin physiologique, qui se réfère aux besoins provoqués par des nécessités physiologiques, comme le besoin de boire de l'eau. (Wilson, 1981 ; Choo et al., 2013).

Taylor (1968) identifie quatre niveaux pour comprendre les besoins d'information d'un utilisateur dans le contexte de la recherche d'informations dans les bibliothèques. Ils sont les suivants : d'abord, le besoin viscéral, il s'agit du besoin réel mais inexprimé. Dans ce niveau, l'utilisateur connaît l'insatisfaction et détecte une lacune dans ses connaissances. Deuxièmement, le besoin conscient, c'est la description du besoin dans l'esprit de l'utilisateur, et le besoin se heurte à ce moment au niveau viscéral à mesure que d'autres informations sont rencontrées. Troisièmement, le besoin formalisé où un énoncé formel du besoin est construit. Quatrièmement, le besoin compromis, qui se produit lorsque la question formalisée est présentée au système d'information -, cette question respecte les contraintes du langage système (Choo et al., 2013 ; Taylor, 1968).

Wilson souligne que l'approche axée sur les besoins de l'information axée sur la personne est une meilleure description de ce paradigme que le terme : approche cognitive (Wilson, 1994). Dans cette approche axée sur la personne, Dervin (1998, 1992) suggère que le besoin d'informations survient lorsqu'il y a un écart cognitif dans la connaissance et, en comblant cet écart, qu'une personne peut avancer dans la situation problématique.

En plus de cette approche axée sur la personne (point de vue cognitif), Belkin (1980) décrit les besoins d'information en raison de la réalisation d'une anomalie dans l'état de connaissance de la personne face à un problème. Cet état de connaissance anormal (ASK) déclenche le comportement de recherche d'informations. Une fois l'information obtenue, l'utilisateur évalue si cette information a résolu l'anomalie, sinon les processus sont répétés. Pour Belkin, l'anomalie se réfère à des insuffisances dans l'état de la connaissance de la personne, cette insuffisance pourrait être un manque de connaissances ou une incertitude.

Le choix de cette étude réside dans le modèle de besoin d'information de Dervin, car le contexte dans lequel elle peut s'appliquer est beaucoup plus générique, tandis que le modèle de Belkin est orienté vers le contexte des systèmes de recherche d'informations et le modèle de Taylor est axé sur les systèmes d'information ou les bibliothécaires. Le modèle de Dervin a également une méthodologie complète et des méthodes de collecte de données alignées sur la théorie et appliquées dans de nombreuses études dans différents contextes. Son modèle est plutôt axé sur la compréhension de l'écart dans la connaissance, comment il peut être comblé, comment les informations nécessaires peuvent être satisfaites dans un contexte et une situation spécifique.

1.2.4 Théorie du Sens

La théorie du sens est une approche méthodologique pour l'étude de l'utilisation humaine de l'information et des systèmes d'information. Il s'agit d'une approche axée sur l'utilisateur développée comme une alternative dans les études des utilisateurs, des utilisations de l'information et de la communication, et des besoins d'information du point de vue de l'utilisateur (Dervin, 1992). Brenda Dervin a commencé à développer la théorie du Sens (Sense-making) depuis 1972, afin de comprendre les besoins d'information dans les campagnes de communication. Il définit une méthodologie claire pour mener des entretiens avec les utilisateurs et comprendre leurs besoins en matière d'information en examinant le triangle des situations, des lacunes et de l'aide. Elle a été adoptée dans la bibliothèque et la recherche en sciences de l'information depuis les années 1980 pour étudier la recherche et le comportement de l'information, et dans les années 1990, elle a acquis une grande reconnaissance dans la discipline (Cheuk, 2008).

La théorie de la perception du sens de Dervin définit un ensemble d'hypothèses métathéoriques sur l'utilisateur et le monde, accompagnée de sa méthodologie et de méthodes de recherche spécifiques pour interviewer les utilisateurs et pour l'analyse des données recueillies, ces méthodes ont été développées pour comprendre comment les gens donnent un sens à leurs expériences quotidiennes. Ces hypothèses fournissent les conseils méthodologiques pour la formulation de la question de recherche menant les entretiens (Dervin, 1992).

La première hypothèse métathéorique soulignant la théorie des sens est que la discontinuité est un aspect fondamental de la réalité, la discontinuité existe en tout, elle

existe entre l'humain et la réalité, entre le message et le canal, entre l'humain à l'heure 1 et l'humain à l'heure 2. Dans ce contexte, l'information est conceptualisée comme « le sens créé à un moment spécifique dans l'espace-temps par un ou plusieurs humains » (Dervin, 1992). Selon cette hypothèse, Dervin ne considère pas l'information comme existant en dehors de l'activité comportementale des humains, elle ajoute que l'hypothèse de l'existence d'informations en dehors de la construction humaine conduit à des questions axées sur la transmission de l'information, par exemple, combien d'informations obtenez-vous ? Bien que nous supposions que l'information existe en conséquence de l'interaction humaine à un moment spécifique dans l'espace-temps, nous concentrons nos questions sur la construction de l'information par l'utilisateur, par exemple, quelle stratégie a utilisé un individu pour déterminer l'exactitude de l'information ? (Dervin, 1983 ; Dervin, 1992)

La deuxième hypothèse est que l'utilisation humaine de l'information et des systèmes d'information aurait dû être étudiée du côté de l'acteur, pas l'observateur, et les utilisateurs sont le centre et l'ordre, et que le système devrait s'adapter à ses besoins et non l'inverse (Dervin, 1992).

La troisième hypothèse est que nous apprenons des choses plus importantes sur l'utilisation humaine de l'information lorsque nous considérons cela comme un comportement plutôt que comme une condition de l'état. Le Sense-making suppose qu'il existe des aspects systématiques du comportement humain en ce qui concerne l'information à un moment dans l'espace-temps s'ils ne sont pas considérées comme une seule entité mais comme une entité de comportement (BEING), une personne en situation (Dervin, 1998). Ce comportement est parfois répété à d'autres situations dans l'espace-temps selon la définition de l'utilisateur de la nouvelle situation. Cette hypothèse plus précoce, ajoute Dervin (1992), conduit à la proposition selon laquelle « l'utilisation individuelle des systèmes d'information et d'information répond aux conditions situationnelles définies par l'individu ». La définition et le pontage de la discontinuité sont la conséquence de ces hypothèses. Ce concept définissant l'écart et lacunes est central dans la théorie du Sens.

La mise en œuvre de la prise de sens dans l'étude des expériences humaines liées à la conception, à la gestion, aux pratiques de systèmes d'information et de

communication se réalise en utilisant la métaphore centrale des lacunes, qui dérive à son tour de l'hypothèse de discontinuité sur la réalité.

L'individu se déplaçant dans l'espace-temps et confronté à des lacunes, reliant ces lacunes et se dirigeant vers de nouvelles situations, est la métaphore méthodologique centrale des hypothèses théoriques (Dervin, 1999). Dans la conception de Dervin de l'expérience de l'utilisateur traversant les situations, chaque moment est considéré comme une nouvelle étape spécifique dans l'espace-temps. En outre, comme cela a été mentionné précédemment, le comportement de l'utilisateur dans de nouveaux moments peut être répété. L'utilisateur passe par l'expérience, mais peut faire face à un écart qui, dans sa perception, l'empêche de progresser sans qu'il y ait un nouveau sens de la situation (Dervin, 1992).

L'étude de la situation de cette personne implique de comprendre comment il / elle a interprété l'écart, puis comment il / elle l'a comblé et quelle stratégie il / elle utilise, en plus de la façon dont il / elle a conceptualisé l'écart et le pont entre eux. Ce processus d'enquête sur le comportement de l'utilisateur dans une telle situation depuis le début de la confrontation et la conceptualisation de l'écart pour se déplacer à travers le pont qui représente le triangle de la situation, l'écart / pont / résultat.

Il est important de noter que, selon la formalisation de Dervin de la théorie du Sens et de sa méthodologie, l'acteur est le centre de la compréhension de sa situation. Sa conceptualisation de l'écart et sa propre définition de la situation sont la référence dans la compréhension de sa pratique et de ses besoins. Elle ajoute « compte tenu de l'hypothèse de discontinuité, les moments sont considérés comme des véhicules pour examiner la définition de l'écart et la non-représentation de la réalité telle qu'elle est » (Dervin, 1992).

Comme souligné dans la littérature sur le sens, la méthode d'entrevue dépend de l'application et aucun script n'est fourni, plutôt, théorie du Sens - Sense-making fournit une théorie de la façon dont une méthode d'entrevue devrait être, et la mise en œuvre finale repose sur le niveau de profondeur requis par l'étude et son but. (Dervin, 1992, 1999).

1.2.5 Dimension des besoins humains des personnes pauvres

La dimension est un aspect ou une caractéristique d'une situation (Oxford Dictionary of English, 2015), et le développement humain comprend plusieurs dimensions qui couvrent ensemble les différentes facettes des besoins de développement. Les scientifiques de la sociologie, du droit et de l'économie ont souvent essayé de dresser une liste des besoins humains fondamentaux et du bien-être. Ces efforts donnent à l'objectif multidimensionnel des besoins du développement humain un terrain épistémologique et empirique sécurisé. Cela contribue également à faire face aux autres aspects non liés aux produits de base du développement humain, tels que la croyance et le sens de la sécurité. Le développement de ces dimensions contribue également à la compréhension et à l'évaluation des compromis et des impacts imprévus dans le processus d'investissement dans le développement (Alkire, 2002).

Une croisée de valeur et à grande échelle l'étude culturelle a été menée par Narayan et son équipe de chercheurs (Deepa et al., 2000) sur les valeurs des pauvres, intitulé *Voices of the Poor* (Les voix des pauvres). La première partie de cette série de trois études a été menée dans 50 comtés avec 40.000 participants, l'objectif était de capturer des aspirations et des vues de ces personnes sélectionnées pour l'étude, et a été intitulé : *Can Anyone Hear Us* (Tout le monde peut nous entendre). La deuxième étude de la série intitulée *Crying Out For Change* (Cri Pour le Changement) qui représente la voix de 20000 hommes et femmes pauvres dans 23 pays à travers le travail de terrain comparatif (Narayan et al., 2000), et la dernière partie intitulée *From Many Lands* (De Nombreuses Terres) qui comprendra une étude des pays sélectionnés sur la pauvreté. Les études menées dans le cadre du projet *Voices of the Poor* ont été réalisées pour le Rapport sur le développement mondial 2000/2001 (Banque mondiale, 2000) et ont utilisé des méthodes participatives et qualitatives pour comprendre comment les pauvres considèrent la pauvreté et le bien-être.

Ils notent que, dans un seul pays, les pauvres distinguent les différents groupes sociaux des pauvres, les personnes dépendantes, les pauvres sans ressources, les pauvres temporaires, les travailleurs pauvres et les pauvres de Dieu. Leur analyse de l'évaluation participative pauvre (PPA), basée sur des discussions avec 40 000 hommes et femmes pauvres dans 50 pays, a donné cinq conclusions principales sur l'expérience de la pauvreté : (1) La pauvreté est multidimensionnelle. (2) L'état a été

considérablement inefficace pour aider les pauvres. (3) L'impact des organisations à but non lucratif sur les pauvres est limité. (4) Le stress de la pauvreté affecte les ménages. (5) Les liens sociaux de réciprocité et de confiance au sein des communautés s'effacent en raison des changements politiques et économiques (Deepa et al., 2000).

Narayan et al. (2000) note dans leur deuxième partie de la recherche, *Crying Out For Change* (Cri pour le changement), que la conception des populations pauvres du bien-être et une bonne qualité de vie est multidimensionnelle. Leur compréhension et leur vision du bien-être persistent à travers les cultures et les continents. Ces dimensions sont les suivantes : le bien-être matériel, le bien-être physique, le bien-être social, la sécurité et la liberté de choix et d'action, et le bien-être physiologique. Le tableau 2 énumère les dimensions de bien-être et ses sous-composant selon leurs recherches.

<p>1. Bien-être matériel : avoir assez</p> <ul style="list-style-type: none">a. Alimentation (suffisamment de repas quotidiens et de sécurité alimentaire)b. Actifs (P.E. : terrains, bétail, meubles, ustensiles, maison avec toit étanche)c. Travail
<p>2. Bien-être corporel : être et apparaître bien</p> <ul style="list-style-type: none">a. Santé (condition du bien-être et condition préalable au travail)b. Apparence (s'habiller et apparaître bien dans le corps et les vêtements. Par exemple, vêtements propres, crèmes, shampoing et savons)c. Bon environnement physique
<p>3. Bien-être social</p> <ul style="list-style-type: none">a. Être capable de soigner, élever, se marier et élever les enfants (enfants heureux et en bonne santé, assez de nourriture et accès aux soins médicaux et scolaires)b. Le respect de soi et la dignité (vivre sans être un fardeau pour les autres, ne pas tendre la main ou être subordonné à d'autres)c. La paix, l'harmonie et les bonnes relations dans la famille et la communauté (absence de conflit, capacité de visiter et interagir socialement)

<p>4. Sécurité</p> <ul style="list-style-type: none"> a. La paix civile (paix, absence de guerre, violence et désordre) b. Sécurité physique et environnement sécurisé (P.E. Sécurité contre les inondations, eau potable, air non pollué) c. Sécurité personnelle d. La légalité et l'accès à la justice (absence de peur constante, pas de peur de persécution de la police ou d'autres puissances). e. La sécurité au vieillissement (en prenant soin de la vieillesse) f. Confiance en l'avenir
<p>5. Liberté de choix et d'action</p>
<p>6. Bien-être psychologique</p> <ul style="list-style-type: none"> a. Tranquillité d'esprit b. Bonheur c. Harmonie

Tableau 2 Dimensions du bien-être du point de vue des pauvres hommes et femmes (Narayan et al., 2000)

Pour nos recherches, nous utilisons les dimensions du bien-être mis en avant par Narayan et al. (2000), dans notre modèle d'information pour représenter les besoins des gens que nous proposons à la section 2.10. La raison en est que leur liste de dimensions est multiculturelle et fondée sur la réalité des hommes et des femmes pauvres dans le tiers monde. Il est directement lié au sujet de la thèse en tant que point de vue de la pauvreté sur la pauvreté et la définition de ses aspects / dimensions, dont nous construisons pour mieux représenter leurs besoins en tant que segment bien défini de la population dépendante des organismes de charité.

1.2.6 Organismes de bienfaisance en Arabie Saoudite

Les organismes de bienfaisance sont un type d'organisation à but non lucratif qui a d'autres objectifs que de faire des profits, par exemple : répondre aux besoins des pauvres dans une certaine société, aider les patients à s'adapter aux maladies chroniques, construire et améliorer le logement pour les personnes dans le besoin et fournir un soutien aux aînés et aux orphelins. Essentiellement, les organismes de bienfaisance sont ceux qui travaillent dans le but du bien-être de la société et de la philanthropie.

En Arabie Saoudite, il existe plusieurs types d'organisations à but non lucratif et, selon leur but et de l'entité gouvernementale qui les englobent, ils peuvent être classés comme suit : Dans le domaine de l'aide humanitaire et coopérative, il existe des organismes de bienfaisance, des associations coopératives, des organismes de bienfaisance qui sont des entités publiques et des fondations de bienfaisance qui sont privées. Dans le domaine de l'économie, il y a les intérêts financiers des comités nationaux, et dans le domaine de la science, il y a les organisations scientifiques. En plus des syndicats sportifs et des centres équestres, dans le domaine du sport.

En janvier 2017, le ministère du Travail et du Développement Social, supervise 635 organismes de bienfaisance enregistrés et 124 fondations de charité réparties dans toutes les régions du pays. En plus de ces chiffres, il y a 90 organismes de bienfaisance de Bir et 1 fondation de bienfaisance en cours d'établissement. Le type de catégories dont les organismes de bienfaisance en général opèrent couvre divers aspects de la vie, allant du logement, du développement social, des soins de santé et du développement de l'indépendance financière de la famille grâce au soutien de sa production interne de produits alimentaires et artisanal.

Parmi ces organismes de bienfaisance, cette recherche est axée sur les organismes de bienfaisance de Bir. Ils sont ceux dont l'objectif principal est de distribuer de l'argent et des dons physiques pour un certain segment bien défini de la société. Ils sont appelés leurs bénéficiaires. Bien que le nombre de catégories de bénéficiaires, selon une organisation donnée, varie en fonction de la décision du conseil d'administration et en fonction de la taille et des ressources de l'organisation. La définition de la catégorie reste pratiquement la même dans tous les organismes de bienfaisance de Bir.

1.3 Méthodologie de la recherche

Cette recherche est une étude qualitative et quantitative transversale, avec une population cible de 635 organismes de bienfaisance Bir à partir de Janvier 2017 (Direction générale des sociétés, fondations et centres, 2016). La recherche comprend deux études ciblées sur l'ensemble de la population des organismes de bienfaisance Bir dans le Royaume d'Arabie Saoudite. L'échantillon utilisé pour la première étude était l'ensemble de la population alors que pour la seconde étude, un échantillon aléatoire

stratifié de 15 organismes de charité Bir a été sélectionné dans la région de Riyadh. Le choix des techniques d'échantillonnage pour les deux études a été fait pour que le cadre de l'échantillon de l'étude soit représentatif de la population (Creswell, 2009), il n'a pas été possible de sélectionner d'autres régions et plus d'unités d'échantillonnage dans la deuxième étude en raison de contraintes financières et de temps. L'enquête et les entrevues ont été menées en Arabie Saoudite et complétées du 15 Décembre 2016 au 22 Mars 2017.

1.3.1 Population

Les populations de l'étude sont tous les organismes de bienfaisance enregistrés qui sont principalement concernés par la collecte et la distribution des dons physiques en Arabie Saoudite, à savoir : les organismes de bienfaisance Bir, et ils sont 635 organismes de bienfaisance au moment de la phase de collecte des données (Direction générale des sociétés, fondations et centres, 2016).

Pour une étude, nous un échantillon de la population, les 635 organismes de bienfaisance. La décision a été prise parce qu'il était possible de le faire au moyen d'un questionnaire électronique, et parce que, ce faisant, nous obtenons plus de données et une meilleure couverture puisque nous attendions que le taux de réponse se situe entre 20% et 30%. Par conséquent, en échantillonnant l'ensemble de la population, nous avons une meilleure chance d'acquérir des questionnaires plus complets et valides pour l'analyse.

Pour l'étude deux, un échantillon aléatoire stratifié a été choisi parmi la population cible, les 635 organismes de bienfaisance (Neyman, 1934, Groves et al., 2009). Dans la première étape, la liste de la première étude a été utilisée en tant que la liste des éléments de la population cible. Dans la deuxième étape, les organismes de bienfaisance ont été stratifiés dans les 13 régions du pays en fonction de leur emplacement. Il est important de noter que les couches comprennent des groupes mutuellement exclusifs des organismes de bienfaisance (c-à-d éléments), où chaque organisme de bienfaisance ne peut exister que dans un groupe et non l'autre (Groves et al., 2009).

Le plan d'échantillonnage a une division finale de quatre couches. A partir de chaque strate un échantillon minimum de deux organismes de bienfaisance Bir a été choisi au hasard comme un élément de l'étude et trois organismes de bienfaisance

féminins supplémentaires ont été ajoutés pour satisfaire l'attribut de genre pour un total de 15 sociétés de bienfaisance pour l'étude deux, n = 15.

1.3.2 l'instrument

L'instrument de recherche pour la collecte de données a été composé de deux parties. La première partie est un questionnaire visant à obtenir le profil de l'organisation, en plus de fournir des données pour répondre à certaines des questions de recherche. La première partie sert deux objectifs, le premier est de compléter les informations sur l'organisation caritative obtenue à partir MLSD, et aider à produire une image complète et actuelle de l'organisation, tandis que le second objectif est de répondre à certaines des questions de recherche, à savoir, des questions un et deux de la recherche.

La deuxième partie est l'interview, qui vise à répondre à la troisième question de la recherche. En utilisant la technique de la théorie du Sens, l'intervieweur guide le répondant par un examen systématique de leurs besoins d'information en ce qui concerne les mandants. Grâce à l'entrevue, l'intimé est guidé et sans pression pour exprimer leurs besoins à partir de leur propre point de vue en utilisant la technique de temps en ligne micro-moment. En utilisant cette technique, on demande au répondant de reconstituer une situation dans son travail dans les étapes de ligne de temps et se concentrer sur chaque micro-moment en ce qui concerne le triangle Sense-making de la situation, l'écart, et aide / pont dont ils avaient besoin pour traverser cette lacune. Il n'y a pas de division correcte des moments dans l'interview, mais il est considéré comme un outil pour définir les lacunes rencontrées et l'aide nécessaire pour surmonter ces lacunes (Dervin, 1992).

L'entrevue commence par demander au répondant de décrire les situations auxquelles qu'il / elle rencontre dans leur travail dans une ligne de temps. Les principaux thèmes proposés pour l'entrevue figurent sur la liste ci-dessous, mais le répondant est libre d'ajouter et de supprimer des thèmes de l'entrevue pour une cohérence avec leurs tâches de travail :

1. Enregistrement des nouveaux bénéficiaires
2. Déterminer les besoins de dons

3. Confirmation de ces besoins
4. Suivi de la satisfaction des électeurs sur les dons
5. Le suivi à long terme des besoins constitutifs
6. Annulation de l'enregistrement d'un constituant
7. L'évaluation de l'impact de ces dons sur les bénéficiaires

Pour chaque thème ou situation décrit par le répondant, l'intervieweur pose des questions sur ce genre d'écart qui a été rencontré et quelle aide il / elle avait besoin pour traverser cette lacune et arriver à un résultat satisfaisant. En d'autres termes, quelles sont les questions ils avaient pour cette situation, et quelle réponse ils voulaient pour combler l'écart et comment cette réponse les a aidés.

Dervin (1983) souligne que la technique de base de la théorie du Sens est (1) la chronologie du micro-moment technique. Les trois autres techniques qui peuvent être utilisées dans des interviews, sont les suivantes : (2) Aide / Enchaînement de douleurs, c'est là que l'intervieweur demande aux répondants au sujet de sa réaction aux informations / messages reçus, était-il aidé ou était-il / elle blessé, à savoir est-ce facilitant ou bloquant. L'enchaînement de cette technique est le résultat des enquêteurs, sur la façon dont la question suivante l'aide à diriger vers une autre aide dans la même situation.

(3) la finalité de l'enquête Sense-making, dans cette technique, le répondant est invité à se concentrer sur une situation réelle de la vie, puis pour sélectionner l'étape la plus importante dans la ligne de temps. L'intervieweur demande alors au répondant d'évaluer sur une échelle de 1 à 7 montrant comment le répondant se trouve dans une situation comme ayant besoin d'une aide spécifique ou ayant une question précise. (4) Message Q / entretien Ing, dans cette technique les lecteurs sont invité à lire un message imprimé et à arrêter à chaque fois qu'ils ont une question sur le texte imprimé. Cet arrêt est une application de Sense-making sur les messages imprimés et emploie Carter's Signaled Stopping Technique – Technique de Carter du Signal de Stop (SST), (Carter et al., 1973). L'enquêteur analyse l'arrêt en demandant au répondant la façon dont cela se rapporte à sa vie et si la question a obtenu une réponse dans le texte.

Comme indiqué dans cette section, la technique de choix dans les entretiens pour l'étude deux était la chronologie du micro-moment technique. Cette technique est la plus en cohérence avec la théorie du Sens et la plus adaptée pour le sujet de cette recherche. Contrairement aux trois autres techniques, à savoir les aides / enchaînement de douleurs, qui convient à la compréhension des individus en réponse à des messages, la finalité de l'enquête Sense-making qui est plus conçu pour l'hypothèse d'essai dans certaines situations (Dervin, 1983) et enfin, la technique message Q / Ing qui est conçu pour évaluer et améliorer les messages écrits.

Dervin, Harlock, Atwood, et l'étude Garzona (1980) qui a été l'une des premières études utilisant la théorie du Sens et la technique de collecte de données associées, leur étude a été sur faite sur les patients lors de leur dernière visite à leur médecin. D'autres études ont utilisé la théorie du Sens et la technique d'entrevue dans divers milieux, tels que l'étude Atwood et Dervin (1982) sur la recherche d'information des enfants en situation de regarder la télévision. Dervin, Nilan et Jacobson (1981) font une étude sur les donneurs de sang, et quels sont les critères qui prédisent leur utilisation de l'information. Dervin, Harpring et Foreman-Wernet (1999) sur les besoins d'information des mères enceintes et droguées. Huesca et Dervin (2003) étudient l'interaction entre le lecteur de journaux et l'hypertexte, et les nouveaux défis qu'elle pose sur le journalisme.

1.3.3 Logiciel utilisé

Le logiciel utilisé pour la tâche d'analyse quantitative, y compris la codification des données, l'entrée, la correction et la gestion, était IBM Statistical Package for Social Sciences version 24 - IBM Ensemble des programmes statistiques pour les Sciences Sociales Version 24. En outre, pour la partie analyse qualitative de l'enquête, nous avons utilisé Nvivo 11 en deux étapes principales. En utilisant Nvivo, nous avons pu produire des catégories et des visualisations codes de l'analyse des besoins d'information et aussi de présenter des relations avec les dimensions des besoins de développement humain. Nvivo a été très utile dans le tri et présente toutes les sources d'information se rapportant aux besoins d'information résultant des catégories (comme le gouvernement, le secteur privé, etc.) et toutes ses sous-sources dans des diagrammes complets.

1.3.4 Les répondants

Les répondants ont été sélectionnés pour la première partie de l'étude en fonction de leur capacité à fournir des informations correctes sur l'organisme. L'organisme de bienfaisance était libre de désigner cet employé pour répondre à la première étude, qui constituait le profil de l'organisme et d'autres informations détaillées sur les systèmes d'information et les processus de travail.

Pour la deuxième partie de l'enquête, l'entrevue concernant l'étude des besoins en information, un employé a été choisi parmi chaque organisme de bienfaisance de l'échantillon en fonction d'un critère principal : ils avaient une connaissance sur le travail de la charité, en mettant l'accent sur les dons et besoins des bénéficiaires. S'il / elle n'était pas disponible pour l'entrevue, alors un haut fonctionnaire proposé par l'organisme de bienfaisance a été interviewé qui a une participation dans le département ou dans le programme, le sujet de l'étude, et a une connaissance complète de tous les aspects du travail impliqués.

1.3.5 Taux de réponse et données finales

Le taux de réponse attendu pour une étude était de 20% à 30%. Le taux de réponse réel était de 13,54%. Une coordination attentive avec le ministère du Travail et du Développement Social a été entreprise pour assurer le meilleur taux de réponse possible, nous avons été informés au début des discussions avec la direction des sociétés de bienfaisance, qui supervisent tous les organismes de bienfaisance, que le taux de réponse serait très faible de par leur expérience précédente avec des chercheurs. Par conséquent, la direction générale des sociétés de bienfaisance a envoyé une notification officielle du ministère à tous les centres. Ce qui à leur tour ont émis une invitation officielle à participer à l'étude avec un lien vers la page du questionnaire, et l'e-mail du chercheur avec un document Word pour le remplissage manuel de l'enquête au cas où ils n'avaient pas de connexion Internet, ou avaient des difficultés à accéder au site de leur travail.

81 répondants ont rempli le questionnaire en ligne, et neuf répondants ont envoyé leurs formulaires remplis par e-mail, que nous avons ensuite saisi manuellement. Dans les données finales, trois étaient doublons et quatre étaient vides, les sept cas ont été abandonnées. L'ensemble de données comprend 83 cas. Ajusté pour

obtenir cette information, par un taux d'erreur pour cette étude est de 9,8% et l'intervalle de confiance est à 95%.

1.4 Analyse

1.4.1 Étude 1 : Analyse de données

Sur la totalité des répondants de l'étude 1, 37 exploitaient dans la localité des centres, ce qui représente 34,5% des répondants. En outre, 18 exploitaient dans les villages, ce qui représente 21,2%, tandis que les 30 autres organismes de bienfaisance Bir exploités dans les villes, ce qui représente 35,3%.

1.4.1.1 L'utilisation des systèmes d'information pour les dons

Dans cette section du questionnaire, nous avons posé aux répondants plusieurs questions concernant la technologie de l'information et des systèmes d'information dans les organisations caritatives. Ceci inclue quel process de l'information ont-ils utilisé.

Pour les répondants qui ont déclaré ne pas utiliser de système d'information nous leur avons demandé pour quelles raisons ils ne le font pas. 22% des répondants, qui indiquent ne pas utiliser de système d'information des organismes de bienfaisance, déclarent que la raison est que l'organisme de charité n'a pas besoin d'un système d'information, tandis que 33% déclarent que le manque de compétences informatique les a empêchés de mettre en œuvre un système d'information. 22% ont indiqué que les coûts élevés de l'achat ou de développement d'un système d'information fut la raison qui a empêché leur organisme de charité d'en utiliser un. 11% ont indiqué qu'ils ne disposent pas de ressources suffisantes pour le faire, cela comprend les limites des ressources humaines ou budgétaires. Au final, 11% ont déclaré toutes les raisons ci-dessus.

Les répondants qui ont déclaré n'utiliser aucun type de systèmes d'information dans leurs organismes de bienfaisance dans leur processus de travail représentent 10,8% de tous les organismes de bienfaisance. Ils sont répartis comme suit : 4,8% dans les centres, 3,6% dans les villages et 2,4% dans les villes. 43,4% ont déclaré utiliser des systèmes d'information dans certains de leurs processus de travail et ils sont répartis comme suit : 20,7% dans les centres, 10,98% dans les villages et 12,2% dans les villes. Les organismes de bienfaisance qui ont déclaré qu'ils utilisaient des systèmes

d'information à l'ensemble de leurs processus de travail représentent 44,6% et se répartissent comme suit : 17% dans les centres, 7,3% dans les villages et 20,7% dans les villes.

Pour les répondants qui ont déclaré qu'ils utilisaient des systèmes d'information dans certains des processus ou tous les processus de travail, nous leur avons demandé de dresser la liste des processus. Comme il n'y avait pas de liste fixe, les répondants étaient libres d'entrer dans chaque processus de travail. Ils ont utilisé un système d'information pour gérer, puis nous avons pris ces réponses et les avons analysées à l'aide d'un logiciel d'analyse qualitative qui nous a permis de coder chaque élément d'information à un nœud (codage ouvert) en tant que première étape. La deuxième étape comprenant la révision des nœuds avec des citations réelles pour réduire ces nœuds à un plus petit nombre donc plus gérable, à ce stade, les résultats des nœuds de codage sont de 20. Dans la troisième étape, nous avons codé de manière étroite la liste complète des codes, cela nous a aidé à produire des thèmes résultants de ces codes et à regrouper des nœuds similaires dans un thème ou une catégorie majeur. Les thèmes qui en ont résulté étaient quatre.

Le premier thème / catégorie de travail du processus est l'évaluation des besoins ; cela comprenait deux processus de travail distincts : le processus de travail de recherche sociale et la classification des besoins des mandants. La recherche sociale se réfère aux travaux menés par le chercheur qui étudie la condition sociale de la famille et de leur logement par une visite de terrain. D'un autre côté, L'évaluation des besoins se réfère à tous les autres travaux effectués pour évaluer le type et la quantité d'aide nécessaires à un certain constituant, cela repose sur plusieurs méthodes, y compris l'examen des documents officiels, des rapports médicaux, des entretiens avec le constituant, etc.

18,6% des organismes de bienfaisance qui ont rapporté l'utilisation des systèmes d'information dans certains ou tous leurs processus de travail, des systèmes d'information utilisés dans le processus de classification des bénéficiaires, et 15% les ont utilisés dans le processus de la recherche sociale. Cela représente 13,3% et 10,8% de tous les répondants de l'étude un respectivement.

Le deuxième thème / catégorie dont les répondants ont déclaré avoir utilisé des systèmes d'information, leur processus de travail était des dons. Avec sept processus de

travail distincts relevant de ce thème. Ils sont les suivants : demandes de fonds des bénéficiaires, répartition des dons, gestion des dons, transfert d'argent, gestion des dons physiques, réception des dons, gestion des entrepôts. Le premier processus de travail sous ce thème, les demandes de fonds des bénéficiaires comprenaient l'utilisation d'une SI pour gérer les demandes de fonds des familles constituantes, tandis que la distribution des processus de dons comprenait des activités telles que la distribution d'aides aux projets orphelins et les couples à venir, la distribution De Zakaat (taxe islamique sur l'argent et les marchandises) et la distribution de dons financiers et physiques (comme la nourriture et les vêtements). Le processus de gestion des dons comprenait des activités telles que : la gestion de dons avec un logiciel de charité appelé Al Bir Al Shamel, la gestion de meubles et la gestion de dons physiques et d'argent. Le processus de transfert d'argent comprend des activités telles que le système bancaire Al Baraka, qui permet la fabrication d'une carte ATM pour chaque constituant qui est lié au système financier de la charité, un fil d'argent rapide aux bénéficiaires et la création de chèques et de commandes bancaires. La gestion des dons physiques comprenait la gestion des dons matériels comme les stocks alimentaires et la distribution de ces dons. La réception du nom du processus de dons reflète l'activité, avec une charité employant uniquement un système d'information dans le processus de réception des dons. Le processus de travail final sur ce thème est la gestion de l'entrepôt, y compris des activités telles que le contrôle des activités d'entrepôt et la gestion de l'entrepôt à l'aide d'un logiciel appelé « entrepôt de bienfaisance ».

1,7% des organismes de bienfaisance de Bir qui utilisent un système d'information dans ce processus. Suivi de 28,8% utilisant un SI dans le processus de répartition des dons, 16,9% pour le processus de gestion des dons, 25,4% pour le transfert d'argent, Dons physiques avec 18,6% des organismes de bienfaisance, 1,7% dans le processus de réception des dons et enfin 15,3% des pour la gestion de l'entrepôt.

Le troisième thème / catégorie dans lequel un système d'information a été utilisé dans les processus de travail, était bénéficiaires et donateurs. Le premier processus de ce thème a été le processus d'inscription des bénéficiaires, principalement l'activité d'enregistrement des noms et des adresses des bénéficiaires et utilisation de différentes méthodes telles que les listes de mots, les feuilles de calcul et l'application web Al Baraka et le logiciel Al Bir Al Shamel. Le deuxième processus a consisté en la

communication des mandants et des donateurs, qui comprenait des activités de communication avec les donateurs et les bénéficiaires, la communication avec les institutions qui accordent des subventions, la gestion des notifications par SMS aux bénéficiaires. Le troisième processus, la gestion de l'information des bénéficiaires, comprenait la gestion des dossiers des bénéficiaires à l'organisme de bienfaisance, le tri, la recherche et le regroupement des dossiers des bénéficiaires et le stockage de l'information sur la sécurité sociale et l'assurance sociale. Celui-ci a également utilisé des listes de mots, une application Web Al Baraka et un logiciel Al Bir Al Shamel. Le quatrième processus, la communication externe comprenait des activités telles que les relations avec les médias et les enregistrements des communications officielles. Le cinquième processus, était les activités sociales, avec une seule charité utilisant un IS pour elle.

64,4% des répondants, qui ont utilisé un système d'information pour leurs processus de travail, l'ont utilisé pour les activités du processus d'inscription des mandants. 35,6% utilisaient les SI dans la communication des bénéficiaires et des donneurs. 47,5% dans le processus de gestion de l'information des bénéficiaires et 15,3% dans le processus de communication externe. Seulement 1,7% pour les activités sociales.

Le quatrième thème / catégorie où les organismes de bienfaisance utilisaient les systèmes d'information pour leurs processus de travail était la finance et l'administration. Ce thème comprend les sept activités comme suit : comptabilité avec des activités telles que la feuille de paie, les chèques d'impression, la collecte de fonds, l'archivage électronique du bon de réception, la gestion du budget. Les affaires de l'administration avec des activités telles que le secrétariat, la prise de décision, l'archivage, la gestion de l'information des membres. Les formes et les documents d'activités pour l'organisme de bienfaisance, tels que les améliorations à domicile et les formes d'aide au mirage. Cela a été rendu possible dans les petits programmes macros Microsoft Word et Excel. Le processus des ressources humaines comprenait des activités telles que la gestion de l'information et du conseil d'administration des employés et les activités des employés. Le processus de communication interne comprenait des systèmes de messagerie et des formes d'activité internes. Le processus final en matière de finances et d'administration faisait état de rapports, y compris des

activités telles que des relevés d'impression, des déclarations sur les mandants et l'enregistrement de rapports tels que les rapports sur les déductions financières et les rapports sur le personnel.

39% des organismes de bienfaisance qui ont répondu qu'ils utilisaient un SI dans certains ou tous leurs processus de travail l'utilisaient pour le processus comptable, 15,3% pour les affaires d'administration, 1,7% pour les formulaires et les documents, 11,9% en ressources humaines, 6,8% en communication interne, et 8,5% dans le processus de déclaration et ses activités. Contrairement au processus précédent, la localité des organismes de bienfaisance de la ville a déclaré le pourcentage le plus élevé d'activités réalisées dans le cadre d'un système d'information avec 16,9% de comptabilité, 8,5% dans les affaires d'administration et 5,1% dans les rapports. Une représentation complète de l'emploi spécifique de l'IS dans les activités de travail et le pourcentage de l'étude totale d'un répondant est reflété dans le tableau 19.

1.4.1.2 Bénéficiaires à des organismes de bienfaisance Bir

Dans cette section du questionnaire, nous avons demandé aux répondants au sujet du type de bénéficiaires qu'ils servent, sont-ils des familles ou des individus ou les deux. 22,9% ont déclaré les familles inscrites seulement, tandis que 59% ont indiqué qu'elles enregistrent des familles et des individus. De plus, 1% a accepté les personnes seulement. Quatorze répondants n'ont pas signalé de choix

Pour les types de bénéficiaires et leurs nombres, nous avons énuméré 10 types communs de classification des bénéficiaires et demandé aux répondants de mentionner le nombre de bénéficiaires dans chaque groupe. Comme le montre le tableau 20, le groupe de classification avec le plus grand nombre de personnes était une famille pauvre suivie de personnes pauvres, avec une moyenne de 1 010 et 951 respectivement. Les familles pauvres et les personnes pauvres sont celles qui peuvent travailler et avoir des revenus, mais ce revenu n'est pas suffisant pour une vie digne pour l'individu ou les membres de sa famille. Le nombre total de familles desservies par les organismes de bienfaisance répondants était de 64 688 familles et, compte tenu du fait qu'une famille commence avec au moins deux personnes, ce nombre pourrait facilement représenter 2-3 individus.

Le troisième groupe de classification le plus peuplé était les aînés, ce sont les aînés qui ne peuvent pas travailler et qui n'ont pas de revenus adéquats. La somme des aînés enregistrés dans les organismes de bienfaisance des répondants était de 11 786 individus et la moyenne représentait 274 aînés par organisme de bienfaisance. Le quatrième groupe était femme veuve. Ce sont des femmes dont leurs maris sont morts et n'ont aucun revenu. Il représente le quatrième plus grand groupe desservi par les organismes de bienfaisance avec 13 203 personnes desservies par les répondants et une moyenne de 220 veuves par organisme de bienfaisance. Le cinquième groupe sont les orphelins avec 8 824 individus et 152 par organisme de bienfaisance interrogé. Un orphelin est considéré alors lorsque son père meurt alors qu'il était encore un enfant. Le sixième groupe sont les femmes divorcées, qui est également semblable à celle des femmes veuves, en ce sens qu'elles ne doivent avoir aucun revenu ou un soutien financier d'un autre individu. Certains organismes de bienfaisance vont plus loin et mandatent pour que les femmes divorcées soient enregistrées, elles doivent vivre de façon autonome et non avec sa famille. Ce groupe comprend 8 400 personnes et une moyenne de 144 par organisme de bienfaisance. Le septième groupe comprend les personnes handicapées et des maladies chroniques ; Ils sont 3 040 personnes avec une moyenne de 59 par organisme de bienfaisance. La MLSD fournit également un soutien mensuel aux personnes handicapées, de sorte que de nombreux organismes de bienfaisance ne les inscrivent pas uniquement pour le handicap. Le huitième groupe est non-demandeurs, il s'agit des individus qui sont considérés comme pauvres, mais ils refusent d'aller s'inscrire à un organisme de bienfaisance. Ils sont généralement identifiés par les membres de la charité qui connaissent les résidents locaux ou par un parent de cet individu. Ils sont 926 personnes. Les deux derniers groupes sont des épouses que leurs maris ont abandonnées, la famille et les familles des prisonniers, ils sont 886 épouses abandonnées et 557 familles de prisonniers respectivement avec une moyenne de 21 et 11,8 par organisme de bienfaisance respectivement.

1.4.1.3 Adaptation d'un système d'information unifié

Dans la quatrième partie du questionnaire, nous avons demandé aux répondants s'ils voulaient changer et utiliser un système d'information nouveau et unifié pour gérer l'information des bénéficiaires et leurs besoins. 74,7% ont répondu positivement qu'ils sont disposés à utiliser ce système d'information et 6% ont dit probablement. En outre, comme indiqué dans la section des analyses de valeurs manquantes plus tôt, les cas qui

n'ont pas répondu à cette question spécifique n'ont pas été abandonnés en raison d'autres réponses précieuses qu'ils ont fournies. Le nombre de valeurs manquantes pour cette question était de 16, soit 19,3%. Les résultats suivants sont ajustés pour refléter cela.

Pour les répondants qui ont indiqué qu'ils étaient disposés à utiliser un nouveau système d'information unifié, nous leur avons fourni une liste de raisons et leur avons demandé de vérifier ceux qui les aideraient à adapter ce système d'information. À partir de la motivation la plus forte, 68,7% des répondants ont déclaré qu'ils allaient adapter un nouveau système d'information unifié s'il était relié électroniquement aux organismes gouvernementaux tels que la sécurité sociale, l'assurance sociale et le MLSL. Par 57,8%, le deuxième facteur de motivation était si cette IS était liée à d'autres organismes de bienfaisance pour obtenir des informations sur les bénéficiaires inscrits, principalement pour éviter que les mandants ne s'inscrivent à plus d'un organisme de bienfaisance de Bir. La troisième motivation était si cette SI était offerte gratuitement, 55,4% l'ont signalé comme une motivation pour s'adapter. La quatrième raison était que si le SI est meilleur que leur SI actuel, comme l'ont signalé 51,8% des organismes de bienfaisance. 48,2% des répondants ont indiqué qu'ils étaient prêts à adapter le nouveau SI s'ils avaient reçu une formation gratuite pour ce type de système et 43,4% disaient qu'ils étaient prêts s'ils avaient un soutien technique toute l'année. La raison finale était qu'ils le feront parce qu'ils n'ont actuellement pas de SI, 6% l'ont signalé.

1.4.2 Étude 2 : Analyse de données

L'étude deux de données ont été recueillies à travers des entrevues selon la méthode d'entrevue sur la théorie Sense-Making. Nous avons mené des entretiens avec 15 organismes de bienfaisance de Bir qui opèrent dans diverses localités, à savoir : centres, villages, petites villes et villes.

Deux organismes de bienfaisance de Bir provenaient de la localité centrale, à savoir : les centres Asheqir et Jaww, situés à 69 km et 210 km respectivement du centre-ville de Riyad. Trois localités villageoises, à savoir Alqasab, Thadiq et Al Uyayna. Situé à 162 km, 144 km et 51 km respectivement du centre-ville de Riyadh. Quatre organismes de bienfaisance des petites villes, à savoir : Shaqra, Huraymila'a, D'uruma et Al Dir'iyah, situés respectivement à 192 km, 93 km, 70 km, 18 km. Six organismes de bienfaisance de Bir provenaient de la localité de la ville, tous provenaient de la ville de Riyad. Trois de ces six organismes de bienfaisance de Bir étaient des organismes de

bienfaisance masculins de Bir et trois étaient des organismes de bienfaisance féminins de Bir.

1.4.2.1 Ensemble 1 : Enregistrement des nouveaux bénéficiaires.

Le premier ensemble de besoins d'information est l'enregistrement des nouveaux bénéficiaires. Cet ensemble contenait 19 nœuds distincts de besoins d'information structurés comme le triangle de l'écart, de l'aide et de la façon dont la réponse les aide. Cet ensemble contient les besoins d'information de base exigés du constituant dans l'enregistrement et comporte des lacunes telles que le revenu, l'emplacement de la résidence, la condition de travail et les obligations financières envers les autres. Il contient également des besoins d'information de base concernant l'âge et le nombre de tous les membres de la famille et s'il existe des maladies et des incapacités chroniques qui pourraient nécessiter une aide spécifique supplémentaire. Une ventilation de la liste complète des besoins d'information pour les 15 cas est présentée au tableau 2.

Codes de couleurs faisant référence aux réponses			
● Les lacunes, ▲ Aide, ■ Comment la réponse aide			
			Set 1 : Enregistrement des nouveaux bénéficiaires.
			Les lacunes, Aide, Comment la réponse aide
●			1.1.1 Revenu
	▲		1.1.2 Revenu total de toutes les sources. Un salaire, la sécurité sociale, l'assurance sociale, la retraite. En plus de l'immobilier, des affaires, taxi, pick-up, etc.
		■	1.1.3 Pour valider l'admissibilité et placer le constituant dans le groupe d'aide appropriée en fonction sur le revenu total. Ces aides comme : Zakat, dotations, dons généraux, etc.
●			1.2.1 La situation des membres de la famille
	▲		1.2.2 L'état matrimonial des membres de la famille, l'emploi, l'éducation, les maladies et les mauvais comportements, le cas échéant
		■	1.2.3 Pour déterminer l'éducation, le travail spécifique, médicale, le développement et les aides d'orientation pour chaque membre. Certains

			organismes de bienfaisance qui excluent les membres salariés de l'évaluation du calcul du revenu divisé
●			1.3.1 Type de logement et condition
	▲		1.3.2 Type de logement, comme une maison en argile, un hangar, une tente, une maison en béton, une location ou une maison d'habitation
		■	1.3.3 Pour évaluer les besoins en matière de logement tels que l'aide au loyer, un entretien ou même un programme d'achat
●			1.4.1 Nombre de membres de la famille et leur âge
	▲		1.4.2 Le nombre et l'âge de tous les membres de la famille
		■	1.4.3 Pour déterminer le montant de l'aide dont ils ont besoin en fonction du nombre et du revenu des membres. L'organisme de bienfaisance évalue ses besoins en fonction de l'âge et du nombre de membres de la famille et de la part de chacun des membres du revenu total
●			1.5.1 Lieu
	▲		1.5.2 Lieu de résidence
		■	1.5.3 Seuls les résidents de la même zone caritative sont acceptés
●			1.6.1 Âge
	▲		1.6.2 Son âge
		■	1.6.3 Pour déterminer l'admissibilité à l'âge et le potentiel d'habilitation à travailler. Certains organismes de bienfaisance acceptent au-dessus de 50 ans seulement, et d'autres organismes de bienfaisance donnent une exception d'âge s'ils sont handicapés
●			1.7.1 Citoyenneté
	▲		1.7.2 ID national
			1.7.3 Déterminer l'éligibilité de la nationalité. Certains organismes de bienfaisance n'acceptent que des ressortissants saoudiens, et d'autres organismes de bienfaisance acceptent le non-Saoudite jusqu'à 5% de tous les bénéficiaires inscrits
●			1.8.1 Situation de famille

	▲		1.8.2 État matrimonial du constituant. Est-elle divorcée, une femme abandonnée ou une veuve, etc.
		■	1.8.3 Déterminer le groupe constitutif en fonction de l'état matrimonial dans le cas d'un constituant féminin
●			1.9.1 Informations de contact
	▲		1.9.2 Numéro de téléphone ou e-mail
		■	1.9.3 Communiquer rapidement avec le constituant. Communiquer avec le constituant et / ou lui envoyer des notifications par SMS ou par courrier e-mail
●			1.10.1 État de santé, y compris les maladies chroniques et les handicaps
	▲		1.10.2 Rapport médical
		■	1.10.3 Pour déterminer les besoins de santé et de fournir une assistance en conséquence. Cela comprend le paiement des opérations médicales, des lits médicalisés et des fauteuils roulants, entre autres équipements pour les patients
●			1.11.1 Motif de l'inscription. Un cas humanitaire ou un seul problème spécifique
	▲		1.11.2 Une raison générale ou une raison urgente. Par exemple, vivre dans un hangar ou une maison en argile. Alternativement, si la maison a été détruite par un incendie ou si l'individu a été accro à la drogue, ou a pris sa retraite et son revenu a diminué.
		■	1.11.3 Pour comprendre son motif de s'inscrire et d'aider le constituant dans ce cas particulier
●			1.12.1 Enregistrement automatique ou pour le compte d'autrui
	▲		1.12.2 Demander pour soi-même ou à d'autres. Comme une sœur ou un autre parent de famille
		■	1.12.3 Pour déterminer le bénéficiaire direct de l'aide
●			1.13.1 Validation de l'affaire, témoin ou notariation
	▲		1.13.2 Un témoin supportant la revendication, une recommandation de l'Imam de Masjid, ou une forme de notariation du gouverneur ou maire

		■	1.13.3 Pour confirmer la justesse de l'information sur le formulaire
●			1.14.1 Condition de travail
	▲		1.14.2 Le constituant est-il employé, non salarié, cherche-t-il un emploi ou peut-il ou non travailler ?
		■	1.14.3 Connaître son statut de travail et sa possibilité d'habilitation pour le travail
●			1.15.1 Obligations financières
	▲		1.15.2 Les obligations financières du constituant telles que la dette, les acomptes provisionnels, etc.
		■	1.15.3 Pour connaître ses responsabilités financières envers les autres. Et si le constituant est éligible à Zakat ou à d'autres programmes d'aide disponibles à l'organisme de bienfaisance
●			1.16.1 Une personne ou une famille
	▲		1.16.2 Une seule personne ou une famille
		■	1.16.3 Pour évaluer l'admissibilité des inscriptions. Certains organismes de bienfaisance n'inscrivent que des familles et certains acceptent également des personnes
●			1.17.1 Compte bancaire
	▲		1.17.2 Le numéro de compte bancaire
		■	1.17.3 Pour déposer une aide financière directement sur le compte du constituant
●			1.18.1 Points d'inscription
	▲		1.18.2 La somme des points accumulés dans le processus d'inscription
		■	1.18.3 Pour déterminer s'il est admissible à l'inscription ou non
●			1.19.1 Problèmes sociaux
	▲		1.19.2 Le harcèlement, les abus sexuels, la toxicomanie aux drogues, les maladies psychologiques, la violence

		■	1.19.3 Pour aider la famille à contourner ce problème par une visite clinique psychiatrique, ou le conseil et le développement social
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Tableau 2 Répartition complète des besoins d'information set 1 : l'inscription des nouveaux électeurs.

1.4.2.2 Ensemble 2 : Détermination des besoins de dons

Pour la deuxième série de besoins en information, en déterminant les besoins en dons, l'analyse a donné lieu à trois lacunes distinctes. La détermination des besoins en dons concerne le processus et les opérations consistant à quantifier la quantité d'assistance dont un constituant a besoin et quel type d'assistance. Il s'agit également d'un examen de bureau, qui fait référence à une étude de cas au bureau et à une visite sur le terrain, qui fait également référence à une étude de cas, mais exige la collecte et l'observation de données sur le terrain, à savoir la résidence du constituant. La liste complète de ces besoins est présentée dans le tableau 3.

Codes de couleurs faisant référence aux réponses			
● Les lacunes, ▲ Aide, ■ Comment la réponse aide			
			Set 2 : Déterminer les besoins de dons
			Les lacunes, Aide, Comment la réponse aide
●			2.1.1 Quel est le groupe d'aide approprié pour le constituant
	▲		2.1.2 Sur la base de la somme des points ou le résultat du placement par l'évaluation de la situation telle que décidée par le chercheur en sciences sociales
		■	2.1.3 Le résultat aide l'organisme de charité à placer le constituant sur le bon groupe d'aide en fonction de l'évaluation des besoins ou du score global
●			2.2.1 Les bénéficiaires ont besoin de l'organisme de bienfaisance
	▲		2.2.2 Demande de besoin spécifique du constituant issue du formulaire d'inscription ou déclarée lors de l'entrevue

		■	2.2.3 L'organisme de bienfaisance connaît le choix de l'assistance ou de l'aide requise, comme le panier alimentaire, l'aide financière ou le logement, etc.
●			2.3.1 Les besoins des bénéficiaires correspondent-ils à sa réalité
	▲		2.3.2 L'organisme de bienfaisance valide les besoins du constituant lors de la visite sur le terrain à son lieu de résidence
		■	2.3.3 Cela permet de confirmer les besoins et d'évaluer la situation sur la réalité

Tableau 3 Besoins d'information ensemble 2 : Déterminer les besoins de dons

1.4.2.3 Ensemble 3 : Confirmation de ces besoins

Le troisième ensemble de besoins en information est la confirmation de ces besoins. Ce processus se réfère à la vérification de plusieurs aspects de l'information fournie lors de l'inscription. Cela comprend la vérification des informations fournies par des documents officiels notariés, tels que des rapports médicaux, un rapport d'état civil, un contrat de location, etc. en plus de la demande électronique d'informations provenant d'entités gouvernementales, telles que la confirmation de la sécurité sociale et le revenu d'assurance sociale. Il comprend également la vérification sur place lors de la visite sur le terrain pour confirmer l'emplacement et déterminer le leader de la maison qui va gérer les dons reçus, l'état de la famille et les meubles et les appareils ménagers. Certains organismes de bienfaisance utilisent également cette visite pour être validés si le constituant est effectivement pauvre du matériel de la maison et de l'électronique de la famille, cela confirme si cette famille a d'autres sources de revenus ou non en comparant ce qu'elles possèdent avec leurs déclarations Revenu à l'enregistrement. Cet ensemble comprend six lacunes distinctes représentées en totalité dans le tableau 4.

Codes de couleurs faisant référence aux réponses ● Les lacunes, ▲ Aide, ■ Comment la réponse aide			
			Set 3 : Confirmation de ces besoins
			Les lacunes, Aide, Comment la réponse aide
●			3.1.1 Validation de l'emplacement, le chef de la maison, les besoins d'assistance demandée, l'état général de la famille et les membres

	▲		3.1.2 Une visite sur le terrain pour valider les besoins de localisation, d'électroménager et de mobilier et les personnes âgées qui sont malades et qui ne peuvent pas visiter l'organisme de bienfaisance et pour déterminer le chef de la maison
		■	3.1.3 Pour confirmer son emplacement actuel, existence des aînés dans le besoin, confirmer les besoins en électroménagers et en meubles et la disponibilité de la famille
●			3.2.1 Est-ce que le constituant fournit les pièces justificatives pour ses besoins
	▲		3.2.2 Un rapport médical, un compte de résultat, un certificat scolaire pour les enfants, le contrat de maison ou d'un acte de propriété
		■	3.2.3 Pour confirmer les informations fournies lors de l'inscription
●			3.3.1 Condition de la résidence et son aptitude environnementale
	▲		3.3.2 Une visite de terrain confirme la situation de la résidence et son aptitude à l'habitat
		■	3.3.3 Pour assurer la maintenance de la maison, valider sa sécurité et observer la réalité et la gravité de la condition des bénéficiaires
●			3.4.1 Inscription à d'autres organismes de bienfaisance
	▲		3.4.2 Une déclaration personnelle signée ou une demande d'information est envoyée à l'organisme où il a vécu
		■	3.4.3 Afin d'éviter les doubles utilisations d'assistance. De plus, les organismes de bienfaisance aident seulement ceux de la zone de service
●			3.5.1 Précision des entrées
	▲		3.5.2 Recherche d'information électronique sans aide du constituant est effectuée par l'organisme de bienfaisance sur le site Web de certaines entités gouvernementales qui offrent un tel service
		■	3.5.3 Pour valider les informations d'inscription fournies par le constituant
●			3.6.1 Le constituant possède-t-il quelque chose sous le nom de quelqu'un d'autre

	▲		3.6.2 Certaines personnes possèdent des voitures ou des maisons, mais les mettent sous le nom des autres
		■	3.6.3 Dans ce cas, il est impossible pour l'organisme de bienfaisance de découvrir cette fraude

Tableau 4 Besoins d'information ensemble 3 : Confirmation des dons besoins

1.4.2.4 Ensemble 4 : Suivi de la satisfaction des électeurs sur les dons

Sur la quatrième partie de l'information, suivi de satisfaction au sujet des dons de Bénéficiaires. Cet ensemble a donné lieu à deux lacunes distinctes. Le but de ce processus est de mesurer le niveau de satisfaction des dons. Aucun organisme de bienfaisance de cette étude n'a mis en place un instrument d'enquête longitudinal standard pour une telle mesure. Peu d'œuvres de bienfaisance ont effectué une enquête ou un questionnaire pour cette question, que ce soit à travers le portail en ligne ou bénéficiaires tout en effaçant la mise à jour de l'information régulièrement. Tous les organismes de bienfaisance ont un moyen de recevoir des plaintes ou d'autres demandes d'assistance, considérées comme expression de satisfaction sous une certaine forme. A la suite, du tableau 5, est d'une panne complète de la liste des résultats et des besoins.

Codes de couleurs faisant référence aux réponses			
● Les lacunes, ▲ Aide, ■ Comment la réponse aide			
Ensemble 4 : Suivis de Bénéficiaires Satisfaction au sujet des dons de			
Les lacunes, Aide, Comment la réponse aide			
●			4.1.1 Le constituant s'est-il plaint ou est-il satisfait
	▲		4.1.2 Quelles sont les plaintes du constituant, et l'aide a été satisfaisante
		■	4.1.3 L'organisme de bienfaisance à valider que le constituant avait une aide suffisante
●			4.2. La situation des mandants a-t-elle amélioré ou ont-ils demandé une autre aide pendant la même période ?
	▲		4.2.2 Le constituant a demandé une aide supplémentaire
		■	4.2.3 Cela informe l'organisme de bienfaisance que le constituant n'a pas reçu une aide complète ou satisfaisante de l'organisme de bienfaisance

Tableau 5 Besoins d'information mis en 4 : Suivi de la satisfaction au sujet des dons de bénéficiaires

1.4.2.5 Ensemble 5 : suivi à long terme des besoins constitutifs

Le cinquième ensemble de besoins en information, reflété dans le tableau 6, était le suivi à long terme des besoins des constituants. Cela implique de comprendre ce qui a changé dans la situation de la famille, pas seulement le constituant principal, mais aussi les membres de sa famille. L'organisme de bienfaisance observe et enregistre ce qui a changé dans son état matrimonial, comme le mariage d'un membre féminin ou l'emploi d'un membre masculin ou féminin. Cela inclut également toute modification de leur nombre, comme la naissance d'un nouveau membre ou le décès de l'un des membres actuels. Le but de ce processus est de répondre à leurs nouveaux besoins émergents, tels que la formation à l'emploi, l'augmentation de l'assistance aux nouveaux membres ou la réévaluation de l'assistance actuelle en cas de décroissance du nombre de membres de la famille par le décès. En outre, l'emploi d'un ou de plusieurs membres - cela signifie qu'il ou elle n'est plus éligible à l'aide - ou la modification des questions financières, telles que le paiement de la dette, la propriété de la maison ou l'augmentation du revenu, tout ce qui implique une modification de l'aide financière ou suspension complète en fonction de la situation.

Codes de couleurs faisant référence aux réponses			
● Les lacunes, ▲ Aide, ■ Comment la réponse aide			
			Ensemble 5 : suivi à long terme des besoins constitutifs
			Les lacunes, Aide, Comment la réponse aide
●			5.1.1 Quelle est la situation des membres de la famille des bénéficiaires en matière d'emploi, de santé, de logement, de revenu et de changement de nombre
	▲		5.1.2 Est-ce que le chômeur est devenu employé, l'étudiant a-t-il obtenu son diplôme, a-t-il changé le revenu ou le nombre de membres de sa famille, ont-ils besoin d'une opération médicale ou d'un logement ?

		■	5.1.3 Cela aide l'organisme de bienfaisance à réévaluer et à fournir une formation, un soutien, des finances, des logements nécessaires au constituant et à la famille à long terme
●			5.2.1 Le suivi systématique ou la mise à jour a-t-il été effectué, et quelle est la situation de la famille ?
	▲		5.2.2 Le suivi et la visite sur le terrain révèle le changement de la situation du constituant et de sa famille
		■	5.2.3 Cela permet à l'organisme de bienfaisance de comprendre l'impact de l'aide qu'ils fournissent
●			5.3.1. Le constituant suit-il le plan de développement de l'organisme de bienfaisance
	▲		5.3.2 Après le programme de conseils, le plan de développement ou la formation et le cheminement d'emploi établis pour le constituant ou le membre de la famille
		■	5.3.3 Pour encourager les bénéficiaires à développer et prendre le contrôle de leurs affaires financières. De plus, pour amener le constituant à sortir du cercle de la pauvreté

Tableau 6 Besoins d'information mis en 5 : Le suivi à long terme des besoins constitutifs

1.4.2.6 Ensemble 6 : Désenregistrement constituant

Le sixième ensemble de besoins d'information était le processus de désenregistrement d'un constituant. Cela a des raisons positives et négatives. Il se réfère principalement à la fermeture du dossier du constituant à l'organisme de bienfaisance pour des raisons positives telles que le constituant a eu l'aide suffisante de l'organisme de bienfaisance et n'a besoin d'aucune aide supplémentaire dans sa vie, ou le cesser pour des raisons négatives, ce qui représente la minorité de raisons, Comme la création d'un document pour demander de l'aide. Il y a aussi des cas intermédiaires, comme si le constituant a vendu un don matériel qu'il a reçu, comme des meubles ou des appareils ménagers, ou s'il a été averti en raison d'une mauvaise conduite envers les employés de l'organisme de bienfaisance ou dans sa propre communauté, le constituant reçoit une suspension temporaire.

D'autres raisons neutres pour la fermeture du dossier, comme si le constituant est décédé ou a changé d'emplacement de résidence. La liste complète des répartitions du tableau 7 comprend d'autres détails sur d'autres cas et d'autres réponses / aide qui déclenchent le processus de fermeture du fichier du constituant. Cet ensemble comprend neuf lacunes distinctes

Codes de couleurs faisant référence aux réponses			
● Les lacunes, ▲ Aide, ■ Comment la réponse aide			
			Ensemble 6 : Désenregistrement constituant
			Les lacunes, Aide, Comment la réponse aide
●			6.1.1 La condition du constituant a-t-elle changé en termes d'augmentation du revenu, les membres de la famille ont augmenté ou diminué
	▲		6.1.2 Le constituant a eu plus d'enfants, ou l'un des membres de la famille s'est marié ou décédé, le revenu du constituant a augmenté ou le prisonnier a fini son emprisonnement
		■	6.1.3 Le fichier est réévalué dans l'un de ces cas et si le revenu a augmenté au-dessus de la limite de charité en raison de l'une des modifications, le fichier est clos car aucune autre assistance n'est nécessaire
●			6.2.1 Le constituant a-t-il falsifié l'un des documents, ou fournis des informations inexactes ou trompeuses, ou même refuser de fournir de nouvelles informations mises à jour
	▲		6.2.2 Les cas tels que l'entretien ou la vente de produits d'assistance, ou la fourniture d'informations trompeuses ou d'un document falsifié
		■	6.2.3 L'organisme de bienfaisance ferme le dossier et certains organismes de bienfaisance demandent le remboursement de dons versés en cas de faux. En outre, certains organismes de bienfaisance imposent une suspension temporaire ou permanente dans d'autres cas, tels que l'interrogation ou la fourniture d'informations trompeuses
●			6.3.1 Le constituant a-t-il changé de lieu de résidence
	▲		6.3.2 le constituant a déménagé dans une nouvelle résidence

		■	6.3.3 Si la nouvelle résidence n'était pas dans la même zone du service de bienfaisance, le fichier du constituant est transféré au nouvel organisme de bienfaisance ou simplement fermé
●			6.4.1 Le constituant a-t-il commis une mauvaise conduite morale ou sociale ou menace les employés de l'organisme de bienfaisance
	▲		6.4.2 le constituant a menacé les employés de l'organisme de bienfaisance ou a eu une mauvaise conduite dans la communauté
		■	6.4.3 En cas de mauvaise conduite, le constituant est suspendu temporairement pour encourager un comportement approprié, mais lorsqu'il menace les travailleurs, leur dossier est fermé
●			6.5.1 Le constituant est-t-il encore vivant ?
	▲		6.5.2 Le constituant est décédé
		■	6.5.3 Le cas de la famille est examiné et le fichier peut être transféré à la mère et aux enfants si les conditions demeurent valides ou fermées en permanence. La femme est considérée comme une veuve dans ce cas, et les enfants sont considérés comme orphelins ou post-orphelins selon leur âge.
●			6.6.1 Le constituant a-t-il reçu l'assistance requise
	▲		6.6.2 Comme une opération médicale, ou bénéficiaire d'un programme d'achat de maison ou d'une maintenance
		■	6.6.3 Lorsque le constituant reçoit l'assistance requise et sans autre besoin de l'aide de l'organisme de charité, le dossier est fermé
●			6.7.1 Le refus de participer aux programmes de développement
	▲		6.7.2 Refus de suivre un programme de développement par le constituant ou l'un des membres de la famille
		■	6.7.3 Ces programmes de développement sont conçus pour aider les bénéficiaires à sortir de la pauvreté et s'ils ne sont pas disposés à s'aider eux-mêmes, alors l'aide de l'organisme de bienfaisance pourrait être plus utile pour les autres, de sorte que leur dossier ne se prolonge pas après la période d'inscription maximale

●			6.8.1 Enregistrement à d'autres organismes de bienfaisance
	▲		6.8.2 Le constituant a été trouvé enregistré à autre organisme de bienfaisance
		■	6.8.3 Le fichier est fermé pour éviter le double emploi et la réception d'une aide financière injustifiée
●			6.9.1 Passer la période d'inscription maximale
	▲		6.9.2 Certains organismes de bienfaisance ont une limite de 3 ou 5 ans, d'autres ne le font pas
		■	6.9.3 C'est pour permettre à d'autres personnes dans le besoin de s'inscrire à leur place. Certaines institutions de bienfaisance prolongent la période d'inscription si un plan de développement était suivi par le constituant et la famille

Tableau 7 Besoins en matière d'information ensemble 6 : désinscription du constituant

1.4.2.7 Ensemble 7 : L'évaluation de l'impact de ces dons sur les bénéficiaires

Le septième et dernier besoin d'information est l'évaluation de l'impact de ces dons sur le constituant. Dans cette série de lacunes / questions, certaines organisations caritatives s'efforcent de comprendre le succès de ses programmes et leurs répercussions sur le constituant. Malheureusement, de nombreuses organisations caritatives ont donné une importance particulière à ce concept, mais certains organismes de bienfaisance évaluent en posant des questions telles que si leurs programmes ont profondément changé la vie de constituant. Les organismes de bienfaisance qui le font ont principalement des programmes plus développés pour aider les électeurs à acheter une voiture, comme un ramassage pour travailler, ou ont des programmes d'achat de maisons pour les constituants qu'ils ont mis en place pour extraire le constituant de la pauvreté dans une action permanente. Il existe trois lacunes distinctes dans cet ensemble et elles sont listées dans le tableau 8

Codes de couleurs faisant référence aux réponses			
● Les lacunes, ▲ Aide, ■ Comment la réponse aide			
			7 l'ensemble : Évaluation de l'impact de ces dons sur Bénéficiaires
			Les lacunes, Aide, Comment la réponse aide

●			7.1.1 les aides de l'organisme de bienfaisance impactent positivement le constituant
	▲		7.1.2 changement positif dans la vie et de la situation du constituant et de la famille
		■	7.1.3 L'organisme de bienfaisance évalue l'impact des aides fournies, comme les fonds pour créer une entreprise, vendre des biens ou réduire la pauvreté et transformer le constituant pour être autonome
●			7.2.1 Y-at-il une évolution positive personnel ou social avec l'assistance
	▲		7.2.2 L'absence de plaintes, ou l'accueil des gestes de remerciement et le compliment social de la communauté
		■	7.2.3 L'organisme de bienfaisance sait que ses programmes sont bénéfiques et ont des effets positifs personnels et communautaires
●			7.3.1 Le constituant a-t-il suivi et bénéficié du programme de formation et de développement mis en place pour lui
	▲		7.3.2 Changement dans le comportement, l'emploi, la poursuite de l'éducation, amélioration de la compréhension entre les membres de la famille
		■	7.3.3 L'organisme de bienfaisance connaît le succès des programmes qu'ils développent aux constituants. En outre, combien les familles bénéficient de ces programmes. Certains organismes de bienfaisance impliquent que les bénéficiaires planifient leur propre programme de développement

Tableau 8 Informations besoin de définir 7 : Évaluation de l'impact de ces dons sur les bénéficiaires

1.4.3 Dimensions des besoins d'information et dimensions des besoins humains

Le but de cette analyse est de comprendre à quel point les besoins d'information des organismes de bienfaisance, révélés par l'étude deux, s'appliquent aux besoins des besoins en développement humain et ont été mis en avant par Narayan et al. (2000) dans leur étude séminale sur Les besoins des pauvres par les pauvres eux-mêmes, pour le Rapport sur le développement dans le monde 2000/2001 (Banque mondiale, 2000)

La première dimension Bien-être matériel : ayant assez, comporte trois sous-éléments. À partir de l'analyse des besoins d'information de l'étude deux, 11 besoins / lacunes en matière d'informations se sont révélées liés à cette dimension des besoins de développement humain. Ils proviennent de différents ensembles de besoins d'information, et ils relèvent des trois sous-éléments ; La nourriture, les biens et le travail. L'examen de l'analyse comprend des lacunes, en plus de l'aide, et la façon dont la réponse aide les nœuds à englober tous les aspects des besoins d'information et à trouver le sous-élément correspondant le plus approprié à partir des dimensions. L'analyse a révélé que les besoins d'information des organismes de bienfaisance reflètent 100% de la première dimension.

La deuxième dimension, Bien-être corporel : Être et apparaître bien, comporte 3 sous-éléments. Deux des trois sous-éléments avaient des besoins d'information correspondants. Le deuxième sous-élément, l'apparence, pourrait être représenté par une aide financière dédiée aux bénéficiaires, mais il n'a pas été précisé ou laissé entendre que l'attention a été accordée à l'apparence du vêtement, à l'hygiène de la famille ou aux produits d'hygiène dans les visites sur le terrain. Bien que la plupart des organismes de bienfaisance offrent des cadeaux de vêtements deux fois par an. Une couverture de 66% a été trouvée dans cette dimension du besoin en matière de développement humain par les besoins d'information des organismes de bienfaisance.

La troisième dimension, le bien-être social, comporte trois sous-éléments. Le premier sous-élément de cette dimension était représenté par diverses lacunes / besoins d'information dans l'étude deux. Les organismes de bienfaisance accordent un soin particulier aux femmes divorcées avec des enfants et des veuves qui n'ont aucun moyen de se soutenir et leurs enfants. Cela se reflète dans la catégorisation de ces cas explicitement à l'enregistrement, à savoir les veuves, les divorcés et les épouses abandonnées.

La quatrième dimension, Sécurité, comporte six sous-éléments. Trois de ces sous-éléments avaient des besoins d'information correspondants. Ils sont les suivants : un environnement sécurisé et sécurisé, la sécurité au vieillissement (en prenant soin de la vieillesse). En plus de la confiance dans l'avenir. Dans cette dimension, tous les sous-éléments des besoins de développement humain ne sont pas couverts par les besoins d'information des organismes de bienfaisance, mais cela ne peut être considéré comme

une fausse représentation puisque les trois éléments non représentés dépendent de l'Etat et non des organismes de bienfaisance, tels que la paix civile, Sécurité physique personnelle, et légalité et accès à la justice.

La cinquième dimension La liberté de choix et d'action n'a pas de sous-éléments tandis que la sixième dimension du bien-être psychologique comporte trois sous-éléments. Pour la cinquième dimension, il n'y avait aucun besoin d'information correspondant aux organismes de bienfaisance, et pour la sixième dimension, deux sous-éléments n'avaient aucun besoin d'information correspondant. Cette représentation était de 0% pour la cinquième dimension et de 33% pour la sixième dimension.

1.5 Conclusion

1.5.1 Les principaux résultats

Voici les principales conclusions de chaque question posée par l'étude et suivi d'une présentation du modèle d'information final.

1.5.2 Systèmes d'information utiliser à charités Bir

L'utilisation d'ordinateurs et d'Internet dans les organismes de bienfaisance de Bir est répandue. En fait, 97,6% des organismes de bienfaisance de Bir ont déclaré avoir des ordinateurs sur leur lieu de travail. Internet fait partie intégrante de notre vie moderne, et les organismes de bienfaisance ne font pas exception à cela. 94,1% des organismes de bienfaisance ont déclaré avoir une connexion Internet sur leur lieu de travail. Cependant, avoir une connexion informatique et internet n'est pas la technologie qu'il y a à des organismes de bienfaisance, 89,2% de toutes les organisations caritatives utilisent des systèmes d'information dans certains ou tous les processus du travail de charité. Ces systèmes d'information varient en fonction de plusieurs aspects, tels que les ressources disponibles pour l'organisme de bienfaisance, la connaissance de la technologie de l'information, ce qui constitue un obstacle à l'adaptation d'un système gratuit d'un autre organisme de bienfaisance et, enfin, à la réduction du coût élevé de l'achat ou du développement d'un Système d'information personnalisé pour leur travail.

Les systèmes d'information se sont référés à un large éventail de capacités, allant de simples listes de mots à des feuilles de calcul de moyenne complexité, à un ensemble

plus intégré de services avec des bases de données, tels que des systèmes de gestion de contenu et des systèmes de planification de ressources d'entreprise (ERP). 37,7% des organismes de bienfaisance du Centre utilisaient des systèmes d'information dans certains ou tous leurs processus de travail, comparaient 18,3% dans les organismes de bienfaisance villageois et 32,9% dans les organismes de bienfaisance de la ville. Le contraste entre les organismes de bienfaisance du centre et les organismes de bienfaisance de la ville est que, dans l'utilisation des systèmes d'information dans tous les processus de travail, les organismes de bienfaisance de la ville utilisaient un SI à 20,7% par opposition aux organismes de bienfaisance de centre qui utilisaient IS pour tous les processus wok de 17%.

L'analyse du type de processus où les systèmes d'information sont utilisés a révélé la diversité et la mondialité dans l'utilisation des systèmes d'information dans le travail de charité, couvrant quatre grands thèmes des processus de travail, à savoir : le thème de l'évaluation des besoins, qui comprenait la recherche sociale sur l'état des constituants et la classification Des bénéficiaires. Le thème des dons comprenait la réception des dons, la gestion des dons physiques, le transfert d'argent aux bénéficiaires, la distribution des dons, la réception de la demande de fonds d'un constituant et la gestion des entrepôts où les dons physiques sont stockés et traités pour distribution. Le thème des bénéficiaires et des donateurs comprenait l'inscription des mandants, la communication entre la charité et la communication constitutive et externe avec d'autres entités telles que le gouvernement et d'autres organismes de bienfaisance, et enfin les activités sociales de l'organisme de bienfaisance. Le thème de la finance et de l'administration comprenait des processus de travail traditionnels tels que la comptabilité, les affaires d'administration, les formulaires et les documents, les ressources humaines, la communication interne et les rapports.

1.5.3 Les besoins d'information à des organismes de bienfaisance Bir

1.5.3.1 Ensemble de besoins d'information

L'analyse des besoins d'information dans les organismes de bienfaisance de Bir a entraîné sept thèmes distincts ou des ensembles de besoins d'information. Sous chaque ensemble, il existe plus d'un nœud distinct contenant les trois points d'analyse basés sur la théorie du Sense-making. Une lacune ou une question rencontrée par l'utilisateur dans

la société de bienfaisance dans sa ligne de travail, une aide ou une réponse qui devrait combler cette lacune et une explication de la façon dont la réponse a aidé l'utilisateur.

La première série de besoins d'information, l'enregistrement des nouveaux bénéficiaires, contenait 19 lacunes / besoins d'information dans ce processus. Ils incluent des lacunes sur le revenu du constituant, son état matrimonial, la situation familiale, l'état de travail, entre autres lacunes qui décrivent son état de vie, de l'état financier, de la santé et de la maladie, jusqu'à l'état du logement.

Le deuxième ensemble de besoins en information, en déterminant les besoins en dons, comportait trois lacunes / besoins d'information. Ils sont les suivants : quel est le groupe d'aide approprié pour le constituant ? Les bénéficiaires ont besoin de la charité, et les besoins du constituant correspondent-ils à sa réalité ?

Le troisième ensemble de besoins en information, la confirmation de ces besoins, comportait 6 lacunes / besoins d'information. Ces lacunes comprennent des lacunes en matière de renseignements concernant la validité de l'emplacement et des besoins, des documents à l'appui, des informations d'observation sur l'état de résidence et l'aptitude environnementale.

La quatrième information requise, le suivi de la satisfaction des bénéficiaires concernant les dons, comportait deux lacunes uniques, à savoir les plaintes et la satisfaction des bénéficiaires, ainsi que les améliorations apportées à la situation du constituant et aux demandes d'aide supplémentaires.

La cinquième information requise, le suivi à long terme des besoins des bénéficiaires, comportait trois lacunes distinctes. À savoir, le changement dans la situation de la famille du constituant en matière de santé, d'emploi, d'augmentation ou de diminution des membres de la famille, etc., un nouveau développement dans le cas selon la mise à jour de routine, qui pourrait être bi-annuel, annuellement ou tous les deux À trois ans, et enfin l'engagement du constituant envers tout programme de développement qui lui est prévu par l'organisme de bienfaisance.

La sixième information requise, désenregistrement d'un constituant, contenait neuf lacunes / besoins d'information. Ils couvrent des situations qui entraînent la non-

inscription d'un constituant de l'organisme de bienfaisance. Certaines de ces situations sont positives, comme si le revenu du constituant augmentait ou si son problème spécifique qui l'amène à s'inscrire en premier lieu a été résolu, alors que d'autres situations sont négatives, comme si le constituant a commis La fraude dans l'enregistrement, ou a forgé tout document qui répond à ses besoins. En plus des situations neutres, comme si le constituant a changé son lieu de résidence ou s'il est décédé.

La septième et dernière information requise, évaluée par l'impact de ces dons sur les bénéficiaires, comportait trois lacunes distinctes / besoins d'information. A savoir, les aides ont-elles affecté positivement le constituant ? Y a-t-il une satisfaction personnelle ou sociale de la charité ? En outre, le constituant a-t-il suivi et bénéficié des programmes de formation et de développement offerts au constituant ou à l'un des membres de la famille ?

1.5.3.2 Sources d'informations

Le nombre de sources de besoins informatiques pour le travail de charité à l'égard des mandants est limité à 18 sources d'information, qui sont regroupées en cinq sources principales. Ils sont les suivants : Premièrement, le secteur privé qui comprend principalement des banques, des entreprises et des hôpitaux privés. Deuxièmement, le secteur gouvernemental qui comprend plusieurs ministères tels que le ministère du Travail et du Développement social, le ministère de l'Intérieur et plusieurs autres entités sous l'égide du gouvernement, comme le tribunal. Troisièmement, la charité elle-même. L'organisme de bienfaisance est une source d'information de trois façons, les visites sur le terrain effectuées par le chercheur social de la charité, le chercheur social lui-même qui produit des réponses sur le cas assigné et enfin l'évaluation interne menée à l'organisme de bienfaisance sur chaque cas. Le quatrième et le cinquième sont les bénéficiaires eux-mêmes et les interactions et les réponses de la communauté à l'organisme de bienfaisance au sein de chacune des communautés de charité respectives.

De ce fait, nous concluons que le secteur public comme principale source d'information pour l'organisme de bienfaisance comprend 10 sur 18 des sources d'information totales. Cela correspond à 55,56% de toutes les lacunes / besoins d'information des sociétés de bienfaisance à l'égard de leurs électeurs. Le secteur privé

comprend trois sources représentant 16,67%, et l'organisme de bienfaisance lui-même possède trois sources d'information représentant également 16,67%, le constituant et la société représentent chacune une source unique et représentent chacun 5,56% de toutes les sources d'information.

1.5.4 Dimensions des besoins de développement humain et les besoins d'information

Les résultats de cette analyse ont révélé une représentation significative des besoins de développement humain, également appelés dimensions du bien-être, dans les besoins d'information des organismes de bienfaisance en Arabie Saoudite. Pour la première dimension, le bien-être matériel : ayant assez, et la troisième dimension, le bien-être social, nous avons trouvé une représentation à 100% par des besoins d'information dans des organismes de bienfaisance. Pour la deuxième dimension, le bien-être corporel : être et apparaître bien, nous avons trouvé une couverture de 66%. Pour la quatrième dimension, la sécurité, nous avons trouvé qu'une information a besoin de couverture de 50%, trois des six sous-éléments de cette dimension avaient des besoins / des lacunes d'information correspondants. Pour le cinquième, la liberté de choix et les actions, aucun besoin d'information correspondant n'a été trouvé. Pour la sixième et dernière dimension, le bien-être psychologique, un seul sous-élément était représenté par un besoin d'information chez les organismes de bienfaisance.

Les organismes de bienfaisance se questionnent, recueillent et agissent sur les informations qu'ils recueillent et sur le constituant afin de répondre à ses besoins et les informations qu'ils recueillent et utilisent satisfont et répondent à la majorité des besoins de développement humain décrits et proposés par le groupe de la pauvreté (Narayan et al., 2000) à la banque mondiale (Banque mondiale, 2000).

Certains des sous-éléments ne peuvent être mesurés par les besoins de l'information dans les organismes de bienfaisance, tels que le bonheur et l'harmonie, car ils sont internes à l'être humain. Ces sous-éléments sont affectés par l'état de vie et les aspirations de la population pauvre. Ils peuvent être caractérisés comme relatifs, subjectifs et uniques à chaque individu. Les organismes de bienfaisance aspirent à satisfaire les besoins des mandants qui les conduisent au bonheur. Cependant, pour les organismes de bienfaisance, cela résulte simplement de la satisfaction et de

l'accomplissement des besoins humains fondamentaux tels que l'hébergement et la sécurité alimentaire, et bien que certains organismes de bienfaisance aient des activités qui favorisent l'harmonie et la paix sociale, comme les rassemblements sociaux, les soirs de poésie et les sports tels que les marathons Et cycle, leurs efforts ne sont pas la norme. Certains autres sous-éléments sont directement affectés par l'état, comme la paix civile et la sécurité physique personnelle. La liberté de choix et la dimension d'action peuvent être considérées comme affectées par le système social et politique régissant.

Les dimensions des besoins en matière de développement humain sont le résultat de ce que les pauvres considèrent comme une bonne vie et un bien-être, c'est ce qu'ils pensent les aider à prospérer. Les organismes de bienfaisance qui réorientent leurs programmes vers le développement des êtres humains et qui remplissent leurs besoins de bien-être obtiendront certainement de meilleurs résultats par opposition à l'alimentation et au vêtement des individus. Il s'agit d'un mouvement que nous avons vu souligné par plusieurs organismes de bienfaisance dans les entretiens de l'étude deux et qui semble prendre de l'ampleur alors que la nation entière de l'Arabie saoudite subit une transformation économique et sociale qui aboutit à la vision de l'état 2030.

1.5.5 Modèle d'information pour représenter les besoins des gens à des organismes de bienfaisance

Après avoir répondu aux questions de recherche, nous comprenons les besoins d'information des organismes de bienfaisance et sommes en mesure de présenter le modèle d'information final pour représenter les besoins des personnes dans les organismes de bienfaisance. Ce modèle est basé sur la hiérarchie information-information-sagesse des données, dans le sens où il est explicitement parallèle au processus de création de profil à la construction de connaissances par le biais de données puis d'informations. Il reflète également la nature multiforme d'un être humain dans les dimensions d'information qu'il englobe.

Les données du modèle englobent tous les besoins d'information résultant de l'étude deux, en plus des données supplémentaires qui enrichissent notre compréhension de la personne, de l'humain, derrière le profil, qui découle des dimensions des besoins de développement humain étudiés en question quatre de cette étude. La partie information de ce modèle est divisée en catégories / dimensions qui

reflètent la nature des besoins d'information résultant de l'étude de deux et des dimensions des besoins de développement humain analysés à la quatrième question (section 4.4). La partie connaissance du modèle contient des connaissances génériques sur le constituant, mais les paramètres de cette connaissance sont laissés à l'organisme de bienfaisance individuel en fonction de sa stratégie et de son budget. C'est-à-dire des connaissances telles que : cette personne est éligible au service de bienfaisance, dépend du paramètre établi par l'organisme de bienfaisance pour un revenu maximal pour l'inscription.

Les dimensions de l'information pour ce modèle sont les suivantes : statut économique, juridique, social, psychologique, médical, professionnel, logement et environnement, éducation, apparence et régime alimentaire. Un exemple des entrées de données correspondantes pour la première dimension sont les revenus, les actifs et les obligations financières, ce sont des données essentielles, fondamentales pour réfléchir avec précision à la situation économique de l'individu. La liste complète des répartitions est présentée dans le tableau 9. Chaque dimension et ses entrées de données essentielles sont répertoriées côte à côte. Il est important de noter que le modèle doit être appliqué à chaque individu sur la famille et ne doit pas être limité au parent ou au constituant principal, car le modèle reflète précisément tous les aspects d'un constituant et des bénéficiaires dépendants.

Dimensions de l'information	Les entrées de données
Économique	Revenu, actifs, obligations financières
Statut juridique	Nationalité, Orphelin, Prisonnier, sous-garde, parent / tuteur légal
Social	État civil, l'âge, les enfants, dépendants ou indépendants, problèmes sociaux, conflits, Transport
Psychologique	Maladie psychologique, traumatisme, stress

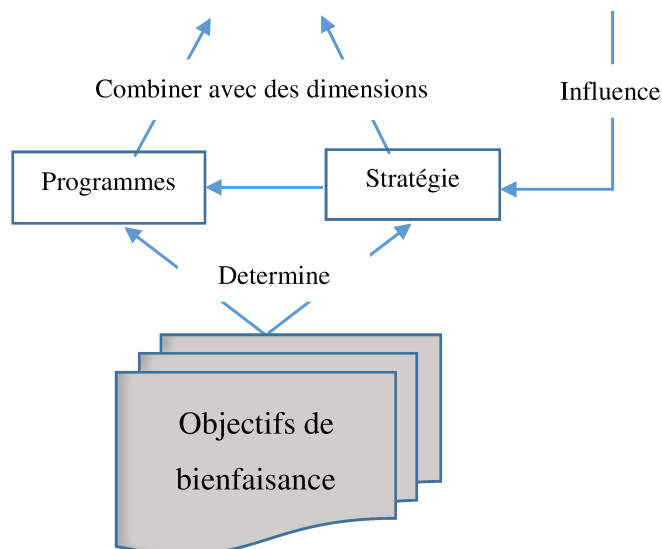
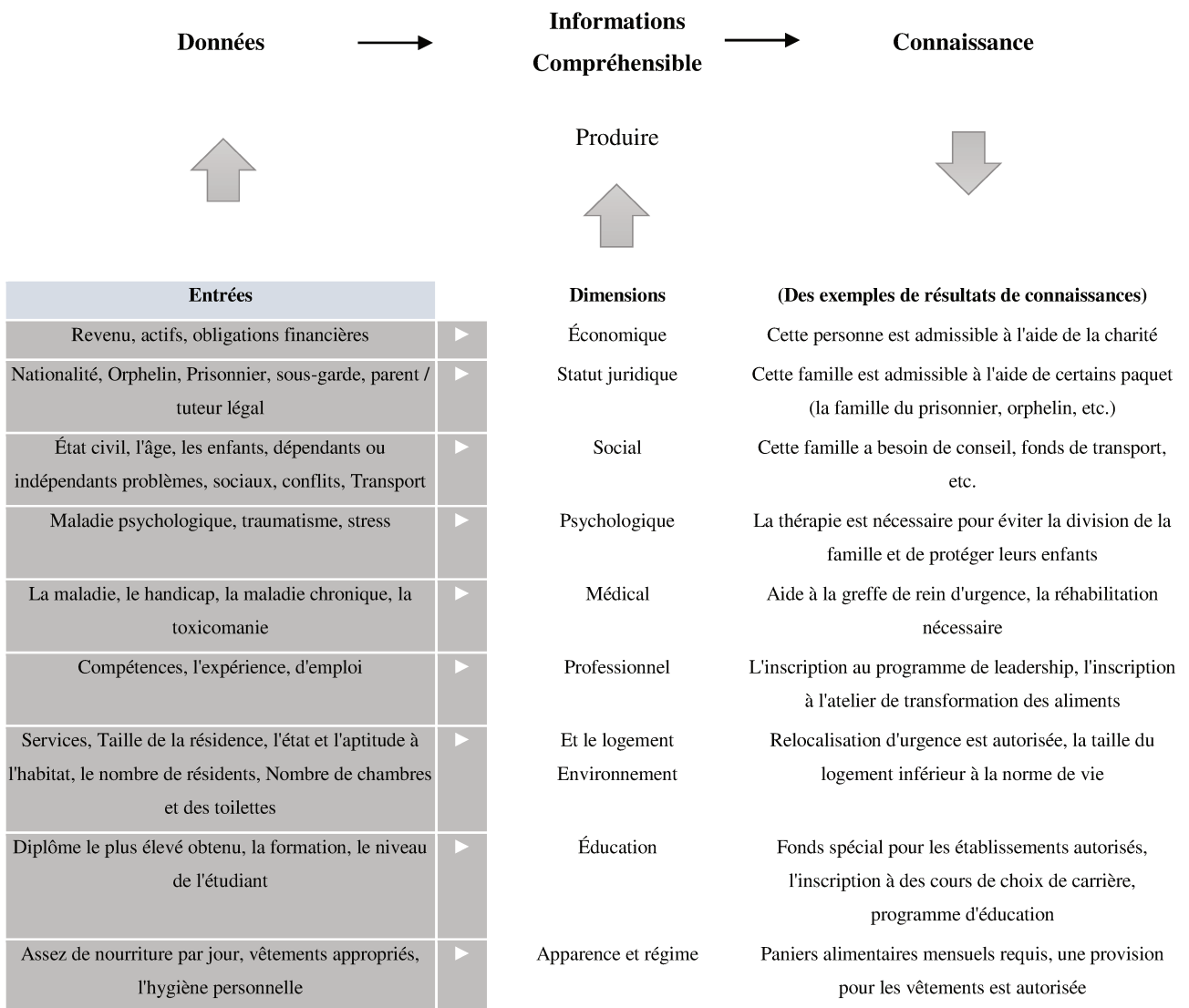
Médical	La maladie, le handicap, la maladie chronique, la toxicomanie
Professionnel	Compétences, l'expérience, d'emploi
Logement et environnement	Services, Taille de la résidence, l'état et l'aptitude à l'habitat, le nombre de résidents, Nombre de chambres et des toilettes
Éducation	Diplôme le plus élevé obtenu, la formation, le niveau de l'étudiant
Apparence et régime	Assez de nourriture par jour, vêtements appropriés, l'hygiène personnelle

Tableau 9 Dimensions de l'information et de ses entrées de données essentielles

La connaissance du modèle est dictée par les objectifs de l'organisation. Ces objectifs se reflètent sur la stratégie pour atteindre ces objectifs et sont limités par leur budget. Les dimensions et les entrées de données dans ce modèle produiront un certain nombre d'éléments de connaissances, mais ils peuvent toujours être développés en articulant les nouveaux besoins d'information et en assignant leurs entrées de données correspondantes. La connaissance de ce modèle devrait être déterminée par l'organisme de bienfaisance lui-même ou par la collecte de parties prenantes dans un effort plus important pour produire un profil représentatif standard. Ceux-ci devraient inclure le ministère du Travail et du Développement social et les bénéficiaires eux-mêmes.

Le modèle final est présenté dans le tableau 10 ; Il reflète les dimensions globales formulées de l'information, ses entrées de données correspondantes, et un exemple de connaissance, qui pourrait en être obtenu.

Tableau 10 Modèle d'information finale pour représenter les besoins des personnes dans les organismes de bienfaisance



1.5.6 Les implications de l'étude

Voici une liste des implications et des recherches futures suite à l'étude :

1. Les résultats de l'étude aideront à comprendre ce que la technologie de l'information de mesure et les systèmes d'information sont utilisés dans les organismes de bienfaisance dans le pays
2. Il aidera à comprendre les obstacles qui empêchent l'adaptation des systèmes d'information dans le secteur
3. Les résultats de l'étude donnent une image claire des besoins d'information des organismes de bienfaisance dans les travaux liés aux bénéficiaires
4. Il fournit également une compréhension de la position de ces besoins en ce qui concerne les études internationales menées par des organismes internationaux de développement
5. Le modèle proposé est la première étape pour construire sur un modèle représentatif des besoins du constituant
6. Un système d'information basé sur ce modèle sera générique et à cet effet plus facile à mettre en œuvre et d'adaptation. Il servira de système d'information nucléaire avec un profil d'information de base des bénéficiaires. Plus ce système est adapté et utilisé entre les organismes de bienfaisance le plus précieux, il devient, car il fournira des informations statistiques comparatives cohérentes pour toutes les communautés à travers le pays. Les décideurs peuvent compter sur cette richesse d'information uniforme pour conduire de nouvelles politiques ou des programmes à l'échelle nationale qui sera efficace, fiable et plus efficace qu'auparavant et la connaissance de l'information soutenu ajoutera à sa valeur
7. Un système d'information qui est unifié et largement adapté améliorera considérablement la durabilité du développement constituant puisqu'elle se traduira par une continue et jusqu'à flux date d'informations sur l'état des composants et de son évolution, cela permet à l'organisme de bienfaisance et le secteur en général à la base de leur programmes et orienter leurs stratégies en fonction des informations représentatives et à jour, le cycle de la politique et des programmes à cet effet,

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devient un effort durable qui est modifié, mis à jour, évalué ou remplacé sur une base régulière avec un minimum d'effort et avec un grand degré de coordination entre les organismes de bienfaisance et les parties prenantes .