

ROLE OF ETHIOPIAN ELDERS AND PENSIONERS NATIONAL ASSOCIATION.....

Role of Ethiopian Elders and Pensioner's National Association (EEPNA) in Promoting Access to
Services to the Older People.

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Abbreviations and Acronyms

ADB	Asian Development Bank
BoLSA	Bureau of Labor and Social Affairs
CSF II	Civil Society Fund II
DHSC	Department of Health & Social Care
ECA	Economic Commission for Africa
EEPNA	Ethiopian Elders and Pensioner's National Association
HAI	HelpAge International
MoLSA	Ministry of Labor and Social Affairs
NGO	non-governmental organization
OPA	Elder People Associations
UNGA	United Nations General Assembly
WHO	World Health Organization

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Abstract

The older people' population is growing faster all over the world. Older people, in Ethiopia, are one of the vulnerable groups in society due to physical change, health disorders and financial constraints. The increase in population together with their increased vulnerability is an alarming call for policy action and service provision for the elderly. The objective of this study is, therefore, exploring the role of Ethiopian Elders and Pensioner's National Association: promoting access to services to the elders. The study used a qualitative research method. Case study was the research design. A purposive sampling was employed and data collected from eight interviewees and from one FGD seven participants. There were also three expert key informants. Thematic data analysis method is employed. The findings of the study revealed that EEPNA have a pivotal role in promoting access to services to older people and striving for the best of their benefit; such as advocating for their rights and privileges, capacity-building programs to enhance the technical and material capacity of the elderly, supporting vulnerable elderly to have access to secure incomes and strengthening the associations of the elderly. The findings also showed as the elderly are grateful for the work done by EEPNA. Participants reported that EEPNA has been experiencing diversified challenges, such as budget, material problems and the intricacy of bureaucracy makes the association incapable to handle issues of the older people. Older people participants also clearly expressed their criticisms that the government not ratified the national convention for the elderly as a considerable challenge to the association. The findings of this study have implication for the future study, policy formulations as well as social work practices.

Key Words: EEPNA, older people, associations, advocacy, promoting to service

Chapter One: Introduction

1.1 Background

The world is ageing. In 2020 the global population aged beyond 60 years has surpassed one billion and expected two billion by the year 2050 (Help Age, 2018). According to a United Nations report, the global elder population aged 60 years or beyond were 703 million in 2019 and 727 million in 2020 across the world, respectively (UN, 2019; UN, 2020). Further, this report reveals that the number of ageing populations would be more than double in the coming three decades (UN, 2020). In its report, the United Nations revealed that Africa is witnessed an ageing population increasing at an alarming rate for example Africa alone has 47 million older people in 2019 and is expected to be 67 million in 2030 (UN,2019).

The 2019 UN world population report shows that Ethiopia is the home of 3, 941,000 older people 2019 and this number will sharply increase to 5, 546,000 by 2030 (UN, 2019). It is obvious, with the increasing ageing population across the world, there will have an impact on socio-economic pressure and the need for solving this cause creates a burden on countries in the provision of services to their ever-increasing number of older people populations. Different studies revealed that increasing the number of older people has its effect in the multifaceted socioeconomic spheres of life and creates a burden in their health care system and service provisions (Kaplan & Inguanzo, 2017).

Again, Orlická, (2015) and Maestas, Mullen and Powell (2016), concluded in their studies that reduction in productivity and economic growth is associated with increasing older population. Countries, especially developing nations forced to institutionalize strong health care

systems, pension systems as well as social security systems (Oizumi, Kajiwara & Aratame, 2006).

Kaplan and Inguanzo (2017), explains one of the major outcomes of the rapid increase of the international older population shows a significant social crisis, mental health problems and rising problem of the spread of non-communicable age-related diseases that need a joint effort to come up with effective strategies and programs that can adequately deal with the social challenges of society. The increasing ageing population is directly related to the high rate of older people poverty (Orlická, 2015). Other consequences of increasing older population are; ageing population will change demand for housing, increases care support from the families this creates a burden of the living, an increasing number of health disabilities resulted from ageing, and high cost for health support care system by their respective governments (Harper & Walport, 2016).

Due to this, in every corner of the globe, increasing ageing population consequences are tangibly seen in socioeconomic as well as the wellbeing of the whole community. Some studies reveal this effect and put a recommendation; that country should have started to take socio-economic reforms to reduce the burden of upcoming societal expenses of the older people (Orlická, 2015).

In Ethiopia, research shows that the rise of the older population in rural as well as urban areas is manifested by making different burdens at national and local levels. According to Fantahun, Berhane, Hogberg, Wall, and Byass (2008), when the number of older populations increased, the implication exhibited by creating a burden of care and support imposed on society.

During this time older people associations can contribute in bearing providing services for the older person. As recommended by Zebib (2016), older people associations can play a great role in both formal and informal caregiving as well as provide social, economic, spiritual and psychological support and a much-needed sense of reward for caregivers.

HelpAge (2018) indicated that older people association also known as older people's associations (OPAs) are playing a vibrant role in strengthening the wellness and capacity of older people by making effective connections with government and other power holders. These kinds of associations also serve as main informants for the older people's access to their rights and services to be entitled.

More importantly, older people require being treated with dignity, in need of to be heard their voices and well respected (HelpAge, 2021). Older people associations are critically important in serving older peoples to get attention and promoting their rights as well as access to services. Older people associations are very crucial to their members in serving them to connect with the basic services they need. HelpAge indicated in its report, in Sub-Saharan Africa, older people who live in the distant, countryside or insecure locations are at risk of exclusion as well as those living alone or without support, and older people in institutions, including residential and nursing homes (HelpAge, 2018).

The United Nations General Assembly in 2014 report points out the importance of joint efforts of every stakeholders lessening poverty in an increasingly older population number across the globe (UNGA, 2014). So, such support provided by the older people association is very crucial since older people have faced declining ability to function in day today physical activities as well as intellectual actions (Lymbery, 2005).

According to the 2015 annual report of the association, the Ethiopian Elderly and Pensioners National Association (EEPNA) was founded in 1998 as an umbrella of 38 associations of pensioners across Ethiopia. Since 2009, EEPNA has been reregistered at the Federal Charities and Societies Agency as an Ethiopian Charitable society. The association currently operates with its 9 regional affiliate associations in Addis Ababa City Administration, Afar, Amhara, Beneshangul Gumuz, Diredawa City Administration, Oromiya, SNNP, and the Tigray Regional States that are all legally registered in their respective regional government except for AA EPNA registered at the Federal Charities and societies agency. Since its establishment, EEPNA has been supporting both rural and urban vulnerable older people. EEPNA is currently involved in implementing the project entitled “Empowering Older People for Improved Governance and sustainable Development in Ethiopia” funded by European Union Delegates under CSF II.

Though, the number of older people is swelling across the country, it is noticeable that they have faced with different challenges need to be addressed. During this time the older people associations are paly a fundamental part in dealing with these encounters as well as promoting services to them (HAI, 2011; Focke, 2020; HAI, 2016). Hence, this study tries to explore the role of EEPNA in promoting services to the older people; to find out strategies employed by the association in promoting services to older people in addition to identify challenges faced by the association in promoting services to the older people.

1.2 Statement of the Problem

These days, the number of older populations does not show decreasing at the global level. Yet, older persons are far from policies and legal frameworks which offer them care and support

(Oluwabamide & Eghafona, 2012). Most research shows that globally, older people associations are very important in helping their members by providing different kinds of supports. To mention some; such as health care, social security, and income security as well as improving the daily living conditions of the older people (Focke, 2020). Improving the living situations of the older people as well as for the development of the respective community they live in (HAI, 2020). Soares (2014) seriously point out that the older people associations can help those older persons living with more degree of physical, mental or psychological weakening needs more sustenance. In addition, Chand (2014), in his study showed how older people associations play an important role; by providing basic needs and social as well mental health care services. But these care and support services are not provided within a local government administrative structure, hence subsidized services are provided by non-governmental organizations and private charity institutions (Chui Wing-tak, 2009).

With all efforts in the provision of care and support to older people, older people seem to be sidelined in the health care and welfare policymaking process (Hussein & Ismail, 2016). Side by side, demand for care and support by the older people is considerably increased (Du Peng,--). Not surprising, these older cares are few in numbers and are not full-fledged by required professional caregivers (Shahraki, Nayeri, Pouraboli & Abazari, 2018).

In Africa, still these days, supports for working out and study on geriatrics and gerontology are underprivileged (Saka, Oosthuizen & Nlooto, 2019). Due to this care and support to older people is limited. Besides this, the socioeconomic rights of older people are not protected. According to the Economic Commission for Africa report, older people associations and civil societies have a pivotal role in helping the older people when filial support reduces as

well as when they require care (ECA, 2007). Older people care institutions are very important when older persons have no filial support and are exposed to destitution (Ncube, 2017).

As researches (Abdi, 2012; Segniwork, 2014; Abinet, 2017; and Zebib, 2016) indicated that, the case of care for the older people in Ethiopia is not far from the above mentioned global and African experiences. The Ministry of Labor and Social Affairs clearly stated that older people were exposed to multifaceted problems which resulted in older people living in poverty but also the most neglected of all issues for those working in developing countries (MOLSA, 2006; HAI, 2000). Older people are exposed to financial hardship and consequently, they will be unable to fulfill their basic services like health care and survival needs as well (Zelalem, Kotecho & Adamek, 2020). Even if care and support in Ethiopia is limited, their efforts in helping the older people are exacerbated by lack of basic human and financial resources in serving these society groups (Alemnesh & Adamek, 2014). Abdi (2012) coherently explained by his study that older peoples suffer when there is a reduction of reciprocal relationships between older people and their kin. Segniwork (2014) concludes that older people associations have a countless part in care and support service; of course, which focuses on the destitute older people who have rescued the late-life conditions of the older peoples.

Abraham (2017), reveals in his study that there is witnessing a “familial concern and intergenerational harmony” is becomes diminishing and is one of the major gaps in care and support of older people in Ethiopian rural area particularly, due to this elderly association are significantly reduce the sufferings of older people. In his study, Abinet (2017) reveals older people associations are one of the kinds that endorse and advocate the care and support but in additionally rights of the older people. As Zebib (2016), point out in her study care and support

program are persuaded to a charitable aspect of ageing and not in line with role, activity and continuity theories of ageing.

Almost all of the studies mentioned above are concentrated on charity-approach solutions as discussed by Barbieri and Sarti (2015), the older people are considered to be incapable and need complete support. They mainly focused on the economic and social role of the care institutions.

In this respect, studies mainly focused on the economic and social role of the care institutions (charity-model), but must focus on strength-based approach that social work is firmly based on it as recommended by Zelalem, Kotecho and Adamek (2020). This research was conducted to explore on how older people associations are promoting services to the older people and strengthening the status of older people and concentrate on strength-based approaches as well as empowering them; thus, older people must take part solving problems of the older people as well.

The researcher of this study believed that further studies need to be conducted to explore the role of older people associations in promoting access to services to the older people beyond charitable and subsistence support. Of course, employing a strength-based approach and empowering them in promoting services to the older persons doesn't mean ignoring the difficulties and encounters faced by them. Rather, a collective method to identifying resources, strengths, and possibilities and encourage the older people to build on those constructive aspects and abilities must be focused alongside those socioeconomic supports (Minimol, 2016).

A few pieces of research have been done regarding the role of older people associations in strengthening and empowering older people beyond supporting them in their destitute

condition (Alemnesh & Adamek, 2014; Abnet, 2017; Zebib, 2016; BoLSA, 2019; Elizabeth, 2019). Consequently, older people associations should not solely focus on a deficit-oriented approach in supporting basic needs, rather also strengthening their capacity, networking and partnering in older people empowerment, increasing their active participation in decision-making processes, older people advocacy programs as well as in improving the living standards of the older people.

Hence, the purpose of this research is to explore the role of elderly associations in promoting access to services of older person's as well as comprehensive empowering support delivery with particular reference to the Ethiopian Elders and Pensioner's National Association (EEPNA) in Addis Ababa.

1.3 Research Objective

1.3.1 General Objective

This study aims to assess the role of Ethiopian Elders and Pensioner's National Association (EEPNA) in promoting access to services to older people.

1.3.2 Specific Objectives

The following are the specific objectives of this study:

- To explore areas of services being promoted by Ethiopian Elders Pensioners National Association to the older people.
- To identify strategies of Ethiopian Elders Pensioners National Association in promoting services to older people.

- To find out the satisfaction of the older people in promoting the services by the Ethiopian Elders Pensioners National Association.
- To explore the challenges faced by Ethiopian Elders Pensioners National Association in promoting the services to older people.

1.4 Research Questions

- What are areas of services being promoted by Ethiopian Elders Pensioners National Association to the older people?
- What are the strategies of the Ethiopian Elders Pensioners National Association in promoting services to the older people?
- How much is the satisfaction of the older people in promoting services by the Ethiopian Elders Pensioners National Association?
- What are the challenges faced by Ethiopian Elders Pensioners National Association in promoting the services to the older people?

1.5 Significance of the Study

In conducting this study, the researcher hopes to contribute to producing such awareness concerning elderly associations’ involvement in helping older people by mapping out the current situations and role of Ethiopian Elderly Pensioners National Association in promoting services to the elder people.

In exploring the role of EEPNA in promoting access to services to elder persons this study help to fill the knowledge gaps concerning the role of the older people association

endorsing the holistic interests of the elder people as well as identifying area of being promoted services and challenges they encountered in the promoting processes. The study also may serve as a trigger for future researchers to conduct further study in the areas of the role of older people associations in promoting access to services to elder persons take in to account the limited judgements of this study; hence, it is valuable to study how the elderly associations address the gap in the demands of the older people.

Other older people associations are benefited from this study by sharing the experiences of EEPNA; since the study tries to list out areas and strategies as well as possible mechanisms of EEPNA in promoting access to services to older people. The study was also proposed important recommendations which may help social work practice in the promotion of access to services to the older people by older people associations. The study was also served as a preliminary review to the policy makers to introduce a new legal outline on standards of practice towards older people association formations and their service provision to the elder peoples of the country.

1.6 Scope of the Research

This study was geographically demarcated to assess the role of elderly associations in promoting access to services to older persons; the case of Ethiopian Elders and Pensioner's National Association (EEPNA). Thematically, the role of Ethiopian Elders and Pensioner's National Association (EEPNA) in promoting access to services to older persons.

The research was more fruitful if it would be conducted on a wider scale of other older people associations. Because of time and financial restraints, the research cannot be undertaken exhaustively just involving all older people associations and units of the other institutions.

Thus, the study is confined to assess the role of Ethiopian Elders and Pensioner's National Association (EEPNA) in promoting access to services to older persons. Accordingly, the study enclosed to assess services promoted; strategies employed in promoting services for the elderly; identifying the level of satisfaction by the older people as well as challenges faced in promoting services to the elderly. Due to this fact that the study data cannot incorporate the views of other associations as well as their population.

1.7 Limitation of the Study

The study has the following drawbacks: foremost and the primary limitation is sample population which were selected for this study which only includes older people of EEPNA in Addis Ababa, do not entirely embody all beneficiaries of the association across the country. Secondly, a conclusion which excerpted data collected from a small sample population would not generalize the whole population. Thirdly, due to the nature of the qualitative method of the study, the largest population views cannot be combined.

1.8 Definition of Key Terms of the Study

For this study, the following are the definition of key terms.

Older people - those people whose age is 60 and above.

Association - a group of people organized for a joint purpose.

Pension - a regular payment made by the state to people of or above the official retirement age

Pensioner - a person who lives on a pension, most commonly because of retirement from the workforce.

Promotion – the idea that to make people cognizant appeal and encourage, in linking to social, economic and political issues of older people.

1.9 Organization of the Study Paper

This research is organized into six chapters. The first chapter covers the background of the study, statement of the research problem, the objectives of the study, the research questions, the significance of the study, the scope of the study and the organization of the study. Chapter two is dedicated to presenting a review of the literature related to the experience of different scholars. Chapter three is the methodological part which covers the philosophical paradigm, research design, sampling techniques, the method used to collect data for the research, data analysis techniques, study reliability and ethical consideration.

Chapter four is presenting data presentation and findings of the data gathered. The fifth chapter is covering the discussion and analysis of the findings of the study. While the sixth chapter deals with the conclusion, possible suggestions of the research and its implications for further future social work researches, policy-making processes and social work implications.

Chapter Two: Literature Review

2. Concept of Aging

The notion of age and ageing has got more attention in a range of fields of social sciences; for instance, gerontology, sociology, psychology, demography, legal studies, political as well as cultural frameworks as a concern of professional study (Kalla, 2006).

2.1 What is ageing?

Age is a human attribute that has long been taken for granted (Kalla, 2006). Ageing simply implies that, it is the course of becoming elder (Cragun, Cragun & Konieczny, 2012). According to WHO (2015), ageing can be defined as from the biological perspective, a steady diminish in physiological reserves leads to damage, an increased risk of many diseases, and a wide-ranging decline in the capacity of the individual. In terms of social perspectives, sociologists seen ageing as it is accompanied by changes in how one is viewed and treated in society (Cragun et.al, 2012). Based on the above definitions of age from different viewpoint, one can understand that the concept of age is treated from biological, social and psychological point of views.

2.1.1 Biological Ageing

It is sometimes known to as physical ageing (Giddens, 2006). According to Chalise (2019), this type of ageing involves the loss of cells over time. Due to this outcome, tissues and organs are less likely to function efficiently, the body's ability to restore itself slows down, and the immune functions decline, making the body more faced down to illness. Pathath (2017), also defined it is an estimate of the person's contemporary situation with deference to his probable life span.

A person who keeps fit and gets regular check-ups can appear biologically younger than someone who is the same age but does not keep fit. Unlike social age, biological age is strongly affected by individual living conditions (Séguy et.al, 2019).

2.1.2 Social Ageing

Chalise (2019), says it refers to changes in roles and relationships as we age. For example, it is not unusual for older people to gain new roles, like becoming grandparents. Or they may change roles, from an employee to a retiree. Giddens (2006) refers this age as “social age refers to cultural norms, values and role expectations associated with a certain age group”. Séguy et.al (2019), further explain that social ageing as “it is a reflection of the place engaged by an individual at a certain point in time within the society to which he/she fits”.

As Chalise (2019), further explains with role changes in later years, society may expect people to behave in certain ways. High jumping exercises are not expected from the older people since these are youth oriented games.

This dimension of age is directly connected with individual’s age and change of role through the course of time as well as socially perceived with in that age framework; hence it also changes social relationships with families and friends predominantly influenced by social perception (Barkan, 2011).

2.1.3 Psychological Ageing

According to Giddens (2006) this type of age is referred to as mental and mind capabilities. Psychological Ageing involves changes in memory, learning, intelligence, personality, and coping. An older person who is mentally active and is able to deal with new

situations can be said to be psychologically young (Chalise, 2019). Barkan (2011) further elucidates this age dimension involves in mental functioning and personality psychological changes that occurs through a course of time or our age.

2.2 Challenges of Increasing Ageing population

According to Yang *et.al* (2020), increasing ageing population has created an unprecedented worldwide challenge. It is not unknown to all that with increasing an ageing population, the whole socio-economic system as well as care system will be transformed persistently. Many studies put forward and concluded that ageing population increasing have some diversified consequences at global and national level as well.

As per literatures revealed increasing the number of aging populations has many challenges; result a serious macroeconomic cost for whole economy (Orlická, 2015); decreases in economic progress and GDP in per capita (Maestas, Mullen & Powell, 2016; Denton & Spencer, 1998); increasing the dependency ratio of elder people (Foot, 2008; ABD, 2014; Denton & Spencer, 1998).

Likewise, further studies disclosed challenges in relation to ever increasing number of aging populations such as Denton & Spencer (1998) increasing governments social security expenditure and others also revealed that effects on the labor market and manifested by declining the ratio of working people (Smith & Longlands, ...); encounter to the health care system (Garza, 2016); shrinking working-age populations (ADB, 2014);

Again, other studies discovered also and reported that there would be increase local government's financial expenditure to support the growth of geriatric and long-term care (LTC)

to the elder people (Yang *et.al*, 2020); growing expenditure of health insurance financial security (ADB, 2014).

2.3 Challenges faced by Elders

Age is a key dimension in the building process of the edifice of society. As Pathath (2017), explained, in every society based on racial, class or gender backgrounds elder persons exposed to different social experiences in a society. Accordingly, there is a common understanding on the problem of old age has been well-thought-out as a key social problem across the global realm (Amiri, 2018).

As a matter of fact, living longer can be a benediction and a gift; but it is undeniable that can be an encounter; hence compounded challenges are predominantly faced by elders such as poverty, housing insecurity, disability, or isolation (Martin & Rogers, 2014).

These all challenges directly or indirectly influenced the day-to-day activities and the living conditions of the elder people. The following are some of the major challenges faced by elder people, almost in all parts of the globe.

2.3.1 Isolation and Social Exclusion

As isolation and seclusion is a major encounter faced by the elder people (Abanyam, 2013; Amiri, 2018). UN (2011) in its study report “Current status of the elder people” explains social isolation is the major risk factors for elder abuse, therefore the societal depiction of elder persons and the erosion of ties between generations. In its study BoLSA (2019) reported that older people are faced with lack socialization and low level of social interaction which resulted some psychological problems.

The older people also faced acts of negligence and mistreatment from their family members (Mushtaq, 2020). This again contributed a lot that the elder people are experienced social isolation. It is also manifested by such kind of discrimination of the older people are secluded from economic and social policies that benefited them (Abanyam, 2013).

2.3.2 Highly Dependent on others

As the elder population increases proportionally unequal statistics between younger ages and elder retired people; hence this result high dependency ratio (Giddens, 2006; Pakulski, 2015). It is also understood in the later life of the older people due to their ageing status that most of them faced with economic dependency (Mushtaq, 2020). Elders are immensely hit-hard by many economic problems which exposed them the long-lasting of dependency and unable to meet their basic needs as well (BoLSA, 2019).

As reported by UN (2011) retirement policies and health-related challenges and reductions in physical strength are other significant causes play a key role economic activity decline with age and increase rate of dependency ratio towards elder people. In adequate income after their retirement put them in a great deal of economic dependency on their filial or local authority support (Amiri, 2018).

2.3.3 Exposed to Acute poverty

Most of elder people living in developing countries experienced an extreme poverty rate significantly above each nation's total population average poverty percentage (UN,2011). It is a hard to a refutable fact that most of the older people are lived in absolute poverty and are cannot provide their daily basic necessities (Abanyam, 2013).

Side by side, this horrible poverty situation results that elder people have a limited chance to get access to health service, needless to say this is due to financial problems of the older people and again this exacerbated by most of countries focused on combating communicable diseases since non-communicable diseases are chronic causes for the sufferings of these vulnerable group (UN, 2011)

2.3.4 Hit by Chronic Illness

According to a study conducted by AgeAction (n.d) reveals that as elder people are extremely affected by non-communicable diseases the global challenge in health is enormous. According to BoLSA (2019) study reveals in terms of health status the older people are in a grave danger.

It is very known that the elderlies are less healthy than the young people, hence this results an increase in predominantly the occurrence of ill health (Mafauzy, 2000). UN (2011) report findings revealed that most of the older people suffered from poor health conditions are associated with a great deal of non-communicable disease which directly the manifestation of ageing and also contributed to the occurrence of most common impairments of the elder people.

2.3.5 Encounters of Ageism

As Giddens (2006) modestly delineates ageism is a discrimination of a people on the basis of their age, particularly manifested on elder people, hence are falsely stereotypes; for example, elder people are less competent than younger ages. As reported by UN (2011) older people are exposed to access to health services discrimination since most of world's state authorities doesn't focus on elder people rather on youth medication system, of course this is again due to, lower level of development of geriatric training.

Due to a stereotypic concept of the elder people, there is declining honors of older people are facing the challenges of less respected by their family and the community as well (Abanyam, 2013). It is also witnessed and documented that at institutional and domestic care old age people are challenged by neglect and abuse perpetrated by staff and family members (UN, 2011).

Mushtaq (2020) concluded in his study the older people faced discernment and diminished prestige in their family. Ageism also exhibited in the later life of the older people faced with lack of emotional support of from their family and care givers as well (Amiri, 2018). UN (2011) report revealed that there is a significant discrimination faced by the older people due to their old age in accessing financial facilities and assets in developed countries.

2.4 Challenges in promoting services to older people

In providing promoting services, care and support to the elder people it is not unexpected that we faced a diversified kind of challenges encountered. As identified by Martin and Rogers (2014) a cardinal challenge faced in the process of providing support to the older people is there is a lack of coordination between the many existing packages and assets existing. Bear it in mind of this situation; there are also other different factors that influence the provision of support to the older people.

First, the most causing problem in promoting services to the older people care is directly related to financial issue. This was supported by Hirose & Czepulis-Rutkowska (2016) a study conducted reveals inadequate quantity financial public expenditure results insufficient provision of care for the older people.

Secondly, the main challenge encountered in promoting services to the older people is that lack of expertise awareness of older people care (Heydari, Sharifi & Moghaddam, 2019). Earlier, elder people care and support were given based on voluntarily caregivers but now a day older people situation and needs becomes complex, hence we need a trained human force in providing services.

Third challenge is related with work associated because which is older people care work is somewhat needs more labor force and exhaustive; and also, it is described by unstable operational times as well as workers exposed to high bodily and mental strain, this leads to presence of work injuries (Hirose & Czepulis-Rutkowska, 2016).

Fourthly, bear in it mind there are complexes and an interconnected cause in challenging the service provision of the older people, Shahraki, Nayeri, Pouraboli and Abazari (2018), revealed this is exacerbated by lack of applicable nationwide packages (policy related) for the promoting services of the older people”.

Fifth encounter in service provision to elder people is an ever increasing of ageing population and few in number of care institutions which makes the care services unsatisfactory (Hirose & Czepulis-Rutkowska, 2016; Donaldson, 1980). It is not unknown number of ageing people increased means service demand also increased, but in most instances this situation is becomes worsened.

2.5 Older People Associations

Associations of elder persons enable partaking through advocacy and the promotion of multigenerational interaction; they can help also in harnessing the political impact of elder

people and guarantee that they are able to underwrite eloquently to decision-making processes at all levels of local administration (UN, 2011).

According to HAI (2009), elder people associations are pioneering community-based establishments of elder people, intended to improve the living circumstances of the older people and for advancement of their societies.

2.6 Role of older people associations in promoting services to older adults

Studies showed as that older people associations are community-based organizations that mobilize older people to improve their own lives and to contribute to the development of their communities across many domains (HAI, 2016).

According to HelpAge International study recognized the following are the cardinal roles or significance of older people or elder people associations' livelihoods and income generating, provision of healthcare services, where club volunteers care for home-bound elder people for company and care with daily chores (HAI, 2009).

Focke (2020) reported that older people association has invaluable importance in mobilizing the older people, vesting women, creating an opportunity for the older people in decision making process and allow them taking central role societal and cultural activities.

Older people associations have significant tools in managing and challenging problems of elders, they also served as protecting the rights and entitlements of the older people consequently they supporting their members to access their privileges and also supporting older people to live a healthy life (HAI, 2009).

There is a study disclosed that older people associations play their crucial role when the family is incapable of providing support and care due to lack means of sustenance and when the older people face a social degradation these associations are noteworthy in tackling challenges that needs to be resolved (HAI,2013).

As per revealed by HelpAge (2009), older people association have also a role in reducing catastrophe exposure by familiarizing elders with training and disaster preparedness activities; organizing community led initiatives for their support. The study also revealed that these associations are served as a way to create favorable condition for the participation of the older people in public governance and submitting opinions to local authority on administration policy programs.

Likewise, the older people associations have a multitude of significance in changing the lives of their older people members as well as those who are not members of the respective association. HelpAge revealed that older people associations executed their role via improving and enlarged the social networks of the older people by this they come together and reducing their social isolation as well increasing their understandings on the rights of the older people (HAI, 2011).

2.7 Proclamations and Legal Frameworks on promoting services to older people

With the experience of an ever-increasing aging population across the globe, the older people are taking the attention of policy makers; of course it still needs more to do.

2.7.1 The Madrid Declaration and Plan of Action (2002)

In 2002, at the city of Madrid the United Nations calls for the necessary of global cooperation and policy actions in relation to aging trends as well as future challenges (UN, 2002). Accordingly, this policy framework outlines; Empowerment of older people in holistic participation, Provision of care and support to the older people, Full-fledged entitlement of basic rights of the older people and providing opportunities to the older people in their later life. (UN, 2002)

2.7.2 Protocol to the African Charter on Human and Peoples' Rights on the Rights of Elder Persons in Africa (2016)

At continental level, elders in Africa increasing and suffered a lot due to unmated demands of these vulnerable groups. In order to alleviate this AU, proposes the policy targeted in order to satisfy former policy gaps the ageing population proposed in 2016.

From its cardinal objectives (AU, 2016, pp. 4- 9);

Cares of Elder Persons are included in their national laws of member nations.

Prohibit all forms of discrimination against elder persons and encourage the elimination of social and cultural stereotypes.

Ensure the provision of preferential treatment in service delivery for Elder Persons.

Ensure the inclusion of geriatrics and gerontology in the training of health care personnel.

Adopt measures to encourage the development of awareness raising programs to educate the younger population groups on ageing against negative attitude.

2.7.3 Ethiopian Legal Frameworks

The following are the major legal frameworks which focusing on older people care and support as well as protection of their rights.

FDRE Constitution

According to the Ethiopia's constitution from one of its main objectives are economic oriented aims on article 90, indicated as "*To the extent the country's resources permit, policies shall aim to provide all Ethiopians access to public health and education, clean water, housing, food and social security*" is a constitutional foundation to design this policy (FDRE, 1995, p 35).

National Plan of Action on elder persons (1998 - 2007 E.C) (2006)

This policy clearly underlined the gaps that older people need and challenges they faced in ever changing global situation.

According to it, its objectives as follows (MoLSA, 2006, p.7):

Expand and strengthen services for the older people based on community participation.

Encourage the elderly to make use of their rich experience in bridging about development.

Make the rights and interests of elder persons Part of development plans and poverty Reduction Strategy.

Identify issues related to the elderly and work on them by listing specific objectives and Activities.

Co-ordinate concerned government and non-government organization so as to enable them contribute their share in realizing the objectives of the program.

Facilitate conditions to solicit support from abroad through promoting the issues of elder persons of Ethiopia at national and international level (MoLSA, 2006).

National Social Protection Policy (2014)

According to this national strategy one the main target groups of the policy are the older people who have no care and support (MoLSA, 2014). Basically, it is promulgated for the purpose of social groups, but it includes the issues of elder people care and support.

2.8 Theories of Aging

2.8.1 Selected Theories of Ageing

Theories of ageing try to explicate this phenomenon of ageing as it transpires over the lifetime (Meiner, 2015). For those who seek understanding of the older people, there are three social theories that might help to understand the older people and their later-life experiences. As Meiner (2015, p.16), explains “*Human ageing is influenced by a composite of biological, psychological, sociological, functional, and spiritual factors*”. These are listed in order of their professional value by gerontologists who study ageing-related psychosocial issues.

2.8.1.1 The Continuity Theory

The continuity theory dissipates the principles of both the disengagement and activity theories. It works based on concepts that entails human developments arisen from childhood to old age (Fry, 1992). Being active, trying to maintain a sense of being middle-aged, or willingly withdrawing from society does not necessarily bring happiness (Meiner, 2015). According to this

theory, elder adults maintain patterns in their later years which they had in their younger years.

The older people adapts to the many changes which accompany ageing using a variety of effective personal strategies they developed earlier in their life.

2.8.1.2 The Role Theory

This theoretical framework anticipates from the psychological view of ageing (Fry, 1992). It instigates with a set of normative expectations that are supposed to outline specific positions or ranks in social arrangement and their equivalent roles or actions in interaction with others (Hunter, 2015). According to Biddle (1979), roles are often associated with sets of persons who share a common social position. It is obvious that when people getting old, they lose a position of roles in their social organization.

Role theory defines successful ageing of an elder person, as the ability to enact social roles and behaviors appropriate to the new stage of development (Fry, 1992). Hence, our society values young ages over the old ages, role theory advocates elderlies should have a positive self-image towards themselves than undesirable appraisal of the community.

2.8.1.3 The Activity Theory

This theory anticipated that people requisite to stay active if they are to age efficaciously (Meiner, 2015). This theory of ageing has been dominant in respect to how society itself sights the aged and their possible participation different tasks (Watts, 1992). This theory signifies the older people benefit from high levels of activities, especially meaningful activities that help to replace lost life roles after retirement. Fry (1992) based on this theoretical framework he reveals that individual's motivation to remain active is a key successful ageing.

2.8.2 Selected Theories and approaches in promoting services to older people

Care need arises when practical capability has tumbled to a fact that the individual is no longer able without support to commence the basic tasks needed for regular living (WHO, 2017). In its report UN (2011) care and support for the older people in many parts of the world is characterized by informal which is given by filially support home by family by partners and children as well as grandchildren.

2.8.2.1 Theory of Gerotranscendence

According to Wadensten & Carlsson (2002) this theory of older people promoting services and care are primarily started from an understanding of the developmental process of ageing as well as in minds to what ageing can imply and to new ways of treating elder people. Primarily, as revealed by Rajani and Jawaid (2015), gerotranscendence theory admits and endorses a positive interpretation on older people aging.

Alongside with provision of services to the older people, we should understand from this theoretical view in caring and support of elder people must begin with understanding the total some situation of them. As per literatures discovered, this theory illustrates the significance of in old age experience as well as affords a new-fangled outlook on the growing and circumstances change in the lives of the older people (Rajani & Jawaid, 2015).

In her study, Nobles (2010) illustrates in caring support of the older people, knowing the cultural background of them is very crucial meanwhile they are coming from various cultural and ethnic circumstances and passes through various situations as well as how they develop positively into older people status. In serving the older people, this theory also proponents a great deal of positive view past life skills, this enables an older people person to perceive his/her life

with a greater insight with an eloquent construal (Rajani & Jawaid, 2015). This helps to increase and served as a supplement to enrich the care of older people.

2.8.2.2 Theory of Social Support

This theory mainly propagates social relationship is very crucial in support system of the elder people even if they are changeable through the course of time (Birditt & Newton N, 2016). According to Lamont et al. (2017), there is relationship between showing satisfaction in social support and a positive attitude towards the older people aging. As study showed that, the extent of social support is not limited to assistance-related rather has a strong emotional component (Lyyra & Heikkinen, 2006).

Theobald (2005) concluded that the social support approach enables the capacity to enhance older people's social participation and significantly alleviates the peril of social segregation. It is very known that social networks are playing a major role in support in material but also emotional of later ages of individuals.

Research shows that the influence of social support is closely related to different social and cultural norms. The impact of social support on physical and mental health and quality of life depends on the source of such support and varies with social origin. Social interventions that mobilize social support to promote the well-being and health of the older people must take these decisive antecedents into account (Ahmed, et. al, 2016).

2.8.2.3 Strengths-based approach

As revealed by Ponnuswami, Francis and Udhayakumar (2012) strengths-based viewpoint underlines the particular assets of a client rather than shortfalls and suggests ability, optimism, and opportunity for the future and . As per studies revealed that applying strength-

based approach in older people passage of support has its own importance, such as it boosts elderlies' independence, diminishes illness and death rate as well as advances the older people's quality of life (Minimol, 2015). The cardinal notion behind this theory of older people care and support is that elder people have their own capacity, potential and resourceful in helping process (DHSC, 2019). Consequently, it believes that people are skillful in solving their own difficulties if they are empowered and reinforced to do so.

Caiels, Milne and Beadle-Brown (2021) reported in their study that embracing the strength-based model encourages older people optimistic thinking and engages with the skills and capacities, but then again also improve their social networks. This approach is also extensively promoted to social work practice in helping and care processes (Price, et.al, 2020).

Studies advocated that in order to effectively achieve in solving the problems of the older people strength-based is well suggested approach since it works based on the potential capabilities of individuals (Ponnuswami, Francis & Udhayakumar, 2012). As per literature concluded by Vishal (2018), the strengths-based view anticipated to explore the older people capacities and verdict the way to practice it prolifically for the best benefit of the well-being of the older people. Waterworth, et.al (2020) concluded that "*making strength-based practices workable in daily practice... as approaches older adults can use themselves is essential*" (p.940).

Fast and Chapin (2000; cited in Ponnuswami, Francis, and Udhayakumar (2012), revealed that the strengths approach provides techniques and tools to help social workers focus on and identify older adult's strengths and abilities as well as strengths of families, and communities.

It is worthwhile, that strength-based has vital place in older people support, this due to an increasing recognition of this approach, initially accepts the assets of individuals with in the community and use them as a springboard for the evolving advanced and acceptable resolutions (Miller & Russell, 2012).

2.9 Local Context

2.9.1 The role of older people associations in Ethiopia

Older people are exposed to multifaceted problems in their later life situations. In Ethiopia older persons are faced with innumerable challenges to mention some of them are; unstable livelihood and economic security; lack of access to proper household security; lack of income and income generating opportunities; and infrequent access to basic social and health services (HAI, 2011).

Semretemariam (2013) in her study revealed that in Ethiopia the older people faces a lot of challenges comprising unpredictable sources of income, lack of income generating chances, and negligible access to social and health services. Due to one cannot deny that older people associations have contributed in filling these gaps and help the older people in their living environment.

The role of older people in supporting and care for their members as well as contribute for the development of their community. Elder people association have helped elder people to access micro-credit, income funding schemes, and job training leading to income generating activities, thus helping them get adequate money to support themselves but also their family members (HAI, 2009; Semretemariam, 2013).

In changing bad attitudes towards older people, older people associations have innumerable value to change their self-worth and self-efficacy, this boost their awareness and change their long-established attitudes about themselves and strengthened them (BoLSA,2019).

Segniwork (2014), Tewodros (2016), Elizabeth (2019) and Tsedeniya (2020) on their study revealed that older people associations have invaluable role provision of services to the elder people such as; shelter service (bed rooms); daily meal, health care service; providing personal hygiene; counseling services; recreational services; caring services for the frail elders and funeral service when they die. This shows us how the elder people associations are engaging in service provision to the older people as much as possible with their limit of resource as well difficult working situations.

As per the study findings of the Addis Ababa Bureau of Social and Labor Affairs, older people associations are play a pivotal role in mitigating their problems collectively as well as important for themselves to help each other in every sphere of life (BoLSA, 2019).

2.9.2 Data on number of older people associations in Addis Ababa Area

According to Ministry of Labor and Social Affairs (MoLSA) unpublished data, the following are some of older people associations in Addis Ababa area excerpted from this unpublished document which strives in service provision to the elder persons.

The following table is shows older people associations location as well as their number of beneficiaries.

Table 2.1 Older People Associations in Addis Ababa

R. No.	Name of the organization	Address	Number of beneficiaries		
			Male	Female	Total
1	Yewedkutin Ansu Destitute Care and Support Association	Addis Ababa (Yeka)	127	123	250
2	Eneredada Elders Support Association	Addis Ababa (Gulele)	15	385	400
3	Mekedonia Home for the Elderly and Mental Disabilities	Addis Ababa (Yeka)	-	-	3000
4	Wud Elderly and Charity Association	Addis Ababa (Kolfe Keranyo)	68	165	233
5	Wogen Le Wogen Derash Elderly Association	Addis Ababa (Kolfe Keranyo)	-	-	-
6	Mirkuz Voluntary Association for Elderly Support	Addis Ababa	-	-	-
7	Kibr Le Aregawyan Elderly Association	Addis Ababa (Bole)	-	-	-
8	Sewasew Birhan Elderly Support Association	AddisAbaba	-	-	-
9	Abune Zena Markos Elderly Association	Addis Ababa	-	-	601
10	Kaliti Pensioners Home	Addis Ababa (Akaki-Kaliti)	56	74	130
11	Life Elderly and Children Association	Addis Ababa (Gulele)	-	-	318

Source: MoLSA, 2021 (unpublished)

Summary of Reviewed Literature

To sum up, from the reviewed literature we can cognizant of that ageing is perceived from concepts such as social, psychological or biological perspectives. The above pieces of literature showed us clearly how the older people suffered from interconnected social,

psychological, economic as well as political issues. As per literatures presented revealed that with increasing the number of older people population nations of the globe still lacks commitment in implementing older people inclusive policies which plays a significant role in supporting them. We have learned from the above reviewed literatures that there are diversified theories of aging as well as care and support to the older adults. Literatures also underscored that different challenges encountered in promoting services to the older adults such as financial problems, lack policy attention to the vulnerable older adults and trained human power the older people issues.

In most parts of the world including Ethiopia, elderlies are agonized from terrible living conditions; lack of sustainable social security; deprived of basic health services; neglected from basic socioeconomic rights as well as legal protection. Worse to these the older people are victims of negative attitude from their community, like they are considered as ‘expired from the whole’ and seen as useless; even if there are a lot of aging theories such as role and active theories which celebrates the importance of elders in diversified issues at societal or national level.

Besides, older people associations contributed a lot by helping the older people through protecting their rights, giving economic support, secured livelihood, offering health care services and psychosocial cares. Studying how the older people associations are trying to help those who are sidelined due to their aging status is a worthwhile.

Different studies also showed as the focus on the role of older people associations in promoting different services to the older people who are suffered from lack of basic needs, lack of legal protection and bad views due to their aging status, but also showed ways in tackling

older people multitude of problems; what strategies are employed in answering issues raised by elders and what kind of challenges faced by the association has been. As per literatures showed as most of the older people care institutions and associations are limited to charity approach helping system, they focused on the short-term solution socioeconomic support not rejuvenated in to strength-based support system.

Chapter Three: Research Method

This part of the study focused on the research method which consists of the philosophical paradigm, research design, sampling technique, data collection, data analysis techniques, credibility of the study and ethical consideration as well.

3.1 Philosophical Paradigm

As stated by Creswell (2014), a researcher's philosophical position about the nature of research that brings to a study arises based on discipline orientations, advisor's predispositions, and student's past research skills. It is undeniable that indoctrination of this philosophical paradigm has its disadvantage such as data interpretation may be directly or indirectly influenced by the researcher's own past experiences (Creswell, 2014).

Since social issues are interpreted by the context or background of the study participants (Creswell, 2014), the researcher resolutely embraces the social–constructivist philosophical view in this study. Every data collected by the researcher from interview and focus group discussion is treated in a socially constructive manner- the constructivist, in that social reality is understood as a continuously shifting effect of perception.

Due to this, a researcher may have faced such kind of subjective orientation in the interpretation of social issues; but as much as possible the researcher will make maximum effort in reducing subjective interpretation of social issues gathered from the study group.

3.2 Research Design

A qualitative case study design was employed to conduct this study since the data collection is based on the participant's perspective as well as proper integration of pieces of

evidence. As Berg (2001) stated in his book, qualitative research is referring to the what, how, when, and where of a thing, its essence and environment. Further explained by Lune and Berg (2017), qualitative research appropriately pursues answers by investigating numerous social sceneries as well as the groups or individuals who reside in these social settings.

According to Creswell (2009) case study is a research design of investigation, particularly an assessment, in which the examiner ripens a detailed inquiry of a situation of a program, event, activity, process, or one or more individuals/organizations. The researcher believes a case study is a suitable study approach, as Rahi (2017) explains “case study presents a small group of problems or focus on a particular issue”. Therefore, it gives a wide opportunity to explore the role of the Ethiopian Elders and Pensioners National Association (EEPNA) in promoting these services to the targeted group. Baxter and Jack, (2008) identified that a case study is one of the qualitative approaches which facilitates the course of research within its setting using a different kinds of data sources. Stjelja (2013), also explains one of the types of case study descriptive case studies, as the term suggests, define an intervention or an issue and also the factual condition in which it happened. Since the main objective of this study is assessing the role of EEPNA in helping older persons to services; based on this rationale, this study employed a case study to obtain information about the specific case of the study which is related to the role of older people associations in promoting services to the elder peoples, its programs in promoting services to the older people and its activities in dealing with to encounter challenges faced by older adults as well. The study is also characterized by a cross-sectional study design since the research is limited to a certain period framework.

3.3 The Study Area (Site)

Initially, it is very known that the study area (site) of any study to be conducted should be firmly described. According to the Ethiopian Elderly and Pensioners National Association (EEPNA) 2015 organization mission report, the association was founded in 1998 as an umbrella of 38 associations across Ethiopia. Its head quarter is found in Addis Ababa, Gulele Sub-city around the Menen area. Currently the association has ten staff members.

Upon establishment, EEPNA was registered at the Ministry of Justice where members of EEPNA were associations of pensioners in different towns of the country and the general assembly of the national level association consisted of members of these associations. Helpage international played a prominent role during EEPNA's establishment and still plays an active and enabling role in its growth and development.

Since 2009, EEPNA has been reregistered at the Federal Charities and Societies Agency as an Ethiopian Charitable society. The association currently operates with its 9 regional affiliate associations in Addis Ababa City Administration , Afar, Amhara, Beneshangul Gumuz, Diredawa City Administration , Oromiya, Gambela ,SNNP, and Tigray Regional States that are all legally registered in their respective regional government with the exception of AA EPNA registered at the Federal Charities and societies agency. Since its establishment, EEPNA has been supporting both rural and urban vulnerable older people. EEPNA is currently involved in implementing the project entitled "Empowering Older People for Improved Governance and sustainable Development in Ethiopia" funded by European Union Delegates under Civil Society Fund phase two(CSF II).

EEPNA and its member regional older people associations to reorganize and rationalize the disjointed efforts and initiatives of previously established basic older people and pensioner associations into Woreda and Zonal and Regional chapters that puts EEPNA and its affiliates in a much more better position to access government policy and operational support in their respective jurisdictions. As one of its project components this European Union - CSF II project seeks to develop the capacity of EEPNA and its regional affiliate associations for the older people, to enable them become vibrant and robust organizations that can advocate for the protection and promotion of the rights of their members and the Ethiopian older people at large. The objectives of EEPNA are: To ensure that the human and democratic rights of elders and pensioners are respected and maintained; and to facilitate favorable conditions that would help the older people and pensioners address their social security and economic needs as well as the problems they encounter as they engage in this social change process.

EEPNA core promoting service areas are: Policy influencing, awareness raising campaign and dialogue forum (advocacy), organize events and campaigns to raise public awareness on abuse and violence of elder people (strengthening voice), influences delivery of health packages to elder men and women (health and well-being), Livelihood and Social Protection works in partnership with other stakeholders towards supporting vulnerable elder people(livelihood and social protection), create harmonious relation between the youth and the elder citizen (intergenerational approach), works on Strengthening networking and partnership among stakeholders (networking, partnership and media) , elder people are sign of peace and hence, play vital role in overall peace building and conflict resolution(peace building and conflict resolution) and strengthen elders associations capacity based on the existing and future gaps and

potentials of older people institutions, all key stakeholders and other change agents (capacity building).

3.3 Sampling Technique

For this study non-probability, purposive sampling was used from the known population of the study group. According to Schoch (2020), purposeful sampling accords the researcher to emphasis in depth on an issues or problems posed by the study. Creswell (2013), revealed the notion of purposeful sampling is used in qualitative research is that the researcher selects study participants and study site the main reason behind this is that study participants can tenaciously notify an understanding of the study examination. The rationale for using this kind of sampling is that data is collected from those who have been a member of the association as well as participated as a committee at a different level and experts who have been working in the association and/or works in partners.

3.3.1 Sample Size

In this study there were 18 study participants' fifteen older people participants (eight interview and seven FGD participants) and there were also three key informants (two experts from EEPNA and one expert from HelpAge). The gender of the participants was decided by the availability of the specific status. The number of participants decided by the researcher was on the basis of data saturation. Ishak and Abu Bakar (2014) revealed that "If repetition of stories transpires amongst participants and no new evidence bestowed to the investigator by any new participants, then the data is said to reach a repletion point. The researcher can then stop picking new participants for the investigation (p, 30).

According to Creswell (2013), advised four or five cases for a case study. Whereas, according to Schoch (2020) “in some circumstances, though, there may be many capable case study participants, and you may have to employing a screening technique to choose the suitable ones” (p, 249). Based on this logic, to gather extensive data via different data collecting tools such as interview (select eight older people participants) and one focus group discussion (attended by seven older people participants). There were also three key informant experts.

3.3.2 Sample Selection Criteria

The study population groups were selected based on the following selection criteria:

- Elders’ membership status (registered members).
- Number of years to be a member of the association(at least more than three years)
- Position in the specified association
- Served in any committee of EEPNA

3.4 Method and Techniques of Data Collection

3.4.1 In-Depth Interview

Crano and Brewer (2002), detailed that interview is one of the data-gathering techniques of the study in which participants give evidence verbally about their opinions, or feelings in response to inquiries posed by the researcher.

Interviewing is one of the qualitative social work research methods which generate a great deal of information about the thematic issue of the study (Shaw & Gould, 2001). An interview with eight older people participants from the Addis Ababa area: two out of ten were unable to be interviewed because of inconveniences and chronic health issues during the

interview time. Interviews were carried out face-to-face (but one participant reached via telephone due to inconvenient situations) that has open-ended questions to get significant data about the theme. Interview were conducted based on the convenience situations the older adults study participants

The researcher informed the interviewees, that how people are selected for this study interview data collection purpose would be provided. *Covid-19 protocols* are strictly maintained during the processes of interviews. The consent form and the interview questions are attached to appendix (Annex- A and B).

3.4.2 Key Informant Interview

Two experts from EEPNA and one expert from the HelpAge Ethiopia office taken as supplementary sources of data to strengthen the study data provided meaningful insights that a generalized plus role of the association in diversified service promotion to the elder people. Two experts were contacted with electronic mail interviews due to time constraints and task burdens but the researcher had a face-to-face interview with one expert. The consent form and the interview questions are attached to appendix (Annex- A and C).

3.4.3 Focus Group Discussion (FGD)

In case study, manifold sources of data are employed (Schoch, 2020). Shaw and Gould (2001) noted that since focus group members are selected from the study population, contributes a lot to understand the nature and extent of the study issue. Focus group discussion involves collecting vital information from study participants with similar backgrounds or knowledge to discuss a study topic. It is useful to obtain an in-depth response as participants reflect their attitude, beliefs, perceptions, ideas, and opinions on the subject matter freely.

For this study, a participant-moderated one focus group discussion was attended by seven older people participants. One of the major importance's using a participant-moderating focus group discussion is that makes the attendees feel at ease and cheered but also can encourage discussants (Hennink, 2014). Participants were selected based on criteria; such as membership status, position in the association and those who are/were in ad-hoc committees. *Covid-19 protocols* are strictly upheld pre-discussion, during discussion and post-discussion processes. The questions and the discussion guide attached to appendix (annex- D).

3.4.4 Document Review

As stated by Bell & Waters (2014), document records can verify to be an enormously valuable alternative source of data alongside the primary data sources. Based on this, the review and analysis of secondary sources, comprised of the study is focused to help to find the role of the EEPNA in promoting access to services to the elder person; different documents on the basis of their availability and prepared by the association; strategic plans of the association, annual reports, formulated policy documents and relevant documents concerning the association's holistic activities will serve as a secondary source of data.

3.5 Data Collection Procedures

The following data collection procedures were followed by the researcher in conducting this study. Primarily, the researcher has been received a supporting letter from the School of Social Work as which explains the eligibility of the study. Next, the researcher paid a visit to the national elders' association main office and by this mutual understanding exists. Then, the researcher tried to create a link with the selected interviewee (both elders and experts) and focus group discussion participants via telephone calling and by the support of experts in the respected

association and get their formal consent. At last, the interview (which takes not more than 1:30 minutes) and one focus group discussion (which takes not more than 2:30 hour) were conducted and well recorded.

The document review process was conducted through after I accessed documents which help to find out the overall activities of the association; I consulted a colleague in extracting basic documented information related with areas being promoted by the association, implementing strategies, and reported challenges in executing these promoting services to older adults. Then after, I organized them for the process of analysis tenacity.

3.5 Method of Data Analysis

A step-by-step guide to planning a qualitative descriptive study and analyzing the data is provided (Creswell, 2014). As Clifford, (1997, cited by Mohajan, 2018) stated that qualitative data analysis is difficult by the bulk of data generated, and the encounter for the researcher is to conduct an in-depth analysis, and yet presents the findings in a summarizing and coherent method. So, based on this study thematic analysis will be used to analyze the collected data gathered since the main source of the primary data is obtained via interview and focus group discussion. According to Labra et.al (2019) among the qualitative techniques, thematic analysis is that consent researchers to understand and organize applicable themes and subthemes used as units of analysis in ulterior elaborate re-readings of a data set via that researchers a lot of and a lot of acquaint themselves with the facts and explore the meanings related to the ideas rising from participants given information (p.8).

The following are six steps developed by Braun and Clarke (2006, pp. 16-23) in thematic analysis.

First Step: Familiarizing with the collected data

According to Braun and Clarke (2006) the first step is the researcher to familiarize himself/herself to the collected data. This step again go in lined with checking and rechecking of different data collection modes as well as maintaining records, notes, transcripts and reflection logs for all data fields.

Second Step: Generating the initial codes

Here, the second step is an initial code generation, peer evaluation, and also coding framework (Braun and Clarke, 2006). Medelyan (2021) suggested that through this stage the researcher unifying the qualitative data to categorize diverse themes and relationships between them. Furthermore, Labra et.al (2019) commended that at this stage the researcher develop a wide-ranging view towards study participants underlying dialogue then ordering the data is necessary.

Third Step: Categorizing themes

In stage three, according to Braun and Clarke (2006) determine the problem (theme) detail the development and ladder of concepts and problems. After coding are given, then there is an emerging themes are generated. Labra et.al (2019) suggested that at this stage the researcher put his/her coded data based on their patterns or category.

Fourth Step: Reviewing themes

Next in step four, based on the suggestions of Braun and Clarke (2006) review to test the adequacy of reference by returning the original data is followed. Here, the researcher tries to examine stability of emerged themes with the original data gathered. Though, during this time the researcher tries to evaluate whether the emerged themes are corroborate with the inferences that can be drawn from the study (Labra et.al, 2019).

Fifth Step: Naming the themes

Braun and Clarke (2006) suggest, at this stage the researcher should defining and naming the themes. Accordingly the researcher tries to put bulky and multipart themes in to simple, arranged and significant themes; and then the researcher lastly naming them accordingly. Here, by referring the prior stage the researcher makes sure that emerged themes are represents the data collected (Labra et.al. 2019).

Sixth Step: Presenting and discussing the findings

This is the final step in thematic analysis. After defining and naming the themes it is followed by the last step preparation of the analysis report (Braun& Clarke, 2006). Labra et.al., (2019) also suggested that at this stage the researcher write clear and coherent description or report based on data collected from study participants via different method.

3.6 Credibility of the Study

According to their studies Bashir, Afzal & Azeem (2008) reported that, unlike quantitative study, qualitative research credibility is subject to the skill and exertion of the investigator. Consequently, the credibility of this research was assured first, by proposing proper research design, sampling technique and data collection tools. Another credibility strategy is dependent on cautiously picking study participants and employing secondary data genuinely. The research also tried to embrace all views, emotional states, and endorsements of the participants and put them into their thematic order for better discussion and analysis. The researcher also invited friends for peer debriefing on pilot test of data collection tools.

3.7 Ethical Consideration

Bhattacharjee (2012), argue that study ethics are general agreements shared by as well as expected to be aware of and abide by researchers what establishes acceptable and unacceptable manners on the part of the scientist in the process conduct of the study. While conducting a study like this, addressing ethical principles is imperative. Therefore, this research will make sure that it keeps all ethical and moral standards of social work research.

1. **Informed Consent:** - Before collecting the data from older people as well as experts at different levels in the organization will be informed about the research, and then informed consent will be secured from the participants themselves. Written consent will be given by the researcher for each participant of the study. In addition, participants were informed that participation is made with their willingness and they can withdraw at any time from the data collection process.
2. **Confidentiality:** - For the sake of keeping the information undisclosed, all participants were instructed not to tell their names during the conducted interview. The participants were also assured that the information taken from them will be used only for the sake of the academic purpose of this study and will be informed that the information that they provided will not be disclosed to anyone.
3. **No Deception:** - At any condition, an attempt to trick the participants will not have been made at any level in the process of conducting this study.
4. **Protect participants from psychological harm:** - With all possible means; protecting the older people participants and other study participants from psychological harm will give considerable emphasis.

5. **Debriefing:** - At the end of the data collection process, the purpose of the study will again have explained to the participants. This was done for the sake of removing misconceptions, if any, regarding the data collection process.

Chapter Four: Findings

In this chapter, the collected data findings are presented. The brief and developed themes excerpted from the raw data collected from study discussants are presented after a recurring naming and relating manner. Accordingly, the researcher tries to present the findings and assemble them under four major themes and other subthemes such as Extents of services promoted by EEPNA to the older people; strategies used in promoting services to older people; satisfaction of the older people in promoting services by the association and challenges faced by EEPNA in promoting services to the older people.

4.1 Characteristics of Participants

Basic information about the eight interview participants and seven focus group discussants is presented in the following table.

Table 4.1.1 Demography of interview discussants

R. No.	Participant Code	Age	Sex	Residence	Year of Membership	Religion	Educational status	Date of interview and FGD
1	P #1	75	M	Addis Ababa	2001	Orthodox	Diploma	May 15, 2021
2	P #2	70	M	Addis Ababa	2009	Orthodox	Diploma	May 17, 2021
3	P #3	68	M	Addis Ababa	2011	Orthodox	Certificate	May 16, 2021
4	P #4	72	M	Addis Ababa	2011	Orthodox	Diploma	May 28, 2021
5	P #5	65	M	Addis Ababa	2013	Orthodox	TVET	May 28, 2021
6	P #6	70	M	Addis Ababa	2006	Orthodox	Diploma	May 29,2021
7	P #7	66	M	Addis Ababa	2011	Orthodox	Degree	May 29,2021
8	P #8	64	F	Addis Ababa	2012	Orthodox	Diploma	June 2,2021
9	FGD #1	76	M	Addis Ababa	2007	Orthodox	Certificate	June 7,2021
10	FGD #2	67	M	Addis Ababa	2012	Orthodox	Diploma	June 7,2021
11	FGD #3	66	M	Addis Ababa	2011	Orthodox	Certificate	June 7,2021
12	FGD #4	85	M	Addis Ababa	2007	Orthodox	12complete	June 7,2021
13	FGD #5	71	M	Addis Ababa	2006	Orthodox	Diploma	June 7,2021
14	FGD #6	67	M	Addis Ababa	2011	Orthodox	Degree	June 7,2021
15	FGD #7	72	M	Addis Ababa	2009	Orthodox	Diploma	June 7,2021

Source: Researcher’s field interview (June, 2021)

The above table showed the general background of participants. The participants were asked about their age status and all participants' age falls between 66 and 85 years old. To find out the participants' gender status, it indicated that fourteen of the participants were male, and one of them was female. According to the above table all the participants reside in Addis Ababa and their year of membership fell between the year 2001 and 2014, but some of them joined the association before they have become 60 years old. Based on the above table all of participants are followers of Orthodox religion. In relation to their educational status eight of them are diploma holders; two of them are degree holders; three of them are certificate holders whereas one TVET and one certificate holders respectively.

4.2. Services promoted by EEPNA to the older people

Advocating and Voicing for the older people

The participants in this study (both interviewees and FGD participants) were asked about areas of services promoted by the Ethiopian Elderly Pensioners National Association (EEPNA) to the older people. Almost all of the participants of the interview stressed that advocating and voicing for the rights of the older people is the fundamental area of promoting services by the association.

With its maximum effort, it commits and lobbies for the respecting of the rights of elders across the country in all its forms, especially in terms of the safeguard and care of the older people which are found in the conventions that Ethiopia has signed.

Similarly, one of the interview participants (Expert #2), said that the one of key areas of services promoted by the association are:

Awareness and advocacy work with stakeholders on the rights of older people at regionals and national levels. Organize policy dialogue forums that advocate and

promote older people rights and the participants have got information and change their practice towards the older people.

Building the capacity of the older people association leaders and older people

According to the older people study participants, alongside the above mentioned major promotion area; EEPNA strives and give further emphasis in building the capacity of elders as well as their respected association; enabling the older people to participate in income-generating work; help in connecting intergenerational transfer of knowledge between the old and young generations-- this helps the older people to share their experiences to the younger generation and harmonizing with them and ease generation gap; they are increasingly using the principle that *ካረጁ ይበዥ*’ literary meaning “you old, so important”; so that the wrong view of the older people like *ካረጁ አይበዥ*’ literally meaning, “you old, so useless” can be corrected.

One of the interview participants of the study (P#1) added to this:

Strengthening intergenerational knowledge transfer and knowledge transferred from older people to youths and vice versa. This served as a bridge between older and younger generations by empowering older people for improved governance and sustainable development in Ethiopia.

Cooperatively work for the support and care of the older people

It also works in cooperation with the support society and non-governmental organizations that see the older people receiving support and care for the older people, who are vulnerable to the most important psychological, social, and economic problems.

One of the focus group discussions (FGD #5) discussant older persons underlines the core promotional services of the association:

While primarily concerned with the sustainable protection of the rights of the older people, the national association also works on emergency support for instance during covid-19 lockdown time it supports vulnerable elders jointly with HelpAge Ethiopia which offers 1000 ETB per person. By this, elders feel good that they have their association which strives for the unwavering support in need.

Works in collaboration with partners for the well-being of older people

Study participants from focus group discussion likewise reported that; the national association promotes numerous services for the older people for instance mention the main ones- advocate for the rights of the older people by working with federal and district authorities to ensure their privileges; it works in collaboration with other partners such as Help-Age Ethiopia and creates partnerships with local charities to help the older people; establish and strengthening the associations of the older people so that they can achieve their goals; provides awareness-raising activities about the older people this reduces so much the negative thoughts about the older people; provides training for older people association leaders at every level, thus making elders stood to their rights and privileges.

Lobbying for policy formulation

Concerning this, participant elders further reported that they want to promote more by the association; many of the participants agreed that the association has not reimbursed as much as it's labour, as it has been, on a policy level, but they said they have been seeing promising signs since these recent years. Thus, they said the undertaking effort in promoting services to the older people should take part by all bodies deployed to be organized by all stakeholders and media because the association is working alone to make the voices of the older people heard. Study participants reported that the association lobbying and urges the government to fulfill its

responsibility to respect the rights of the older people, including covenants that Ethiopia has signed; it also endorsing that encourages the older people to fulfill their social responsibilities and provides awareness creating to the society.

Within the realm of this theme, one of the participant experts (Expert #2) of the association responded that...

Strengthening older people associations and empowering their capacity; awareness and advocacy work to stakeholders on rights of older peoples; increasing awareness of policy and decision-makers on needs and entitlement of older peoples as well as contributing to national development policy and plans are the national association most promoted areas.

Even if, almost all the participants claim that they earn reimbursements from the association, there are lots of shortcomings in services promotion in the association but they referred to it as it is beyond the effort of the association. Thus, they recommended some points as such: the association must focus to promote in increasing its members even further, and millions of older people are still not members of the national association, so increasing the number of members of the national association should make them even more influential, and it must also work to ensure that older people receive representations in various dignified public councils. If elders are given seats in parliament as well as at all levels of the public councils, then it will enable the older people to be heard and to be on the agenda.

Another expert (Expert #3) concluded that about services promoted by the national association:

I wonder what it endeavors for the older people; the association was established primarily to protect the rights of the older people. However, in collaboration with partner organizations, NGOs, government agencies; monitors the older people

from various forms of violence and advocates for justice in the event of abuse; encourages the older people to exchange experiences with other associations at all levels, strengthens the weak; works closely with various media outlets, thereby identifying and paying attention to the problems of the older people, and enabling government bodies to address the needs of the older people.

Alongside these efforts to promote services to the older people, one of the older person participants of the interview (P#6) recommended that...

The government and other stakeholders in particular need to pay more attention to the older people in Addis Ababa. This is because most of the older people in Addis Ababa are from different regional states; this creates an inexplicable burden on the efforts of the association and this lag the association to be unreachable to all elders of the city. So, I advise the association to pay attention to the older people in Addis Ababa.

Another expert participant (Expert #3) also added the following recommendations to the future plan of the association intended to promote services to the older people;

The association tried its best in promoting the increasing needs of the older people in the future plan which includes; improving awareness on health ageing behavior; strengthen awareness on health-seeking behavior in older people association; build up a commitment in older people association to participate in community health insurance and strengthen voluntarism in older people association as well.

According to all participants even if there are lots of elders unreachable by the association its unwavering effort to promote services to the older people is not deniable and

deserve to be credited for what it has been doing and doing for the best of the benefit of the older people.

4.3 Strategies employed by EEPNA in promoting services to the older people

Observing and celebrating international day of the older people

In this part, the data gathered from interview participants of older people members as well as experts and also focus group discussion participants will be presented. According to the interview data collected from the participants, most of the older people participants in key informant interviews reported that they are part of the strategies the association committed to. They said that the foremost strategies in promoting services to the older people are by celebrating (which is directly related to advocacy works) the “*International Day of the Older people*” (celebrated every 1st of October) and “*World Elder Abuse Awareness Day*” (celebrated every 23rd of June) as much as possible at all governmental structures, including the federal, state and district levels as well as other civil societies which served as a stakeholder in the issues of the older people supporting the system. It is also involved in advocacy activities like organizing panel discussions and forums in finding the way to respect the rights of the older people as well as changing the attitude towards the older people; these advocacy and adulation strategies have played a role in ensuring that the rights of especially the elderlies are respected.

Using diverse media outlets

As its main promoting strategy according to the study participants, the association also worked with media outlets in creating awareness of the issues of elders.

One of the interview participant older persons (P #6) added to this...

Working with different media outlets so our association has started to be recognized; two weeks ago, for example, my colleagues and I were presented on a radio program on FM 97.1 in partnership with the national association; during our interview, we summoned that all stakeholders should support our effort in renovating older people homes. Surprisingly! A few days later, the minister of health started repairing old houses in our Woreda. We had no one to listen to us. Now thanks to the Almighty, there has been a change.

Partnering with local and international organizations

EEPNA works jointly for the benefit of the older adults with governmental and local and international NGOs. Likewise, this, the association promotes through a partnership that ensures that the rights of the older people are cherished; one of the relevant partners which gives unwavering support to the association is HelpAge International Ethiopia; there is also the involvement of that governmental bodies, such as the Ministry of Labor and Social Affairs; and again it works side by side with local charity societies those which exert their efforts on the benefits of the older people.

One of the interview participants (P #7) elder added this:

Let me tell you this, one of the core strategies of the national association is collaboration you know what I mean? When I said collaboration, it collaborates with law enforcement agencies on older people rights protection and legal aid services; it collaborates with the local community in the areas where the older people life, i.e. with the children and relatives of the older people; I mean it collaborates with micro and small enterprises to enable the older people to engage in various income-generating activities; collaborates with lawyers

institutions whether governmental or private to provide legal protection and support to the older people who are vulnerable to various forms of violence.

Similarly, expert participants also added to this, and they said that the association executes its promotional task in order to benefit the older people in different mechanisms; to mention them creating a good relationship with their respective region, sub-city, zone or woreda as well as respective labour and social affairs offices at different levels; to strengthen a good linkage with service facility providers such as Health offices, to be age-friendly service to be given for older person in the health facility; Transport section, to give priority for older people and also to be free service for them; Public prosecutors, to give free service for older people legal issue; Human right commission, to control lack of attention to older people and worsening economic circumstances are exacerbating existing serious violations of older people's rights.

According to them, there are also new strategies in order to uphold the maximum effort in promoting; such as lobbying and advocacy to influence policy and practice, carrying out and supporting research, compiling and disseminating information on ageing and networking and coalition building.

Involving the older people in diverse tasks

Concerning this, there is also supplementary from focus group discussion (FGD) participants, they added: the association executes different kinds of strategies in promoting services to the older people such as involving the older people in the home repair and refurbishment work for the older people who have their homes demolished or downgraded; by organizing emergency response programs with partners like a meal sharing program especially during the Covid-19 crisis; encourages the older people to fulfill their social responsibilities and provides awareness to the older people; by providing training for older people association leaders

at every level, thus become qualifying seniors and stood for their rights; facilitates access to care for the older people by pursuing the governmental and non-governmental support; implementing Age Demands Action (ADA) program which is a recent action in order to activate request to elder’s rights protection which is done by selecting those who are influential elders.

One of the FGD participants (FGD #3) added to this:

You know the young man; elders are the most respected; of course, your generation, as well as our government, doesn’t give much attention.... ah... our association promotes services to the older people by involving the older people themselves in a variety of social activities (I would like to give you a good example of this we participate in mediation and traditional arbitration), have you got me? See because of this people thinking about us began to understand our importance; they have begun to respecting and taking care of us... ‘ታዲያስ! ባንድ ድንጋይ ሁለት ወፍ አልመታንም አንተ ጎበዝ! (Literally means: Don't we hit two birds with one stone?)

Regarding the main strategies used by the association in promoting services to the older adults; one of the expert participants (Expert #3) explains and concluded that:

I know very well these strategies used by the association and have been working with them since a long time ago. For instance; working in partnership with various international and national organizations such as HelpAge Ethiopia and other charitable civil societies; encourage various institutions private firms or public ones – these large organizations to fulfill their corporate social responsibilities like contributing some amount of money; working with various media outlets to draw attention to the problems of the older people and ensure

their rights are respected; proposing different projects and seeks financial support from various international aid agencies; building the capacity of the leaders of the senior associations; creating awareness towards the issues of elders – letting seniors themselves promote the issues of elders at various international and national festivals; working with experienced seniors and appointed some of the at different ad-hoc committees for example: advocacy committee, legal assistance committee and age demand action (ADA) committee; sharing experiences with, abroad older people associations, Help Age and other partners; inviting celebrities to address the problems of the older people at different occasions, and retired government officials.

Another expert also (Expert #1) added to this...

For me, the association's core strategies in promoting services to the older people are evidence-based advocacy for inclusion of older people in national development policies and programs. I mean the advocacy works emphasize on accessibility of Universal Social Protection, HIV and AIDS service packages and Income generating schemes to older people; and also strengthening networking and partnership among NGOs and government organizations in such a way that efforts exerted by those stakeholders bring about synergic impact on the life of older people.

4.4 Satisfaction of older people in services being promoted by EEPNA

Theme three deals with and collects data from participant participants whether the association follows the level of satisfaction or not and how the older people perceive their satisfaction by what the association has been doing.

Accordingly, almost all of the older people participants of the interview responded that they are completely satisfied by what the national association stands for and striving for the respecting of the rights and privileges of the older people across the country. They reported that they are really satisfied with what the national association is doing.

One older person interview participant (P #4) compassionately added to this...

I am satisfied with what he can do for the elder; I think this idea is not only for me but also, for the older people. As I told you earlier, without this association, 'ይህ ማህበር ባይኖር ኖሮ ዛሬ አረጋውያን የጎም ተጥለው ነበር' (literally mean, without this association the older people would have tumbled everywhere).

Likewise, FGD participants unanimously agreed that they are very proud and thankful for what the association committed to the older people with its utmost effort. They added in relation to this; despite many problems, many of our questions remain unanswered due to the existence of the national association now we have again the attention of concerned stakeholders. They said the association promotes every expected privilege of the older people and strives to reach the needs of the older people as much as possible. Similarly, participants reported that they are very satisfied because the association sustains their socialization even during their later ages.

Correspondingly, one of the FGD participants (FGD #5) added...

So, I think not only me but also those who have been in this discussion would agree on this. In a similar manner, here my friends also are very proud of the efforts exerted by the association in relation to promoting the rights of the older people without considering where they live and in what conditions they live as well.

Expert participants also reported that the association is served the older people with its ample effort, still not reached its maximum level of implementation; but they believed that older people are well satisfied even if many of older people questions are not answered; this was frequently expressed by older people members to the association in every occasion and this was manifested by they are always stood beside the association in every problem and pressure it faced.

Accordingly, one of the expert participants (Expert #1) added to this....

The elderlies are very satisfied that their rights have been respected since the establishment of this association. But I don't think it has reached all six million seniors and I find it hard to say everyone is satisfied. However, attention to the older people is growing because of this national association.

Interview participants of the older people asked whether the association follows the level of satisfaction of the older people in terms of service promotion; consequently, most of them said that if there are any visible gaps, they consulted us ‘what should be corrected?’ we should respond to what we have been thinking. Participants responded that sometimes when a problem arises from the activities of the association, they have been called elders for a meeting from the association and issues discussed and they tried to make us satisfied as much as possible.

One older person interview participant (P#7) added to this and said...

Let me tell you this, for example, sometimes we fill out forms, we were interviewed about activities of the association, what problems faced and talk about what solutions we advised for these problems. I forget the exact time, ‘የውእንደምታውቀው መርሳት የእርጅና ምልክት ነውና’...ሳቅ, (literally means when

you old you forget anything... with a smile) but once I was interviewed by the association about what they have been not accomplished.

In contrary to this one older people interview participant (P#6) reported that he has never seen any practice of satisfaction follow-ups by the association.

The expert study participants said that there is no standardized way of assessing the satisfaction level of the older people by the association but it works hard and follows up with service provider organizations that elders engaged; for example, we follow-ups how the older people are benefited from *SafetyNet* program, we interviewed them and they told us what they have been experienced in engaging this support system.

Expert participants also believed that elders are satisfied by the works of the association since it is the only institution that advocates for the rights and wellbeing of older people all over the country and have two-decade more experience in this regard particularly in advocacy, lobby and policy influencing efforts. Ethiopian Elders and Pensioners Association (EEPNA) stands for more than 6.8 million older people of Ethiopia whether they are members or not, and hence clearly prioritize the needs of older people and adopt age-friendly policy influencing and stakeholders targeted issues.

One expert reported (Expert #1) reported that...

We are not providers of any support, but we promote the rights of the older people. But we work to contribute to the recognition, protection and fulfilment of the rights of older people citizens through building the capacity of older people's associations and promoting issues of older people to various concerned stakeholders so that they pay due attention to older people and include them in policy, plans and programs of the nation. So, we follow- up how these tasks

achieved and ask our older people members about the way we would hit our target.

All participants recommended that the association should increase its members by including those elders out of the membership in order to maximize the satisfaction level of the older people. This is due to millions of elders not being members and not getting much attention from the association, of course, the association stands for all elders of the country, indeed.

4.5 Challenges faced by EEPNA in promoting services to the older people

In this part of the presentation, study participants responses to ward challenges faced by the association in promoting services to the older people would be presented. From the focus group discussion and interview made with participants of the study, it is quite clear to see that the association seems to face several challenges.

Negative perception towards older people

Based on the interview made with older people participants, almost all participants were reported that the major challenges faced in promoting services to the older people are; bad attitude towards the older people by the majority of the society which labels all older people are frail and helpless; the government institutions have almost neglected the issue of the older people- related to this the main problem is that the bias of officials at different levels about the older people has made it impossible for work to be done; to mention it less attentive to the cases of the older people in every staging state (preventing them from being enforced by bureaucracy) and complexity of bureaucracy unable to handle it, so this was manifested by the inability of government bodies to respond quickly to older people problems that arise from time to time; they reported that this also originated from a lack of older people cases in their mainstreaming

activities. Participants also responded that the association, chronically hit by lack of a fixed annual budget from the government as well as lack proper office spaces is one of the major challenges.

Government's reluctance to older people issue and complexity of bureaucracy

One more challenge which the older people interview study participants faced by the association in relation to this insufficient information about the older people at all levels (number of elderlies, living conditions, living conditions, etc.). The government's failure to understand and address the needs of the older people and the lack of practical response to the problems and these problems are exacerbated by a lack of coordination between the older people associations.

Another older person interview participant (P #6) added to this....

I don't think I'm exaggerating that the government is not paying attention to the older people at all. Tragically, the government has not been able to provide a place for the older people workplace, although they have already gained 25 grinders from international charitable groups to generate income for the older people. For how many years we kept them idle? አግዚህ ጊዜ ይውቅ! ...literally means, God knows!

Lack of coordination between the stakeholders and of the national association

Likewise, the focus group discussion participant elders also reported that... the association has faced lots of challenges in promoting services to the older people; for example, the government's inability to solve policy-related problems; lack of coordination between the committees of the national association; it is not known by various bodies as it should be; at the

parliamentary level, a request for a seat for the older people has not yet been answered, and the issue of the older people has been ignored.

One of the focus group discussion older person participants (FGD #7) reported deep sadness...

I can say sadly, the major obstacle to the national association unable to achieve what it strives is ‘negative attitude towards elders at all level of public administration’ as well as lack of respect to the senior citizens by the majority of the society; in addition to these also there is lack commitment on government executive body in solving the policy issue and bureaucratic complexity. The respondent added... ‘እናንተ ደግሞ አሁን አይበቃችሁም ጡረታችሁን ይዛችሁ አርፋችሁ አትቀመጡም ይሉናል የመንግስት ባለስልጣናት ነገ የማይረጁ ይመስል’
(literary meaning, "You don't have enough time to retire? Aren't they going to be elder's tomorrow!?" He said. With such leadership, he said, it would be difficult to solve the problems of the older people.

Older adults limited willingness in advocacy activities

Expert participants also reported that there are many challenges faced by EEPNA in promoting services to the older people across the country; like limited willingness and commitment of policy and decision-makers to participate in various meeting and advocacy events.

One of the expert participants (Expert #3) added to this...

“In my view, the fundamental challenges faced by the association are; less attention is paid to the problems of the older people; Older people misconceptions

about themselves I mean they disliking their old age; Focus on the day-to-day support of the older people, not respect for lasting rights; The issue of despair, especially the fact that similar problems remain unresolved for many years; Example: the problem of land ownership question is not solved; inadequate media coverage of the older people; Limitations of the association of the older people in terms of manpower, inadequate annual budget and material problems, office problems; accessibility can only be achieved at the regional level not reached at woreda and kebele level where a large number of older people crowded.”

The national association hit by lack of budget and resources

Study participants reported that incapacity of EEPNA and older people associations to secure regular income (budget) to run its day to day activities; lack of attention by stakeholders for platforms for mainstreaming ageing in a sectoral plan at regional levels and the inability of older people to cascade the training they acquired at the national level to their members at regional and Woreda levels, this emanates from a shortage of resources and technical knowhow.

Similar to this one older person (P#7) reported that....

The National Association has a big office problem that it cannot stand on its own two feet. If you go and see it, it is very unfortunate and not suitable for work.

Role of older people in solving these challenges

In relation to solving these challenges, participants asked whether the older people have a role in solving these challenges, almost all of the interview participants reported that and gave an

absolute 'yes' and added the association allows the older people to share problems with it makes them part of the solution. Participants also reported that wherever they go, the older people carry out the concerns of the association, they are treated first, this is because the issues presented by the older people are credible. In government institutions the elderlies are more acceptable, especially among young leaders this helps to present challenges of the association; in return, this accelerates problems to be solved. Older people with different professional backgrounds exercise their rights in various fields, for example, lawyers advise the national association on legal matters and provide solutions. Elderlies also play a major role in facilitating local resource mobilization in the community to the benefit of elderlies' interest that the national association endeavors.

One older person interview participant (P#5) added to this...

Elderlies put positive influence and coordinate the questions raised by the association; they instruct young people, tell them that standing up for the rights of the older people is for them and the future, so that many young people are involved in helping the older people.

Expert participants further reported that the older people have a role in resolving challenges faced by the association such as older people association leaders have big roles in undertaking well-targeted advocacy works that influenced decision and policy makers at international, national, regional as well as at local levels and also strengthen their association at all regions of the country. The Older people also has served as a bridge between and establishing a strong linkage between social affair offices and older people associations on local resource mobilization to financing the association.

About mechanisms to be employed by the national association in solving these challenges, the interview participant experts of the study reported that coordinated and comprehensive advocacy activities have been carried out by various approaches and involving different concerned stakeholders and also strengthen local resource mobilization systems.

Likewise, one of the experts (Expert #2), further added to this....

I recommend the following things. First and foremost, it must persuade influential elder people, such as artists, former high-ranking officials, and investors, to join the national association. Secondly, it should expand advocacy work to give senior members a place in all law enforcement, police, prosecutors, and law enforcement agencies. Thirdly, create model older people associations at each woreda, zonal, regional level - make other associations stronger. Fourthly, work closely with the Ministry of Labor and Social Affairs, especially in collaboration with the newly established Directorate of Seniors. Yeah, added to these, work hard, as usual, to ratify the National Older people Convention as law and more the issue of the older people should be integrated with sustainable development goals. Last but not the least, I would say if the national association has a seat in the parliament and the issue of the older people is included in the new regulations that are issued every day.

To alleviate these challenges and achieve its goals, older people participants (both focus group and key informant interview) recommend the following; the association must strengthen itself with material and manpower; a consolidated and centralized system must be implemented; there should be a strong exchange of experiences between senior associations. They also

forwarded the idea that the association must use the experience and knowledge of the older people; a strong relationship must be established between associations at different levels; there should be well-organized documentation about all the associations. They further recommend the association must provide a plot of land requests for an immediate response, and the Ministry of Labor and Social Affairs should supervise, support and monitor it. Again, they reported that national associations should collaborate with youth associations and other professional associations, hold in the association prominent legal persons and ensure that questions are answered and efforts should also be made to secure seats for the older people at the national house of parliament (legislative body) by this the older people issue can be seen as a national agenda.

Chapter Five: Discussion and Data Analysis

The purpose of this study was to assess the role of older people associations in promoting services as well as the rights and privileges of the older people in the case of the Ethiopian Elders Pensioners National Association (EEPNA). Data were collected from the study participants via qualitative information using interviews and focus group discussions.

5.1 Services promoted by EEPNA to the older people

As revealed by Fantahun, et.al (2008), when the number of older people populations increased, the implication was exhibited by creating a burden of care and support imposed on society. Due to this, the role of older people associations is uncountable in encountering such problems faced by older people.

It is possible to comprehend from the finding that the association is striving for the protection and implementation of the rights of the older people and advocating for attention to be paid to those vulnerable older people who suffered a lot. Awareness creation and advocacy work to different stakeholders on rights of older peoples at every level of the country as well as organize policy discussion meetings which advocate and promote older people rights and change insignificant practice towards the older people. This idea is clearly explained by HelpAge; one of the main roles of older people associations is “advocating for rights and entitlements as well as assisting older people members to access entitlements” (HAI, 2009).

Based on the findings of the study revealed that one of the core roles of the national older people association is exerted maximum effort in lobbying for the respecting of the rights of elders across the country especially in terms of the safeguard and care of the older people which are found in the local legal declarations as well as conventions that Ethiopia has signed. This role

also complemented with the National Plan of Action on older people (1998 - 2007 E.C) which declares the issue of older people is not alienated from the government policies as well as development issues, it says to make the rights and wellbeing of an older people person is part of development strategies and poverty reduction scheme (MoLSA,2006).

Further, the study divulges in executing its role, the national association also give highlighting in building the capacity of elders as well as their association; enabling the older people participate in income-generating work; help in connecting intergenerational transfer of knowledge between the old and young generations-- this helps the older people to share their experiences to the younger generation and harmonizing with them and ease generation gap. This report is supplemented by that strength-based theory believes that people are skillful in solving their own difficulties if they are empowered and reinforced to do so; the cardinal notion behind this theory of older people care and support is that elder people have their own capacity, potential and resourceful in helping process (DHSC, 2019).

The above statement is also reinforced by the United Nations, as older people associations have the role of enabling partaking through advocacy and the promotion of multigenerational interaction; they can help also in harnessing the political impact of older people and guarantee that they can underwrite eloquently to decision-making processes at all levels of local administration (UN, 2011).

Building the capacity of the older people again created an opportunity for the older people wrong perception by the community. It also establishes and strengthens the associations of the older people so that they can achieve their goals; provides awareness-raising activities about the older people that reduces the negative thoughts about the older people; and provides

training for older people association leaders at every level. This is harmonized with the study revealed by the United Nations, reported that witnessed and documented that at formal and home care older people are dared by negligence and mishandling committed by staff and family members (UN, 2011). Again, this study result is also recognized by the study reports of HelpAge; it discloses older people require being treated with dignity, in need of having their voices well respected (HelpAge, 2021). It is noticeable that older people associations are critically important in serving elder people to get more attention and promote their rights as well as access to emergency services.

On the other hand, the study showed that the national association also accomplished its role in case of emergency by working with cooperation with the society and non-governmental organizations so that the older people could receive support that are vulnerable to the most important psychological, social, and economic problems. This issue is linked with what the HelpAge international unveiled that the role of the older people association; said the older people associations play a major role in caring for older people with daily chores (HAI, 2009).

To promote services, the study discovered that undertaking effort in promoting services to the older people should take part by all bodies deployed to be organized by all stakeholders and media because the association is working alone to make the voices of the older people heard.

According to the verdicts of the study, the association need to focus on encouraging in increasing its memberships even further, and millions of older people are still not members of the national association, so increasing the number of members of the national association should make them even more influential, and it must also work to ensure that older people receive representations in various dignified public councils. The study concluded that if elders are given

representation in the house of legislature as well as at all levels of the public councils, then the older people will be heard and receive good attention in their encounters. This by far empowering the older people enables and improves their participation in governance and contributes to their experience in sustainable development in Ethiopia. This finding is appended by the National Plan of Action (2006) on older people, it expresses its major objective and gives credit to the enriched capabilities and experiences of the older people says ‘encourage the older people to make use of their rich experience in bridging about development’ (MoLSA, 2006).

The study showed us unanimously that the study participant older people agreed that even if there are lots of elders unreachable by the association, they were very thankful and feel proud of the unwavering effort in promoting services to the older people. It strengthens the frail; works closely with various media outlets, thereby identifying and paying attention to the problems of the older people and enabling government bodies to address the needs of the older people. It is not deniable and deserves to be credited for what it has been doing and doing for the best of the benefit of the older people in the future. The above statement is endorsed by the HelpAge study which reveals older people associations are pioneering community-based establishments of elder people, intended to improve the living circumstances of the older people and for the advancement of their societies (HAI, 2009).

5.2 Strategies employed by EEPNA in promoting services to the older people

It is to be remembered from the data presentation that the national association employed different kinds of strategies in promoting services to older people. Due to the lack of knowledge and understanding of the older people and the lack of attention to them, it is very important to increase the knowledge and awareness of the society by expanding access to information to

change the attitudes and policy makers to change outlooks towards the older people. Most importantly, implementing advocacy with direct involvement of the older people helps to raise awareness among the political figures, the older people themselves, religious leaders and younger generation and the community as a whole. This finding is supplemented by the National Plan of Action (2006) on older people, reported its major objective is encouraging the participation of older people to make use of their accumulated knowledge and rich experience in linking about development (MoLSA, 2006).

According to the study findings, advocacy is the major strategy of EEPNA in promoting services to the older people. Consequently, organizing and involving the older people in the main campaigning events such as commemorating and celebrating International Day of the Older people and World Elder Abuse Awareness Day, are used for awareness-raising and mobilization of people and government to contribute toward the wellbeing of the older people as well as influencing the policy makers in adopting the convention for the older people. Theoretically, it is acceptable that involving the older people with this kind of advocacy activity is the main theme of ‘activity theory’ which signifies the older people benefit from high levels of activities, especially meaningful activities that help to replace lost life roles after retirement (Watts, 1992).

These events and campaigns informing and calling for government bodies at diverse levels of administration to ratify conventions focusing on the rights and entitlements of elder people are undertaken at various stages. This alongside creating awareness in the minds of the society about the older people and helping to lobby put as an agenda in the face of policy makers to authorize the national convention for the older people because unless this legal framework is put into practice it is in vain to force executive bodies. This statement is firmly supported by HelpAge international study reported to this; conventions on the rights of older people help to

change attitudes towards older people; upturn the conspicuousness of elders, ageism and age discrimination; clarify duties concerning the older people; improve answerability of executive bodies to their duties; and provide a framework for policy and decision making process in the future (HAI, 2009).

Since, implementing community mobilization and awareness-raising programs designed by relevant governmental and non-governmental organizations, as well as elder associations; the outcomes also told that the situation of elders is now improving and becoming more attention in the public arena. Alongside these tasks the association also enforces its promotion strategies by employing start-up workshops, conferences and seminars at the national, regional, zonal / sub-city, woreda and institutional levels to elevate public awareness towards the issue of older people.

Study findings showed that another strategy used by the national association is the media. Working with media outlets in creating awareness of the issues of elders has a major effect on improving images of elders, alerting the whole stakeholders about the issues of the older people to ensure that the matter of the ageing population is addressed coherently by all concerned stakeholders. Accordingly, the association using the media; such as radio (e.g., collaborate working with FM 97.1 weekly program called ‘EDME YISTILIGN’ and with other radio stations occasionally work on older people issues), television (on EBC there was a program called ‘YEFEKIR BET’ celebrating the legacy of older people but now ceased), audiovisual (such as brochure, flyers and pamphlets carrying issues about older people) products, as well as its social media networking platforms (which are available on Facebook and its web page), are compartment awareness-raising activities for the older people; these media also play a significant role in helping the national association’s promotion services by providing the community with

works in the fields of art, theatre, music, etc., to raise awareness of the good and potential of the older people and carrying out awareness-raising activities using religious or traditional means of communication regarding the problems and needs of the older people.

Accordingly, this study finding is in line with the National Plan of Action (2006) on older people, clearly puts in its objective giving attention to the rights and needs of older people to make them part of the country's development plans and poverty reduction strategy is its priority (MoLSA, 2006). These all encourage the participation of elders' associations and organizations as well as the general improving the attention of the public legislature to the issues of older people and put them on the agenda.

The study findings also witnessed that one of the strategies used by the association in implementing the promotion of services to the older people is capacity building. Thus, the capacity building comprises training, financial support, supply of materials, and technical and technical assistance to older people members as well as the older people association across the country (from federal to woreda level). In particular, the ongoing capability enhancement of professionals and executive bodies in woreda offices will be of great importance in the case of elder executives (association leaders). This finding is parallels with the study of Miller and Russell (2012) it is worthwhile, that strength-based has vital place in older people support, this due to an increasing recognition of this approach, initially accepts the assets of individuals with in the community and use them as a springboard for the evolving advanced and acceptable resolutions.

Again, this strategy enables the older people to stand for their rights and fight hand in hand with the national association. Likewise, role theory defines successful ageing of an elder

person, as the ability to enact social roles and behaviors appropriate to the new stage of development (Fry, 1992). This is strongly supported by the study findings, HelpAge Asia, reported in one of its studies conducted on older people association role; it said older people associations could utilize the exclusive assets and expertise of the older people have and return they provide effective social sustenance, to facilitate activities and bring what they are planned to strive (HAI, 2020).

The study also finds to this; encouraging NGOs to provide capacity building support to older people associations; concerning the older people, the national association jointly with federal ministry and regional bureaus design and implement various capacity-building programs to enhance the technical and material capacity of these associations at all levels of administration. In addition to this, sharing experiences by presenting good practices of the federal institutions and regional bureaus on recent activities around the older people and introducing them to new practices and technologies is one of its strategies in promoting services to the older people.

On the other hand, the study findings showed that EEPNA has implemented a strategy in promoting services to the older people in coordination and collaboration works. This involves the cooperation of different institutions that can contribute to the mission of the association. There are many different types of people involved in social protection, especially the older people. For this reason, the issues in the older people area are multifaceted and need to exert a joint effort, so every action plan of the association customs the principle of coordination and collaboration as the main strategy, the following key issues will be implemented. The above statement is also supplemented by one of the reviewed literature of the study; to succeed in issues of the older people it is necessary to have a national and regional pivotal group that will coordinate the

efforts being made by appropriate organizations; the need to develop a plan of action for older people is very crucial (MoLSA, 2006). To this, as a focal organization in coordinating and cooperating with the task forces in promoting services to the older people EEPNA works jointly by establishing a coalition of governmental and non-governmental organizations, private investors and religious institutions in the area to implement the national older people action plan; designating the role of each member of the alliance forum; establishing similar co-operation forums at the regional and hierarchical levels; founding coordination forums to fulfill the responsibilities of the older people: associations working at the woreda level should work in collaboration with the Woreda Labor and Social Affairs Office. The association also cooperatively work with domestic civic and volunteer associations which work on older people affairs, such as Makedonia Home for the Older people and Mental Disability and ‘Yewde kutin Ansu’ in identifying those elders who need emergency support as sustainable social aid as well as working with international organizations those which committed for the well-being and support of older people, for example, HelpAge International, European Union Civil Society Fund and HelpAge Ethiopia.

Excerpted from the study findings, via strategies of cooperation, EEPNA promotes services in connection with health and well-being as well as livelihood and social protection services. Through several technical functioning groups and directly involved in different task forces, EEPNA influences the supply of health services (cooperate with respective health offices at the different level lobby to elders may get access with lower cost or for free health services as well as serve them in priority) to older people and EEPNA cooperatively works in partnership with other stakeholders like Small and Medium Enterprises offices towards supporting vulnerable older people and their families to have access to secure incomes and so they are

included in the program that enables them to access social protection, safety net programs as well as get access to loans in credit and savings institution. With this strategy the national association jointly its coalitions including the older people put pressure on administrative offices that nullified the loan grant decree which excluded the older people from access to loans from governmental credit associations by asserting “those who have below the age of 59 can only earn loans and credits” that is a decree systematically alienated the older people from being benefited from it. This study finding is strongly supported by one of the study reports of HelpAge Asia; the study reported the older people associations to have a major role in helping the older people to access micro-credit, livelihood funding schemes, and job training leading to income-generating tasks, thus helping them earn an adequate amount of money to care themselves and their family member as well as become a part of their community developments (HAI, 2020).

The study findings also reinforced by the secondary data excerpted from organizational development document of the organization. Accordingly, major strategies employed by EEPNA in promoting services to the older people are: implement community mobilization and awareness raising programs designed by relevant governmental and non-governmental organizations, as well as senior associations; provide capacity building training to the Federal Ministry of Labor and Social Affairs and regional labor and social affairs bureaus and founding coordination forums to fulfill the responsibilities of the older people: associations working at the woreda level should work in collaboration with the Woreda Labor and Social Affairs Office. The associations also work with the office as well (EEPNA, 2014).

5.3 Satisfaction of older people in services being promoted by EEPNA

It is evident from the findings that elders feel abundant satisfaction in the national association. This is due to the that EEPNA with its utmost effort and as its main objective to enable the older people to practice their basic rights and address their social security and pecuniary needs as well as discourse the problems they encounter as they engage in this course of the social transformation process. The research revealed that this is originated from the very commencement of the core mission of the association. Because of this, the association became a vibrant and enthusiastic organization that can advocate for the protection and promotion of the rights of its members and the Ethiopian older people at large. Based on findings from the study participants, the older people are tremendously satisfied; they believe after the efforts made by EEPNA in promoting their rights and benefits they become dignified and take the attention of every concerned body, and they become motivated to stand for their rights as well as their older people compatriots. This conclusion is harmonized with HelpAge International's study findings; reported that the older people associations are improving the dignity and quality of life of older people; encourage and motivate older people to help each other by providing a forum to discuss their problems, develop solutions and celebrate important holidays and events; encourage and promote community support for vulnerable older people (HAI, 2011).

The findings of this study also showed as, older people were feels very satisfied due to the association sustains their social relationship and socialization as they participated in different activities assigned by it. As per literatures revealed that, bestowing to social support theory mainly propagates social relationship is very crucial in support system of the elder people even if they are changeable through the course of time (Birditt & Newton N, 2016).

We can have concluded that, with its precincts, the association is exerting an ample effort in the promotion of the rights and privileges of the older people, by this in turn the older people is satisfied by the deeds of the national association.

5.4 Challenges faced by EEPNA in promoting services to the older people

It is likely to understand from the findings of this study that the Ethiopian Elders and Pensioners Association (EEPNA) have been experiencing complex and diversified challenges in promoting services to older people. As identified by Martin & Rogers (2014) a cardinal challenge faced in the process of providing support to the older people is there is a lack of coordination between the many existing programs, institutes and assets.

Among the multitude of challenges that the study findings showed as administrative institutions are almost ignored, the issue of the older people at every level of government structure. Besides in many instances, the intricacy of bureaucracy makes the association incapable of handling issues of the older people. This was manifested by the incapacity of government bodies to respond quickly to older people problems. This finding is likewise supported by the study reports of Addis Ababa City Government Bureau of Labor and Social Affairs (BoLSA); it reported the bureaucratic channels are the great barriers for the older people issues, the service they want to get is very bureaucratic and elders were not doing what they want to do (BoLSA, 2019).

Another case shows for this problematic issue is the question of getting plots of land for livelihood improvement and income-generating to the older people. The study findings also reported another challenge which is initiated from the unavailability of a permanent yearly budget from the government and lack expertise man power as well as the absence of proper

office spaces which are considered a backbone for the promoting services of the association for the older people. This finding is consistent with studies which reported that the main challenge encountered in promotion of care and support services to the older people is that lack of expertise awareness of older people care (Heydari, Sharifi & Moghaddam, 2019).

This study also reported that this challenge is exacerbated by lack of attention by stakeholders for platforms of mainstreaming ageing in a sectoral plan at all administrative levels and the inability of older people to cascade the training they acquired at the national level to their members at regional and Woreda levels, this emanates from a shortage of resources and technical expertise. This issue entails the mainstreaming of various actions and the allocation of the necessary budgetary resources across key ministries, special offices and regional government entities to promote basic entitlements of the older people.

Likewise, the above-mentioned challenges, the national association is also hindered from accomplishing its designated duty mainly because of distorted perceptions and attitudes towards older people almost found in every part of the society which connotes them incapable and frail; even some elders have a bad view of their elderliness. As pre reported by United Nations study, the above-mentioned challenge faced by the older people complemented with it and revealed that there is a significant discrimination faced by the older people due to their old age (UN,2011). This directly affects the tasks of the association as well as the well-being of older people. Despite this older people are enriched with knowledge, have abundant skills and experience which we can utilize, so we must treat them with dignity and full of respect. Accordingly, HelpAge also strengthened this finding by one of its studies reported that it is essential to treat older people with dignity and must be heard their opinions and be well respected as well as promoting a positive image of ageing and older people through the commitment of the mass media and the

voices of elder persons, including recognition of the positive contributions made by older people to their families, communities and society (HelpAge, 2016; 2021).

The study found that most of the older people are not members of the association. This again affects the accomplishments of EEPNA and is unable to reach a significant number of elders. This study finding is corresponding to BoLSA (2019), which reported that most of the older people are not members of their respective older people associations; this is because they had no information about the whereabouts and function of being a member of an association. Added to this, the study also gave a lesson to as most influential older people such as veteran political figures, iconic celebrities and wealthy elders are not members of our association.

The study findings also indicated that to help the association successfully tackling these challenges, the older people must be appropriately represented in legislative councils at every governmental level; by this, they are actively and directly involved in policy-making processes and older people issues as well. Complementing this verdict, HelpAge reported by its study; boost the representation of the older people in policy formulation and implementation; this creates a prospect and enables milieus to support the energetic partaking of the older people (HAI, 2016).

In this study, there was also reported that there is a lack of coordination between older people associations at different levels exchanging information about elders still not fully practiced. Indeed, this affects the promotion services of EEPNA to older people. The last but not the least challenge encountered by the association is the national convention of the older people is yet ratified by the national legislative body. This makes the association unable to perform its duty.

As per the findings of the study, in dealing with these challenges, the association employed its member's older adult's efforts by using their experiences and expertise knowledge. This notion is supplemented and harmonizes with study Ponnuswami, Francis & Udhayakumar, (2012) reported that advocated strength-based in order to effectively achieve in solving the problems of the older people is well suggested approach since it works based on the potential capabilities of individuals.

Chapter Six: Conclusion, Recommendations and Implications

This chapter presents the conclusion, possible suggestions and study implications based on the data analysis and discussion.

6.1 Conclusion

The presence of older people associations is one of the key mechanisms to safeguard the rights and privileges of older people in a country. Ethiopian Elder's National Association (EPNA) is a national association for the protection and promotion of the rights of its members and the Ethiopian older people at large.

To this concept, we concluded that the biggest achievement of the national association is that everybody is cognizant of the issue of the older people. Inferring the findings of the study, the Ethiopian Elder's and Pensioners National Association has the major roles;

- ☐ Thus, the core task of the national association is “advocating for the rights of the older people” while undertaking this it also exerts efforts on establishing and strengthening the associations of the older people so that they can achieve their goals; provides awareness-raising activities about the older people this reduces so much the negative thoughts about the older people; using to compel the government policy makers and public administrators to improve their attention on the issues of elders as well as helps them to improve their living conditions.

- ☐ Older people associations can utilize the exclusive assets and expertise of the older people to facilitate activities and bring what they are planning to strive for. EEPNA is a pivotal organization in coordinating and cooperating with the task forces in promoting

services to the older people by employing media outlets such as radio, television, audiovisual products and social media networking platforms.

- ☐ Concerning the older people, the national association is designing and implementing several capacity-building programs to enhance the technical and material capacity of the older people leaders and the older people associations across the country;
- ☐ Works in partnership with Small and Medium Enterprises (SMEs) offices towards supporting vulnerable older people to have access to secure incomes; to access Social Protection, safety net programs as well as get access to loans in credit and savings institutions.
- ☐ Harmonizing with the younger generation, the association executes an intergenerational approach by sharing expertise and knowledge of the older people to the youths.
- ☐ Despite many problems, many questions remain unanswered, and still, the policy issue is not done yet. The older people are grateful for the work done by EEPNA, without it no one cared about the rights of the older people.
- ☐ EEPNA has been experiencing complex and diversified challenges in promoting services to older people. It is hit-hard by lack of manpower, annual budget, material problems and office problems; the intricacy of bureaucracy makes the association incapable to handle issues of the older people; most of the influential older people such as veteran political figures, iconic celebrities and wealthy elders are not members of EEPNA; lack of attention given to older people issues by the stakeholders for platforms of mainstreaming older people in their sector plan at all administrative levels; a significant number of elders

are not a member of the association; older people are not represented in legislative councils at every governmental level and not directly involved in policy-making processes and older people issues. Above all these challenges the national convention of the older people is yet not ratified by the national legislative body. These all above-mentioned encounters directly or indirectly affect the tasks of the association towards promoting services to the older people.

6.2 Recommendations

Still millions of older people suffered from a lack of basic attention from all stakeholders. So, society, civic organizations, non-governmental organizations, as well as the government should study and look forward to alternatives to meet the demand of older people.

The following are possible suggestions from the findings of this study;

- ❖ First, the government shall ratify and put into practice the “National Convention of the older people”, because this is where the inept power of the national association originated and is unable to reach millions of elderlies across the country.
- ❖ Second, the national association should institute efficient supervision tasks up to Woreda level associations; this reduces burdens of the national association and shouldered the duties envisioned.
- ❖ Third, the association should lobby and appease influential elderlies, veteran politicians, older people celebrities to be a member of EEPNA, this gives it more strength and to be more influential in issues of the older people.

- ❖ Fourth, EEPNA should find an alternative option in getting access to a plot of lands requested for a long period. This again supplements the core mission of the association, securing the livelihood of the older people by income-generating, improving their well-being, entertaining them in recreational spaces as well as for sheltering perseverance.
- ❖ Fifth, EEPNA should create a coalition forum with different civil societies, youth associations, professional associations; this bolsters its effort and addresses older people issues jointly.
- ❖ Lastly, the association should try to expand its experiences in service promoting strategies for the benefit of the older people. Basically, the association works based on a ‘strength-based and empowerment approach than ‘charity approach’ which most of the older people associations are destined to; this would have an outcome on the sustainability of the benefits of the older people with maximum fulfillment.

6.3 Implications of Findings of the Study

6.3.1 Further Research Implications

Research related to older people issues in Ethiopia is scarce. Due to this, more studies will come in this research, since conducted within a limited time framework as well as a limited study site and limited sample population, elevates many prospects for forthcoming inquiry, both in terms of the role of older people associations, service provision approaches, strategies they execute and notion corroboration. More to come in the future from research based on the shortcomings of this study which will be essential to improve and supplement elaborate the study’s different judgements. Accordingly, the researcher believed that more studies in future

could conduct policy gaps in service provision of the older people associations and legal frameworks on establishment, nature and sustainability of older people associations.

Moreover, longitudinal research would be essential in the role of older people associations' mechanisms on reducing negative attitudes towards older people, the importance of Strength-based approach practices in empowering the older people and the significance of intergenerational knowledge transfer in changing negative perception towards older people. In addition to a focus on results beyond study knowledge, studies should contemplate the need to conduct an inquiry in assessing the role of gerontology in improving the rights and living conditions of the older people.

6.3.2 Policy Implications

If it is beneficial to policy makers to recognize what further works are sufficient to advance the situations of the older people, alternative strategies must be associated with current issues of the older people. The findings of this study elucidated that all lawmaking bodies must plan ground-breaking strategies explicitly stressed to meet the evolving matters that result in the benevolence of the older people as shown in the conclusions of this study.

One of the major findings of this study was the policy gap; this was revealed by the reluctance of the government in the issues of the older people which is manifested by the legislative body being unable to ratify *national convention for the older people* until these days. Without this convention, the issue of the older people we witnessed; the questions of the association still unanswered will proceed from bad to worse. Thus, there is a need to ratify a policy framework for the protection of rights and entitlements of the older people initially

originated from the proclamation of the international legal provision which the country had signed.

As a study acknowledged that elderlies have a full constitutional privilege entitled with diverse socio-economic and political as well as basic human rights, accordingly the government shall respond based on this notion by ratifying the basic policy gap which enables the older people to enjoy their rights.

From the point of view of this research implications for policy concerning the role of older people associations, the responsibility of public administrations at every level, stakeholders' partnerships in promoting services to the older people are demonstrated by: with the efforts exerted by the association issues related with the rights and privileges of the older people (which is the ultimate goal of the association) are still not yet to attract the attentions of policy makers; of course, there is an improving situation of the older people; and stakeholders which are indispensably very important in support of promoting services to the older people partnership is commenced.

Policymakers must be aware that the intended goal of ratifying the convention for older people is success for all senior citizens. As such, policies should be directed at linking the elderlies with the right possessions and privileges in the country. The policy would foster the nation's legal provisions with the basic rights of the older people.

As per the findings of this study the government and public administration bodies are not attentive to the issues of the older people. Consequently, government bodies should embrace the issue of the older people on the nation's sustainable development goals as well as government and/or private sectors essential to include older people affairs in their mainstreaming.

Evidently, the study revealed that since expenditures on services and commodities are becoming sky-rocketing, which is beyond the imagination of the older people, the government should intend to consider increasing pension grants as well as including non-pensioner elderlies who are faced with survival challenges. Likewise, based on the findings of the study there is a need to formulate a policy framework for the establishment of older people centers for the purpose of recreation, livelihood security and basic services assistance.

6.3.3 Social Work Implications

Recognizing the multiplicity of older people needs and they faced a diverse challenge needs multiple approach practices we employ. The study findings revealed that EEPNA strived for the benefits of the older people and promoted services via a ‘strengthened based approach as well as struggled for the sustainability of the rights and privileges of the older people intended for the long-term outcomes. Therefore, the conclusions or findings of this study are vastly applicable to the social work profession, social work practice as well as social work training.

Subsequently, social work is always valued as an asset of people who have many strengths, the case of the older people must not always be treated from a “charity model” rather it must be treated from a “strength-based model. Find ways to empower those stakeholders as key players who are involved in older people issues. Consequently, social work is a profession that creates an opportunity and upholding older people matters but also adopts a variety of practices and plans at different levels to discourse varying issues, assets and needs of the older people.

Added to this, the findings of this study are also crucial for the social workers (especially those who closely work with the older people) to make available counseling to their older people clients to help them deal with the emotional, filial, social and livelihood encounters that come

with their ageing status. They can also help older people associations and their members comprehend and apply for all-inclusive benefits and social assistance at different government administration and local community levels. Besides, social workers may work for diversified programs that backing older people in their locality, such as providing financial awareness, supporting them in community partaking, building good self-efficacy about themselves, motivating them to stand for their rights and livelihood support services. The study findings also revealed that social workers also might work for an older people organization that provides expert assistance in relation to issues of the older people, advocating for their privileges and entitlements of the older people and participate in the formulation of programs for the older people.

Though, these findings are not only useful to practitioner social workers. They will also benefit social work educators who teach about older people related issues, service needs and interventions. Whether social workers join the profession of work in other fields, knowledge of careful supervision and older people service areas are widespread practically at all social service professions.

In addition to this, it is suggested that social work education focuses more devotion on the older people's issues, profound problems that need to be resolved, their complex needs and services required to be fulfilled. Consequently, the School of Social Work needs to encompass gerontological social work as well as geriatric studies in its instructional curricula to deal with the ever-increasing ageing population as well as the complexity of older people issues in our country.

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Appendix

Annex A: Informed Consent Form

Good morning/afternoon. My name is **Asadirew Zerihun** from **Addis Ababa University, School of Social Work** third year extension student of **Masters of Social Work (MSW)**.

I want to find a way to learn about the role of older people associations in promoting support and services to elder people and put forward a recommendation in this research. The main objective of this study is *to assess the role of Ethiopian Elderly and Pensioners National Association in promoting services and support to the older people*, I believe that you can help me what you know about the issue.

This research will involve your participation in an interview that will take about not more than 1:30 hour. Taking part in this research is entirely voluntary. At any time of the interview process, you can stop if you feel unease about it. At the beginning and end of the interview you will be briefed about the research.

The interview session will be recorded using tape recorder or mobile phone just to avoid risk of data/information missing during the analysis process. And the recorded data/information will be completely discarded after usage. The data to be collected through the qualitative tools that are from the participants of the study will be kept in high level of confidentiality, and the final findings and results of the assessment will be used just for academic purpose.

Your name also will not be mentioned in the analysis process as well as in the product document, in any form. The researcher will not share your individual responses with anyone other than the research advisor (if it is necessary).

If you have any questions, please feel free to ask the interviewer at any time during the interview.

CONSENT

I willingly agree to participate in this study and to be recorded by the interviewer. I may withdraw my consent at any time and stop participation without penalty.

Signature of Interviewee: _____

Date: ____/____/____

Annex B: In-depth Interview for the Older people

Sex: _____ Educational status _____ Religion _____

Questions

1. Please tell me how old you are.
2. How many years have you been a member of the association?
3. What kinds of services are promoted by the association to the older people? Tell me one by one.
4. What kind of services do you like to promote more by the association?
5. Are there any services you want to add will promote by this association?
6. Do you know what strategies used by the association in promoting services to the older people?
7. Do you have a chance to know strategies of the association?
8. What do you say about these strategies? Are they successfully hit their target or not? Why?
9. What do your advice to the association uphold more strategies to be successful services of the older people?
10. How do explain your satisfaction by what the association doing or did?
11. How much do you satisfy? Please elaborate.
12. Tell me about how the association follows the satisfaction level of the elder people in promoting services? Please tell me the follow up techniques.
13. Tell me about anything you add in relation this idea?
14. Tell me about challenges faced by the association in promoting services to the older people? Can you mention them by one please?
15. Tell me about any challenges faced by older people in this promotion services by the association? Can you mention them?
16. How the association does create a chance in letting know these challenges to the older person members? Tel me more about.

17. How do you think that the role of elderly members in resolving these challenges? Please tell me more.
18. What do your advice to the association in alleviating these challenges and fulfilling what it aspires?

Annex C: Key Informant Interview

Questions

1. Please tell me about your position at the association.
2. How many years have you been working in the association?
3. Can you mention areas of support to the older people by the association? Tell me one by one.
4. What kind of services does the association mostly promote?
5. Is there any future plans intended to add in relation to this? If yes, tell me about it.
6. What are the strategies the association employs in promoting services to the elderly people?
7. What do you say about these strategies?
8. Tell me, are they successfully hit their target or not? Why?
9. Do you think that executing new strategies intended for the association to uphold more to be successful delivering services to the elderly?
10. Do you think the association has a client satisfaction assessment system? Please tell me more.
11. How do you explain that their satisfaction by the association's promoting system?
12. How do you assess the level of satisfaction of older people in promoting provision?
13. Do you think the association effectively upholds the maximum satisfaction level of the older people in promoting services?
14. Is there anything you add in relation to this notion?
15. What obstacles stand in the way of promoting services to the older people? Can you mention all of them?
16. What mechanisms are taken in holding back these obstacles? Please tell me more about these mechanisms.

- 17. What was the role of older people in holding back these obstacles?
- 18. How do the older people contribute to successfully encountering these challenges?
- 19. Is there any other stakeholder who would support you in tackling these challenges? Can you mention all of them with their expected support please?

Annex D: Focus Group Discussion

Dear participants of the discussion,

My name is Asadirew Zerihun and I am a graduate student of MSW from Addis Ababa University School of Social Work (MSW) this year. I state that they are for research purposes only.

Participants in this study: At least seven participants were selected from among the elderly who are close to the issue. Covide-19 protocols are strictly enforced in pre-discussion, discussion, and post-discussion processes.

Moderator: participant-moderator

Writer: the researcher

Personal information

Sex: _____ Age: _____ Educational status _____ Religion _____

Questions for participants

- 1. Tell me what promotion services the association offers to the elderly.
- 2. What are your thoughts on the Ethiopian National Association of the Elderly (EEPNA) in promoting various services for the older people?
- 3. Tell me in detail that the association is providing the promotion support you expect.
- 4. What are the association’s successes in providing promotional services to the older people?
- 5. Tell me in detail about the challenges the association has faced in the process of promoting services to older people members.

6. Do you think that elderly have a role to play in solving these problems? What was the role of older people?

7. How satisfied are you with the current promoting services provided by the association? Please explain.

8. What services do you want the association to focus on in the future?

9. Do you want to add anything related to the issue that was not raised in this discussion? Please tell me.

Annex E: የስምምነት ቅጽ

እንደምን ቆዩ! ስሜ አሳድረው ዘራሁን እባላለሁ ከአዲስ አበባ ዩኒቨርሲቲ የሶሻል ወርክ ትምህርት ቤት የማስተርስ (MSW) የሶስተኛ ዓመት በማታው ፕሮግራም ተማሪ ስሆን፤ የዚህ ጥናት ዋና ዓላማ አረጋውያን ማህበር አገልግሎቶችን እና ድጋፎችን በማዳረስ ረገድ ለአረጋውያን የሚጫወቱትን ሚና መመርመር በተለይም በአዲስ አበባ የሚገኘውን የኢትዮጵያ አረጋውያን ጠረተኞች ብሔራዊ ማህበርን በማጣቀስ ስለጉዳዩ የሚያውቁትን በማጋራት ሊረዱኝ ይችላሉ የሚል እምነት አለኝ ።

ይህ ጥናት ከ 1:30 ሰዓት ባልበለጠ ጊዜ ውስጥ በሚወስድ ቃለ-መጠይቅ ላይ ተሳትፎዎን እንዲያደርጉ ይጠየቃለሁ። በዚህ ጥናት ውስጥ ለመሳተፍ ሙሉ በሙሉ በፈቃደኝነት የተመሰረተ ነው ። በቃለ-መጠይቁ ሂደት ላይ የማይመችዎት ነገር ከተከሰተ በማንኛውም ጊዜ ማቆም ይችላሉ ። በቃለ መጠይቁ መጀመሪያ እና መጨረሻ ላይ ስለ ምርምሩ ገለፃ ይደረግልዎታል።

በቃለ-መጠይቁ ክፍለ ጊዜ በመተንተን ሂደት ውስጥ የመረጃ መዛባት እንዳይኖር በቴፕ መቅጃ ወይም በሞባይል ስልክ ይመዘገባል፤ የተቀዳው መረጃም ለጥናቱ ዓላማ ከዋለ በኋላ ሙሉ በሙሉ ይወገዳል ። ከጥናቱ ተሳታፊዎች የተገኙና በተለያዩ መሳሪያዎች አማካይነት የሚሰበሰበው መረጃ በክፍተኛ በሚስጥራዊነት የሚቀመጥ ሲሆን የግምገማው የመጨረሻ ግኝቶችና ውጤቶች ለአካዳሚክ (ለትምህርት) ዓላማ ብቻ የሚውሉ ናቸው ።

ስምዎ እንዲሁ በመተንተን ሂደት ውስጥ እንዲሁም በጥናት ሰነዱ ውስጥ በማንኛውም መልኩ አይጠቀስም :: የጥናት ባለሙያው የግለሰቦችን ምላሾች ከጥናት አማካሪው ውጭ (አስፈላጊ ከሆነ ብቻ እንጅ) ለማንም አያጋራም :: ማንኛውም ጥያቄ ካለዎት እባክዎን በቃለ መጠይቁ ወቅት በማንኛውም ጊዜ ለመጠየቅ ነፃነት ይለማዎት ::

ፈቃድ

በዚህ ጥናት ውስጥ ለመሳተፍ እና ቃለ-መጠይቅ ለመስጠት በፈቃደኝነት ተስማምቻለሁ :: በማንኛውም ጊዜ በፈቃዴ ተሳትፎያን ማቆም እችላለሁ በዚሁም ተስማምቼ ፈርሜያለሁ::

የቃለ መጠይቅ ፊርማ _____ ቀን _____ / _____ / _____

Annex F: ከአረጋውያን ጋር የሚደረግ ቃለ-መጠይቅ

ጥያቄዎች

የትምህርት ደረጃ _____ ያታ _____ ሀይማኖት _____

1. እባክዎን ዕድሜዎ ስንት እንደሆነ ይንገሩኝ::
2. የማህበሩ አባል ከሆኑ ምን ያህል ጊዜ ይነዎታል?
3. ማህበሩ ለአረጋውያን ምን ምን ዓይነት የድጋፍ አገልግሎት ይሰጣል? በዝርዝር ቢንገሩኝ::
4. በማህበሩ የአረጋውያንን ድጋፍ የበለጠ ለማስተዋወቅ ምን ዓይነት አገልግሎቶችን ይፈልጋሉ?
5. ማህበሩ ከዚህ በተጨማሪ እንዲሰጠው የሚፈልጉት አገልግሎት አለ? ካለ ቢንገሩኝ::
6. ለአረጋውያን አገልግሎትን ለማዳረስ ረገድ ማህበሩ ምን ዓይነት ስልቶችን እንደሚጠቀም ያውቃሉ?
7. የማህበሩን ስትራቴጂዎች ወይም የማስፈጸሚያ ስልቶች በዝርዝር ይንገሩኝ?
8. ስለነዚህ ስልቶች ምን ይላሉ? እነሱ ዲላማቸውን በተሳካ ሁኔታ መተዋወቅ ወይስ እየመቱ አይደለም? ለምን?

9. ለአረጋውያን ስኬታማ አገልግሎት የሚሆኑ ተጨማሪ ስልቶችን እንዲተገበር ለማህበሩ ምን ምክር ይሰጣሉ?

10. ማህበሩ በሚያደርገው ወይም ባደረገው ነገር ረክተዋል? ምን ያህል ረክተዋል? እባክዎን ያብራሩ ::

11. ማህበሩ አገልግሎቶችን በማዳረስ ረገድ የአረጋውያንን እርካታ ደረጃ የሚከተል ይመስልዎታል?

12. ከዚህ ሀሳብ ጋር በተያያዘ የሚጨምሩት ነገር አለ?

13. ለአረጋውያን አገልግሎቶችን በማዳረስ ረገድ ማኅበሩን ስላጋጠሙት ተግዳሮቶች ምን ይላሉ? እነሱን መጥቀስ ይችላሉ እባክዎን ይንገሩኝ?

14. የማህበሩን አገልግሎቶች በማዳረስ ስራ ውስጥ ያጋጠመዎት ወይንም ሌሎች ያጋጠሟቸው ችግሮች አሉ? እነሱን መጥቀስ ይችላሉ?

15. ማህበሩ እነዚህን ተግዳሮቶች ለመፍታት ከአረጋውያን ጋር ባጋርነት ለመስራት እድል ተፈጥሯል? የበለጠ ያብራሩልኝ እስቲ::

16. አረጋውያን አባላት እነዚህን ተግዳሮቶች በመፍታት ረገድ ሚና አላቸው ብለው ያስባሉ? እንዴት?

17. እነዚህን ችግሮች ለማቃለል እና የሚመኙትን ለማሳካት ለማህበሩ ምን ይመክራሉ?

አመሰግናለሁ!

Annex G: ለባለሙያዎች የሚቀርብ ቃለ-መጠይቅ

1. እባክዎን በማህበሩ ውስጥ ያለዎትን ድርሻ ይንገሩኝ::

2. በማህበሩ ውስጥ መስራት ከጀመሩ ምን ያህል ጊዜ ሆነዎት?

3. ማኅበርዎ ለአረጋውያን ድጋፍ የሚሰጥባቸው ዋና ዋና ጉዳዮች ሊነግሩኝ ይችላሉ? በዝርዝር ቢንግሩኝ ::

4. ማህበርዎ በአብዛኛው ምን ዓይነት አገልግሎቶችን አረጋውያን እንዲያገኙ በይበልጥ ይተጋል?
5. ከዚህ ጋር በተያያዘ ለመጨመር የታሰቡ የወደፊት ዕቅዶች አሉ? እባክዎን ቢገልጹልኝ።
6. ለአረጋውያን አገልግሎቶች ተደራሽ እንዲሆኑ የሚጠቀሙባቸው የማስፈጸሚያ ስልቶች ምንድን ናቸው? በዝርዝር ቢያስረዱኝ።
7. ስለነዚህ ስልቶች አተገባበር ምን ይላሉ?
8. እነሱ ዲላማቸውን በተሳካ ሁኔታ መተተዋል ወይስ አልመቱም? ለምን?
9. ለአረጋውያን አገልግሎቶችን በተሳካ ሁኔታ ለማድረስ ማህበሩ የበለጠ እንዲሰራ ለማድረግ የታቀዱ አዳዲስ ስልቶች አሉ? እባክዎን ቢያብራሩልኝ።
10. የማህበሩ የአረጋውያን አባላቱን የአገልግሎት አሰጣጥ የሚለካበት እርካታ ምዘና ስርዓት አለው? እባክዎን በዝርዝር ይንገሩኝ።
11. አረጋውያን ማህበሩ በዘረጋው የድጋፍ አሰጣጥ ስርዓት ምን ያህል ረክተዋል?
12. በድጋፍ አቅርቦት ውስጥ የአረጋውያንን እርካታ ደረጃ የሚገመገሙባቸው መንገዶች አሉ?
13. ማህበርዎ አገልግሎቶችን በማዳረስ ረገድ የአረጋውያንን ከፍተኛውን እርካታ ደረጃ የደረሰ ይመስልዎታል?
14. ከዚህ ጉዳይ ጋር በተያያዘ የሚጨምሩት ነገር ካለ ቢነግሩኝ።
15. ለአረጋውያን አገልግሎታችሁን ለማዳረስ ምን ምን እንቅፋቶች አሉ? በዝርዝር ቢነግሩኝ።
16. እነዚህን ተግዳሮቶች በማለፍ ረገድ ምን ስልቶች ተወስደዋል? እባክዎን ስለእነዚህ ስልቶች የበለጠ ቢነግሩኝ ።
17. እነዚህን መስናክሎች ተግዳሮቶች በማለፍ ረገድ የአረጋውያን ሚና ምን ነበር?
18. አረጋውያኑ እነዚህን አስቸጋሪ ሁኔታዎች በተሳካ ሁኔታ ለመወጣት እንዴት አስተዋጽኦ ሊያበረክቱ ይችላሉ? በዝርዝር ቢነግሩኝ።

19. እነዚህን ተግዳሮቶች ለመቋቋም ማህበሩ በሚያደርገው ጥረት ሌሎች ባለድርሻ አካላት ምን ድጋፍ ሊያደርጉ ይችላሉ? የሚጠበቀውን ድጋፍ ሊነግሩኝ ይችላሉ እባክዎን?

አመሰግናለሁ!

Annex H: ለትኩረት ቡድን ውይይት

ውድ የውይይቱ ተሳታፊዎች፡-

እንደምን ቆያችሁ፣ ስሜ አሳድረው ዘራሁን ይባላል ከአዲስ አበባ ዩኒቨርሲቲ የሶሻል ወርክ ትምህርት ቤት የማስተርስ (MSW) የዚህ አመት ተመራቂ ተማሪ ስሆን፤ የዚህ ጥናት ዋና ዓላማ የአረጋውያን ማህበራት አገልግሎቶችን እና ድጋፎችን በማዳረስ ረገድ ለአረጋውያን የሚጫወቱትን ሚና መመርመር ላይ የሚያተኩር ሲሆን በውይይቱ የሚጠየቁና መልስ የሚሰጥባቸው መረጃዎች በሙሉ ለዚህ ትምህርታዊ ጥናት አገልግሎት ብቻ የሚውሉ መሆናቸውን እገልጻለሁ።

ለዚህ ጥናት ተሳታፊዎች- የቡድን ውይይቱ ከጉዳዩ ጋር ቅርበት ያላቸው በብሄራዊ ማህበሩ ካሉ አመራር አረጋውያን መካከል የተመረጡ ቢያንስ ሰባት ተሳታፊዎች ተገኝተዋል። ኮቪድ - 19 ፕሮቶኮሎች በቅድመ-ውይይት፣ በውይይት እና በድህረ-ውይይት ሂደቶች ውስጥ በጥብቅ ይተገበራሉ።

አወያይ፡

ፀሃፊ፡ የጥናቱ አቅራቢ

የተሳታፊዎች መረጃ

እድሜ _____ የትምህርት ደረጃ _____

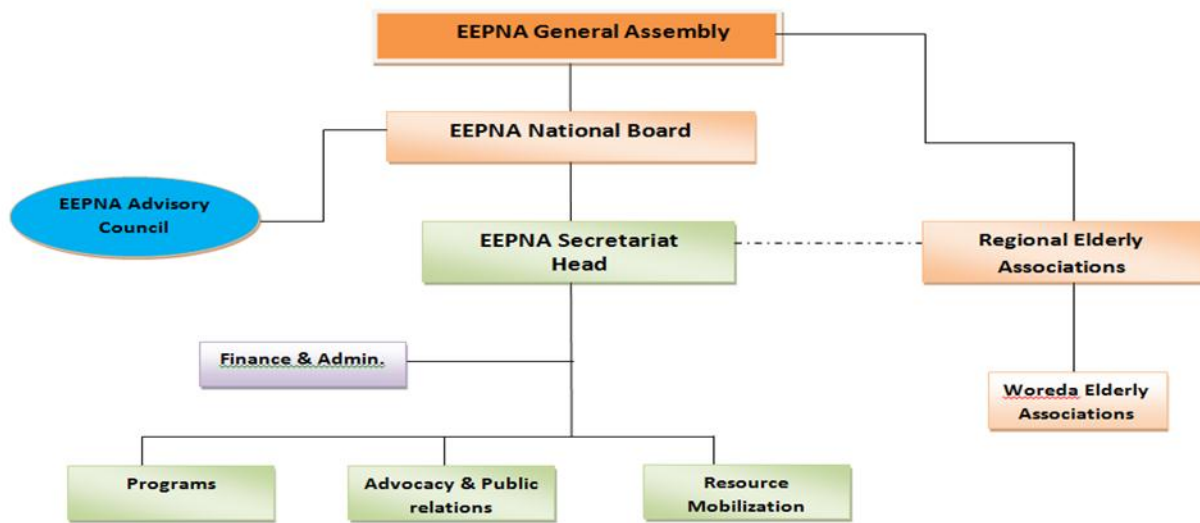
ፆታ _____ ሀይማኖት _____

ጥያቄዎች ለተሳታፊዎች

1. ማህበሩ ለአረጋውያን ምን ምን ዓይነት አገልግሎት ለአረጋውያን እንደሚያስተዋውቅ ቢነግሩኝ።
2. በኢትዮጵያ ብሄራዊ አረጋውያንና ጡረተኞች ማህበር /EEPNA/ ለአረጋውያን የተለያዩ አገልግሎቶችን እያስተዋወቀ ባለው ሂደት ላይ ያለዎ ሃሳብ ምንድን ነው?
3. ማህበሩ የሚጠብቁትን ድጋፍ እየሰጠ እንደሆነ በዝርዝር ቢገልጡልኝ።

4. ለአረጋውያን የማስተዋወቅ አገልግሎቶችን በማዳረስ ረገድ የማጎበሩ ስኬቶች ምንድናቸው?
5. ለአረጋውያን አባላት አገልግሎትን በማድረስ ሂደት ማህበሩ ስላጋጠመው ተግዳሮቶች በዝርዝር ቢገልጡልኝ።
6. እነዚህን ችግሮች በመፍታት ረገድ አረጋውያን ሚና አላቸው ብለው ያስባሉ? የአረጋውያን ሚና ምን ነበር?
7. ማህበሩ በሚሰጣቸው ወቅታዊ አገልግሎቶች ምን ያህል ረክተዋል? እስኪ ያብራሩልን
8. ማህበሩ ለወደፊት የበለጠ በትኩረት ምን ምን ዓይነት አገልግሎቶች እንዲሰጥ ይፈልጋሉ?
9. በዚህ ውይይት ላይ ያልተነሳ ከጉዳዩ ጋር ተያያዥነት ያለው ነገር ላይ ማንኛውንም ነገር ማክል ይፈልጋሉ? እባክዎን ይንገሩኝ።

Annex I: EEPNA’s Organogram



Source: EEPNA organizational development (OD), 2014