

DOI: 10.5281/zenodo.11042548

SOCIAL SERVICE AND ITS IMPACT ON THE SOCIAL QUALITY OF LIFE OF PARTICIPANT

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Received: 11/11/2025

Accepted: 18/11/2025

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ABSTRACT

This study examines the impact of social service participation on the social quality of life among volunteers in Sharjah during Ramadan, with a focus on how volunteerism affects decision-making abilities, problem-solving skills, and social relationships. Data were collected from 118 volunteers (69.4% of the total population of 170 participants) using an electronic questionnaire to assess the relationship between social service engagement and various dimensions of social quality of life. Findings revealed that participation in social service significantly enhanced volunteers' decision-making and problem-solving skills while strengthening social communication and mutual respect. Statistical analysis (significance level ≤ 0.05) demonstrated a significant impact of social service dimensions on social stability and security. Additionally, service sustainability was found to promote volunteer involvement in decision-making processes and strengthen social relationships. The study highlights the critical role of volunteerism in personal development, civic responsibility, and social cohesion. Recommendations include institutionalizing volunteerism in educational settings and implementing structured programs with both material and moral incentives to encourage sustained community engagement, ultimately enhancing social stability and improving overall social quality of life.

KEYWORDS: Social Service, Social Quality Of Life, Social Stability And Security Sustainability Of Social Service, Social Relationships.

1. INTRODUCTION

In recent years, there has been a growing interest in studying the quality of social life due to its importance in enhancing social, emotional, and psychological harmony among individuals in society. This improvement leads to better mental health, increased social cohesion, and the achievement of a higher level of social well-being and community concord. To achieve this, it is essential for individuals to actively participate in attaining such satisfaction through volunteerism, community service, and helping fellow citizens achieve a decent standard of living. This fosters social love, cooperation, and solidarity among community members. Such efforts not only enhance personal satisfaction and self-confidence among participants but also promote their positive integration into society (Zboja *et al.*, 2020).

Social work is an institutional profession aimed at helping individuals resolve their social problems and enhancing their abilities to contribute to society (Zainuri & Huda, 2023). This profession is based on principles such as social change, promoting social development, social justice, and social responsibility, while respecting cultural diversity. Given the importance of community service in achieving social quality of life, this topic has been chosen to highlight the impact of community service on achieving social stability and security, as well as fostering a spirit of teamwork and increasing social relationships among participants in these programs. (Specht & Vickery, 2021)

1.1. Research Problem

Participation in community service programs enhances social life quality by fostering involvement in decision-making, improving living standards, and strengthening social relationships. It promotes social stability, security, well-being, community cohesion, and supports the overall development of community services.

Therefore, the research problem is summarized in addressing the following primary question: To what extent does participation in community service influence the social quality of life for the participants?

1.2. Research Questions

1. What are the impacts of participation in community service on social stability and security in the Emirate of Sharjah?
2. How does participation in community service foster a spirit of teamwork among participants?

3. To what extent does community service affect social relationships between participants and other community members?
4. Is there a statistically significant effect of participation in community service on the social quality of life of the participants?

1.3. Research Hypotheses

Main Hypothesis 1: There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) of community service with its dimensions (community service programs, promoting a culture of community service, fostering a spirit of teamwork, sustainability of community service) on the social quality of life of the participants with its dimensions (social stability and security, participation in decision-making, social relationships).

1.4. Sub-Hypotheses

- Sub-Hypothesis 1: There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) of community service with its dimensions (community service programs, promoting a culture of community service, fostering a spirit of teamwork, sustainability of community service) on social stability and security, considered as the first dimension of the dependent variable (social quality of life of the participants).
- Sub-Hypothesis 2: There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) of community service with its dimensions (community service programs, promoting a culture of community service, fostering a spirit of teamwork, sustainability of community service) on participation in decision-making, considered as the second dimension of the dependent variable (social quality of life of the participants).
- Sub-Hypothesis 3: There is no statistically significant effect at the significance level ($\alpha \leq 0.05$) of community service with its dimensions (community service programs, promoting a culture of community service, fostering a spirit of teamwork, sustainability of community service) on social relationships, considered as the third dimension of the dependent variable (social quality of life of the participants).
- Main Hypothesis 2: There are no statistically significant differences at the level ($\alpha \leq 0.05$) towards community service with its dimensions (community service programs, promoting a culture of community service,

fostering a spirit of teamwork, sustainability of community service) according to demographic variables (gender, educational qualification, age, number of participations in community service programs).

- Main Hypothesis 3: There are no statistically significant differences at the level ($\alpha \leq 0.05$) towards the social quality of life of the participants with its dimensions (social stability and security, participation in decision-making, social relationships) according to demographic variables (gender, educational qualification, age, number of participations in community service programs).

1.5. Research Objectives

This study aims to achieve the following objectives:

1. To identify the role of community service in enhancing the social quality of life for participants in community service programs in the Emirate of Sharjah.
2. To understand and recognize the impacts of participation in community service on social stability and security in the Emirate of Sharjah.
3. To determine the effects of participation in community service on fostering a spirit of teamwork among participants.
4. To analyze and interpret the extent to which community service affects social relationships between participants and other members of the community.

1.6. Importance of the Research

1. Scientific Importance: This study sheds light on a significant issue that requires further exploration to promote the culture of community service and integrate it as a fundamental activity for individuals. By doing so, it aims to provide humanitarian and social services across various fields and enhance the quality of life in the community.
2. Practical Importance: The findings of this research can be utilized to understand the importance of community service in achieving social quality of life, especially as this goal aligns with the strategic objectives of the United Arab Emirates, which aims to achieve a high level of quality of life across all sectors.

1.7. Definitions of Study Terms

- Community Service: An organized activity aimed at providing various services to people

in the community to meet their social needs, enhance their quality of life, strengthen social bonds among them, and improve the level of development within the community. (Same et al., 2020).

- Social Quality of Life: A set of essential requirements aimed at achieving the abundance of social happiness needs among community members and fulfilling their necessary needs through what is offered by their surrounding social environment. (Restler & Glant, 2020).

2. PREVIOUS STUDIES

2.1. Volunteer Motivation and Attitudes

Zboja, Jackson, and Grimes-Rose (2020) explore the motivations behind volunteerism using Vroom's expectancy theory. Their study found that regular volunteers and those who volunteer in groups feel less powerless and have more positive attitudes toward charitable organizations and helping others. This suggests that ongoing volunteer engagement and group-based activities can foster a sense of empowerment and positive social attitudes, which are crucial for maintaining volunteer participation and enhancing the effectiveness of social services.

2.1.1. Impact of Social Policy

George and Wilding (2023) provide a macro-level analysis of social policy impacts on British society, differentiating between intended objectives and actual outcomes. They argue that while social services promote economic growth and social well-being, they do not significantly reduce socio-economic inequalities. This study highlights the importance of aligning social service programs with broader social policy objectives to enhance their impact on social stability and security.

2.1.2. Shared Social Identity in Volunteering

Gray and Stevenson (2020) apply a social identity framework to examine the role of group dynamics in volunteering. Their research indicates that shared social identity among volunteers fosters feelings of belonging, which positively impacts well-being. The study underscores the importance of identity processes in volunteer experiences and suggests that volunteering organizations can enhance these experiences by promoting group cohesion and shared identity among volunteers.

2.1.3. Health and Well-Being Benefits

Nichol, B., Wilson, R., Rodrigues, A., & Houghton,

C. (2024) conducted an umbrella review of the health benefits of volunteering, finding significant social, mental, and physical health benefits. Their analysis shows that volunteering is associated with reduced mortality and increased functioning, particularly among older adults. The study recommends the use of social prescribing to integrate volunteering into health interventions, highlighting the multifaceted health benefits of social service participation.

2.1.4. Well-Being and Volunteerism

Lawton, R. N., Gramatki, I., Watt, W., & Fujiwara, D. (2021) address the issue of reverse causality in the relationship between volunteering and well-being. By using longitudinal panel data, they demonstrate that volunteering leads to a positive change in well-being, rather than just being associated with higher well-being a priori. Their findings provide robust evidence that volunteering contributes to improved subjective well-being, which has significant implications for public policy and volunteer program design.

2.2. Distinctiveness of the Current Study

The current study distinguishes itself from previous studies by focusing specifically on the impact of social service participation during a culturally significant period, Ramadan, within a unique geographical context, the Emirate of Sharjah. While previous research has explored volunteer motivations, health benefits, and social identity dynamics predominantly in Western contexts, this study examines these dimensions within an Islamic cultural framework, emphasizing the communal and charitable practices during Ramadan. Additionally, the study's use of an electronic questionnaire to gather data from a substantial sample of 118 volunteers provides a contemporary methodological approach that captures real-time insights and enhances the generalizability of findings within this specific cultural and temporal setting.

3. THEORETICAL FRAMEWORK

The concept of community service encompasses forms of services provided at both individual and collective levels, influenced by the social policies adopted within societies. Recognition of the profession of community service primarily relies on societal perspectives on social issues and human problems (Thompson, N., 2024). One of the most significant definitions of this profession is found in the 1954 Annual Review of Social Work in the

United States, defining it as a professional service provided to individuals and groups to assist them in building satisfactory relationships and achieving levels of living consistent with their aspirations and capacities. (Banks, 2020).

This is achieved through the application of principles of social justice, human rights, collective responsibility, and respect for cultural diversity. Practice focuses on theories of social work, humanities, and basic knowledge, engaging populations, individuals, and organizations in confronting life challenges and achieving well-being (Jongenelis et al., 2020).

3.1. Importance of Participation in Community Service Programs According to Milner Et Al (2020)

1. Economic Aspect: Community participation contributes to reducing project costs and organizing them. It can lead to the establishment of small economic institutions that provide employment opportunities and improve the standard of living for beneficiaries.
2. Social Aspect: Community participation enhances social relationships among participants and works to create a conducive social environment through cooperation and the implementation of social projects.
3. Psychological Aspect: Collective work provides a suitable climate for meeting psychological needs such as increasing self-confidence and enhancing satisfaction with life.
4. Functional Aspect: Focusing on the quality of social projects contributes to their professional success and reduces their failure due to neglecting the social circumstances of the beneficiaries.

3.2. Social Quality of Life

The concept of quality of life is one of the fundamental topics that attract significant attention in societies, focusing on improving individual needs and meeting them to create an environment conducive to living and efficiently performing duties. It is defined as the environment in which all material and moral factors are available in a way that positively reflects on the individual, giving them a sense of satisfaction and social security, which motivates them to exert more effort in serving the community to achieve its goals and development (Farooq et al., 2020).

Dimensions of Quality of Life: Opinions among

specialists and researchers varied regarding the dimensions of quality of life in general. However, there are common denominators among them in determining these dimensions. Some see the dimensions of quality of life as participation in decision-making and teamwork within the institution. It is linked to the balance between social quality of life and practical quality of life (Nichol et al, 2024).

The dimensions of quality of life are described as stability and job security, and the balance between life and work. Additionally, elements of quality of life can be identified as social relationships, work environment, job satisfaction, financial incentives, and performance evaluation (George & Wilding, 2023).

Understanding the multidimensional aspects of social well-being is crucial for comprehending the broader context of community engagement. Social stability and security are fundamental components of a satisfying life, fostering peace of mind, boosting morale, and reducing social unrest and criminal behavior associated with economic insecurity. Participation in decision-making processes within community service initiatives not only enhances morale and enthusiasm but also fosters a sense of belonging and ownership among participants, leading to increased commitment and productivity (Hopf et al., 2021).

4. FIELD STUDY AND ITS PROCEDURES

4.1. Firstly: Study Methodology

The study adopted both qualitative and quantitative approaches to prepare this research, utilizing the following methodologies:

- Social Survey Method with Sampling: Utilizing a random sample selected from the study population.
- Descriptive Method: Describing the research problem by relying on previous studies and theoretical literature.
- Analytical Method: Analyzing the data collected through the study tool designed for this purpose using the Statistical Package for the Social Sciences (SPSS).

4.1.1. Secondly: Study Population

The study population consisted of volunteers participating in organizing Iftar tents during Ramadan, affiliated with the Islamic Affairs Department in Sharjah, with a total of 170 volunteers.

4.1.2. Thirdly: Study Sample

The study sample comprised 118 volunteers, selected using a non-random sampling method. Since the total population was 170, responses were obtained from 118 volunteers, representing a percentage of 69.4%. See Table (1) and Figure (1)

- The data from Table (1) and Figure (1) reveals that males constitute a larger proportion of participants in community service (61.9%) compared to females (38.1%), partially attributed to males' interest in fieldwork activities.
- Concerning age, it is observed that the age group over 35 years old represents the largest proportion of participants (61.9%), reflecting their dedication to volunteering and their awareness of its significance.
- The number of recurring participants in community service indicates that volunteering enhances self-confidence and fosters social relationships, leading to sustained participation in volunteer work, with the percentage of recurring participants reaching (53.4%).

4.1.3. Fourthly: Study Instrumentation

An instrument was designed to measure the impact of the independent variable (community service) with its dimensions (community service programs, dissemination of community service culture, development of teamwork spirit, sustainability of community service) on the dependent variable (social quality of life) with its dimensions (social stability and security, participation in decision-making, social relationships). The study instrument (questionnaire) comprised (44) items to cover all aspects and dimensions of the study. It included the following main sections:

1. Part One: It contained personal and occupational information about the study sample, including gender, educational qualification, age, and the number of times participated in community service.
2. Part Two: It included 23 items dedicated to measuring the independent variable, community service, distributed across the following axes:
 - First Axis: Community service programs, measured through 6 items from 1 to 6.
 - Second Axis: Dissemination of community service culture, measured through 6 items from 7 to 12.
 - Third Axis: Development of teamwork spirit, measured through 5 items from 13 to 17.

- Fourth Axis: Sustainability of community service, measured through 6 items from 18 to 23.
- 3. Part Three: It included 21 items dedicated to measuring the dimensions of the dependent variable (social quality of life for participants), distributed across three axes as follows:
 - First Axis: Social stability and security, measured through 7 items from 24 to 30.
 - Second Axis: Participation in decision-making, measured through 7 items from 24 to 30.
 - Third Axis: Social relationships, measured through 7 items from 24 to 30.

4.2. Study Instrument Validity and Reliability

External Validity: The external validity of the study instrument was verified by presenting it to a group of (5) expert referees specialized in social sciences, measurement, and statistical analysis at the University of Sharjah and the Police Sciences Academy in Sharjah, to assess the coherence of the items and their ability to achieve the intended objectives.

Internal Validity: The correlation coefficient was calculated between the score of each item in the questionnaire and the total score of the axis to which the item belongs. See Table (2) and Figure (2).

The results show that the correlation coefficients between the scores of each item belonging to the axis of (Community Service Programs) and the total score of the axis ranged between (.773-.864.), for the axis of (Dissemination of Community Service Culture) between (.802-.836.), for the axis of (Development of Teamwork Spirit) between (.743-.820.), and for the axis of (Sustainability of Community Service) between (.750-.849.). These correlation coefficients are statistically significant at the level of (0.01).

The correlation coefficients for the dimensions of the dependent variable (Stability and Social Security, Participation in Decision Making, Social Relationships) indicate strong relationships with the total score of each dimension. The results show that the correlation coefficients between each item of the Stability and Social Security dimension range from (.679 to .856), for the Participation in Decision Making dimension from (.729 to .834), and for the Social Relationships dimension from (.783 to .836). These correlations are statistically significant at the 0.01 level. As seen in Table (3)

The table (4) and Figure (3) presents the correlation coefficients for each dimension of the questionnaire with the total score of the questionnaire. All correlations are statistically

significant at the 0.01 level. While Figure (4) Distribution of Responses according to the degree of agreement in Community Service Dimensions

The table (5) illustrates the reliability coefficients (Cronbach's Alpha) for the study domains, ranging from .948 to .963, with the highest reliability observed in the "Social Relationships" domain (.963) and the lowest in the "Social Stability and Security" domain (.948). The overall reliability coefficient (Cronbach's Alpha) for the entire tool is .959. Moreover, the test-retest reliability coefficients ranged from .950 to .964, indicating high and acceptable reliability for the study's purposes.

The scale was corrected using a Likert five-point scale to measure the opinions of the study sample individuals. Ratings were assigned as follows: strongly agree (5 points), agree (4 points), neutral (3 points), disagree (2 points), and strongly disagree (1 point). The following classification was used to assess the arithmetic means:

- Less than 2.33: Weak.
- From 2.34 to 3.66: Moderate.
- From 3.67 to 5.00: High.

Measurement of Study Levels

- The dimension of "Dissemination of Community Service Culture" achieved the highest rank among the dimensions of community service, with an arithmetic mean of 4.22.
- The dimension of "Sustainability of Community Service" attained the second rank with an arithmetic mean of 4.18.
- Regarding the dimension of "Development of Collective Work Spirit," it secured the third rank with an arithmetic mean of 4.17.
- As for the dimension of "Community Service Programs," it obtained the fourth rank with an arithmetic mean of 4.15.

The data from Figure (5) indicates that community service programs received a high evaluation suggesting their alignment with community needs and the provision of high social life quality.

4.3. Measurement of the Dependent Variable

The dependent variable, which is the social quality of life of the participants, and its dimensions were measured using descriptive analysis and methods, including the mean and standard deviation. The dimension of "community stability and security" achieved the first rank among the dimensions of this variable, with a mean score of 4.16 and a standard deviation of 0.869. This was followed by the dimension of "social relationships"

in the second rank, with a mean score of 4.13 and a standard deviation of 0.888. The dimension of "participation in decision-making" ranked third and last, with a mean score of 4.12 and a standard deviation of 0.897. See Table (7).

Table (8) illustrates that the overall trend for this dimension is high which suggests that participation in community service enables participants to make decisions regarding their work. It also assists them in solving problems related to the provision of community service programs. While the table (9) shows that the overall trend for this dimension came with a high degree indicating high averages, which indicate that participation in community service enables participants to develop effective social relationships characterized by respect and appreciation among participants.

4.4. Presentation of Results Related To the Main Hypothesis

It was confirmed that there was no issue of multicollinearity between the independent variables, and the results showed no high correlation between them. Additionally, the data followed a normal distribution. Using analysis of variance, it was found that there was a significant relationship between the dependent variable and the independent variables, with 79.7% of the variance explained by the independent variables. The calculated F value was less than 0.05, indicating rejection of the null hypothesis and acceptance of the alternative hypothesis, which assumes a statistical effect of community service on social quality of life. That's represented in Figure (6) and Figure (7).

4.4.1. Presentation Of Results Related to the First Sub-Hypothesis:

The analysis results showed a significant relationship between stability and social security and the independent variables, with 82.0% of the variance explained by the independent variables. All dimensions of the independent variable (community service programs, dissemination of community service culture, teamwork development, sustainability of community service) significantly affected stability and social security as a dimension of social quality of life for participants. The calculated F values (0.000) for all dimensions of the independent variable indicate high statistical significance. Therefore, the sub-hypothesis assuming no significant effect of community service on stability and social security can be rejected, and the alternative hypothesis assuming a significant

effect of these factors on stability and social security can be accepted. As shown in Figure (8).

4.4.2. Presentation of Results Related to the Second Sub-Hypothesis

The analysis results showed a significant relationship between decision-making participation and the independent variables, with 71.3% of the variance explained by the independent variables. The results indicated that the sustainability of community service had a significant effect on decision-making participation and, consequently, on the social quality of life for participants. The calculated F value (0.001) indicates high statistical significance. Therefore, the sub-hypothesis assuming no significant effect of community service sustainability on decision-making participation can be rejected. As for the other dimensions of community service (community service programs, dissemination of community service culture, teamwork development), the null hypothesis was accepted, as the F values were greater than 0.05, meaning they were not statistically significant at the 0.05 significance level. As shown in Figure (9).

4.4.3. Results of the Third Sub-Hypothesis

The analysis results revealed a significant relationship between social relationships and the independent variables, with 62.3% of the variance explained by the independent variables. The results indicated that community service had a significant effect on social relationships, with the calculated F value (0.001) indicating high statistical significance. Therefore, the sub-hypothesis assuming no significant effect of community service on social relationships can be rejected. According to the multiple regression analysis, it was found that the dimensions of community service programs and sustainability had a significant effect on social relationships, as indicated by the statistically significant t-values and F-values being less than 0.05. As for the other dimensions of community service (dissemination of community service culture and teamwork development), the null hypothesis was accepted, as the F-values were greater than 0.05, meaning they were not statistically significant at the 0.05 significance level. Based on the presented results, it can be concluded that there is a statistically significant effect of community service programs and sustainability on social relationships, at a significance level of $(0.05 \geq \alpha)$. As shown in Figure (10).

4.4.4. Presentation of Results Related to

Testing the Second Hypothesis

It is evident that there were no statistically significant differences at the significance level of ($0.05 \geq \alpha$) towards community service in its various dimensions, regardless of demographic variables such as gender, educational qualification, age, and number of participations in community service programs.

Regarding the details, the analysis results showed no statistically significant differences in all dimensions of social quality of life based on gender, with the values (0.257, 0.056, and 0.279) being higher than the specified significance level (0.05). This means that gender differences were not sufficient to be statistically significant in evaluating the quality of life for participants. As for educational qualification, the results also showed no statistically significant differences in all dimensions of social quality of life. This indicates that the level of education was not a significant factor in evaluating participants' social quality of life.

The main findings of the study can be concluded as follows:

1. Reflection of Community Service Participation on Social Stability and Security in Sharjah: Participants reported feeling more confident and less socially pressured, indicating a sense of empowerment derived from their involvement in community service activities.
2. Reflection of Community Service Participation in Fostering Teamwork Spirit among Participants: Individuals engaged in community service activities demonstrated a capacity to make informed decisions related to their work and adeptness in problem-solving within the context of community service programs.
3. Impact of Community Service on Social Relationships between Participants and Community Members: Participants reported experiencing heightened levels of respect and appreciation within the context of their interactions. Additionally, some participants described the emergence of robust familial bonds as a direct result of their engagement in community service endeavors.
4. Statistical Impact of Community Service Participation on Participants' Social Quality of Life: Both community service engagement and its sustainability emerged as significant predictors of social stability, security, participation in decision-making processes, and the cultivation of social relationships.

5. RECOMMENDATIONS

- Promotion of Community Service Culture among Youth: There is a notable lack of participation among youth, especially students at schools and universities, in community service programs.
- Provision of Material and Moral Incentives: Offering both material and moral incentives to participants in community service can serve as a motivational factor to encourage their continued involvement in such programs.
- Enhanced Collaboration for Program Development: Intensifying collaboration among various stakeholders is essential for the development of community service programs that cater to diverse sectors, particularly those most in need of such services.
- Engagement of Influential Figures in Community Service: Utilizing influential figures in society, such as artists, athletes, politicians, and business leaders, to participate in the provision of community services can serve to inspire others to engage in similar activities.

Acknowledgements: We would like to express our sincere gratitude to everyone who supported us throughout the course of this research. Special thanks go to our academic supervisors and mentors for their invaluable guidance and encouragement.

Author Contributions: The authors have shared equally in all the phases of performing this research paper.

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TABLES

Table 1: Distribution of Sample Individuals According to Personal Variables.

Variable	Categories	Frequency	Percentage
Gender	Male	73	61.9
	Female	45	38.1
Educational Qualification	General Secondary or Below	7	5.9
	Diploma	6	5.1
	Bachelor's	54	45.8
	Postgraduate	51	43.2
Age	Less than 25 years	17	14.4
	25-35 years	28	23.7
	Over 35 years	73	61.9

Number of Participations in Community Service	Once	27	22.9
	2-3 times	28	23.7
	4 times or more	63	53.4

Table 2: Correlation Coefficients for Items of the Independent Variable (Community Service) and Total Score of Axes.

Item	Community Service Programs	Dissemination of Community Service Culture	Development of Teamwork Spirit	Sustainability of Community Service
1	.792	.825	.743	.821
2	.814	.811	.810	.750
3	.773	.810	.783	.803
4	.852	.830	.816	.820
5	.797	.836	.820	.816
6	.864	.802		.849

Table 3: Correlation Coefficients between Each Item of the Dependent Variable Dimensions (Social Quality Of Life for Participants) and the Total Score of the Dimension.

Item	Stability and Social Security	Participation in Decision Making	Social Relationships
24	.856	.810	.833
25	.822	.729	.788
26	.796	.810	.836
27	.697	.749	.797
28	.679	.834	.814
29	.758	.765	.783
30	.763	.790	.805

Table 4: Correlation Coefficients for Questionnaire Dimensions with the Total Questionnaire Score.

Dimension	Correlation Coefficient	Significance Level
Community Service Programs	.884	.001
Dissemination of Community Service Culture	.856	.001
Development of Team Spirit	.910	.001
Sustainability of Community Service	.924	.001
Social Stability and Security	.932	.001
Participation in Decision Making	.895	.001
Social Relationships	.873	.001

Table 5: Reliability Coefficients (Cronbach's Alpha) And Test-Retest Reliability for Study Domains and Overall Tool:

No.	Domain	Number of Items	Cronbach's Alpha	Test-Retest Reliability
1	Community Service Programs	6	.959	.960
2	Dissemination of Community Service Culture	6	.954	.956
3	Development of Team Spirit	5	.962	.964
4	Sustainability of Community Service	6	.962	.963
5	Social Stability and Security	7	.948	.950
6	Participation in Decision Making	7	.958	.960
7	Social Relationships	7	.963	.964
Overall Tool	Total	44	.959	.961

Table 6: Arithmetic Means and Standard Deviations for Items of the Community Service Programs Dimension.

#	Item	Arithmetic Mean	Standard Deviation	Measurement Level
1.	There are good-level community service programs in Sharjah	4.14	0.936	High
2.	Social services offered to community members are diverse	4.24	0.874	High
3.	Community service programs contribute to improving individual's quality of life	4.15	0.939	High
4.	Community service programs align with the community's needs	4.23	0.813	High
5.	Community service is provided according to well-planned and prepared programs	4.11	0.935	High
6.	Community service programs include all segments of society (women, children, men, elderly)	4.02	0.924	High
Total	4.15	0.904	High	

Table 7: Mean Scores And Standard Deviations Of Items For The Dimension Of Community Stability And Security.

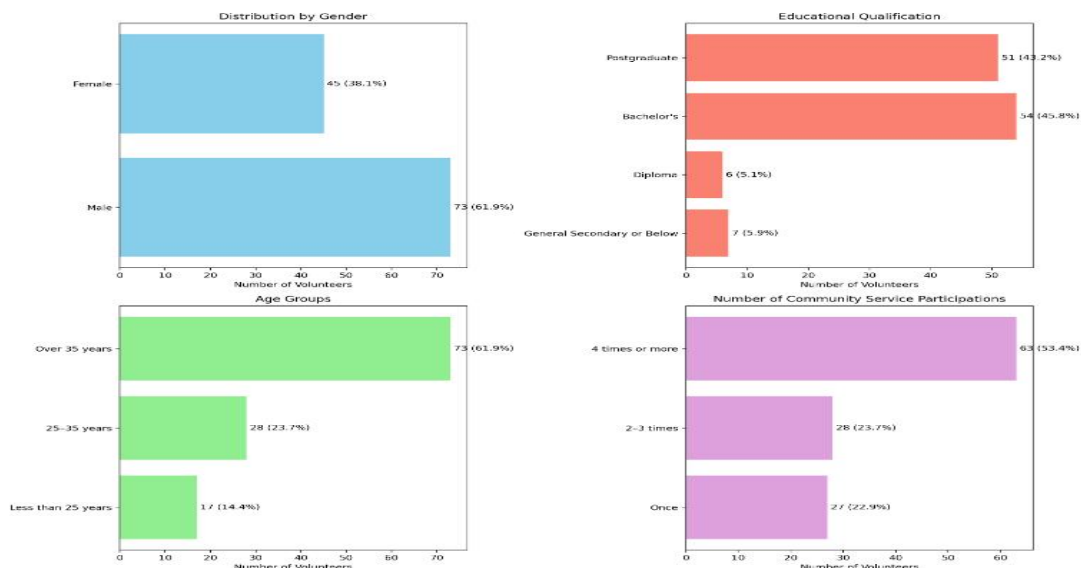
#	Items	Mean Score	Standard Deviation	Measurement Level
1.	Community service contributes to enhancing participants' sense of community security	4.19	0.839	High
2.	Working in community service is characterized by mutual trust among participants	4.14	0.905	High
3.	I work in a stable environment characterized by community security and do not suffer from any pressures	4.29	0.807	High
4.	I feel reassured when providing community service	4.19	0.905	High
5.	I am forced to perform tasks outside the scope of my job to maintain my current position	4.01	0.901	High
6.	Community service work programs are characterized by an organizational climate that makes participants feel safe and socially stable	4.13	0.863	High
7.	I desire continuous participation in community service programs for my sense of community security and stability	4.17	0.860	High
Total		4.16	0.869	High

Table 8: Means and Standard Deviations of Items for the Dimension of Participation in Decision Making.

#	Items	Mean	Standard Deviation	Measurement Level
1.	There are practical practices for participant involvement in decision making	4.13	0.882	High
2.	Participants in community service possess high capabilities enabling effective participation in decision making	4.08	0.883	High
3.	Participants contribute to solving problems related to the provision of community service	4.19	0.896	High
4.	Participants in community service contribute to developing and building developmental plans for the programs offered	4.11	0.873	High
5.	Participants strive to provide suggestions for the development of community service programs	4.11	0.904	High
6.	Participants in community service contribute to making decisions that directly affect their work	4.02	0.961	High
7.	Organizers of community service programs encourage group discussions and purposeful dialogues to reach optimal decisions	4.17	0.880	High
Total	4.12	0.897	High	

Table 9: Means and Standard Deviations for Dimensions of Social Relationships.

#	Items	Mean	Standard Deviation	Measurement Level
1.	A climate of good social relationships prevails among workers in the field of community service	4.07	0.976	High
2.	All participants work with a team spirit and contribute to each other's success	4.12	0.879	High
3.	Participants in community service exchange family visits with each other	4.06	0.899	High
4.	There are relationships of appreciation and respect among all participants in community service	4.17	0.819	High
5.	Participants in community service have effective social relationships among themselves	4.14	0.908	High
6.	Direct social relationships among community service providers contribute to completing tasks faster and more accurately	4.21	0.846	High
7.	Effective social relationships among participants in community service programs increase their level of happiness and satisfaction	4.14	0.886	High
Total	4.13	0.888	High	

FIGURES**Figure 1: Distribution of Sample Individuals According To Personal Variables.****Figure 2: Heat Map of Correlation Coefficients for Items of the Independent Variable.**

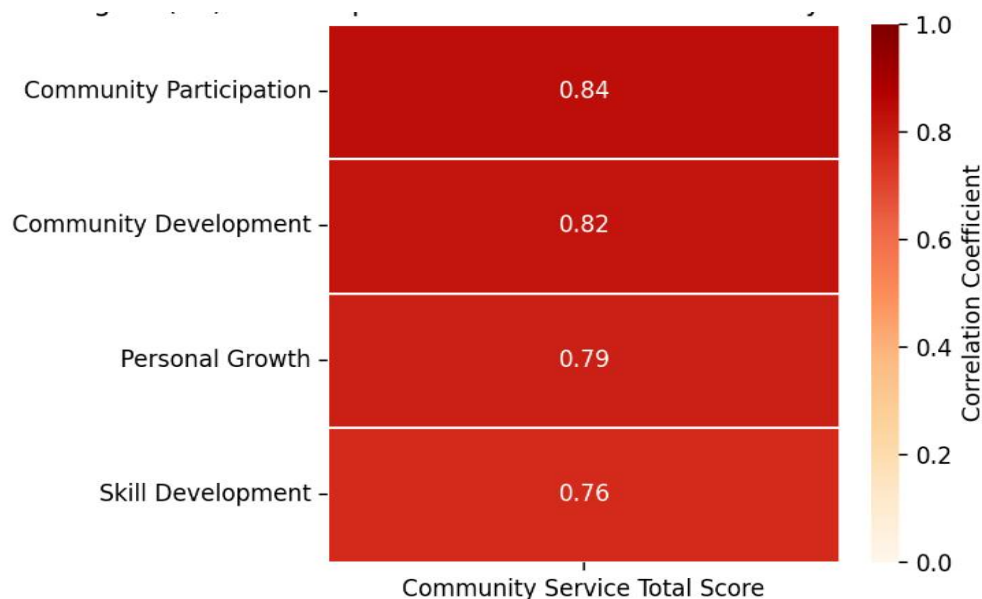


Figure 3: Distribution Of Responses According To The Degree Of Agreement In Community Service Dimensions

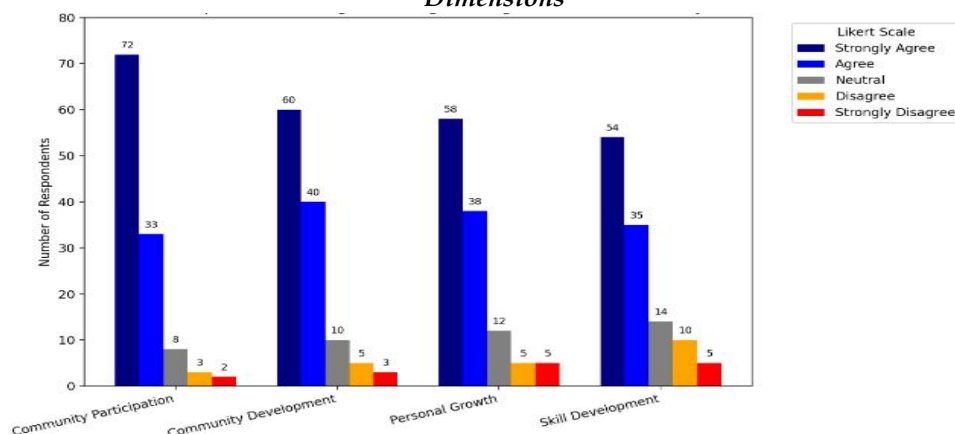


Figure 4: Distribution Of Responses According To The Degree Of Agreement In Community Service Dimensions.

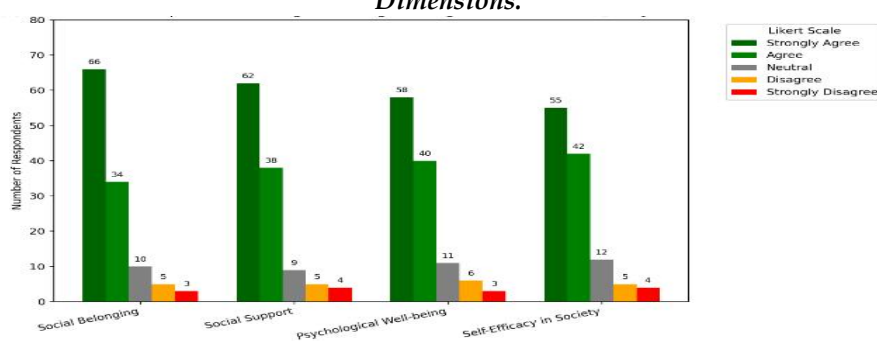


Figure 5: Arithmetic Means And Standard Deviations For Items Of The Community Service Programs Dimension.

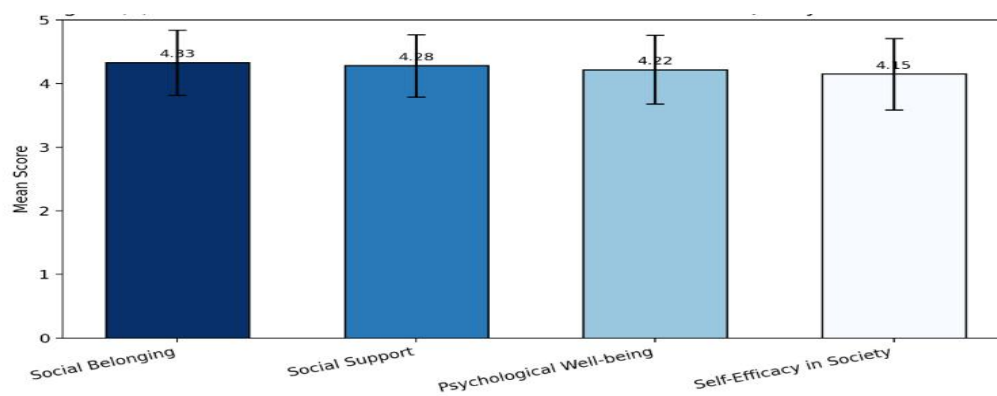


Figure 6: Relationship Between The Dependent Variable And The Independent Variables.

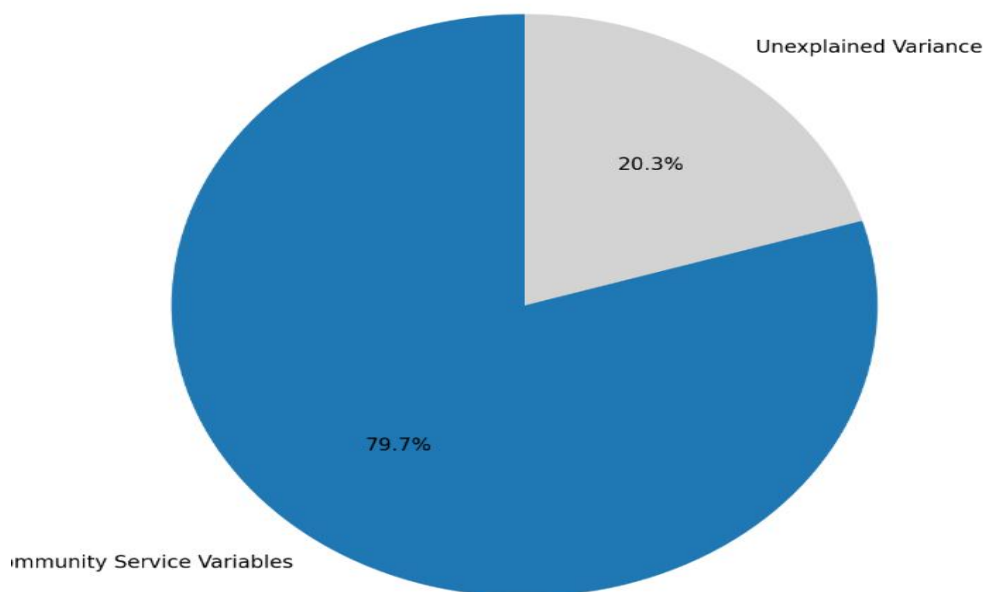


Figure 7: Correlation Between Community Service Variables.

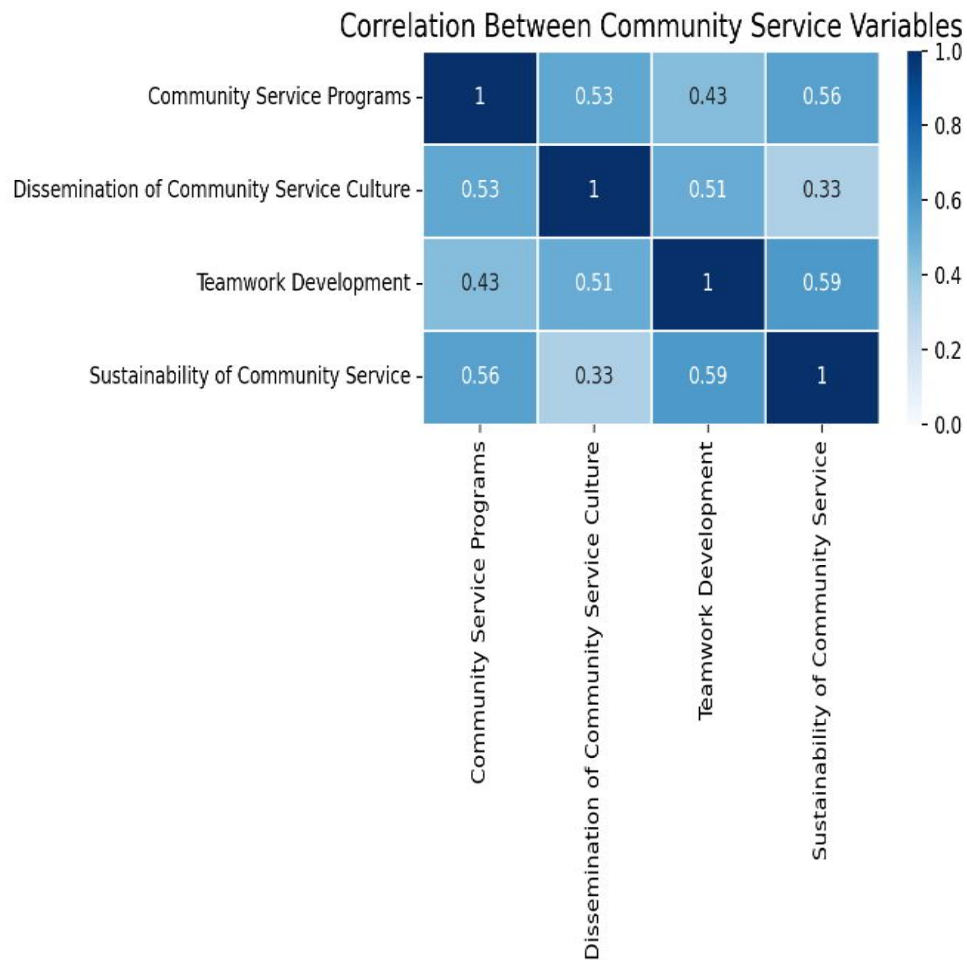


Figure 8: Relationship Between Stability And Social Security.

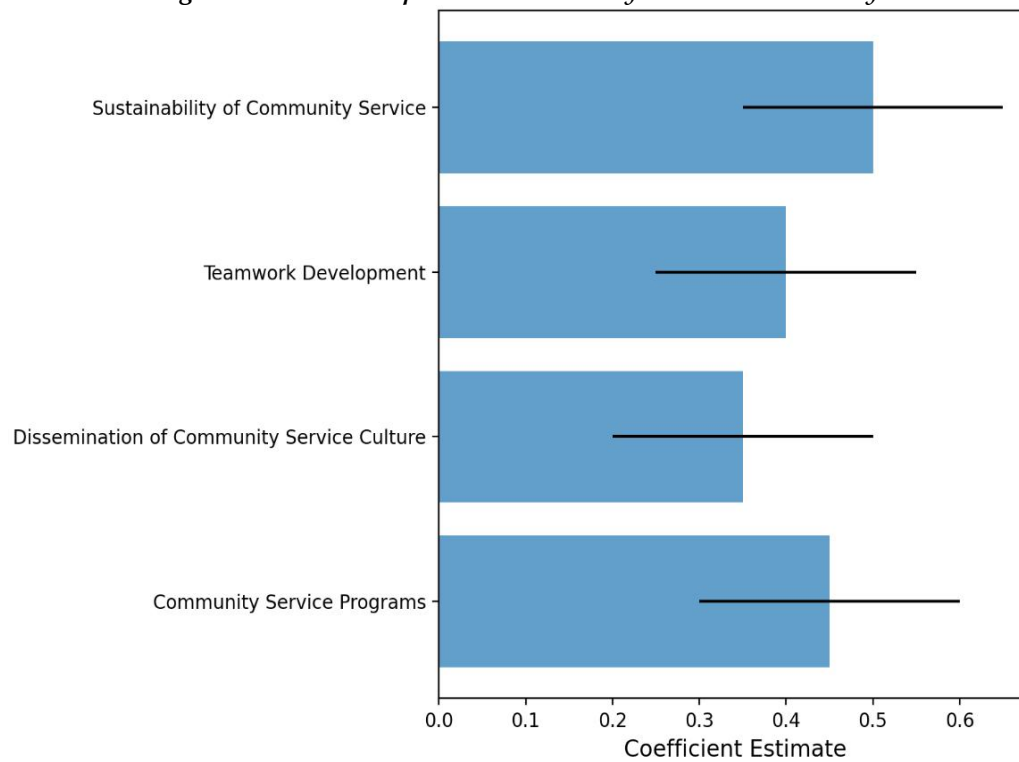


Figure 9: Relationship Between Decision-Making Participation And The Independent Variables.

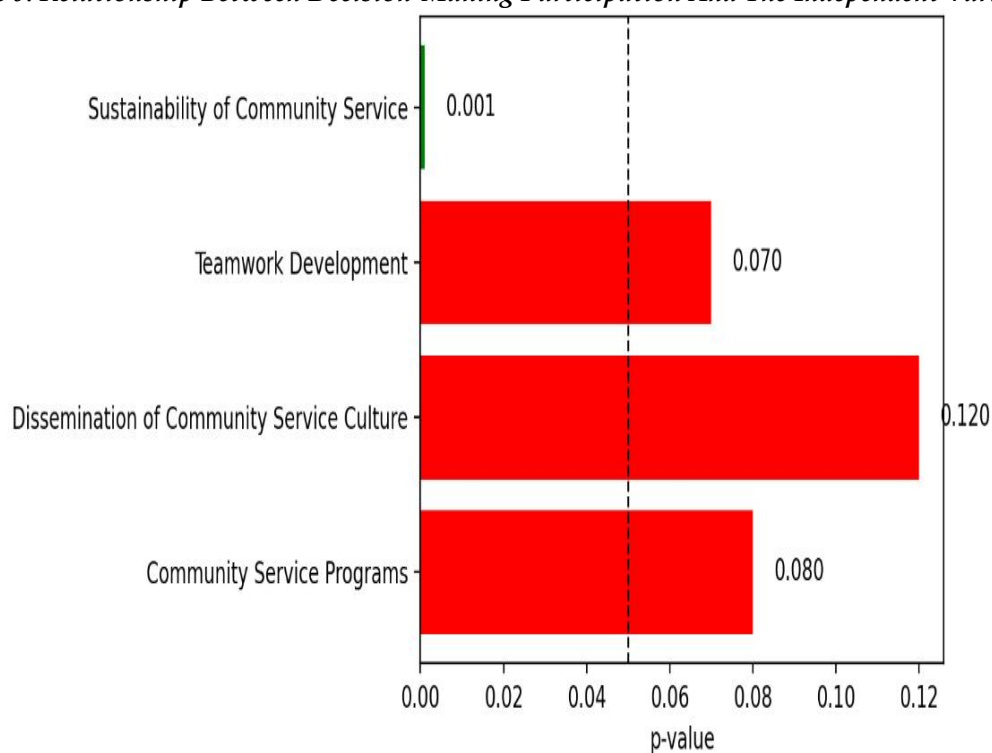


Figure 10: Relationship Social Relationships And The Independent Variables.

