

Role of Social Service Institutions on Social Empowerment of Women at the United Arab Emirates: A field analysis study

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Article Info	Abstract
<p>Article History</p> <p>Received: September 30, 2020</p> <p>Accepted: November 06, 2020</p> <p>Keywords Social Service Institutions; Women Empowerment; Gender Equality; Socioeconomic development</p> <p>DOI: 10.5281/zenodo.4252122</p>	<p>Abstract <i>Women's empowerment is a crucial determinant of a country's progress. Equal rights distribution is a primary reason for increased socio-economic development. The current study also aims to investigate the role of Social Service Institutions to empower women in the United Arab Emirates. The researchers randomly selected a sample of n= 60 respondents from three social welfare organizations in the UAE. The researcher employed One-Way Analysis of Variance and Multiple Regression Analysis to affirm any existing relationship between social service institutions, and women empowerment. Findings indicated a strong significant relationship between social service institutions, and women empowerment ($p \leq .000$, $p \leq .001$). The results also revealed that women from all the selected organizations are enjoying equal opportunities regales of their gender, nationalities, marital status, education, age, and workplace. Therefore, the respondents expressed a positive opinion regarding equitable rights distribution and appreciation from their workplaces. In this regard, the researcher recommends more studies highlighting the role of social service institutions concerning women and children's rights advocacy in the UAE.</i></p>

1. Introduction

Many organizations and administrative bodies are enjoying rapid development and progress. For this purpose, human resource and regulatory systems are making best efforts to avail organizational goals. In the early 1980s, the concept of empowerment emerged as the primary indicator of popular and democratic institutional practices. Self-management skills and teamwork accompanied these practices. Empowerment, as an applied concept, is providing benefits to organizations, creating a sense of belonging, and strengthening the relationship between employees, and organizations (Muhaisen et al., 2020; Yowell & Gordon, 1996). From this perspective, social service institutions in the United Arab Emirates seek to achieve social growth and empowerment through their constructive efforts. These institutions are also improving women's contribution to the socioeconomic process (Belozerova & Agronina, 2017). In this regard, the current study highlights the role of women in social and economic development, especially in the Middle Eastern region. As the Arab world seeks to achieve sustainable development, they give special consideration to raise the living standard on both individual and collective level (Knapp et al., 2010). The UAE's vision for sustainable development is not new. The plan for achieving development goals follows strategic planning. For this purpose, the UAE agreed on provisions of equal opportunities to all the citizens without any bias (Alhawamdeh et al., 2020; Wyman, 2019).

For this purpose, relying on social empowerment is an important mechanism, leading to comprehensive and continuous development (Rahman, 2013). Especially in the United Arab Emirates, many public and private sector institutions are working to empower everyone without gender discrimination (WEF, 2017). Existing literature also validates this phenomenon by empirically examining the indicators, and levels determining gender equity and equality in the local social service institutions (Vootla et al., 2018). UAE constitution also ensured equal opportunities for women to empower them on all the grounds (Alghizzawi et al., 2019) and social institutions are abiding by women's constitutional rights (K Alhumaid, 2020; Salloum, Al-Emran, Habes, et al., 2019). As results, social service instructions are providing equal rights to everyone without gender, colour, age, or educational discrimination leading to sustainable socio-economic development. Women are enjoying their constitutional rights and thus, equally contributing in every field of life (Federal National Council Affaris UAE, 2008). Therefore, by keeping in view the importance of women empowerment, the role of social service institutions in the United Arab Emirates is of greater magnitude (K. F. Alhumaid, 2014; J. Friedmann, 1992).

1.2 Objectives of the study:

The study objectives involve:

- ◀ Examining the role of social service institutions in achieving the social empowerment of women in the United Arab Emirates.
- ◀ Identifying the indicators of social empowerment through what was proposed by Literature review.

- Highlighting the Levels and dimensions that social service institutions in the Emirates rely on to empower women socially, and
- Discovering the relationship between levels and indicators of social empowerment indicators across social service institutions.

2. Literature review

The term “Social work” appeared through public welfare and became a scientific concept having field applications in western societies. Because of its dynamic and development notions, social work is widely facilitating the socioeconomic empowerment across the globe (Lijun, 2020). Several institutions and professional organization consider social service as a part of their moral responsibilities. For this purpose, they not only support the existing social service organizations but also, practically make contributions. Social service and welfare have always been a prominent part of civilized societies, and by using several techniques, they are coping with the real social concerns (Dhavaleshwar, 2017). Initially, social service organizations aimed to work for social well-being both on individual and collective levels. Relevant institutions aimed to socially and financially empower the masses, without any discrimination of class, gender, ethnicity and others. However, the developing countries preferred to avail financial progress rather than the social well-being of the people (Ali, 2020). This not only hindered the development process but also, led to attaining only economic goals of some particular individuals (Semenov et al., 2019). However, as social well-being is a part of the social and economic development process, social service institutions are abiding by the obligations of social well-being. They are playing an essential role for the child, women and other vulnerable community development (Glickson, 2005). Also affirmed by Metcalfe, Beverly Dawn (2011), as they consider social well-being, particularly women empowerment will facilitate sustainable development in the region and women will also represent the country on an international level (Abd El-Shafi, 2006; Khadija Alhumaid, 2019).

Thus, by keeping in view the social development goals (Tallerås et al., 2020), social well-being became a part of social science research defining its objectives, policies, advantages, disadvantages, strengths, and weaknesses (Allagui & Al-Najjar, 2018). In this regard, social service is a field of study that aims to determine the effective strategy of community development and social interventions. Unlike other professions, social service enables individuals to practically work in the field and make contributions (Ronald et al., 2013). Social service institutions also refer to the organization, established by the state to monitor the significant concerns in society. These organizations keep social and economic issues under consideration and propose practical ideas to solve them (Allagui & Al-Najjar, 2018). As these institutions serve public welfare and development, they provide constant support and help to enhance one's capabilities. They enable vulnerable entities (women, children, disabled people, transgender, etc.) to cope with the different challenges in future (Abdulkadir & Müller, 2020). For this purpose, (Khadija Alhumaid et al., 2020; Vootla et al., 2018) provided an initial framework to empower women, especially in the Arab region. The predicted outcomes also proposed sustainable development due to equal contributions both by men and women. As Middle Eastern countries are making efforts to politically, economically, and socially empower their women, the UAE vision of 2021 is one of the best example (Knapp et al., 2010).

In this context, Rahma Abdel Shafy (2006) analyzed the extent to which the National Council for Women is playing its role to empower Egyptian women, especially married women. Findings revealed that the Council launched an integrated strategy for the care of breadwinner women in all its categories. The purpose is to facilitate women on both social and economic levels. Also, the Council is designing new strategies to empower housewives by providing the home-based jobs leading to financial independence (Alexandre-Leclair, 2017). Thresiamma Varghe (2011) also validated this notion as they cited the example of women empowerment in the Sultanate of Oman. According to the researchers, social well-being institutions are empowering women on different levels. As women are aware of their religious, social, and economic rights, they are equally contributing to achieving sustainable development (Varghese, 2011).

2.1: Social Service Institutions with Social Empowerment Goals:

Social service institutions help and enable people to cope with different social, psychological, cultural, and economic challenges. These institutions empower their employees to work for the well-being and development of the society. Here the main objective is to empower the community by using empowered groups of professional, dedicated, qualified, and skilled enough to cope with the existing social problems (Metcalfe, 2011). These institutions rely on their workforce that develops essential learning and working skills to help further and support society. Their training and education results in acquiring practical skills and information that help them to design and adopt influential strategies (Karpetsis, 2019). These employees possess sound knowledge, and functional working skills to cope with the challenges. As social well-being is a complex transaction between environment and individuals, employees' mission is to adequately train the society to deal with the potential dysfunctions (Trevithick, 2005).

Therefore, social service based degrees and courses are an essential part of the institutional curriculum as much social work should be a part of education rather than just a concept. Today the social service has its roots in well-being, establishing charitable organizations and others (Yusef, 2016). Social service is widely defined as a profession accompanied by different goals, including socioeconomic empowerment. Social service representatives influence people to avail of brighter opportunities so that they can live a better life (Al Rashedi et al., 2015). These opportunities are related to fundamental human rights such as education, health, employment, gender equality and others (J. Friedmann, 1992). The task of empowering individuals involves many dimensions, i.e. enabling individual service, empowering group service, empowering community organization, social research, administrative empowerment. These institutions work for the social, psychological, physical and cultural development of susceptible entities such as women, children, transgender, homosexuals, disable people, immigrant and others (Alnawafleh et al., 2019; UNDP, 2005; Varghese, 2011). In cooperation with both public and private sector organizations, social service institutions work for the well-being of both individual and collective levels. Therefore, social service also relies on other disciplines and organization to achieve human well-fare. For this purpose, research and theoretical frameworks provide a conceptual ground to social assistance to explore the social empowerment and well-being (UNDP, 2005).

2.2 Types of social service institutions:

Social service institutions are defined as "a social entity formed by individuals or groups to satisfy the needs of vulnerable people. The primary aim is to support and empower them by using institutional power and capabilities. These institutions vary in their objectives and types, but, all have the same goals to support, empower and resolve the social concerns (NIST Special Publication 1190GB-2 Guide Brief 2 – Identify Social Institutions NIST Special Publication 1190GB-2 Guide Brief 2 Identify Social Institutions, 2016). According to Al Rashedi et al., (2015), social institutions helps to develop capabilities and strengthen how individuals and groups can cope with the obstacles hindering their social progress and stability (Badri et al., 2017). Here can assume that social service institutions vary according to their types, for instance: **Primary institutions:** They are institutions specialized in working with the humanitarian unit as individuals, groups or societies. They utilize their efforts in the formation, development and assistance of their members, i.e. such as clubs, social centres, youth centres, pioneer shops, and trade unions. One of the distinguishing features is that they aim to serve individuals and provide them with opportunities for social growth within the framework of the social systems and values of society (Youssef, 2009). **Secondly, secondary institutions:** These institutions provide services to individuals that they particularly seek to achieve. Their services are based on reinforcing teamwork and promoting values and standards which individuals can adapt and develop to achieve the public good (Alnawafleh et al., 2019; Habes et al., 2019).

Thus, social service varies according to their types and objectives, developed to avail social benefits for all members of society by using diverse strategies and programs to establish the status of women in the Middle Eastern Region. As confirmed by Development Report for the year 2002, earlier women in Arab counties lacked socioeconomic empowerment, cultural status and knowledge. Many studies also indicated little or no consideration to women empowerment in freedom leading to socioeconomic declination in the society. Many studies highlighted the importance of women empowerment as an integral part of social and economic development (Huis et al., 2017). For this purpose, social service institutions are playing their role to empower women as their empowerment is a way to avail sustainable and comprehensive development. These institutions also contain several indicators to determine the level of women empowerment. Many leading organizations, such as United Nations Women, World Health Organization, World Bank, and others, also learn women empowerment under these indicators (Sharma, 2016). They were also validated by (Y. Friedmann, 2016) as they consider women empowerment indicators as an underlying mechanism to avail social reformation and well-being. These indicators involve social empowerment, educational empowerment, economic empowerment, as there is no difference in the standards of women's empowerment. Therefore, social institutions may vary in their types and strategies, still all of them aim to strengthen equality, justice, and equal opportunities for all (Habes et al., 2019).

2.3 Levels and dimensions of social empowerment

The dimensions and levels of women's empowerment indicate granting social autonomy, security and equal opportunities without any discrimination. This gives a picture of equality and equity both as an essential component of a developed society (International, 2016). These levels of empowerment may include:

- ✓ Having decision-making power.
- ✓ Access to appropriate resources and information to make the proper decision.
- ✓ Power of decision-making
- ✓ Ability to practice self-affirmation in decision-making.
- ✓ Possessing positive thinking and the ability to effect change.
- ✓ The ability to learn to improve personal and team skills and strength.

- ✓ The ability to change the opinions and perceptions of others in a democratic way.
- ✓ Improving individuals' self-image.
- ✓ Increasing the ability to differentiate between right and wrong (J. Friedmann, 1992).

As these levels confirm the women empowerment, they also highlight the role of social service institutions to support empowering process. Here the social empowerment focuses on the rearrangement or changes the convictions regarding decision-making to bring favourable transformations in the social institutions. Especially regarding women's rights, balance in power distribution, decision making, and achieving gender equality are the main motives of the social institutions in the United Arab Emirates (Semenov et al., 2019).

As in UAE, empowerment indicators empower women and grant them their constitutional rights to avail sustainable development and gender equality. For this purpose, Her Highness Sheikh Fatima Binte Mubarak, (President of the General Women's Union, Supreme President of the Family Development Foundation, and Chairperson of the Supreme Council for Motherhood and Childhood) introduced an effective strategy for empowering women in the country. This strategy provides a basic framework for different public and private sector institutions for empowering local women. Aimed at empowering without any discrimination, women are taking full advantage of making relevant contributions. The aims of newly designed strategy involve (1) Building women's capacity to make prominent contributions in the socio-economic growth of the country, (2), reinforcing gender equality and equal distribution of opportunities for both men and women, (3) Providing better quality of life and social security to women, and (4) Developing the spirit of entrepreneurship, social responsibility and enhancing the status of Emirati women on regional and international forums. According to the Official Portal of the UAE Government, this strategy relies on setting its goals on basic rules and mechanisms for empowering women both on social and economic levels. These rules are derived from the UAE Constitution, Federal Government Vision 2021, Local Government Strategies, Emirati Values and Behavior Document, Beijing Platform for Action, Development Plan Post-2015, the Convention on the Elimination of All Forms of Discrimination Against Women, relevant international conventions, the strategy for the advancement of Arab women, global competitiveness indicators (government UAE, 2017)

2.4 Women and Development Approach:

The "women and development" approach is necessarily based on the fact that development processes will become more effective if the efforts of women inside and outside the home are valued. This approach also highlights the economic oppression of women in social structures and classes. According to women and development approach, empowerment is achievable only if, society seeks to change their attitudes and promote gender equality.

(J. Friedmann, 1992) also examined the reasons behind assigning secondary and lower roles in society always for women compared to men. In this context, Carolyn Moser confirms that this approach Emphasizes that focusing only on women ignores the fundamental problem. To deeply scrutinize the phenomenon, "women and development" approach is:

- ✓ Interested in what women and men do while acknowledging that and appreciating the efforts of both sexes in building society.
- ✓ Looking at the impact of development programs and projects on both women and men.
- ✓ Emphasizing the contributions of women and men to development projects and programs.
- ✓ Emphasizing that women and men benefit from development projects and programs.
- ✓ It shows that women's participation in projects and programs does not necessarily mean that they benefit from them.
- ✓ Concerned with the relationship between women and men and works to understand the root causes of the disparity in opportunities, rights, duties and status between women and men
- ✓ Emphasizing the need to achieve justice and equality between the sexes in sharing opportunities, controlling resources and benefiting from that.
- ✓ Looking at gender issues within the general framework of society and its historical background.
- ✓ Taking into account the three roles of women in society and works to reduce the burden on them.
- ✓ Aiming to empower women socially and economically, so that they can be an active element in society, participate in its construction and reap the fruits of its progress.
- ✓ Working to devote available efforts, to reduce disparities and increase women's contributions to the development process (Varghese, 2011)

The gender and empowerment approach also emphasizes to organize their ranks and participate in institutions and organizations side by side with men (J. Friedmann, 1992). This is possible only through the creation of legal and legislative changes, as the concept of gender emphasizes that the imbalance of gender relations is due to the wrong idea of Power-Over and not Power-To. Only empowerment can change this concept of gender inequality and unequal distribution of power among sexes. Additionally, the gender and empowerment approach also aims to achieve gender equality in the decision-making process. Hence its most important goal is to provide equal

opportunities to both men and women, especially in the field of reproductive health and family awareness.(AHAMMED HALMI HIJAZI, 2015)

3. Research Methodology

The researchers used a quantitative method to gather data and to explore the objectives of this study (Al-Shibly et al., 2019; Habes, 2019; Habes et al., 2018) Quantitative research is defined as a method of collecting data through a survey, and it is specific in its surveying and experimentation as it builds upon existing theories. The methodology of quantitative research maintains the assumption of an empiricist paradigm(Creswell & Creswell, 2017; Habes et al., 2018; Salloum, Al-Emran, Habes, et al., 2019) Quantitative analysis has a high degree of external validity; in other words, the findings can be generalized. According to Al-Najjar (2012), “the quantitative approach usually uses a larger sample size than qualitative research”. (Al-Najjar, 2012)

3.1 Population & Sampling:

The study included Social Work Organizations Employees in the United Arab Emirates from three social service centers Dubai, Sharjah Ajman(Dubai Women's Foundation, Women's Union, Emirati station Council, Sharjah Consultative Council). These organizations have employees from different nationalities. The researcher randomly distributed the questionnaires among $n= 60$ participations of the study, which proved useful to achieve this study's aim.

3.2 Reliability & Validity of Research Tool:

Table 1: Reliability Analysis of the Research Instrument

Items	Constructs	Cronbach Alpha Value	Status
SSI	Role of social service institutions in achieving social empowerment of women	.731	Reliable
IND	indicators of women social empowerment	.704	Reliable
LVL	Levels and dimensions that social service institutions to empower women socially in UAE	.750	Reliable

The research instrument is designed under the supervisor of subject experts to affirm its validity. Further, to assess the efficacy of the research instrument, the researcher conducted Intercode Reliability Analysis. According to (Taherdoost, 2018), reliability validated the extent to which the research tool can provide stable and generalizable results. Testing the reliability is of greater importance as it strengthens the study postulations. **Table 1** above gives a brief overview of the intercode reliability analysis. Thus, the Cronbach Alpha Value of $\alpha= .802$ affirmed that the research tool is highly reliable.

4. Data Analysis & Discussion:

4.1 Respondents' Demographical Data:

This section starts with the personal demographic data of the study participants, i.e. gender, age, social status, education, workplace organization, and nationality.

The descriptive analysis of demographical data revealed that the $n= 50$ or 83.3% of respondents were males, and only $n= 10$ or 16.7% were females ($M= 1.17$, $SD= .376$). Further, according to the education level, $n= 33$ or 55.9% participates hold MastersDegree, $n= 16$ or 26.7% obtain Bachelors, and $n= 11$ or 18.3% have PhD in their relevant disciplines ($M= 1.92$, $SD= .671$). Similarly, age of study participants ranged from 25 to above 45 ($M= 1.85$, $SD= .633$). As mentioned in the Table 1 a majority ($n= 35$ or 58.3%) were between 25- 35 years old, $n= 17$ or 28.3% of participants ranged between 25-35 years old, and $n= 8$ or 3.3% ranged 45 or above. According to the above mentioned frequencies, $n= 53$ or 88.3% of respondents were married, $n= 4$ or 6.7% were single, and $n= 3$ or 5.0% were widowed ($M= 1.98$, $SD= .344$).

In terms of nationality, results indicated that $n= 26$ or 43% of respondents were from Gulf countries (Bahrain, Qatar, Oman Kuwait, and others), $n= 14$ or 23.3% were from Europe, and $n= 12$ or 20% were from the Arabian region. Likewise, $n= 6$ or 10% of them were from the United Arab Emirates, and $n= 2$ or 3.3. % were having other nationalities ($M= 1.25$, $SD= .310$). Moreover, regarding the respondents' workplace organizations, $n= 24$ or 40% of participants were working in Dubai Women's Foundation, $n= 21$ or 35% were from Sharjah Consultative Council, and $n= 15$ or 25% belonged to Women's Union, the Emirati station Council. This reveals that a majority of respondents were working in Dubai's Women Foundation ($M= 1.95$, $SD= .872$).

Table 2: Frequencies & Parentages of Respondents' Demographical Data:

4.2 Effect of Demographic Variables on Women's Social Empowerment

To examine any mean differences of women empowerment based on socio-economic and personal characteristics, the researcher used Analysis of Variance (ANOVA). According to (Sawyer, 2009), Analysis of Variance helps to identify the existing differences among the group means. It is highly preferred in experimental designs and provides significant results. Thus, ANOVA was suitable to analyze the study goals. Results indicated that:

Table 3: One-Way ANOVA: Summary Table of Nationality of respondents and Score

Variables	Mean	Standard Deviation	F	p	η^2
Male	4.57	.344	.061	1.00	.010
Female	4.58	.345			
Bachelors	4.48	.399	.495	1.11	.368
Maser	4.54	.326			
PhD	4.81	.161			
25-35-	4.606	.313	.945	.312	.136
	4.56	.354			
36-45	4.47	.341			
46 or Above					
Single	4.46	.359	.114	.350	.133
	4.58	.328			
Married	4.62	.341			
Widowed					
UAE	4.62	.276			

Criterion	Factor	Frequency	Percentage
Gender	Male	50	83.3%
	Female	10	16.7%
Education	Bachelors	16	26.7%
	Master	33	55.9%
	PhD	11	18.3%
Age	25-35	17	28.3%
	36-45	35	58.3%
	46 or Above	8	13.3%
Social Status	Single	4	6.7%
	Married	53	88.3%
	Widowed	3	5.0%
Nationality	UAE	6	10.0%
	Arabian	12	20.0%
	GCC	26	43.3%
	European	14	23.3%
	Others	2	3.3%
Workplace	Dubai Women's Foundation	24	40.0%
	Women's Union, Emirati station Council	15	25.0%
	Sharjah Consultative Council	21	35.0%

	4.60	.355			
	4.50	.364			
	4.90	.132			
	4.57	.341			

Dubai Women's Foundation	4.55	.258	.103	.416	.786
Women's Union, Emirati station Council	4.59	.446			
Sharjah Consultative Council	4.57	.341			

Table 3 above gives detailed overview of ANOVA. As shown, there was no significant difference in the mean values of the respondents' gender ($F(7,52) = .061, P = 1.00$), age ($F(7, 52) = .945, P = .136$), social status $F(7.52) = .114, P = .350$), nationalities ($F(7, 52) = .681, P = .120$), education ($F(7,52) = .495, P = .368$), and workplace ($F(7, 52) = .103, P = .786$). The obtained results show that there were no significant differences in the means of social institutions and demographical variables. Thus, these results are consistent with the findings of the study conducted by (Allah Nikkiah & Abu-Samah, 2010).

4.3 Frequencies & Percentage of the Responses:

To calculate the gathered responses, the researcher calculated their frequency and percentages. According to (Manikandan, 2011), after data entering process, manipulation and calculating the responses is of more considerable significance. For this purpose, the researcher mainly prefers frequency and percentage calculation as displaying data in tables provides a clear reflection of responses (Lavrakas, 2012). Therefore, the descriptive analysis of data revealed that:

Table 4: Role of social service institutions in achieving the social empowerment of women in the UAE.

S/R	Measurement factor	Strongly Disagree (SD)	Disagree (D)	Undecided (U)	Agree (A)	Strongly Agree (S A)
1	Expanding the scope of women's economic and social participation.	0 (0%)	0 (0%)	6 (10%)	13 (21.6%)	46 (76.6%)
2	Contribute to the sustainability of women's achievements	0 (0%)	0 (0%)	8 (13.3%)	20 (33.3%)	32 (53.3%)
3	To continue building women's capabilities	0 (0%)	0 (0%)	6 (10%)	14 (23.3%)	40 (66.6%)
4	Preserving the social fabric and cohesion	0 (0%)	0 (0%)	0 (0%)	20 (33.3%)	40 (66.7%)
5	Integration of roles between men and women	0 (0%)	0 (0%)	0 (0%)	28 (46.6%)	32 (53.3%)
6	Building a strong and cohesive society capable of keeping pace with the emerging changes.	0 (0%)	0 (0%)	6 (10%)	22 (36.6%)	32 (53.3%)

Results indicated that the majority of respondents consider Social Service Institutions are playing a significant role to empower women. As mentioned in **Table 2**, $n = 46$, or 76.6% of participants strongly agreed that social service institutions are Expanding the scope of women's economic and social participation in the UAE. Similarly, for the majority of the participants ($n = 32$ or 53.3%), relevant institutions are also contributing to achieving women's sustainability (WEF, 2017) and building their capacity ($n = 40$ or 66.6%). Moreover, $n = 44$ or 66.7% of participants also consider social service institutions as a source of building social cohesion, by integrating roles of men on women as equally important ($n = 32$ or 53.3%). Thus, by reinforcing social integration, these institutions are building a strong and cohesive society capable of keeping pace with the emerging changes. These results are consistent with the idea that new trends and socio-economic demand equal contributions from both men and women. For this purpose, building women's capacity is a vital strategy to avail sustainable development (Rabayah, 2010).

Table 5: Indicators of women social empowerment

S/R	Measurement factor	Strongly Disagree (SD)	Disagree (D)	Undecided (U)	Agree (A)	Strongly Agree (S A)
1	Having decision-making power.	0 (0%)	0 (0%)	1 (1.6%)	19 (31.6%)	40 (66.6%)
2	Helping women build social relationships inside and outside the institution.	0 (0%)	0 (0%)	0 (0%)	14 (23.3%)	46 (76.6%)
3	Involving women in decision-making within the institution.	0 (0%)	1 (1.6%)	0 (0%)	18 (30%)	41 (68.3%)
4	Providing advice to working women.	0 (0%)	0 (0%)	0 (0%)	12 (20%)	48 (80%)
5	Participate in setting priorities and planning within the institution.	0 (0%)	0 (0%)	8 (13.3%)	18 (30%)	34 (56.6%)

Increased women empowerment is a primary indicator of women rights provision. If women are autonomous to make decisions, deal with the problems, and play their role in the decision-making process, it also ensures gender equality and equity (Golla et al., 2011). In this regard, a majority of respondents ($n= 40$ or 66.6%) strongly agreed that they have decision-making power. Their organizations also help them to women build social relationships inside and outside the institution ($n= 46$ or 76.6%) and involve them while making major organizational decisions ($n= 41$ or 68.3%). Likewise, they agreed ($n= 48$ or 80%) regarding their skills building to advice other working women, setting priorities, and setting goals within the institutions ($n= 34$ or 56.6%). This shows social service institutions in the UAE are highly concerned about gender equality, and women empowerment. The acknowledge women's role as decision-makers and handling several responsibilities due to their distinct skills and capabilities (OECD, 2007).

Table 6: Levels and dimensions that social service institutions to empower women socially in UAE.

S/R	Measurement factor	Strongly Disagree (SD)	Disagree (D)	Undecided (U)	Agree (A)	Strongly Agree (S A)
1	Women have a sense of self-confidence, responsibility and the ability to assume leadership positions.	0 (0%)	0 (0%)	0 (0%)	20 (33.3%)	40 (66.6%)
2	Social institutions adhere to the strategy of empowering women and the goals, programs and plans of action on it in the Emirates.	0 (0%)	0 (0%)	0 (0%)	34 (56.6%)	26 (43.3%)
3	There is regularity and compliance with labour laws, equality between women and men in the workplace.	0 (0%)	0 (0%)	0 (0%)	28 (46.6%)	32 (53.3%)
4	Employer support for working women	0 (0%)	0 (0%)	0 (0%)	26 (43.3%)	34 (56.6%)
5	Women have the opportunity to obtain services, information, and to know their rights.	0 (0%)	0 (0%)	0 (0%)	32 (53.3%)	28 (46.6%)

Levels of empowerment are dynamics of self-worth, confidence, equal opportunities, appreciation and support according to one's capabilities, and skills. These levels determine one's self-esteem and enable her to achieve the same status in society (Shekhar, 2015). In this context, according to $n= 40$ or 66.6% of respondents, women have a sense of self-confidence, responsibility and the ability to assume leadership positions. As Social institutions adhere to the strategy of empowering women and the goals ($n= 34$ or 56.6%), it causes regularity and compliance with labour laws, equality between women and men in the workplace ($n= 32$ or 53.3%). Furthermore, $n= 34$ or 56.6% of participants also indicated employers' support and having the opportunity to obtain services, information, and to know their rights ($n= 28$ or 46.6%). Therefore, these results are compatible with the notion of the positive role played by social service organizations for empowering women. These organization support women empowerment both on socioeconomic level by boosting their self-confidence and working skills (Awan & Parveen, 2018).

4.4 Regression Analysis:

The researcher used Multiple Regression Analysis to test any existing relationship between Social Service Institutions, Indicators, and levels of women empowerment. According to (Sarstedt & Mooi, 2014), multiple regression is a widely acknowledged tool to find out the relationship between X and Y variables. It not only tells the nature but also the direction of the relationship between the proposed variables. **Table 1** shows a strong significant relationship between social service institutions, indicators, and levels of empowerment ($\beta = .588$, $P = .000$), ($\beta = .402$, $P = .001$) respectively. Thus, we can affirm that Social Service Institutions are empowering women regardless of their gender, nationality, marital status, education, age, nationality, and workplaces (Sloan et al., 2017). These results are compatible with the idea presented by (Thinji, 2017) as the author considers social institutions equally responsible for advocating women's rights and empowerment. According to the author, social service institutions can break gender stereotypes and empower women by appointing them in the same organizations on different levels. However, here the role of empowerment indicators is important as they determine one's capability and skills accordingly (Hryniewicz & Vianna, 2018).

Table 1. Relationship between Social Service Institutions, Indicators, and Levels of Empowerment (significant at $p^{**} = .000$, $p^* \leq 0.05$).

H	Relationship	β	t	F	p	Direction	Decision
H1	SSI> IND	.588	7.506	30.646	0.000	Positive	Supported***
H2	SSI>LVLS	.402	7.439	11.172	0.001	Positive	Supported***

Note: SSI: Social Services Institutions, IND: Indicators, LVL: Levels

According to (Neil et al., 2014), there is a consensus that women empowerment ensures socio-economic development across the globe. In this view, women are capable of availing autonomy and further use it for the betterment of society. As (Duflo, 2011) describes it as an integral part of the development process as many theorists linked empowerment directly with the development. Here the empowerment is more than just gaining financial stability or decision-making as it also employs acknowledging a person according to her compatibility and skills (Rahman, 2013). Many studies also affirm how women empowerment is essential, and what steps are significant to reinforce socioeconomic autonomy among women. As women have equal intelligence and work abilities, socioeconomic empowerment can further polish their skills (Mangold, 2009). As noted by (Shunmuga Sundaram, 2014), women empowerment facilitates necessary rights provision. Although women's social rights are not widely acknowledged, many organizations are working to empower women both socially and economically. The current study also found a robust and significant relationship ($p \leq .000$, $p \leq .001$) between women empowerment (Shunmuga Sundaram, 2014), and social service institutions in the United Arab Emirates. In this regard, results revealed that Social Service Institutions in UAE are expanding the role of women by increasing their economic and social participation as women are playing their part in improving their living standards. This expanding role shows an increasing women's participation rates and their contributions in modern industrialized countries like Emirates (Hanif & Warraich, 2012). This also highlights the status of women's rights provisions and power in the UAE such as decision making, planning, strategy design and others (Fyfe, 2014). Similarly, women also have workplace equality according to their education, powers, experiences and other relevant capabilities. Workplace inequality, stereotyping, and unequal distribution of power, all are rarely seen today (Lau Chin, 2011). Also validated by (Hryniewicz & Vianna, 2018) as they argued that women empowerment exists almost everywhere. Women occupy the positions of company executives, CEO, advisors, and others. This also shows women having senior management positions, playing their significant roles. Especially in the rapid development of UAE, role of women is widely acknowledged. (Federal National Council Affaris UAE, 2008) Attributed women empowerment to changing gender stereotypes and women's socioeconomic development. This gender equality, and empowerment are an important part of the United Arab Emirates constitution, federal decree number 33 of 1996, and Ministerial Resolution of 225 of 2015 (Case & Initiative, 2018). The World Economic Forum also witnessed workplace equality and equal chances for women in the United Arab Emirates. As argued that modern trends are rapidly moving towards talent appreciation, and UAE is giving equal opportunities to men and women based on their capabilities. Women are enjoying same constitutional rights, and their empowerment is an integral part of country's socioeconomic progress".

In this regard, several social institutions are working in the United Arab Emirates, working to empower women both socially and economically. All states are cooperating with these organizations to achieve progress and equal opportunities for all (Sloan et al., 2017). Here (Allagui & Al-Najjar, 2018) cited the example of Emirati Major Mariam Al Mansour, who did not only broke the stereotypes but also appeared as the brand of her nation. For this purpose, social institutions worldwide are working to preserve women's rights regardless of their

colour, creed, race, and ethnicity (Avenue & Minneapolis, 2004). As the current study also indicated that the employees of selected organizations do not face any discrimination that based on gender, education, age, social status, nationality, and workplace, there is no explicit discrimination found (Allah Nikkhah & Abu-Samah, 2010) in their roles, and designation. Especially when women handle leadership positions, they are selected due to their strong working capabilities and pressure handling skills (Hoobler et al., 2014). Therefore, the positive association between gender equality indicators and levels (DAC, 2009) explicitly demonstrated the role of social service institutions in the United Arab Emirates to promote women empowerment (WEF, 2017). As noted by (Cornwall, 2014), empowering women and their capacity building is one of the fundamental responsibilities of social service institutions. It is about equal distribution of power, knowledge, and skills, availed by the collective actions and cooperation. This also shows that a state gets better women are empowered, and are able to play their progressive role. Dependency on males or workplace discrimination not only reinforce gender inequality but also, hinders the country socioeconomic progress (Awan & Parveen, 2018).

5. Conclusions

Women empowerment is an essential goal of social service institutions. All the empowerment indicators play a crucial role in determining the levels of empowerment in an organization. However, regarding women, these indicators are comparatively of greater importance. As noted by (Chung et al., 2013; Habes et al., 2020; Salloum, Al-Emran, Khalaf, et al., 2019), social institutions give special consideration to empower women. Indicators such as contribution, education, skills, working capacity, and compatible skills determine the levels of empowerment. For this purpose, the role of social service institutions is of greater magnitude. They work for the capacity building of women, ensure equal and fair distribution of their economic rights, and empower them. These organizations reinforce gender equality as a fundamental aspect to achieve financial sustainability, higher education achievements, and a better living standard. Especially in the United Arab Emirates, leading social service institutions are keenly working to empower women (WEF, 2017) as gender equality and equal opportunities guarantee sustainable social development (Hasin & Musa, 2018).

5.1 Study Contributions:

Depending on the study findings, this study scrutinized gender equality in Middle-Eastern society. An extensive literature and empirical findings revealed a decisive, constructive role of social service institutions and women empowerment in the UAE. Despite there is a common perception of gender inequality in the middle eastern region, this study provides empirical evidence of women's participation in civil society (Dalacoura, 2019). Besides, it also highlighted the capabilities of Arab women that further determine their distinct role in the socio-economic development of the UAE.

5.2 Limitations & Future research

Social services institutions in UAE serve a variety of purposes; however, this research highlighted only a single aspect that limits its scope. Moreover, the current study does not contain any definitive hypothetical propositions, which is another major limitation. Thus by keeping in view the distinct role of social service institutions in the UAE, the researcher recommends more studies on women empowerment. Similarly, the researcher also suggests future studies on the contribution of social welfare organizations regarding children's rights advocacy.

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