The Role of Social institutions in Achieving Social Support for Battered Women

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Abstract

The study aimed to determine the role of social institutions in achieving social support for abused women through forms and types of support (legal, informational, economic, psychological, and societal). It relied on the case study approach (of the Social Protection Unit) for a sample size of (50) individuals, and the results indicated. The study was due to the weak cooperation of the competent authorities and the lack of societal awareness of violence against women and its effects. The sample of female respondents also confirmed that the most important causes of violence are (bullying, coercion, and psychological disorders from the abuser). It explained that the psychological effects of violence were: weak self-confidence, feelings of inferiority, and poor relations with others. The study recommended the necessity of educating women in public forums about their rights, the availability of appropriate specializations in the Social Protection Unit, and the existence of applications for reporting violence using smartphones.

Keywords: *social support, abused women.*

Introduction

Globalization has produced strange paradoxes that have shaken the social balance in many Arab countries, and the decision-maker cannot ignore them, the most important of which are the social deterioration of broad groups, the rise in public debt and its impact on the financing of social policies, the dominance of individualism and selfishness against the logic of social solidarity, which confirms the value of solidarity among members of society. (Abdel-Latif, 2014:6)

The Arab countries paid attention to the humanitarian aspect of social groups and issued laws for social assistance from the mid-fifties, as is the case in Egypt, late sixties, as is the case in the Kingdom of Saudi Arabia, and the seventies, as is the case in Kuwait and the Emirates, through social security systems and social safety networks to support stability, cohesion and balance. Among the segments of one society by providing charitable work and social services to weak, needy and marginalized groups and working to rehabilitate

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and integrate them socially in a way that achieves life, family and community stability. (Al-Kurdy, 2014: 20)

Social protection is considered a basic pillar of human security, which protects individuals in times of severe crises or deprivation, and a prerequisite for the existence of sustainable human development in any society, and women are considered one of the most affected groups in society in times of economic recession. (Al-Aqrabawy, 2012: 3)

The phenomenon of violence against women represents a global social problem that has become of concern to various parties, and there is no way to control and reduce it except through concerted efforts and the adoption of kindness and leniency in order to preserve women's feelings, dignity, and respect for their humanity. (Badawy, 2017: 448)

Domestic violence has become one of the decisive social rules that impose women's subordination to men, and this result in serious repercussions and repercussions on both the family and the woman, and may lead to her suffering from bad experiences, failed emotional experiences, psychological suffering, behavioral disorders, and broken social relationships, in addition to her suffering from permanent disabilities. Or even her death, and this is what was indicated and confirmed by Farida Jassim's study of a sample of abused women in the city of Baghdad, that the violence practiced against her is due to poor social upbringing and family disintegration, and its source is the husband and then the parents. She recommended the necessity of rehabilitating and supporting her and enhancing self-confidence. (Jassem, 2012: 46)

Social support is also considered a social phenomenon as old as man, and has received the attention of researchers due to its large and important role in reducing the negative psychological effects of bad events and situations to which the individual is exposed. It also has two basic roles in the individual's life, a developmental and preventive role. In the developmental role, individuals have Social relationships that they exchange with others are better in terms of psychological health than others who lack this relationship. In the preventive role, social support helps to confront stressful life events in positive and effective ways. People who go through painful events vary in response to those events, depending on the availability of support and good social relationships. (Al-Qatrawy, 2013: 38)

This is confirmed by the study "(Kaffa, 2012)" that there is a relationship between psychological hardiness and social support, its type and sources, and the degree of satisfaction with it.

To determine the problem of the study, the researchers tried to discuss the latest previous Arab and foreign research and studies related to the subject of the study, including: the study (Al-Sabban, 2003), which found a correlation between social support and coping with psychological pressures and psychosomatic disorders for married working women. It also explained the pressures to which married women are exposed, among them: emotional and work pressures, family, economic and health pressures. It emphasized the importance of social support for married working women. The study (Al-Ziyady, 1429) showed the relationship of decision-making to self-efficacy and social support for student counselors. Its results revealed that there is a positive, statistically significant correlation between both degrees of decision-making ability and support from others, meaning that decision-making depends on self-efficacy and social support. The results of the Fleming study (2004) showed that a high level of social support leads to psychological adjustment for children with cancer, and helps their families in how to properly deal with this disease. The study (Diab, 2006) confirmed the positive effect of social support in enhancing the psychological health of the individual. The individual's perception of his self-development is determined by his ability to confront problems and adapt to stressful events, and this is formed through social support for the individual and the family. The results of the 2007 study (Papaikonomo) focused on the positive impact of social support as a main mechanism for supporting the family in dealing with cancer. The results of the

study focused on (Bayat, et al., 2008) confirmed that there is a relationship between social support and alleviating feelings of depression, anxiety, and despair for children and their families, and the need to help parents deal with these problems associated with their children's cancer. The results of the study (Al-Tarawneh, and Al-Sobhaiyin, 2015) confirmed that most types of Social support are the type of support from the family. The results indicated that there is a direct relationship between social support and social responsibility. The study recommended the necessity of creating awareness programs among students about the concept of social support. The results of the study (Al-Kaaby and Mahrous, 2016) confirmed that social support for physically disabled youth leads to the opportunity to practice their hobbies, helps them interact and integrate with their community and with others, and also helps them achieve self-reliance and independence. The results of the study (Hejazy, 2019) indicated that there is a direct relationship between support and the level of community participation in all its forms, and the study recommended the need to encourage researchers to pay attention to women's issues, their self-empowerment, social, economic and political, and building their capabilities. A study (Al-Jamaan, 2020) on social adaptation and its relationship to social support among divorced women indicated their weak adaptation to their new reality, and women also suffer from weak social support from those around them. The study recommended the need for women to engage in family and social activities, provide them with adequate support, and raise the level of Women's livelihood as a form of psychological security and a way to reduce their problems. The study (Al-Saqour et al., 2022) showed the existence of a statistically significant correlation between social support and entrepreneurship and identified the most important dimensions of social influences on entrepreneurship (governmental and family support, and support from friends and peers). The study (Hamdouna, 2022) attempted to identify the relationship between psychological alienation and support. Social and personality traits among divorced women in Gaza Governorate, and its results showed a negative relationship between extroversion and psychological alienation, and a negative relationship between family and economic support and the total degree of social support. The study recommended the need to pay attention to divorced women by providing psychosocial support programs for them in order to alleviate tension and anxiety.

By analyzing previous studies, the following becomes clear:

• The study of Diab, Fleming, and Al-Sabban confirmed the existence of a relationship between social support, achieving compatibility, and psychological adaptation.

• The study of "Al-Kaaby, Al-Ziyady, Hijazy, and Al-Saqour" confirmed the relationship between social support and the ability to make decisions and achieve independence.

• The study of "Hamdouna and Al-Jamaan" showed the importance of social support in alleviating stressful life events.

The Problem Study and its importance

Over the past few decades, the issue of violence against women has been one of the most prominent issues that have preoccupied researchers about women's rights in the world. Many studies have revealed the psychological, social, political and cultural effects on women exposed to violence, which requires all efforts to be combined to eliminate this phenomenon.

Social support also plays an important role for human stability and survival, as it confirms the individual's existence through his sense of support and support from those around him, appreciation and respect from the group to which he belongs, and belonging and conformity with social standards within his society. It is what helps him to confront stressful life events and confront them with different methods. Positive and effective, and supports the individual's maintenance of his psychological and mental health (Al-Hawarna, 2017: 23)

Social support from family, friends, and institutions has an important impact in confronting violence, so the problem of the study is determined in trying to determine the role of social institutions in achieving social support for abused women.

The Importance of Studying:

- There are Increasing rates of violence against women in contemporary societies, and their need for social support.
- The results of the study may be useful in activating the role of social institutions in achieving social support for abused women.
- The results of the study may be useful in improving the role of work teams in social institutions working in the field of violence against women, which contributes to developing performance, raising professional efficiency, and improving services.
- Enriching the knowledge aspect in the field of social support for abused women.
- Study Objectives:

- Determining the role of social institutions in achieving social support for abused women.

- Identifying the difficulties that prevent achieving social support for abused women.

- Identifying proposals that increase social support for abused women.

Study questions:

The study attempts to answer the following questions:

- What is the role of social institutions in achieving social support for abused women?

- What are the difficulties that prevent achieving social support for abused women?

- What are the proposals that contribute to achieving social support for abused women?

The Study's Concepts:

Social support:

It is defined as the system that includes a group of social connections and interactions with others, which is characterized by being long-term, reliable and trustworthy whenever the individual feels the need for it to provide him with emotional support.

It is defined as the extent of the presence or availability of people whom an individual can trust, and they are those people who leave him with the impression that they can take care of him, appreciate him, and love him. (Al-Deramouny, 2009: 10)

It means the individual's awareness of the presence of people close to him that he trusts, who care about him in times of crisis, and who provide him with multiple types of support, whether in the form of love and kindness, appreciation and respect, financial assistance, or intimate relationships with others. (Nasser, 2022: 913)

In this study, procedural support means:

Social institutions play their role in society by providing various forms of support, which are "legal, informational, economic, psychological, and societal support."

Abused women:

Violence against women is defined as any hostile behavior directed by the husband against the wife with the intention of causing physical, psychological, material, social, or health harm (Banat, 2008:22), which is the use of physical force illegally or in accordance with the law for the purpose of assault, or destruction, vandalism, abuse against women. (Omar, 2008: 1564).

Violence against women also means: those actions and behaviors that are characterized by aggression from the husband towards the wife. Examples of these actions and

behaviors include verbal assault, failure to provide, and assault by beating (Fahmy, 2016: 98-9). An abused woman is one who is exposed to violence from her husband and this violence. Either it is physical, psychological, or social. (Youssef, 2020: 110), (Mohamed Eid, 2021: 537).

In this study, abused women mean:

She is a woman who is exposed to violence (physical, sexual, psychological, and social) by her husband or a member of her family, which affects her behavior, personality, and the performance of her social and family roles, which requires the provision of help and support from social institutions.

Theoretical Framework for the Study

The current study was based on the theories of human motivation and social exchange, to explain the topics of the study and determine the role of social institutions in achieving social support for abused women.

1- Human Motivation Theory (Maslow's Hierarchy of Needs)

In 1943, Abraham Maslow published a theory of human motivation that he called the Hierarchy of Human Needs Theory, which was based on conscious and logical observation (Adair, J., 2006: 12). Maslow classified human needs into five categories (physiological, security, love and belonging, self-esteem, self-actualization) (W. MATHES, J. 2021: 33)

Maslow asserts that the order of needs may be flexible based on external circumstances or individual differences between individuals. (W. MATHES, J. 2021:34) Maslow stressed the importance of human needs, in terms of how powerful or demanding they are in influencing human behavior. (Richard B.M., Gordon T., 2012:45).

2- Social exchange theory:

Social exchange theory emerged in the 1920s and is considered one of the most influential in understanding social behavior, whether in groups, families, or the workplace (Russell C., Marie S. M., 2005:1). Social exchange theory assumes that social relationships are formed through exchanges. Interactive: People analyze the benefits of participating in relationships and compare the losses they incur (Redmond, M.V. 2015: 52). From the point of view of its performer, social exchange generates feelings of personal obligation, gratitude, and trust, creates permanent social patterns, and produces a set of binding rules. (Russell C., Marie S. Mitchell 2005: 883).

Hence, the current study starts from an integrative theoretical framework that directs it, and is based on a number of assumptions:

- Social support for the abused woman is achieved when her needs are satisfied in light of Maslow's hierarchy of needs.

The order of needs varies according to each battered woman and her view of herself, her family, her community, or her culture.

Meeting the needs of the abused woman varies in social institutions. There are abused women who, in cooperation with the social workers in the institution, are able to meet their basic and secondary needs and feel secure and accept social life and try to prove and confirm themselves. There are those who find it difficult to meet their basic and secondary needs as a result of various factors related to themselves or their families. They are without Doubt left its negative mark on their social relationships, associating them with negative feelings and social isolation.

Social support for the abused woman is formed through interactive exchanges. Through interaction, the abused woman obtains some social rewards such as attention, trust, social safety, positivity, and emotions.

- Continuing to provide social support to the abused woman achieves successful and constructive social relationships and various benefits, the impact of which is due to the balance of the abused woman's personality and the improvement of her psychological and social conditions. However, if the social support is weak, the effects are severe and the abused woman develops negative manifestations such as ostracism, neglect, exclusion, and hatred, and this leads to abused women avoiding social interaction and increasing feelings of loss and social isolation.

Methodology of the study

The methodological procedures of the current study are as follows:

Type of study

This study is considered a descriptive and analytical study, and through this type of study, accurate information can be obtained that depicts reality and contributes to the analysis of its phenomena.

The method used

The study relies on a case study approach, and the case here is the Social Protection Unit in Dammam, Kingdom of Saudi Arabia.

Data collecting instruments

The field study used a questionnaire as a tool to collect data from the study sample. This tool was prepared in light of what resulted from the theoretical side of the study from previous studies and the scientific literature specialized in the field of study. Then the researchers judged that tool, and its validity was also confirmed, and its validity and reliability coefficients, and the results were as follows:

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Validity of the study instrument

The external validity of the questionnaire for each tool was confirmed by presenting it to a group of arbitrators with expertise and experience in the field under study. This is to conduct its arbitration after these arbitrators familiarize themselves with the title of the study, its questions, and its objectives. The arbitrators express their opinions and observations about the paragraphs of the scale in terms of the suitability of the paragraphs to the subject of the study, and their truthfulness in revealing the information desired for the study. It was also confirmed that each paragraph is related to the axis under which it falls. The clarity of the paragraph and the soundness of its wording, as well as providing suggestions for ways to improve it by deleting, retaining, or modifying it. This also includes consideration of the gradation of the scale, its suitability for the study, and other things that the arbitrator deems appropriate.

Based on the opinions and comments of the arbitrators, some phrases were modified, and some phrases were added and deleted so that the tools became valid for application in the final form and were used in the data collection process.

Stability of the study tool (Reliability)

The reliability of the study tool was calculated using Cronbach's alpha.

The following table shows the reliability coefficients obtained from the reliability analysis.

Table (1) Cronbach's alpha coefficients for the reliability of the study instrument

The axis	Number of phrases	Cronbach's alpha coefficient	Stability level
Social support for abused women	19	0.91	High
Difficulties that prevent achieving social support for abused women	9	0.92	
Proposals necessary to achieve social support for abused women	8	0.96	
Total study instrument	42	0.95	

It is clear from the previous table that the value of Cronbach's alpha coefficient for the reliability of the study tool reached (0.95), and the reliability coefficients for the axes of the study tool were all high. It ranged between (0.91-0.96), and the reliability analysis indicates the high reliability of the study tool.

Population

The study was applied to a regular random sample with a ratio of 1:3 from the sampling frame, which amounted to "50" individuals from abused women.

First: Description of the study sample of female beneficiaries/

Table (2) Description of the study sample of female beneficiaries

Variant	Variant items	The number	Percentage
Age stage	Less than 20 years	7	%14.00
	From 20 to less than 25 years old	4	%8.00
	From 25 to less than 30 years old	9	%18.00
	From 30 to less than 35 years old	30	%60.00
Marital status	Single	14	%28.00
	Married	25	%50.00
	Divorced	11	%22.00
Education level	Primary	5	%10.00
	Secondary	8	%16.00
	High	20	%40.00
	University	12	%24.00
	Master	5	%10.00
Duration of frequenting the	Less than two years	27	%54.00
	From 2-4 years	18	%36.00

institution	From 4 - 6 years	4	%8.00
	10 years and more	1	%2.00
Total		50	%100.00

It is clear from the previous table that the study's sample of female beneficiaries by age included (7) from the category of less than 20 years, with a percentage of (14%), (4) from the category from 20 to less than 25 years, with a percentage of (8%), and (9). from the category of 25 to less than 30 years, with a percentage of (18%), and (30) from the category from 30 to 35 years, with a percentage of (60%). It is also clear that the study's sample of female beneficiaries according to marital status included (14) from the single category, a percentage of (28%), (25) from the married category, a percentage of (50%), (11) from the divorced category, a percentage of (22%), and (5) from the primary category, a percentage of (10%). (8) From the secondary category with a percentage of (16%), (20) from the high category with a percentage of (40%), (12) from the university category with a percentage of (24%), and (5) from the category Master's degree (10%).

It is also clear that the study sample of female beneficiaries, according to the period of attendance at the institution, included (27) from the category of less than two years, with a percentage of (54%), (18) from the category between 2- 4 years, with a percentage of (36%), and (4) from the category of 4- 6 years, with a percentage of (8%), and (1) from the category of 10 and over, with a percentage of (2%).

Results and Discussion

This is presentation and interpretation of the results of the beneficiaries' questionnaire.

Table (3): Reasons for women's exposure to violence

| Question | Responses | | Marital status | | | Total | Ranking |
			Single	Married	Divorced		
What reasons do you see for your exposure to violence from the abuser?	Dominance and tyranny	F	5	11	3	19	1
		%	%35.71	%44.00	%27.27	%38.00	
	Psychological disorders	F	3	4	5	12	2
		%	%21.43	%16.00	%45.45	%24.00	
	Addiction	F	1	3	0	4	4
		%	%7.14	%12.00	%0.00	%8.00	
	Life's pressures	F	3	4	1	8	3
		%	%21.43	%16.00	%9.09	%16.00	
	Intolerance in opinion	F	0	1	2	3	5
		%	%0.00	%4.00	%18.18	%6.00	
	Not being convinced by the opinion of others	F	2	2	0	4	4
		%	%14.29	%8.00	%0.00	%8.00	
Total		F	14	25	11	50	
		%	%100.00	%100.00	%100.00	%100.00	

It is clear from the previous table that the study sample's responses to the question (What are the reasons you see for being exposed to violence from the abuser?) were as follows:

- Dominance and tyranny, with a total approval rate of 38.00%.

- Psychological disorders, with a total approval rate of 24.00%.

- Life pressures, with a total approval rate of 16.00%.

- Addiction, with a total approval rating of 8.00%.

- Not being convinced by the opinion of others, with a total approval rate of 8.00%.

- Intolerance in opinion, with a total approval rating of 6.00%.

It is clear from these results that the most important reasons that drive violence from the point of view of the beneficiaries are "dominion and coercion." This may be due to the feelings of some men and their lack of conviction about women and their role.

Table (4): The impact of violence on women

Question	Responses		Marital status			Total	Ranking
			Single	Married	Divorced		
What effect did violence have on you?	Permanent disabilities	F	0	2	1	3	5
		%	%0.00	%8.00	%9.09	%6.00	
	Inferiority feeling	F	5	5	1	11	3
		%	%35.71	%20.00	%9.09	%22.00	
	Poor self-confidence	F	2	9	3	14	1
		%	%14.29	%36.00	%27.27	%28.00	
	Abstention from life	F	1	3	5	9	4
		%	%7.14	%12.00	%45.45	%18.00	
	Poor relations with others	F	6	6	1	13	2
		%	%42.86	%24.00	%9.09	%26.00	
Total		F	14	14	25	50	
		%	%100.00	%100.00	%100.00	%100.00	

It is clear from the previous table that the responses of the study sample to the question (What effect has violence had on you?) were as follows:

- Poor self-confidence, with a total approval rate of 28.00%.

- Poor relations with others, with a total approval rate of 26.00%.

- A feeling of inferiority, with a total approval rate of 22.00%.

- Abstention from life, with a total approval rate of 18.00%.

- Caused permanent disabilities, with a total approval rate of 6.00%.

It is clear from these results that the most important psychological effects are "weak self-confidence," which in turn reflects on herself and the performance of her roles in her social and cultural environment, which leads to the fragility of the family to which the abused woman belongs and the weakness of meeting her psychological and social needs according to Maslow's theory of the hierarchy of human needs.

Second: The role of the institution in achieving social support for women (images and forms of social support)

A- Legal support:

The responses of the study sample indicated that the institution provides legal support to some extent, with an arithmetic average of (2.27), and in order of forms of support it was as follows:

- Help in obtaining legal rights, with a mean of 2.56 and a standard deviation of 0.73.

- Assistance in making a police report, with a mean of 1.98 and a standard deviation of 0.91.

It is clear from these results that the institution is keen to provide legal support, which indicates officials' awareness of the importance of providing support to abused women.

B- Information support:

The responses of the study sample indicated that the institution provides information support to some extent, with a mean of (2.23), and in order of forms of support it was as follows:

- Providing the required information, with a mean of 2.50 and a standard deviation of 0.76

- Helping in making the right decisions, with a mean of 2.38 and a standard deviation of 0.85

- Providing necessary advice when needed, with a mean of 2.28 and a standard deviation of 0.90

- It helps me identify various sources of information, with a mean of 2.14 and a standard deviation of 0.88.

It is clear from these results that different types of information support are provided, but the results confirm the necessity of providing it better, which helps them reach correct and constructive decisions. This is confirmed by the study (Diab, 2006) on the positive effect of social support in enhancing the individual's ability. These results are also consistent with one of the statements of the social exchange theory is that through support, positive opportunities and constructive social benefits are achieved. Through support, the abused woman can make sound and rational decisions by which she can manage her life for the better.

C- Economic support:

The sample responses indicated that the institution's economic support was weak, with an average calculation (1.49), and that the forms of support were as follows:

The Foundation provides in-kind assistance, with a mean of 1.80 and a standard deviation of 0.95.

- Help in obtaining a social security card, with a mean of 1.56 and a standard deviation of 0.88.

- Financial aid disbursement, with an arithmetic mean of 1.42 and a standard deviation of 0.78.

- Providing suitable job opportunities, with a mean of 1.40 and a standard deviation of 0.78.

- Transferring to other institutions that support me financially, with a mean of 1.28 and a standard deviation of 0.67.

It is clear from these results that there is a lack of economic support for abused women from the institution. This may be due to the lack of financial allocations for the institution, and weak funding and donations, which negatively affects the satisfaction of the abused woman's biological, psychological, social and economic needs, as confirmed by Maslow's theory and living under direct threat. With a lack of material resources, which affects the stability of the battered woman's living life, and this is confirmed by the study (Al-Jamaan, 2020) that weak social support affects the economic and social status of the individual.

D- Psychological support:

The responses of the study sample indicated that the institution provides psychological support to some extent, with an arithmetic mean of (1.72), and in order of forms of support it was as follows:

Providing psychological counseling services, with a mean of 2.08 and a standard deviation of 0.90

- Qualification to help get rid of negative behaviors, with a mean of 1.70 and a standard deviation of 0.84

- Providing appropriate psychological treatment, with a mean of 1.60 and a standard deviation of 0.81

- Referral to outpatient psychiatric clinics, with a mean of 1.48 and a standard deviation of 0.76.

It is clear from these results that the level of providing psychological support is non-existent, and this confirms the necessity of planning psychological services for abused women in institutions and the need for officials to pay attention to the social care policies provided and provide various programs in light of the general policy of the state. This is consistent with what the social exchange theory called for, that weak and lack of support for the individual It causes serious effects on him, such as weak confidence, turmoil, fear, and anxiety, which affects his psychological and social adaptation. The study (Al-Tarawneh and Al-Sobhaien, 2015) emphasized the necessity of implementing programs and services within social institutions to improve methods of social support.

E- Community support:

The responses of the study sample indicated that the institution provides community support to some extent, with a mean of (2.23), and in order of forms of support it was as follows:

The organization works to improve the relationship with family members, with a mean of 2.32 and a standard deviation of 0.87.

- Helping to integrate into society better, with a mean of 2.30, and a standard deviation of 0.81.

- Helping to perform family roles, with a mean of 2.18, and a standard deviation of 0.90.

- Contributing to improving relationships with friends, with a mean of 2.12 and a standard deviation of 0.90.

It is clear from these results the role of the institution in improving the relationship of the abused woman with her family members, and this is confirmed by the studies of (Al-Tarawneh and Al-Subhien, 2015), (Al-Kaaby and Mahrous, 2016), (Al-Jamaan, 2020). This indicates the influential role played by social institutions in improving the quality of the family and social life of the abused woman is beneficial to society. These results are also consistent with what Maslow emphasized about the impact of meeting social needs in changing the individual's life.

Third: The difficulties that prevent achieving social support for abused women

The responses of the study sample showed that there are difficulties that prevent the achievement of protection and social support for abused women, which came in the following order:

- Society's view of some cases of violence, with a mean of 2.14, and a standard deviation of 0.88

- Lack of societal awareness of violence against women and its effects, with a mean of 2.10, and a standard deviation of 0.86.

- The family does not accept intervention in the case by the Protection Unit, with a mean of 2.10, and a standard deviation of 0.86.

- Weak cooperation of the competent authorities with the unit in dealing, with a mean of 2.04 and a standard deviation of 0.86.

- Lack of awareness of the rights of abused women, as they are the group most vulnerable to abuse, whether physical, psychological, or even sexual, with an arithmetic mean of 1.94, and a standard deviation of 0.91.

- Lack of clarity about the services of the Social Protection Unit to the community, with an arithmetic mean of 1.90 and a standard deviation of 0.86.

- The lack of a means for specialists to reach some cases in a timely manner, with a mean of 1.84 and a standard deviation of 0.89.

- Poor communication with the case quickly upon notification, with a mean of 1.66 and a standard deviation of 0.72.

- Lack of flexibility of service providers in dealing with different cases, with a mean of 1.64 and a standard deviation of 0.78.

It is clear from these results that there is a weakness in cooperation with the unit and therefore the necessity of coordination and planning to provide various services to abused women.

Fourth: Proposals necessary to achieve social support for abused women

The results of the study sample's responses showed the most important proposals for achieving protection and social support for abused women, which came in the following order:

- Educating women in public forums about their rights, as they are the group most vulnerable to violence of all kinds, with an arithmetic mean of 2.68, and a standard deviation of 0.71.

- Directing awareness programs to those who commit violence and informing them of the harms and effects of violence, with a mean of 2.64, and a standard deviation of 0.75.

- Expanding awareness services and spreading the culture of violence in the Social Protection Unit to the external environment, with an arithmetic mean of 2.62, and a standard deviation of 0.70.

- Directing violence prevention programs to abused women, with a mean of 2.60 and a standard deviation of 0.76.

- The Protection Unit continuously inquires about the quality of its services and the extent of customer satisfaction, with a mean of 2.60 and a standard deviation of 0.76.

- Availability of appropriate specializations in the protection unit, with a mean of 2.56 and a standard deviation of 0.79

- Working to intensify guidance and counseling programs, with a mean of 2.56 and a standard deviation of 0.79.

- The presence of applications for reporting violence on smartphones, with a mean of 2.54 and a standard deviation of 0.79.

Conclusion and Recommendations:

The results of the study as a whole indicate the weakness of the role of social institutions in achieving social support for abused women, and that there are a number of obstacles that prevent them from carrying out this role despite the need of abused women for various types of support. The majority of the types of support that abused women received were from social support institutions, while Economic support came in last place.

- The degree of approval of proposals to achieve social support for battered women has been at a high level from the beneficiaries' point of view with an average arithmetic (2.60), which can be explained by the need to address and overcome difficulties in order to provide social support to abused women.

In light of these results, a number of proposals can be formulated that could contribute to providing social support to abused women in general and those who benefit from social institutions in particular, as follows:

- Develop plans and programs to provide social support to abused women based on the state's social welfare policies.

- Supporting institutions working in the family field (financially, technically and administratively), including families, associations and organizations, to provide various services and improve the quality of life of abused women.

- Integration between governmental and civil society efforts to achieve social protection and support for abused women

- Establishing an accurate database to monitor the prevalence of violence against women, and that will help in drawing up plans, programs, and distributing services.

- Raising the efficiency of workers and providers of social support for abused women in social care institutions through training courses and programmer.

- Educating women in public forums about their rights, with the media paying attention to contributing to reducing the phenomenon

- Providing appropriate specializations in social protection units

- Designate hotlines and applications for reporting violence against women.

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