



THE ROLE OF INFORMATION COMMUNICATION TECHNOLOGY (ICT) FOR CHILD PROTECTION: IN THE CASE OF WORLD VISION ETHIOPIA'S CHILD PROTECTION PROJECT

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DECLARATION

This research paper is submitted in the Partial Fulfillment of Master of Art (MA) Degree in project management on the topic entitled “The Role of Information Communication Technology (ICT) for Child Protection: In The Case Of World Vision Ethiopia’s Child Protection Project”. The research represents my own original work. This research contains no material which has been previously submitted for any degree or diploma at this University or any other institution. All sources of materials used for this thesis have been duly acknowledged.

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**ADDIS ABABA UNIVERSITY, COLLEGE OF BUSINESS AND
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**The Role of Information Communication Technology (ICT) for Child
Protection in the case of World Vision Ethiopia’s Child Protection Project.**

BY Tesfaye Jima Biru

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ABSTRACT

The main objective of this study is to assess the role of the applications of digitally enhanced technologies for the reporting and management of cases of violence against children. The two study districts (Hidhabu Abote and Angolola) were purposely selected for the ICT4CP project was being piloted and implemented there by WVE. Secondary raw data on the child right violence incidences (530 cases) and the managed cases (90 cases) were obtained from the ICT4CP web based server. Besides, the project's baseline survey (2017) report was reviewed. The obtained data were quantitatively and qualitatively analyzed and reported. The quantitative data were analyzed using percentage. The current research finding showed that more than 530 incidence cases on 16 types/forms of child right violence were reported within 7 months of the project implementation. From the baseline survey report (2017), among the total children (319) who had been experienced at least one form of violence either at home or at school or in the community, only 98 (30.7%) cases were reported to the concerned authorities. Through the traditional ways of reporting, among those children of 46 who reported incidences of violence against them, a total of 25 (54%) children confirmed that action was taken against the perpetrators. Out of incidences (34) reported by adults, total of 30 (88.2%) confirmed that action was taken against the incidences they reported while out of the 530 reported cases through SMS, only 90 (17%) cases were managed. Based on the current research findings, it can be concluded that the ICT4CP enhanced the reporting of incidences of child right violence. However, there was no evidence that the ICT4CP had enhanced the management of child right violence cases. Regarding the challenges in reporting and management of child right violence cases, the current research found that the ICT4CP application was not accessible for children due to the inaccessibility of mobile network services for children under 18 years according to the Ethiotelecom regulation. It was also found that there was poor accountability system among stakeholder in responding to child right violence cases as many of the stakeholders were found lacking commitment and unresponsive to the reported violence cases. Based on the major finding and conclusions drawn, the researcher recommends that WVE should make more collaboration with the concerned government offices on how to make the ICT4CP widely accessible to all community for the reporting of the child violence cases and also find ways of increasing accountability and commitment of the stakeholders in responding to child violence cases.

Keywords:

Digitally Enhanced child protection, Child Protection, Child rights violence, violence against children, Information communication Technology for Child Protection, ICT4CP.

LIST OF ACRONYMS

BoWCA:	Bureau of Women and Children Affairs
CBOs:	Community Based Organizations
CCC:	community care coalitions
CEDAW:	Convention on the Elimination of All Forms of Discrimination Against Women
CHW:	Community Health Workers
CP:	Child Protection
CRC:	Convention on the Rights of the Child
CSA:	Central Statistics Agency
CV:	Community Volunteers
EDHS:	Ethiopian Demographic Health Survey
EM:	Early Marriage
FBO:	Faith Based Organization
FDRE:	Federal Democratic Republic of Ethiopia
FGDs:	Focus Group Discussions
FGM:	Female Genital Mutilation
GBV:	Gender Based Violence
HEWs:	Health Extension Workers
HTPs:	Harmful Traditional Practices
ICRC:	International Committee of the Red Cross
ICT:	Information Communication Technology
ICT4D:	Information and Communication Technologies for Development
ILO:	International Labour Organization
IRC:	International Risk Committee
KA:	Kebele Administration
KII:	Key Informant Interview
MICT:	Ministry of Information and Communication Technology

MoWCY: Ministry of Women, Children and Youth Affairs
NGOs: Non-Governmental Organizations
SMS: Short Message Service
SPSS: Statistical Package for Social Scientists
UDHR: Universal Declaration of Human Rights
UN: United Nations
UNCRC: United Nations Convention on the Rights of the Child
UNHCR: United Nations High Commissioner for Refugees
UNICEF: United Nations Children's Fund
VAC: Violence Against Children
WCA: Women and Children Affairs
WHO: World Health Organization
WVE: World Vision Ethiopia

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CHAPTER ONE

1. INTRODUCTION

1.1. Background of the Study

Globally there has been growing appreciation of the potential of information and communication technologies (ICTs) i.e digitally enhanced response to protect children from violence. According to Helen M. & Robert M. (2014, P3), while the full scope and scale of Violence Against Children (VAC) remains hidden from view, there is wide spread consensus that every year and in every region of the world, millions of children suffer the cumulative impact of physical, mental and emotional violence, and millions more are at risk. The same source also argued that although information and communication technology (ICT) for child protection is comparatively advanced in western countries, there is less known about new tools in lower- and middle-income settings of the world including Africa.

In Ethiopia there are some organizations such as UNICEF, Save the children, World Vision and others that have been practically using Information and Communication Technologies for Development (ICT4D) for the areas of health, nutrition, education, social transfers, and other areas of development programming (FDRE, MICT, 2016). The FDRE Ministry of Information and Communication Technology (MICT) drafted the National Information Communication Technology (ICT) Policy and Strategy in 2016. The policy has focused on key government services (health, agriculture, education, and governance), ICT sector (manufacturing, computer and related services) and Cross Cutting services (Entrepreneurship and Innovation, and Youth and Women). However, the policy put low attention to the role of ICT for general human protection including child protection. It can be noted that there are some organizations especially NGOs such as UNICEF, Save the children, IRC and others that have been practically applying free telephone calls and mobile SMS technology to report child right violence cases. World Vision Ethiopia (WVE) has been one of the INGOs that have been implementing projects that are assisted by ICT.

1.2. Background to World Vision Ethiopia and the Project

World Vision Ethiopia (WVE) has been operational for more than 40 years, serving over 12 million beneficiaries and 2.5 million registered children in more than 100 districts in eight regional states of Ethiopia with an average annual budget of 100 Million USD. The organization has been operating on programmes such as livelihood/agriculture, education, Water, Sanitation hygiene (WASH), Gender, disability and Child protection, and health. One of the four World Vision core objectives known as Child Wellbeing Aspiration is Children are Cared for, Protected and Participating. Accordingly, WVE through many projects and in collaboration with government organizations at all levels and other partners, has been working on child protection issues such as prevention of children from all forms of violence; HTP such as child marriage, forced marriage, FGM; prevention of domestic violence and all forms of gender-based violence against girls and boys and etc. WVE has been implementing child protection projects in various areas of the country in more than 50 districts in the country. Child Protection is recognized as important components of WVE's Programs and managed under "Protection and Equity Department".

As part of child protection system strengthening as a pilot project, WVE has been implementing a project entitled as "Child Safe Innovative Project" in two districts- Angolola Woreda of North Shoa Zone of Amhara regional State and Hidhabu Abote Woreda of North Shoa Zone of Oromia Regional State. The performance measure which was set as indicators for the project include; number of incidences of violence against children reported; number of Community facilitators trained on mobile phone reporting system; number of Victims who received the service (disaggregation by type of violence and service delivered) and proportion of reported cases managed as per the case management procedure. In order to set benchmark for measurement, these indicators were measured through the project's baseline survey in the two districts in September 2017. The baseline survey showed the status of the child right violence case management and also the prevalent cases of violence against children in the districts. Then after the startup of the project, the digitally enhanced child protection system was established and has been implemented for about a year in the two districts. By making agreement with the Ethio telecom, World Vision Ethiopia established a server that receives a short SMS report (in local language- Amharic and Afaan Oromoo) and then notify to all the concerned bodies in the language the receiver will understand as preferred (either Amharic, Afaan Oromo or English)

who are supposed to manage the cases. It has been less known about the role of digital reporting of child violence cases in the two districts in that which approaches such as via personal reporting or by physically presenting at a legal office (Police or court or Women and children Affairs...) or via digitally assisted (SMS) reporting of the violence cases are more accessible and easy for the users to report the violence cases. Data from the baseline survey on the status of the violence cases report via at a government legal bodies and the online (SMS) reported incidences were analyzed to see the role of the digitally enhanced case management of violence against children.

1.3. Statement of the Problem

Different organizations have been establishing different ways of child protection approaches. Some organizations have focused on community empowerment and education for the prevention of child rights abuses. Some are focusing on legal system strengthening so that child right violence cases are reported properly and managed at the service providers. Even though, globally there has been growing appreciation of the potential of information and communication technologies (ICTs) i.e digitally enhanced response to protect children from violence, less is known about the role of the ICT4CP in increasing the reporting of the child violence cases and the management of the cases. According to Helen M. & Robert M. (2014, P3), although information and communication technology (ICT) innovation for child protection is comparatively advanced in the world, there is less known about ICT4CP roles in lower- and middle-income settings in the Africa and Asia. It has been recognized that many of child right abuses cases are remained unreported due to cases related to fear of further abuses, social and cultural influences and lack of access (Helen M. and Robert M. 2014, P3). Therefore, the digitization of the reporting of violence cases believed to improve the gaps in reporting the cases. Hence, the establishment of all those legal systems as well as the service providers has values if there is reporting of child violence cases. According to Helen M. & Robert M. (2014, P3), the digitalization and use of new technologies for the reporting of violence against children is believed to increase the reporting of the violence cases and thereby increases the management of cases. Assessing whether the use of the mobile SMS and digitalization of the information flows have increased the reporting and management of the child right violation cases is the research gap on which this research intended to answer.

Besides, with regards to the management of the child right violence cases, according to Nadi et al.,(2016), operationalizing data sharing continues to be a gap, challenging the potential for ICT4CP to reduce vulnerabilities of children at risk as well as to measure the impact through the use of data captured within the various systems. In the absence of data sharing practices, the quality and reliability of referral mechanisms and follow-up is severely compromised. The challenges include the loss of “human touch” in the case management process, limited outcomes research, data monitoring, and evaluation, issues connected with interagency and system interoperability, data sharing and data privacy, how to “prioritize” responses in situations involving large numbers of vulnerable children, and limited capacity to ensure proper use and comfort with ICT4CP. Therefore, there is a growing need for studies that identify and generate evidence supporting whether using ICT4CP contribute to reducing vulnerabilities of children by providing a more effective, child-friendly, secure and efficient method of managing information. Thus, this research is believed to expand the understanding on the roles of ICT for child protection. It will culminate in recommendations on how ICT can be used for the child violence case reporting and management in a way that will contribute to reduced vulnerability of children through reducing systemic inefficiencies and improving access to the services in a timely manner for the violence victim children.

1.4. Definition of Basic Terms

Child: A child is any human being below the age of 18; article 1 (UNCRC, 1989).

Child protection is the preventing and responding to violence, exploitation, abuse and neglect against children including commercial sexual exploitation, trafficking, child labour, and harmful traditional practices, such as female genital mutilation/cutting and child marriage (UNICEF, 2006).

There are also different forms of violence against children which different scholars uses and defines/categories them differently. The following definitions done by Diana J. (1998) in four different types:

Physical abuse :

An act of commission by a caregiver or else that results or is likely to result in physical harm, including death of a child, spanking, stabbing, or punching of a child. Spanking a child is usually considered a disciplinary action, although it can be classified as abusive if the child is injured (Diana J., 1998).

Sexual abuse :

An act of commission, including intrusion or penetration, molestation with genital contact, or other forms of sexual acts in which children are used to provide sexual gratification for the perpetrator. This type of abuse also includes acts such as sexual exploitation and child pornography (Diana J., 1998).

Neglect:

An act of omission by a parent or care giver that involves refusal or delay in providing health care, failure to provide basic needs such as food, clothing, shelter, affection, and attention, inadequate supervision, or abandonment. This failure to act holds true for both physical and emotional neglect (Diana J., 1998).

Emotional abuse :

It is an act of commission or omission that includes rejecting, isolating, terrorizing, ignoring, and or corrupting a child. Examples of emotional abuse are confinement, verbal abuse, withholding sleep, food , or shelter, exposing a child to domestic violence, allowing a child to engage in substance abuse or criminal activity, refusing to provide psychological care, and other inattention that results in harm or potential harm to a child. An important component of emotional or psychological abuse is that it must be sustained and repetitive (Diana J., 1998).

Violence:

According to UN study (2006) definition of violence draws on article 19 of the convention on the Rights of the Child: “all forms of physical or mental violence, injury and abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse”. Similarly, WHO Report (2002) defines as “the intentional use of physical force or power, threatened or actual, against a child, by an individual or group that either results in or has a high likelihood of resulting in actual or potential harm to the child’s health, survival, development or dignity.

Child protection systems: The set of laws, policies, regulations and services needed across all social sectors – especially social welfare, education, health, security and justice, in combination with informal community mechanisms and protective cultural practices. It is a set of services through formal or informal structures designed to prevent and respond to violence, abuse, neglect and exploitation of children and young people who are underage (Zeru F., 2016).

Digitally Enhanced Child Protection System: refers to the child protection systems that are enhanced by the use of ICT for the reporting and management of child rights violence cases. In this research, the ICT refers to the use of short SMS to report and the encoding of the data into the ICT4CP server for the follow up on the management of the reported violence cases (Helen M. and Robert M., 2014).

1.5. Significance of the Study

This research has the significance providing important finding on the roles of digitally assisted reporting and management of violence cases against children for organizations working on child protection issues. It helps organizations implementing child protection projects to see the role of ICT4CP and paves the way on how it helps the reporting and management of the cases and the applicability of the system in developing countries like Ethiopia. It also helps to identify key challenges associated with the reporting of the violence cases and its management. Since the researcher has come across any researches done on the digitally assisted (ICT4CP) projects applicability and their role in the Ethiopian case, this study has great significance in creating more understanding on the subject. It paves the way for further studies by other scholars who are interested on the area of ICT4CP's role in protection of children from violence in the country. It is also an input for child protection implementers as one of references for testing and using ICT for the child protection issues in the country.

1.6. Objectives

General Objective- The general objective of this research is to assess the roles of the applications of digitally enhanced technologies for the reporting and management of cases of violence against children.

Specific Objectives

1. To know the common forms of Violence against children in the two districts
2. To see whether the digitalization of the child protection system has increased the reporting of child violence cases
3. To know whether the digitalization of the child protection system has improved the management of child violence cases.
4. To assess the challenges of applying ICT4CP for the reporting and management of VAC

1.7. Research Questions

1. What are the commonly reported forms of violence against children?
2. Has the digitalization of child protection system/use of SMS increased the reporting of child violence incidences?
3. Has the digitalization of child protection system improved the management of child violence cases?
4. What are the challenges of applying ICT4CP for reporting and management of VAC?

1.8. Scope of the study

Scope can imply the delimitation of this study. It has both conceptual and geographic delimitation (scope). Conceptually, this study emphasizes on the role of Information communication Technology for Child Protection (ICT4CP) which is mainly focusing on the short SMS based reporting of child right violence cases and the management of the cases into the web based data system in the ICT4CP server. Hence, other ways of digitally reporting and management of the cases will not be covered here.

Geographically, the study is bounded to the children of Hidhabu Abote woreda (North Shoa Zone of Oromia) and Angolola woreda (North Shoa Zone of Amhara region). These districts are where the project identification and feasibility study was conducted and being implemented by WVE. Thus, this research is only about the two districts and also limited to the selected kebeles where the project has been implemented. It will also be limited to those individuals who participated on the baseline survey and those children whose abuse cases had been reported on

using the short SMS. Hence, there could be many other children and child right violence cases that might have remained unreported and unmanaged that this research didn't address.

1.9. Limitation of the Study

The child rights violence incidence raw data obtained from the short SMS and stored in the ICT4CP server lacks some basic information about the child such as gender, age, identity/name and woreda. Thus, the analysis of the reported incidences in terms of gender, age and forms of violence was not possible. For the analysis of the incidences in terms of forms of violence in each district, the researcher used tally from mobile SMS instead of from the web based server/ICT4CP. Besides, due to financial and time shortage, detailed data gathering and analysis from all stakeholders and children were not possible and thus, the review of the baseline survey was used to get some detailed information on the research areas. Moreover, the data on the incidences of VAC and the management of incidences during baseline survey was based on the traditional ways of reporting (face to face) as there were not ICT4CP by the time. The baseline data was also collected within a time frame from 7 kebeles using house to house survey from sampled 400 HHs. But the data obtained through ICT4CP was not followed the same approach with that of the baseline survey approach. Hence, the data obtained from the ICT4CP was reported as the incidences happened via the trained community volunteers. Therefore, the comparison of the data analysis as obtained from baseline survey with the data obtained from ICT4CP can be simply indicative of the trends in the reporting and managements of VAC and the role of ICT4CP with some limitation due to differences in methodology of on the way data was obtained.

1.10. Research Organization (Structure)

The intended research work is consisting of five chapters. The first chapter deal with the introduction of research which is consists of background of research area, objective of the study, statement of the problem, basic research question, operational definition of terms, significance of the research, scope and limitations of the research and the organization of research. The second chapter is discussing the literature review related to the study. In third chapter, the research methodology of the study, the fourth chapter research presentation and discussion, and lastly in chapter five study conclusion and recommendations has been presented

CHAPTER TWO

2. REVIEW OF LITERATURE

Since the scientific research introduced and the issue of children became an agenda, various literatures have been published to amplify the problem of children at different platforms. Hence, this research paper has been reviewed different literatures that have a direct linkage with the research topic to picture the different views and perspectives of researchers towards the roles of digitally enhanced child protection.

2.1. Conceptual Framework

2.1.1. Background

What is child protection?

According to UNICEF (2006) the term ‘child protection’ refers to preventing and responding to violence, exploitation and abuse against children – including commercial sexual exploitation, trafficking, child labour and harmful traditional practices, such as female genital mutilation/cutting and child marriage. This concept of child protection in line with the implementation of the Convention on the Rights of the Child (1989) which outlines the fundamental rights of children, including the right to be protected from economic exploitation and harmful work, from all forms of sexual exploitation and abuse, and from physical or mental violence, as well as ensuring that children will not be separated from their family against their will. From the definition of the child protection, the main focus of this research is on the response part. Hence, this research will look at the role of information communication technology (ICT) for child protection (ICT4CP) with specific focus at mobile technology/SMS and data system management in response to child abuse cases.

Child Protection Strategies

Different organizations use different approaches and strategies for preventing and responding to violence, exploitation and abuse of children. For instance UNICEF has six strategies for preventing and responding to violence, exploitation and abuse of children (UNICEF, 2014). The strategies according to UNICEF (2014) include:

- 1. Supporting parents, caregivers and families** - which include educating families, caregivers and parents on their child's early development and the likelihood that they will use positive disciplining methods which is aimed at reducing the risk of violence within the home.
- 2. Helping children and adolescents to manage risks and challenges:** This is to equip children and adolescents with appropriate skills that will help them to cope and manage risks and challenges without the use of violence and to seek appropriate support when violence does occur is crucial for reducing violence in schools and communities.
- 3. Changing attitudes and social norms that encourage violence and discrimination-** Changing the attitudes and social norms that hide violence in plain sight is the surest way to prevent violence from occurring in the first place.
- 4. Promoting and providing support services for children-** Encouraging children to seek quality professional support and report incidents of violence helps them to better cope with and resolve experiences of violence.
- 5. Implementing laws and policies that protect children-** Implementing and enforcing laws and policies that protect children sends a strong message to society that violence is unacceptable and will be punished.
- 6. Carrying out data collection and research-** Knowing about violence – where it occurs, in what forms, and which age groups and communities of children are most affected – is essential to planning and designing intervention strategies, and setting numerical and time-bound targets to monitor progress and end violence.

From these 6 strategies, strategy number 4 which is about provision of support services especially reporting incidents of violence against child right is the main focus of these research. Strategy number 5 and 6 are also the responses to child right abuses which were also touched to some extent in this research. But the major focus of this research from the six strategies is on the reporting and responding to child right abuse cases/incidents using ICT4CP.

Background to ICT4CP

According to Nadi et al. (2016), organizations working to protect the rights of children are moving away from traditional paper-based systems towards more sophisticated and innovative digitally-based systems. This move is in line with the huge advances in hardware and the new

generations' access to smartphone, which has rendered internet access and mobile communication available almost anywhere and anytime. There have been equally major developments surrounding software, including the widespread utilization of social networking sites (such as Facebook, WhatsApp, Viber). Facebook, for example, was launched only in 2004 and has 1.4 billion users by 2016 (Viner, 2016 as cited in Gallagher, 2016). Gallagher (2016) argued that digital technology has come to have a major presence in most aspects of our lives, including child protection. However, the design and implementation of this technology, within the child protection sphere, have developed at a far greater pace than has our understanding of this technology.

2.1.2. Forms of Violence Against Children

Violence appears in many forms. The following are some of the common forms of violence as stated by UNICEF (2017) and Diana J., (1998).

Sexual violence: An umbrella term used to refer to all forms of sexual victimization of adult women, men and children, including different forms of child sexual abuse and exploitation. "Any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed against a person's sexuality using coercion, by any person, regardless of their relationship to the victim, in any setting, including but not limited to home and work".(Etienne, et al., 2002, pp. 147-182, cited in UNICEF, 2017 and Diana J. , 1998).

Child sexual abuse: Engaging in sexual activities with a child who, according to the relevant provisions of national law, has not reached the legal age for sexual activities, and engaging in sexual activities with a child where use is made of coercion, force or threats; or abuse is made of a recognized position of trust, authority or influence over the child, including within the family; or abuse is made of a particularly vulnerable situation of the child, notably because of a mental or physical disability or a situation of dependence (UNICEF, 2017). In this research, the definition of the child sexual abuse that states as an act of commission, including intrusion or penetration, molestation with genital contact, or other forms of sexual acts in which children are used to provide sexual gratification for the perpetrator is focused and analyzed. This type of abuse also includes acts such as sexual exploitation and child pornography. The prevailing myth has been that children are sexually abused by strangers. It is now known that a significant

percentage of sexual abuse is perpetrated by family members or by surrogate care givers who are close to the child. Yet there is also danger that, friends, acquaintances, and even strangers abuse and exploit children.

Child sexual exploitation: Child sexual abuse becomes sexual exploitation when a second party benefits through sexual activity involving a child. It includes acts such as: exploitation of a child or adolescent in prostitution and/or child sexual abuse material. It can also covers situations where a child or other person is given or promised money or other form of remuneration, payment or consideration in return for the child engaging in sexual activity, even if the payment/remuneration is not made; and the intentional causing, for sexual purposes, of a child who has not reached the age for sexual consent, to witness sexual abuse or sexual activities, even without having to participate (UNICEF, 2017).

Violent discipline: Child discipline method that relies on physical (corporal) punishment and/or psychological aggression. "Psychological aggression refers to the action of shouting, yelling or screaming at a child, as well as calling a child offensive names such as 'dumb' or 'lazy'. Physical punishment is defined as shaking the child, hitting or slapping him/her on the hand/arm/leg, hitting him/her on the bottom or elsewhere on the body with a hard object, spanking or hitting him/her on the bottom with a bare hand, hitting or slapping him/her on the face, head or ears, and beating him/her over and over as hard as possible" (UNICEF, 2017).

Physical abuse/Corporal punishment: An act of commission by a caregiver or else that results or is likely to result in physical harm, including death of a child, Spanking, stabbing, or punching of a child. Spanking a child is usually considered a disciplinary action; although it can be classified as abusive if the child is or injured (UNICEF, 2017 and Diana J., 1998).

Bullying: ..."intentional and aggressive behaviour occurring repeatedly against a victim where there is a real or perceived power imbalance and where the victim feels vulnerable and powerless to defend himself or herself. The unwanted behaviour is hurtful: it can be physical, including hitting, kicking and the destruction of property; verbal, such as teasing, insulting and threatening;

or relational, through the spreading of rumours and exclusion from a group"(Wiley-Blackwell, 1993, cited in UNICEF, 2017).

Neglect:

An act of omission by a parent or care giver that involves refusal or delay in providing health care, failure to provide basic needs such as food, clothing, shelter, affection, and attention, inadequate supervision, or abandonment. This failure to act holds true for both physical and emotional neglect (UNICEF, 2017 and Diana J., 1998).

Child Emotional and psychological Abuse

Emotional and psychological abuse in children is defined as behaviors, speech, and actions of parents, caregivers, or other significant figures in a child's life that have a negative mental impact on the child. It is an act of commission or omission that includes rejecting, isolating, terrorizing, ignoring, or corrupting a child. It could involve insulting or belittling words or actions to the child, or it might be total indifference that results in emotional deprivation. Emotional abuse are confinement, verbal abuse, withholding sleep, food , or shelter, exposing a child to domestic violence, allowing a child to engage in substance abuse or criminal activity, refusing to provide psychological care, and other inattention that results in harm or potential harm to a child. An important component of emotional or psychological abuse is that it must be sustained and repetitive (UNICEF, 2017).

Child Labour Exploitation

Child labour refers to the employment of children in any work that deprives children of their childhood, interferes with their ability to attend regular school, and that is mentally, physically, socially or morally dangerous and harmful. It is a work that deprives children of their childhood, their potential and dignity and that is harmful to physical and mental development. As stated in UNICEF (2017) by referring ILO's definition of child labour, we consider child labour when all children below 12 years of age working in any economic activities, those aged between 12 and 14 engaged in more than light work, and all children engaged in the worst forms of child labour. The worst forms of child labour: implies that those work that involve children being enslaved, forcibly recruited, prostituted, trafficked, forced into illegal activities or exposed to hazards.

2.1.3. Conceptual flow of the ICT4CP

Conceptually, it is believed that increasing the reporting of child violence cases improves child safety/protection. Studies shows that using ICT4CP contributes to reducing vulnerabilities of children since it is believed that the challenges for low responses to violence against children is for most of violence against children cases remained unreported (Helen M. & Robert M., 2014). Thus, the creation of more effective, child-friendly, secure and efficient systems of reporting and managing VAC cases improves child protection system through improved reporting and management of cases of VAC (Nadi et al., 2016). Therefore, once the child right violence cases are reported, every concerned stakeholder get involved and all the concerned actors get engaged in response to the violence cases. For instance, when a child sexual abuse, legal action need will be taken that requires the engagement of the police, women and children office and justice office. It also requires the medical support from health office. Besides, other social services such supports in basic needs, psychological support and etc are required. However, if there is no reported case, there won't be a response which shows lack of functional child protection system. The figure below illustrates the relationship among role of ICT4CP (independent) and the commitment and accountability of actors/case managers in response to the reported cases (intermediate) and the changes/improvements in reporting and management of cases violence against children (dependent) variables.



Source: Helen M. & Robert M. (2014)

2.2.Theoretical Review

In the following section two theoretical perspectives that are believed to be more relevant on the Child Maltreatment (abuse) reporting and management are reviewed.

2.2.1. The Sociological Perspectives

The sociological perspective; some writers have suggested that many cases of child violence are indirectly caused by sociological factors such as the society's philosophy and value system, especially in terms of the prevailing cultural attitudes toward violence and this also affects the reporting and management of the VAC cases. An understanding cumulative stress model suggests that living under difficult economic circumstances and in underprivileged social conditions contributes to the stress and frustration experienced by individual with dependent offspring (Anne, L. 2004). This sociocultural believes and views can be barriers to reporting child right violence cases. Children could be suffering in silence as society turns a blind eye to report child violence cases. Many cases might not be brought to legal actions because of shame and embarrassment which the victims and their families would likely to endure. There could be child violence cases remained unreported because of the societal indifference. Therefore, it is believed that working on the sociocultural aspects and bringing behavioral change in the community helps for the prevention of child right violence through improved reporting of the violence incidences and care services in the community.

2.2.2. The Systems Perspective

As a system, the child protection system exhibits a nested structure: children are raised in the context of a family, which has a duty to protect their children. The family itself is nested within family system, which is nested within a local community (itself a system) and the wider social/societal system. Sometimes the nested structure of children, families, and communities is portrayed as a series of concentric circles (UNICEF, 2010). Therefore, rather than treating each child form of child violence cases in isolation, the systems approach promotes a holistic view of children and child protection that necessarily engages the full range of actors involved in protecting children's rights. Studies shows that using ICT4CP contributes to reducing vulnerabilities of children by providing a more effective, child-friendly, secure and efficient method of managing information (*Nadi et al., 2016*). Therefore, the system perspective of child protection views that once the child right violence cases are reported, it requires coordinated

systems that every stakeholder need to be involved and a full range of actors to be engaged through increased accountability and commitment.

2.3. Empirical Review

2.3.1. The Situation of VAC in Ethiopia

Despite the Government of Ethiopia has put in place laws and policies to ensure the protection and wellbeing of children, violence against children constituted one of alarming social problems in the country. In Ethiopia, the problem of child maltreatment and abuse has been rampant, prevails in all communities and settings. It threatens almost all children and happens to most children in its varied forms. It has been aggravated by complex factors such as poverty, illiteracy, violent conflicts and war, harmful traditional practices, and absence of proper systems for birth and death registration and certification. Even though, state of the aggravating factors has come to gradually improve. There is no clear evidence whether the general trend of the problem is declining (Tsegaye Deda, 2011). According to the official data (EDHS, 2016) child marriage stands at 40% out of which 16% of girls are married under 15 years of age, prevalence of child labor for 5-14 years old at national level was about 31% (27 for boys and 24% for girls).

2.3.2. The legal and system framework to respond to VAC in Ethiopia

The legal Framework

Ethiopia has signed and ratified the different international human rights instruments mainly the UNCRC. Ethiopia ratified the convention in 1991 and is bound by all its provisions. According to article 9 (4) of the Ethiopian constitution, all provisions of the UNCRC are considered an integral part of the law of the land. Ethiopia is also part of the African Charter on the Rights and Welfare of the Child. There are many laws that deal with the different aspects of violence against children. The Family law, the Penal law, the Criminal Procedure law and the Labor law are the notable ones. All of these laws have gone through some revision at different times, with the principal objective of making them consonant with progressive standards and constitutional principles.

The domestication of international human rights instruments ratified by Ethiopia is of major significance of the constitution of The Federal Democratic Republic of Ethiopia (1995). The key place given to these international human rights instruments is reemphasized and extended under article 13 (2). Under this article, international human rights instruments. Including UDHR, ICCPR, ICESCR, and UNCRC, are viewed as standards for the interpretation of Chapter 3 of the constitution, which deals with fundamental rights and freedoms.

The constitution addresses the rights of children separately, under article 36. This provision directly addresses the issue of exploitative practices under sub article 1/d/which says, “*Every child has the right... not to be subject to exploitative practices, neither to be required nor permitted to perform work which may be hazardous or harmful to his or her education , health or wellbeing.*” The constitution also provides for general policy guidelines that acknowledge “the *best interest of the child*” as a basic principle in the design and implementation of programmes that affect children. Article 36/2/ which says: In all actions concerning children undertaken by public and private welfare institutions, courts of law, administrative authorities or legislative bodies, the primary consideration shall be the best interest of the child. Other violence such as sexual, physical and emotional are also addressed.

Subsidiary Legislation

1. The Criminal Law

The 2005 Revised Criminal Code of Ethiopian has rendered a number of violent acts against children published by law. The revised code criminalizes various forms of violence against children that are deeply rooted in tradition- harmful traditional practices, such as female genital mutilation and transmission of disease through harmful traditional practices. The Criminal Code has also for the first time criminalized child marriage, which has been shown to have significant impact on the wellbeing of children.

2. Family Code

The Revised Family Code of July 2000 reflects an attempt to confirm family law with the 1995 Constitution and relevant international instruments, including the UNCRC. The Code replaces the provisions of the 1960 Civil Code relating to the rights and cares of the child and incorporates the principle of the best interests of the child as per Article 3 (1) of the UNCRC and

Article 36 of the Ethiopian constitution. Moreover, the Revised Family Code reaffirms that the family is the appropriate setting for "the full and harmonious development of [a Child's] personality ... in an atmosphere of happiness, love and understanding" in conformity with the preamble of the UNCRC.

The most significant contribution of the Revised Family Code to child protection is the setting of a minimum marriageable age for girls at 18 years, old, instead of 15, which was the age set under the previous Civil Code.

3. Labour Law

Article 89 of Ethiopia's Labour Proclamation No. 377/2003 stipulates that "it is prohibited to employ person under 14 years of age", although it allows a person of fourteen years of age to enter into a contract of employment. The labour law contains provisions for the particular and preferential treatment of employees between the intermediary ages of 14 and 18, which it refers to as "young workers". Young workers are prohibited from working overtime and holidays. Furthermore, some types of work, considered too dangerous, are prohibited. Fourteen is assumed to be the age when most children will complete their primary education

Child Abuse and existing Laws

1. Sexual Exploitation

The Ethiopian Criminal code punishes the procurement of children for prostitution for gain, keeping a brothel and serving as landlord of a house of prostitution. These acts are primarily dealt with under Article 634, which reads: "*Whoever, for gain, makes a profession of or lives by procuring or on the prostitution or immorality of another, or maintains as a landlord or keeper, a brothel, is punishable with simple imprisonment*".

2. Child Pornography

The Criminal Code provides protection for children from public indecency, obscene and indecent publications and other materials that may pervert or misdirect the sexual instinct. Article 639- which deal with public indecency and outrage against morals in the form of deliberate performance of "*the sexual act or any other obscene act or gesture grossly offensive to decency and morals*" increase the punishment where such behavior is knowingly performed in front of a child. Similarly, Article 640, dealing with obscene or indecent publications, stipulates a

punishment of" simple imprisonment for not less than one year, and a " fine (not exceeding) ... ten thousand Birr" where the offender "knowingly exhibits, hands over or delivers such objects to a minor".

Abduction

Article 590 deals generally with abduction of minors. Article 590/2/e/reads: "whosoever carries off, abducts or improperly detains an infant or a young person... with intent... to use him for ... prostitution", is subject to a punishment of rigorous imprisonment. Article 596/3/of the code provides for a higher level of punishment where the victim of enslavement is a child.

3. Physical Abuse and Corporal Punishment

Article 555 of the Ethiopian Criminal Code deals with grave, willful bodily or mental injury. This article provides for punishment with "rigorous imprisonment not exceeding fifteen years, or with simple imprisonment for not less than one year". The imposition of all forms of corporal and humiliating punishment on children in schools and care institutions has been legally prohibited in Ethiopia since the adoption of the constitution of the Federal Democratic Republic of Ethiopia. Article 36 of the constitution states that "every child has the right to be free of corporal punishment or cruel and inhumane treatment in schools and other institutions responsible for the care of children. The Revised Family Code specifies obligations owed to children by their parents. These include duty to maintain contact, duty of care of the person of the child, fixing the place of residence of the child, watching over the health of the minor, taking necessary measures in case of sickness of the child, direct the upbringing of the child, takes the necessary disciplinary measures for the purpose of ensuring his upbringing, direct and supervise the social contacts of the child and ensuring that the child receives general and professional education commensurate to his age. In particular, Article 215 of the Revised Family Code stipulates a duty on guardians to ensure the safety and welfare of the child's physical and intellectual development.

4. Harmful Traditional Practices

Article 561 and 562 of the Ethiopian Criminal Code states that anyone who commits the harmful traditional practices (HTP) described in the criminal Code is punishable by law. Article 565 of

the criminal code states that any person who circumcises a girl child of any age is punishable. Article 566 states that any person who stitches together a female genital is punishable. Where the act has caused bodily and mental injury, more stringent punishment is set accordingly. Article 569 also provides for punishment of parents or any other person who took part in the commission of the act.

5. Child Marriage:

Article 35(2) of the FDRE Constitution underscores the equality of spouses. Article 7 of the Revised Family Code raised the marriageable age of a girl to 18 years. Non-observance of this requirement has the effect of invalidating the marriage. However, Article 7(2) of the Revised Family Code reads as follows: “Notwithstanding the provisions of sub-article 1 of this Article, the Minister of Justice may, on the application of the future spouses, or the parents or guardians of one of them for serious cause, grant dispensation of not more than two years”. Article 648 provides that “whoever concludes marriage with a minor apart from circumstances permitted by relevant Family Code is punishable with rigorous imprisonment not exceeding three years, where the age of the victim is thirteen years or above; or rigorous imprisonment not exceeding seven years, where the age of the victim is below thirteen years.

6. Child Labour

Article 36 (1)(d) of the Constitution of the Federal Democratic Republic of Ethiopia (FDRE) stipulates that every child has the right “not to be subject to exploitative practices, neither to be required nor to be permitted to perform work which may be hazardous or harmful to his education, health or well-being”. As already discussed, article 89 of Ethiopia's Labour Proclamation No. 377/2003 stipulates that "it is prohibited to employ person under 14 years of age".

The child Protection System

According to plan international (2015), child protection system can be defined as A comprehensive, interactive and sustainable series of functions and structures including laws, policies and services (at all levels) with in a country with the purpose of preventing and

responding to all forms of violence against all children in the country. The definition recognizes that both formal and informal elements make up a child protection system and that to be truly effective, a range of different actors and components need to work together, in a coordinated and complementary manner to ensure consistent, predictable and effective protection for children (Plan International, 2015). The child protection system encompasses a cycle of preventive, protection and response mechanisms. Ideally, government bodies should be accountable for ensuring that these services are available, as well as for standard setting so that they are appropriately delivered and such services can be assessed and improved.

The Ethiopian government has established multi-sectorial child protection structure stretching from national to village levels with the main mandate of preventing and responding to violence against children. The Ministry of Women, Children and Youth Affairs (MoWCY) at the national level and its offices at different levels including at regional, zonal and woreda level are government formal body that are mandated for child protection issues. At kebele level, there are many informal structures such as Child Rights committee (CRC), community care coalitions (CCC) and many forms of community based organizations (CBOs) that are supposed to provide child care and protection. However, these structures especially the community based structures are not properly functioning partly due to lack of coordination among the concerned stakeholders as well as grave capacity gaps in terms of human, logistics and technology, which has constrained the operations of child protection programing. Among other things, lack of management information systems for reporting, monitoring and case management of child right violations has been stated to adversely affect the country's ongoing efforts in building up a strong child protection system (Zeru, 2016).

2.3.3. ICT for Child Protection (ICT4CP)

Globally there has been growing appreciation of the potential of information and communication technologies (ICTs) i.e digitally enhanced response to protect children from violence. According to Helen M. & Robert M. (2014, P3), while the full scope and scale of Violence Against Children (VAC) remains hidden from view there is wide spread consensus that every year and in every region of the world, millions of children suffer the cumulative impact of physical, mental and emotional violence, and millions more are at risk. Therefore, quality, timely data and information are critical to the success of child protection. Accordingly, many of the leading

agencies providing child protection services in emergencies, including the International Committee of the Red Cross (ICRC) (and its partners in the Red Cross and Red Crescent Movement, the National Societies), the United Nations High Commissioner for Refugees (UNHCR), and the United Nations Children’s Fund (UNICEF) are moving away from traditional paper-based systems in favor of more sophisticated digital solutions in their humanitarian work, which includes child protection. This move is based on the prevailing perceptions – along with experience and assessments of the needs in the field – that improved use of information and communication technology (ICT) to enhance service delivery and gathering, storing, analyzing and sharing individual data will translate into improved outcomes for vulnerable children, including those in emergency settings (*Nadi et al., 2016*).

Many organizations have argued that reporting violence against children with the help of mobile technology and mobile phones can be an effective tool of child protection (UNICEF, 2011). Systems for reporting abuse can be established and reported directly by children and adults. In addition to responding to individual demands for assistance, the ICT provides important information for advocacy and helps to plan further child protection interventions, including impact assessments of awareness raising campaigns (UNICEF, 2011). UNICEF (2014) also argued that in order to successfully break the cycle of violence in children’s lives and help the children cope with the consequences, organizations must provide effective child-focused services and mechanisms for children to seek help, support and care and to report violent incidences. Some of the most relevant mobile applications for child protection include: Frontline SMS and Ushahidi for violence reporting; RapidFTR for family tracing and reunification in emergencies; RapidSMS for data collection, awareness raising and violence reporting; and the Mobile Vital Record System and Nokia data gathering for mobile birth registration (UNICEF, 2011). Besides, according to UNICEF (2014), services can include counseling, information and referrals to other child protection services such as the police, doctors and social welfare workers, and assistance with securing temporary accommodation when necessary. The report of the violence incidents and the follow up of the case managements requires the use of ICT4CP.

According to Nadi et al. (2016) however, the challenge with ICT4CP is the loss of “human touch” between caseworkers and children when conducting assessments. When typing

information behind a computer into an ICT application, caseworkers risk missing subtle cues and signs of a child's vulnerabilities. The opportunity for the next generation of ICT applications for child protection is to design with child-friendliness in mind and have clear vulnerability criteria to establish prioritization of children most-at risk within large caseloads. Child friendliness includes examining the intersection between vulnerabilities and technology, and ensuring that using ICT does not amplify existing vulnerabilities or otherwise cause further harm to the child.

In Ethiopia there are some organizations (NGOs, Associations and some government sectors) that have been practically using Information and Communication Technologies for Development (ICT4D) for the areas of health, nutrition, education, social transfers, child protection and other areas of development programming (FDRE, MICT, 2016). The FDRE Ministry of Information and Communication Technology (MICT) developed the National Information Communication Technology (ICT) Policy and Strategy in 2016. The policy has focused on key government services (health, agriculture, education, and governance), ICT sector (manufacturing, computer and related services) and Cross Cutting services (Entrepreneurship and Innovation, and Youth and Women).

As part of child protection system strengthening as a pilot project, WVE has been implementing a project entitled as "Child Safe Innovative Project" in two districts- Angolola Woreda of North Shoa Zone of Amhara regional State and Hidhabu Abote Woreda of North Shoa Zone of Oromia Regional State. The project's baseline survey was conducted in the two districts in September 2017. The baseline survey showed the status of the child right violence case management and also the prevalent cases of violence against children in the districts. Then after the startup of the project, the digitally enhanced child protection system was established and has been implemented for about a year in the two districts. By making agreement with the Ethio telecom, WVE established a server that will receive a short SMS report (in local language- Amharic and Afaan Oromoo) and then notify to all the concerned bodies that are expected to manage the cases.

Therefore, from many of the new technology utilization by the new generation such as Facebook, Watsup, viber, SMS and other internet based data system, the focus of this research is on the use of mobile technology using Short Message Service (SMS) for the reporting of child right

violence cases/incidences and then the use of the SMS and web based/server for the management and follow up of the responses to child right violence cases.

Managing Child Right Violence cases

The child protection system encompasses a cycle of preventive, protection and response mechanisms. The child protection data system is a tool for case management and referral and it facilitates the provision of responses to the child right violence cases. Services linked to the data system share a common referral pathway with clear standards, policies and levels of access to data (UNICEF, 2011). According to UNICEF (2011), by using ICT4CP system data on vulnerable children can be collected through mobile phones (rapid SMS for signaling and reporting cases) and smartphones, or through a web-based application, which allows uploading more complex child and family assessment forms. Users, data managers and service providers can access the data at different levels, depending on their role in the system. The Web-based system is divided into two referral pathways: one for ‘care services providers’ and case management before actions by the actors. The design of the data system enables collaboration between agencies on individual children (‘cases’). To support such communication, specific applications are developed for mobile phones (to orient a child to a service) and smartphones (to identify, register and monitor children) (UNICEF, 2011).

Ideally, the government bodies are supposed to be accountable for ensuring that child protection services are available, as well as for standard setting so that they are appropriately delivered and such services can be assessed and improved. By using the ICT4CP, child right violence case managers use mobile phones and the Internet to gather and transmit data about specific vulnerable children. The data platform is being used by partners (NGOs and decentralized governmental social and judicial services). It offers information on vulnerable children and service providers, and current practices along the referral pathway (UNICEF, 2011). This case management system offers the following services:

- Social actors identify and monitor vulnerable children to child rights abuse;
- It provides the status of the responses- reported cases, pending actions, actions taken and kinds of actions taken and by which actors
- Monitor the referral pathways
- Indicates the social actors who have responded

Advantages:

According to UNICEF (2011), ICT4CP has the following advantages

- New way of collaboration, real-time interaction and networking among social welfare actors
- Rapid and efficient registration of child violence cases and children in need of care and protection
- Allows quick access to service availability and to the referral of children in real time
- Ability to track individual children throughout the entire case management process
- Access to real-time data: the data sent via smartphones on children is synchronized with the Web-based system in real-time, thereby allowing real-time case management monitoring.
- Confidentiality assurance: a common case referral pathway has been developed among the partners based on minimum standards of protection. This process includes the development of a data management policy with confidentiality protocols as a pre-condition for the platform to be effective.

CHAPTER THREE

3. RESEARCH METHODOLOGY

3.1. Description of the Research Area

The first district where the study was conducted is called Angolela Tera. The district is found in North Shewa Zone of Amhara National Regional State. The district capital, Chacha, is located at 110km North East of Addis Ababa at a distance of 20 km from the zonal capital, Debre Birhan. The total landmass of the district is 73,560ha shared among 21 Kebele Administrations (KA) (19 rural and 2 rural towns). Total population of the district is estimated to be 94,327 (49% female) of which 42% (39,374) are children (49.5% girls) below 15 years old. Agro-ecologically, the district is 85% high land and 15% mid-highland with elevation ranging from 1800 to 3044 m.a.s.l. The rainfall pattern is bimodal with amount ranging from 555 to 1275mm per annum and the mean annual temperature is 12.5°C.

The second district is called Hidhabu Abote. It is a District found in North Shoa Zone of Oromia Regional State. It is located at about 147 km North of Addis Ababa and 34 km from Fiche (Zonal capital). The District has a total area of 454 square kilometers and is home for 103,441 people among whom 51,203 are Female residents (Projected from CSA, 2006) with average population density of 167 per km². Administratively the District is subdivided into 20 Kebeles of which 19 Kebele are rural consisting of 96.5 % of the population and 1 Kebele is urban center (Ejere town). The District is geographically located between 9°47' to 10°11'N latitude and 38°27' to 38°43' E longitude. The topography of the District is mostly vary within flat to undulating topography. The altitude ranges between 1300-2500 meters above sea level and has all agro-ecological zones: Highland ('*Dega*'), mid-altitude ('*Weyna dega*') and low land ('*Qola*'). World Vision Ethiopia is implementing a project on child protection and management of violence against children incidents. These two woredas are selected purposely for the child protection project is being implemented there based on the project identification and site selection made by the organization. Hence, the selection of the two districts was based on the testing of the application of the digitally enhanced child right violence case reporting and management piloted there by World Vision Ethiopia. Hence, the study sites were purposely selected.

3.2. Research Design

This research is a descriptive research since the purpose of the study was to describe the role of ICT4CP regarding its contribution in increasing the reporting of child violence incidence cases and its management and also since the study was conducted one time for different groups i.e during the baseline survey (2017) and during the implementation of ICT4CP technology application (December, 2018). The baseline survey of the project on the prevalence of violence against children, the trends in practicing the reporting of the violence incidence, the trends in the management of the violence cases, and the challenges related to the reporting and management of the VAC was conducted in September 2017. Then after the start of the project, since March 21, 2018, the VAC incidence cases have been reported into the ICT4CP data system using mobile technology/SMS and the management of the cases also reported into the data system using the SMS. Thus, data reported into the ICT4CP system was retrieved from the system and its roles and trends was analyzed in December 2018. Hence, both the reported incidences of violence against children and the managed cases were analyzed and the trends was compared with the data collected via baseline survey on the reporting and management of the cases so as to see the value of the digitally assisted case reporting and management.

3.3. Data Type and Source

3.3.1. Data Type

The review of the qualitative report and the quantitative analysis was employed. The obtained raw data from the secondary sources was quantitatively analyzed and the qualitative report of the baseline survey and the project reports were reviewed. Hence, the mixture of both qualitative and quantitative data was used to present a more complete and synergistic research analysis.

3.3.2. Data Source

Secondary data sources were used to conduct this research as obtained from ICT4CP data system and baseline survey. The secondary data was obtained from the baseline survey of the project regarding the prevalence of VAC, forms of VAC prevalent in the districts, the practice of reporting the VAC incidence cases, the practice of managing/ responding to the reported incidence cases, and the challenges related to the reporting and management of the VAC were reviewed. Besides, by the review of the project's progressive reports, the challenges regarding

the application of the ICT4CP technology was analyzed and compared with those challenges identified during the baseline survey.

The data obtained from the baseline survey report was compared with the data obtained through ICT4CP so as to see the trends in reporting and management of incidences of VAC. The child violence incidence cases were reported into the ICT4CP system through SMS. From the crude raw data, the prevalent and most reported forms of violence against children were obtained and analyzed. The practice of reporting child violence incidences using the ICT4CP technology was also analyzed and compared with the practice using traditional methods (as obtained from baseline, 2017) of reporting (face to face). Besides, the raw data on the trends of the practice of managing or responding to the reported child violence cases were also obtained from the ICT4CP data system and compared with the baseline data. Besides, the types of services provided for the victims of VAC were also obtained from ICT4CP data system and analyzed.

3.4.Target Population and Sampling Techniques

3.4.1. Research Population

The population for this study was those children aged under 18 years old who faced violence against their right and reported either through traditional ways of reporting as obtained from the baseline survey or who reported the incidences into ICT4CP data system. Hence, this research is all about children under 18 years old who were directly or indirectly victims of the forms of violence against children and who reported the cases into the ICT4CP data system as obtained from the server and through traditional ways as obtained from baseline report.

3.4.2. Sampling Size determination

Total purposive sampling approach was employed as all the reported incidences of violence against children and the managed cases reported either into ICT4CP or baseline survey. Hence, the analyzed reports of the baseline survey from the sampled 397 children were reviewed. The 530 child right violence cases (raw data) that were reported via short SMS from March 21, 2018 to December 12, 2018 from the two study districts for about 9 months since the system established were analyzed. Out of the 530 reported incidents, 90 cases were reported as managed in the system and all of the data were analyzed. Therefore, the comparison and analysis of the raw data from the server were done quantitatively for all the obtained raw data via short message

SMS and downloaded from the ICT4CP server. Thus, this data source (ICT4CP) was compared with the baseline survey report.

3.5.Data Collection Methods and Tools

3.5.1. Data collection Methods

Data on the incidences of violence against children and the responses/management of the cases were collected using mobile technology/SMS which was also linked to web based data system called ICT4CP server based in WVE office. The prevalent forms/types of violence against children were identified and filled into the ICT4CP short SMS system. Since literacy skill is needed, using the community volunteers was required for the reporting of the VAC incidences. Besides, according to the Ethio telecom, children under 18 years had not been allowed to have mobile networks and thus, using community volunteers for the reporting of the incidences had been required. There were 50 community volunteers (25 in each woreda) who were in charge of reporting and facilitating the management of the violence cases using the short SMS and follow up. The community volunteers are those who based in the community (2 volunteers per a kebele). Hence, both the reported incidences of violence against children and the managed cases were obtained from the server and analyzed and compared with the data collected via baseline survey on the reporting and management of the cases so as to see the roles of the digitally assisted case reporting and management of child protection.

3.5.2. Data collection Tool

There are some basic information fed into the ICT4CP system that is required to be filled during the reporting of the incidences VAC and its management. The SMS report has some details like kebele, phone number, the type of incidence, name of the reporter and so on and their details are encoded on the system. Therefore, the reported incidence cases of violence against children on about 19 types of violence including; rape, attempted rape, sexual abuse, emotional abuse, child labour exploitation, child marriage, Female Genital Mutilation (FGM), abduction, insult, expulsion from home, expulsion from school, hitting/kicking, neglect-depriving of food/shelter/medical treatment/school, attempted murder/homicide, burning with fire, suffocating, early/forced marriage, asset snatched/annexed, and others were collected/obtained from the data system in the ICT4CP server developed and established in WVE's head office. For

the baseline survey, survey questionnaire was developed and used. There were also FGDs and KII guiding questions used for the baseline as obtained from the baseline survey report review.

3.6.Data Analysis

Both qualitative and quantitative data analysis techniques were employed to analyze the data. The qualitative report of the baseline survey was reviewed. Since this research is descriptive, percentage was employed as a method of data analysis. The raw data from the short SMS were analyzed using percentage and compared with the baseline data so as to see the role of the ICT4CP in increasing reports and management of child right violence cases. Percentage was preferred for it can be easily understood. Besides, some of the further explanation about the ICT4CP's role from the baseline survey that were collected and analyzed qualitatively were reviewed and presented. Percentage and frequency were used to understand the relationship between the dependent variable (reporting and management of incidences of VAC), intermediary (Commitment and accountability of service provider/case managers) and independent variable (the application of ICT4CP). The analyzed data were presented using table and figure. Basic and significant data with regards to the specific research objectives were also narrated under each presented data in the tables and figures as appropriate.

3.7.Ethical consideration

The study process considered the sensitivity to child right issues and child right policy of the organization/WVE-no harm, confidentiality and privacy, beliefs, manners and customs of all stakeholders and undertaken with integrity and honesty. The objective of the study was explained to the organization that is in control of the ICT4CP server before obtaining data from the server.

CHAPTER FOUR

4. FINDINGS AND DISCUSSION

Under this chapter, the findings of raw data obtained from the ICT4CP server and baseline report review are discussed. The trends and status of the use of the ICT4CP for the reporting of child right violence and the management of the child right violence cases are discussed. The data obtained from the ICT4CP were compared with the data obtained during the baseline survey. Besides, the challenges related to the use ICT4CP were also discussed.

4.1. The Research participants

The participants of this research were from Hidhabu Abote Woreda of North Shoa Zone, Oromia region and Angolola Woreda of North Shoa Zone, Amhara Region. Two sources of data were used. First, the data collected during the project baseline survey in September 2017 were used using document review/baseline survey report. Second, data obtained from ICT4CP server on the child right violence cases and management.

4.1.1. Review of Respondents participated on the Baseline survey

In September 2017, baseline survey for the project was conducted. During the survey, the participants of the survey were a total of 400 sample households across the two study Woredas, of which about 71.0% were male headed while about 28.0% were female headed households. Majority of the households had a family size of 5 to 7 persons with an average size of 6 people. The minimum household size was 2 while the maximum was 13. About a quarter of the study households have a household size of more than 7 and the same proportion of households were reported to have a family size of less than 5 persons.

(a) Review of the Child respondents

There were a total of 397 sample respondents of children between the ages of 10 to 17 years, of which 47.% were male while about 53.0% were female. About half (50.0%) of the total were between the ages of 10 to 13 years while another half were 14 to 17 years old. A great majority (99.2%) of the child respondents was Orthodox Christians and about a quarter were urban

children while the majority (72.3%) was selected from rural Kebeles. Almost all children reported they have not ever been married. Only four female respondents reported to have been married at the age of 15 and 16 years. About 2.3% of the child respondents were engaging in paid and self-employment while a great majority (78.3%) reported to have been engaged in family work, and the remaining reported as not a working child.

(b) Review of the Adult respondents

Out of the total adult respondents of 399, about 46.7% were males and 53.3% were females. About 43.0% were literate and the remaining 57.0% were recorded to be illiterate. Their marital status was summarized in the order of single (5.0%), married (85.5%), divorced (3.3% and

Widowed(6.3%), about a quarter of the adult respondents (26.1%) were in the youth group ranging from 20 to 35 years old while a great majority (67.1%) were adults whose ages were from 36-60 years, and the remaining were elders above 60 years. A great majority (99.0%) was Orthodox Christians. Again the majority (82.0%) were rural residents. Over half (54.7%) of the adult respondents were of the Oromo ethnic group while a proportion close to a third (29.6%) were Amhara and the remaining reported to be a mix of Oromo and Amhara ethnicity. By occupation, majority was farmers (76.0%) and a few were housewives (15.6%), traders (10.4%) and daily laborers (4.8%).

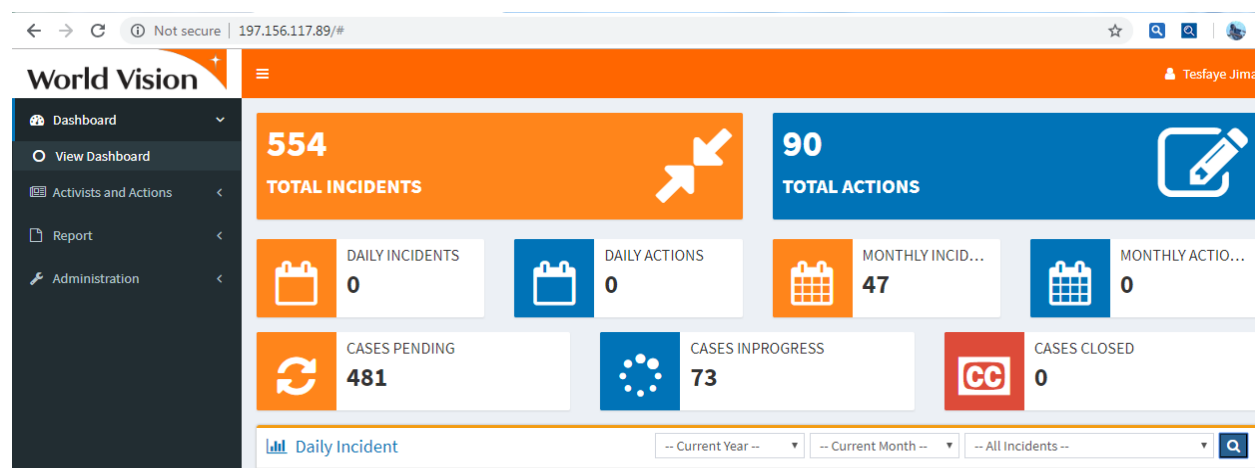
4.1.2. Research participants of the ICT4CP

There were 530 child rights violence cases/incidences reported by using short SMS via 50 volunteers and stored into the ICT4CP server from March 21, 2018 to December 12, 2018. Out of this, 222 cases were reported from Angolola district while 308 cases were reported from Hidhabu Abote district. Totally 50 case reporters (volunteers), 25 from each district have participated in reporting the cases. Hence, the data of 530 children with regards to the forms of violence against them were analyzed.

Regarding the management of the cases, from March 21, 2018 to December 12, 2018, there were 90 children's (58M & 32F) violence cases were managed and actions were taken. Out of these cases, 16 (15M&1F) were from Angolola district, while 74 (43M & 31F) were from Hidhabu Abote district. In the response to the cases, there were 12 individuals, 6 from each district assigned to take actions. They are representing police, women and children office, education

bureau, labour and social affairs, justice office, and health bureau. Out of the six offices/individuals representing the offices, women and children, education office, police, and labour and social affairs have participated in the response to the cases. No reported cases had been managed by justice office and health office. The below shows ICT4CP dashboard screen copy that was taken on December 15, 2018 which shows the status of the reported incidents, the pending cases, the cases in progress and the actions taken.

Figure 4.1: ICT4CP assisted reported incidents of VAC



Source: WVE’s ICT4CP (2018) dashboard screen copy

4.2. Forms of Violence Against Children

Data on the forms of violence against children as obtained from the ICT4CP server on the incidence cases of violence against children and data obtained through document review from the project baseline survey (2017) are analyzed and presented.

Table 4.1: Reported Forms of VAC Incidences

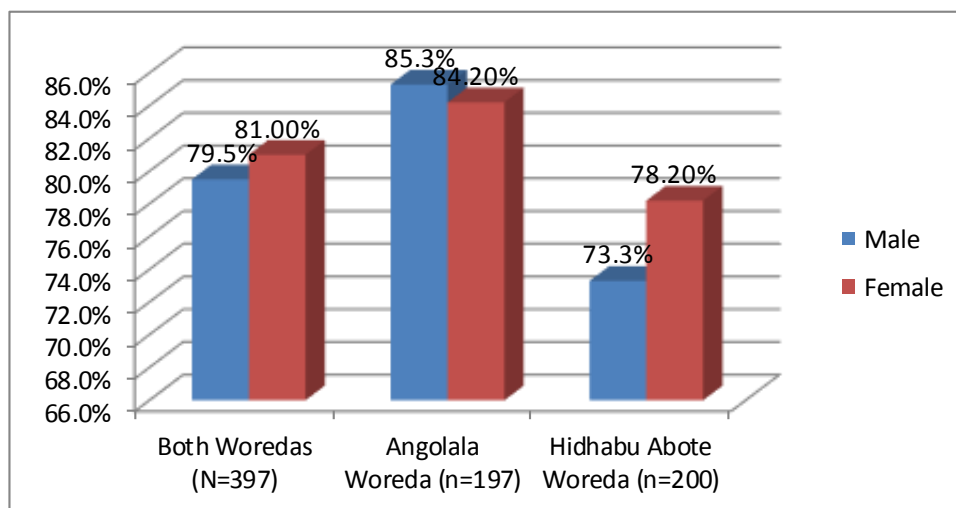
S.N	Types of reported Incidence of VAC	Reported Cases		Total	ICT4CP 2018 (%) N=530	Baseline Survey 2017 (%) N=397
		Angolola	H/Abote			
1	Rape	2	2	4	0.75%	6%
2	Attempted Rape	2	2	4	0.75%	No Data
3	Sexual Abuse	1	8	9	1.70%	6%
4	Emotional abuse	0	1	1	0.19%	53%
5	Child Labour exploitation	49	184	233	43.96%	54.9%
6	Child Marriage	4	58	62	11.70%	6.2%

7	Abduction	1	14	15	2.83%	2.9%
8	Insults	3	5	8	1.51%	32.1%
9	Expulsion from home	11	5	16	3.02%	No Data
10	Expulsion from School	4	1	5	0.94%	No Data
11	Hitting/kicking	42	7	49	9.25%	70.3%
12	Neglect--Depriving of food/shelter/medical treatment/school	92	13	105	19.81%	28.5%
13	Attempted murder/homicide	1	1	2	0.38%	No Data
14	Burning with fire	2	2	4	0.75%	No Data
15	Suffocating	0	0	0	0.00%	No Data
16	Early/forced marriage	1	2	3	0.57%	No Data
17	Asset snatched/annexed	1	0	1	0.19%	No Data
18	Child Trafficking				No Data	13.4%
19	Others (Specify)	6	3	9	1.70%	
	Total	222	308	530	100.00%	

Source: WVE's ICT4CP (2018) and the project's baseline survey (2017).

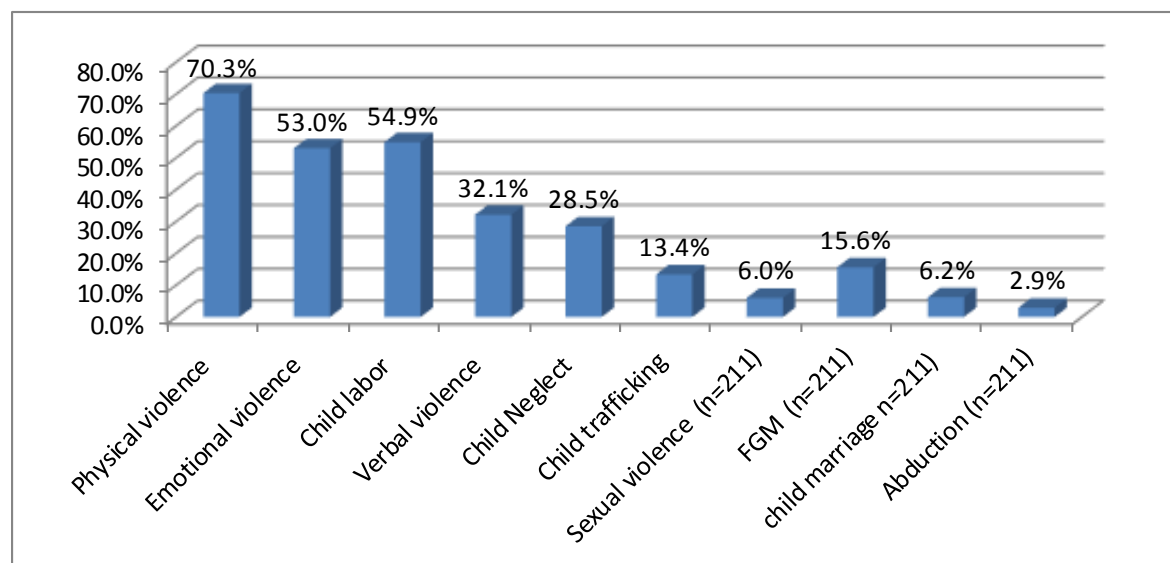
Out of the total 319 children who responded (baseline survey, 2017) that they had faced at least one form of violence, only 46 children reported their incidence cases. The rest cases remained unreported by the children.

Figure 4. 2: % of children experienced at least one form of VAC disaggregated by sex and study Woreda



Source: Project's baseline survey (2017).

Figure 4. 3: % of children by types of violence they experienced in both Woredas (N=397).



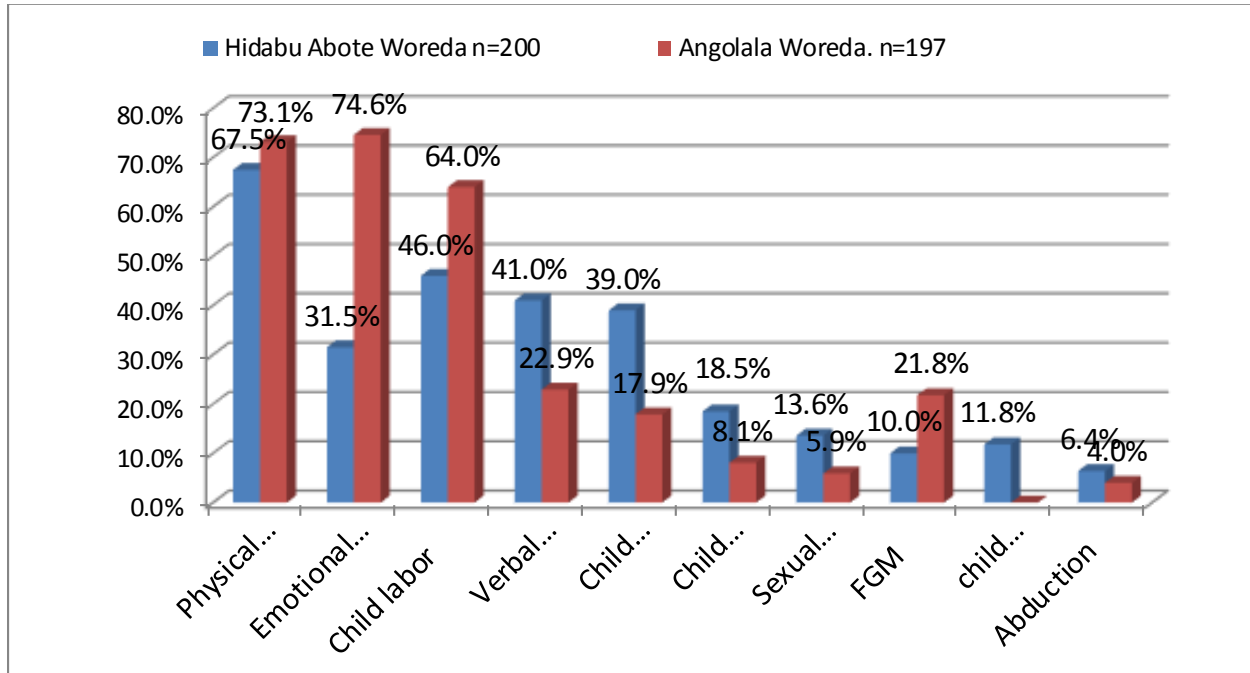
Source: Baseline Survey (2017).

Out of 397 interviewed children during the baseline survey (2017), a total of 319 (80.4%) were admitted to have been experienced at least one form of violence against them either at home or at school or in the community. Although there was disparity among the key informants and FGD participants in rating the overall prevalence of child protection incidents, most agreed that about 50% of the child population in their respective localities were subjected to one or more forms of the aforementioned forms of violence at home, in schools and at the community level.

As shown in the above Figure 3, during the baseline survey (2017), physical violence (70%), child labour (55%), and Emotional violence (53%) are the top 3 forms of violence against children. The data obtained using the ICT4CP/SMS showed that child labour (44%), neglect (20%) and child marriage (12%) are the top three reported incidences of forms of violence against children that were prevalent in the two districts. Both sources of data showed that child labour was the big challenges of children in the two districts as it shows 60% in Hidhabu Abote and 22% in Angolola of the reported incidences. According to both sources, child labour was more than the national data which was 27% in 2011. Regarding differences between the two districts, child neglect- Depriving of food/shelter/medical treatment/school was the highest in Angolola (41%) and also hitting/kicking/physical violence the third highest incidence with 19%.

In Hidhabu Abote, child marriage is the second most cases/incidence of child right violence as it shows 19% which is by far higher than the national data EDHS (2016) which was 6%.

Figure 4. 4: % of children by types of violence and study Woredas



Source: Baseline Survey (2017)

As shown in figure above/baseline survey, the situation of sexual violence (13.6%, Child Marriage (11.8%), abduction (6.4%) and child trafficking (18.5%) were found to be higher in Hidhabu Abote Woreda while the corporal punishments (73.1%) and emotional/psychological violence (74.6%) and child labour (64.0%) as well as FGM (22.0%) and child neglect (39.0%) were comparatively higher in Angolala Woreda. This difference was also found from the data obtained using ICT4CP. Generally, the prevalence of sexual violence was found to be higher in Hidhabu Abote Woreda (13.6%) than in Angolala Woreda (6.0%). Regardless of the magnitude of incidents, most key informants and FGD participants confirmed that rape is currently widely prevalent among the communities in both study Woredas.

Based on analysis of data on child respondents (baseline survey, 2017), the older children between the ages of 14 to 17 years were found to be more exposed to encounter sexual and verbal violence, and also found to have been more encountered of child neglect, child labour and

child trafficking. In terms of gender, the study found out that it was only female children who have been experienced sexual violence, abduction and child marriage which shows gender disparity in terms being victim for some form of violence.

Table 4. 2: Overall percentage of children by age, gender and types of violence they experienced

Forms of violence	Age of children		By gender of children	
	10-13 yrs. (n=191)	14-17 yrs. (n=192)	Male (n=185)	Female (n=211)
Physical violence	140 (37%)	127 (33%)	127 (69%)	151 (72%)
Emotional violence	101 (26%)	100 (26%)	102 (55%)	107 (51%)
Child labour	101 (26%)	109 (29%)	101 (55%)	117 (56%)
Verbal violence	51 (13%)	69 (18%)	59 (32%)	68 (32%)
Child neglect	49 (26%)	59 (31%)	48 (26%)	65 (31%)
Child trafficking	20 (11%)	32 (17%)	21 (11%)	32 (15%)
Sexual violence	7 (4%)	13 (7%)	0 (0%)	21 (10%)
FGM (n=211)	16 (8%)	17 (9%)	0 (0%)	33 (16%)
Early marriage (n=211)	2 (1%)	11 (6%)	0 (0%)	13 (6%)
Abduction (n=211)	0 (0%)	11 (6%)	0 (0%)	11 (5%)

Source: Baseline survey (2017).

4.3.The Practice of Reporting Incidences of Child Right Violence

From the baseline survey report (2017), among the total children (319) who had been experienced at least one form of violence either at home or at school or in the community, only 98 (30.7%) cases were reported to the concerned authorities. Regarding who reported the case, 46 (14.4%) were reported by children with 33 (19.8%) in Angolala and 13 (8.6%) in Hidhabu Abote Woreda. Among the total adults (62) who confirmed violence was committed against their children, 35 (56.5%) of them reported the case to the concerned authorities. When disaggregated by the Woreda, it was 5 (20.0%) for Hidhabu Abote and 30 (81.1%) in Angolala Woreda (baseline survey, 2017).

Through digital technology assistance, WVE designed the reporting mechanism of the child right abuse cases. 50 community volunteers (25 in each woreda) who are in charge of reporting and

facilitating the management of the violence cases using the short SMS has been doing the incidences reporting and reported 530 cases from March 21, 2018 to December 12, 2018. The community volunteers are based in the community (2 volunteers per kebele). They have access to the short SMS reporting and follow up the case management. For the short SMS report has some details like kebele, phone number, the type of incidence, and name of the reporter which their details are encoded on the ICT4CP web based system. Literacy skill is needed and using the community volunteers is required. Since children under 18 years old are not allowed to have mobile network according to the Ethio telecom regulation, using community volunteers for the reporting of the incidences were used. Therefore, the reported incidence cases of violence against children on about 16 types of violence including rape, attempted rape, sexual abuse, emotional abuse, child labour exploitation, child marriage, Female Genital Mutilation (FGM), abduction, insult, expulsion from home, expulsion from school, hitting/kicking, neglect-depriving of food/shelter/medical treatment/school, attempted murder/homicide, burning with fire, suffocating, early/forced marriage, asset snatched/annexed, and others were collected/obtained from the data system in the ICT4CP server developed and established in WVE's head office. The following table shows data obtained by ICT4CP data system and compared with the baseline survey data.

Table 4. 3: % of reported Incidences of VAC practice

S.N	Types of Incidence reported via SMS	Reported cases using ICT4CP 2018 (%) N=530	Reported cases Baseline Survey 2017 (%) N=397
1	Rape	4 (0.75%)	0
2	Attempted Rape	4 (0.75%)	No Data
3	Sexual Abuse	9 (1.70%)	2 (2.04%)
4	Emotional abuse	1 (0.19%)	26 (26.53%)
5	Child Labour exploitation	233 (43.96%)	18 (18.37%)
6	Child Marriage	62 (11.70%)	0
7	Female Genital Mutilation (FGM)	0.00%	6 (6.12%)
8	Abduction	15 (2.83%)	0
9	Insults	8 (1.51%)	12 (12.24%)
10	Expulsion from home	16 (3.02%)	No Data
11	Expulsion from School	5 (0.94%)	No Data
12	Hitting/kicking	49 (9.25%)	25 (25.51%)

13	Neglect--Depriving of food/shelter/medical treatment/school	105 (19.81%)	5 (5.1%)
14	Attempted murder/homicide	2 (0.38%)	No Data
15	Burning with fire	4 (0.75%)	No Data
16	Suffocating	0.00%	No Data
17	Early/forced marriage	3 (0.57%)	No Data
18	Asset snatched/annexed	1 (0.19%)	No Data
19	Child Trafficking	ND	4 (4.08%)
20	Others (Specify)	9 (1.70%)	0
	Total	530 (100%)	98 (100%)

Source: WVE's ICT4CP (2018) and WVE's the project's Baseline survey (2017)

Before the intervention of the project, out of the total (98) reported incidences of child violence case, emotional abuse, physical violence/hitting, child labour and insults showed 26(27%), 25 (26%), 18(18%) and 12(12%), respectively. After the intervention of the project using mobile technology, out of the total reported incidences (530), near to 50% i.e 233 (44%) was child labour. Hence, within 9 months of the commencement of the ICT enhanced child right violence case/incidence reporting system, 233 child labour cases reported which was only 18 before the intervention. Besides, in the 9 months of the ICT4CP implementation, there were reported incidences of neglect- Depriving of food/shelter/medical treatment/school 105 (20%), Child marriage 62(12%), and physical abuse, 49 cases. As already presented above, some of the violence cases highly prevalent in one district over the other. For instance out of the reported 62 child marriage cases 58 were happened in Hidhabu Abote district. Within 9 months these much child marriage cases happened, in one district, we can imagine how many children get married before their 18 years old in the country. We can also see the abduction cases in which within the 9 months, 15 cases were reported which almost all of them (14) were from Hidhabu Abote. The physical abuse incidence reports were also increased from 25 before intervention to 49 after intervention. When we compare the number of child right abuse cases and the reporting before the project intervention and after the ICT4CP, we can see the role of the ICT enhanced reporting as significant.

This research also showed that the digitally enhanced reporting of child right violence cases improved in uncovering serious forms of child violence cases which are very harmful incidences

for the survival of children. For instance, the digitally enhanced reporting system uncovered 4 rape cases, 4 attempted rape, 9 sexual violence, 2 attempted murder, 4 burning with fire and 15 abduction. The report showed that out of the 9 sexual abuse cases, 8 was happened in Hidhabu Abote. Thus, the ICT4CP helped in revealing/uncovering many of the serious abuse cases which had not been reported before the intervention using ICT supported.

Regarding the incidences reporting methods before the ICT4CP, in both study Woredas, the baseline survey (2017) showed that face to face reporting method was used by the majority of children (89.1%) and adults (97.1%) who have reported incidences of violence to concerned bodies. In confirmation to the quantitative findings, the information from majority key informants and focus group participants has also shown that violence incidents were mainly reported by the victims themselves and their relatives by going in person to police office, court system, and Kebele leaders, Women and Children Affairs or World Vision Ethiopia. In some cases, incidents were also reported by the CCC members and community volunteers, community militias or village leaders.

Table 4. 4: % of children and adults who reported incidence of VAC by methods of reporting

	# & % of children who reported violence incidences			# & % of adults who reported violence incidences (n=35)		
	Both Woredas (n=46)	Hidhabu Abote Woreda (n=13)	Angolala Woreda (n=33)	Both Woredas (n=35)	Hidhabu Abote Woreda (n=5)	Angolala Woreda(n=30)
Methods used for reporting incidences						
• Face to face	41 (89%)	11 (85%)	30 (91%)	34 (97%)	5 (100%)	29 (97%)
• Sending message/calling by phone	5 (11%)	2 (15%)	3 (9%)	1 (3%)	0 (0%)	1 (3%)

Preference of reporting methods						
• Face to face	38 (83%)	8 (62%)	30 (91%)	34 (97%)	4 (80%)	30 (100%)
• Sending message/calling by phone	8 (17%)	5 (39%)	3 (9%)	1(3%)	1 (20%)	0 (0%)

Source: The Project Baseline Survey (2017)

Regarding the reasons for not reporting before the intervention, the qualitative data of the project’s baseline survey (2017) showed that most of the incidents of violence against children were not reported to the concerned bodies and the reporting of child protection incidents were found to be very low in both study Woredas mainly due to the followings reasons.

- Because of the greater influence of faith elders and priests.
- Fear of retribution by the perpetrator.
- Victims usually think of disclosing the incidents are a disgrace to their honor and the honor of their parents.
- Communities consider child protection incidents as part of norms and cultural practices, and,
- Lack of strong reporting system and poor awareness of the community as to where and to whom to report.

Based on the project report, it is believed that the awareness creations, capacity building works, and the availing of ICT4CP system have helped to resolve the above mentioned reasons for the low reporting. The difference between before the intervention of the project and after the intervention of the project can be clearly viewed and in line with Helen M. & Robert M. (2014) argument that many of violence against children remains hidden from view, there is wide spread consensus that every year and in every region of the world, millions of children suffer the cumulative impact of physical, mental and emotional violence, and millions more are at risk. It can be noted from the reported incidences of violence against children using ICT4CP within 9 months that more than 500 cases reported. We can also imagine that even in the presence of the digitally enhanced reporting of child violence cases, still there are many unreported cases of

violence. In general as Nadi et al. (2016) argued there has been a technology shift in the area of child protection that has led to a diversity of ICT tools being designed, tested, and implemented. Thus, in general, this research found that as also argued by Helen M. & Robert M. (2014), the digitalization and use new technologies for the reporting of violence against children increases the reporting of the violence cases and thereby increases the management of cases.

4.4. The Practice of Managing cases of Child rights Violence

The baseline survey (2017) of the project revealed that in both study Woredas, face to face reporting method was used by most majority of children and adults who had reported incidences of violence to concerned bodies. The quantitative findings (KII & FGDs) of the baseline showed that violence incidents were mainly reported by the victims themselves and their relatives by going in person to police office, court system, and Kebele leaders, Women and Children Affairs or World Vision Ethiopia. In some cases, incidents were also reported by the CCC members and community volunteers, community militias or village leaders.

Table 4. 5: % of children and adults who reported incidence of VAC for which actions were taken

	# & % of children who reported violence incidences			# & % of adults who reported violence incidences (n=35)		
	Both Woredas (n=46)	Hidhabu Abote Woreda (n=13)	Angolala Woreda (n=33)	Both Woredas (n=35)	Hidhabu Abote Woreda (n=5)	Angolala Woreda (n=30)
Was action taken						
• Yes	25 (54%)	7 (54%)	18 (54%)	30 (88%)	3 (75%)	27 (90%)
• Somewhat taken	12 (26%)	0 (0%)	12 (36%)	0 (0%)	0 (0%)	0 (0%)
• No	9 (20%)	6 (46%)	3 (9%)	4 (12%)	1 (25%)	3 (10%)
Adequacy of action taken						
• Adequate	17 (65%)	4 (50%)	13 (72)	14 (47%)	0 (0%)	14 (32%)
• Somewhat adequate	5 (19%)	2 (25%)	3 (17%)	14 (47%)	3 (100%)	11 (41%)
• Not adequate	4 (15%)	2 (25%)	2 (11%)	2 (7%)	0 (0%)	2 (7%)

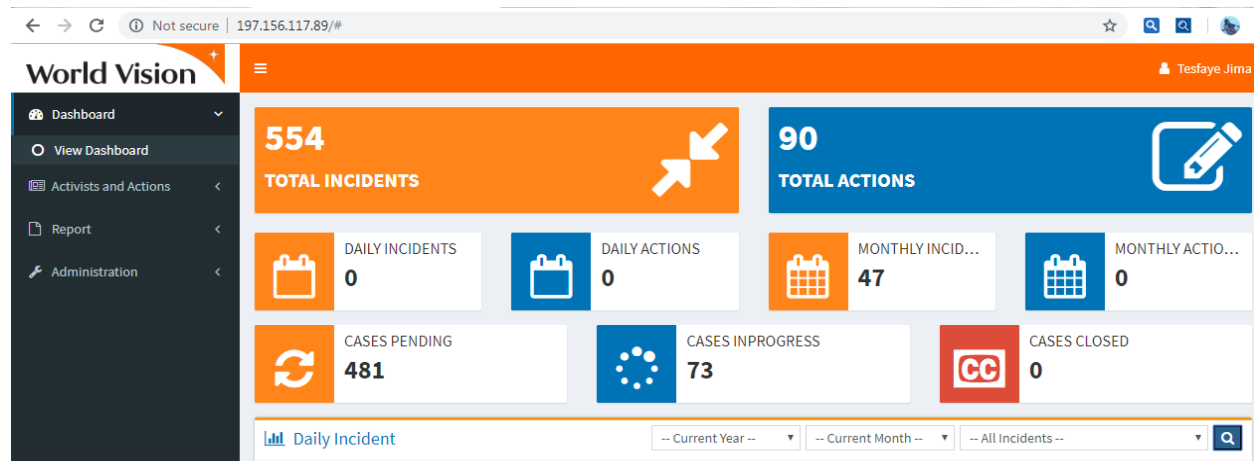
Source: The Project's Baseline survey (2017)

The baseline survey (2017) as shown in Table 5 shown that among those children of 46 who reported incidences of violence against them, a total of 25 (54.3%) children in both study Woredas, with a proportion of 7 (53.8%) in Hidhabu Abote and 18 (54.5% in Angolala

Woreda, confirmed that action was taken against the perpetrators. In the case of adults who reported incidences (34), a total of 30 (88.2%) confirmed that action was taken against the incidences they reported.

When the data from the ICT4CP as reported to the server from March 21, 2018 to December 12, 2018 analyzed, there were 90 children’s (58M & 32F) reported cases of violence were managed and actions were taken. Out of these cases, 16 (15M&1F) were from Angolola district, while 74 (43M & 31F) were from Hidhabu Abote district. In the response to the cases, there were 12 individuals, 6 from each district assigned to take actions. They are representing police, women and children office, education bureau, labour and social affairs, justice office, and health bureau. Out of the six offices/individuals representing the offices, women and children, education office, police, and labour and social affairs have participated in the response to the cases. No reported cases had been managed by justice office and health office. The below shows ICT4CP dashboard screen copy that was taken on December 15, 2018 which shows the status of the reported incidents, the pending cases, the cases in progress and the actions taken.

Figure 4. 5: Number of incidences of VAC Managed



Source: WVE’s ICT4CP (2018)

As it can be seen from the screen copy of the ICT4CP server, which was taken on 15, December 2018, starting from March 21, 2018 to December 15, 2018, 554 cases were reported, action for only 90 (17%) cases were managed. From the total reported incidences 73 were in progress that taking action had been started and in progress. 481 cases were pending as no any action had been taken by any concerned partner. No any reported case/incidence was closed. This shows that the

majority of the reported cases had not been managed. It also showed that even though the cases were reported there had been problems related to the management of the cases. When this is compared with the traditional ways of reporting and management of the cases, during the baseline survey among those children of 46 who reported incidences of violence against them, a total of 25 (54%) children in both study Woredas, confirmed that action was taken against the perpetrators. Out of incidences (34) reported by adults, a total of 30 (88.2%) confirmed that action was taken against the incidences they reported. This shows that even though the ICT4CP increased the reporting of the incidences of child violence, it doesn't show that the management of the cases had been improved when compared with the reported cases.

Table 4. 6: ICT4CP assisted reported incidences of VAC and actions taken

Types of Incidence	Reported Cases			Actions taken			Actions (%)
	Angolola	H/Abote	Total	Angolola	Abote	Total	
Rape	2	2	4	0	0	0	0%
Attempted Rape	2	2	4	0	0	0	0%
Sexual Abuse	1	8	9	0	0	0	0%
Emotional abuse	0	1	1	0	0	0	0%
Child Labour exploitation	49	184	233	2	51	53	23%
Child Marriage	4	58	62	0	19	19	31%
Abduction	1	14	15	0	3	3	20%
Insults	3	5	8	0	0	0	0%
Expulsion from home	11	5	16	8	1	9	56%
Expulsion from School	4	1	5	0	0	0	0%
Hitting/kicking	42	7	49	6	0	6	12%
Neglect--Depriving of food/shelter/medical treatment/school	92	13	105	0	0	0	0%
Burning with fire	2	2	4	0	0	0	0%
Early/forced marriage	1	2	3	0	0	0	0%
Asset snatched/annexed	1	0	1	0	0	0	0%
Others (Specify)	6	3	9	0	0	0	0%
Total	222	308	530	16	74	90	17%

Source: WVE's ICT4CP (2018)

As discussed under the review of literature, Nadi et al. (2016) argued that the use of information and communication technology (ICT) improve the child protection case management. Helen M. & Robert M. (2014) also argued that the digitalization and use of new technologies for the

reporting of violence against children increases the reporting of the violence cases and thereby increases the management of cases. However, the finding of this research as shown under Table 6 out of the reported incidences on about 16 forms of violence against children, only five type of violence had been managed. No any reported action was taken to some of serious and dangerous cases even though reported such as rape (4), attempted rape (4), sexual abuse (9), and burning with fire (4). Even some of the other forms of violence were managed, they are very low as only 53 (23%) cases out of 233 reported child labour cases managed; 19(31%) out of the reported 62 incidence cases of child marriage were managed; 9(56%) out of 16 explosion from home cases managed; 3(20%) out of 15 reported abduction cases managed; and 6 (12%) out of 49 reported cases of hitting/kicking cases managed by the case managers (police, women and children office, education bureau, and labour and social affairs). This may indicate that the project hadn't planned ways of ensuring the accountability of the concerned sector offices in responding to child violence cases. As the review of the project proposal/design of the project and Memordium of understanding (MoU) with the respective sector offices of the woredas showed, the case Management Stakeholder Sector Offices have their respective role and responsibilities that they agreed during the project commencement. The police office has responsibilities to arrest perpetrator/s, investigating violence cases, and opening file in court. The women, children and youth office has the responsibility to provide counseling for the victims, provide financial and care services, arrange/facilitate reunification with family/guardians, provide temporary shelter, and follow up on fair judgment at court cases. The education office has the responsibilities of supporting the children to attend school, school reassuming, provide assertiveness training, and others. The labour and social affairs provide support for the child to be compensated for labour exploitation, and provide vocational and life skills training. The justice office has responsibility of penalizing the perpetrator for the violence act and facilitates to compensate of the victims. The health office has responsibilities of providing medical treatment and referral to higher hospital in case of medical treatment complication for a victim. But, the performance of these sectors when compared to the reported number of child right abuse cases shows low and requires some improvement.

Table 4. 7: Forms of Child right violence cases reported into ICT4CP and managed

S.N	Type of Incidence cases managed	Angolola			Abote			Both Districts			
		M	F	Total	M	F	Total	M	F	Total	%
1	Expulsion from home	8	0	8	1	0	1	9	0	9	10%
2	Child labor exploitation	2	0	2	42	9	51	44	9	53	59%
3	Hitting/kicking	5	1	6	0	0	0	5	1	6	7%
4	Child Marriage	0	0	0	0	19	19	0	19	19	21%
5	Abduction	0	0	0	0	3	3	0	3	3	3%
	Total	15	1	16	43	31	74	58	32	90	100%

Source: WVE's ICT4CP (2018)

Regarding the gender of the children whose cases were managed, Table 7 shows that all of the children (9) who faced explosion from home whose cases were managed were boys. Child labour exploitation 44 out of 53 and physical abuse/hitting 5 cases out of 6 were boys. Child marriage and abduction cases, all of the victims were girls. This shows that some forms of violence against children have gender difference as boys and girls are victims to different forms of violence even though there are some common challenges for both sex.

Table 4. 8: Types of Actions Taken reported into ICT4CP (2018)

S.N	Types of Actions Taken	M	F	Total	%
1	Child counseled	16	17	33	37%
2	Reunited with family/guardians	24	10	34	38%
3	Perpetrator/s arrested	0	1	1	1%
4	Perpetrator disappeared	0	1	1	1%
5	Victim in temporary shelter	1	0	1	1%
6	Child compensated	1	0	1	1%
7	File opened in Court	0	1	1	1%
8	Assertiveness training given	9	0	9	10%
8	Victim in temporary shelter	1	0	1	1%
4	Others (medication, food support, and others)	6	2	8	9%
	Total	58	32	90	100%

Source: WVE's ICT4CP (2018)

With regards to the types of the actions taken as shown in Table 8, out of the 90 actions taken, 33 (37%) and 34 (38%) were counseling and reunification with family, respectively. There were also other actions such as assertiveness training, legal actions and other social services such as medication, food support, shelter, and economic support. Regarding the types of responses that

need to be given for victims of child right violence, UNICEF (2014) argued that in order to successfully break the cycle of violence in children’s lives and help the children cope with the consequences, organizations must provide effective child-focused services and mechanisms for children to seek help, support and care and to report violent incidences. These services can include counseling, information and referrals to other child protection services such as the police, doctors and social welfare workers, and assistance with securing temporary accommodation when necessary.

Table 4. 9: Types of Incidence cases managed by the type of actions taken, ICT4CP (2018)

S.N	Type of Incidence cases managed	# of cases Managed	Child Counseled	Reunited with family/guardians	Perpetrator disappeared	Perpetrator/s arrested	Assertiveness training given	Victim in temporary shelter	Child compensated	File opened in Court	Others (medication, food support, and others)
1	Expulsion from home	9	4	4	0	0	0	1	0	0	0
2	Child labor exploitation	53	13	29	0	0	7	0	1	1	2
3	Hitting/kicking	6	0	0	0	0	0	0	0	0	6
4	Child Marriage	19	16	1	0	1	0	0	0	0	1
5	Abduction	3	0	2	1	0	0	0	0	0	0
	Total	90	33	36	1	1	7	1	1	1	9

Source: WVE ICT4CP (2018)

Regarding which kind of actions were taken for which forms of violence, Table 9 showed that out of the 9 managed cases of child expulsion from home, 4 were counseled, 4 were reunited with family/guardian and the rest 1 was given temporary shelter. For child labour exploitation, 13 children counseled, 29 children were reunited with family/guardian, 7 received assertiveness training, 1 compensated, and another 1 case taken to court and the rest 2 received other services such as medication, food support and others. All of children who were victims of physical attack/hitting received medical support.

4.5.Challenges in reporting and managing child Violence cases

The reporting of the child right violence cases through the use of digitally enhanced system (SMS) was done by community facilitators and volunteers basing in each operational kebele. Thus, the cases were not directly reported by using the SMS by children themselves even though they report through the traditional methods (face to face or in paper written). This is because according to the regulation of the Ethiotelcom, children are not allowed to hold/access to mobile SIM card until they reach age 18. Helen M. and Robert M. (2014) argued that many of child right abuses cases are remained unreported due to cases related to fear of further abuses, social and cultural influences and lack of access. However, according to UNICEF (2011), the reporting of violence against children with the help of mobile technology and mobile phones can be an effective tool of child protection (UNICEF, 2011) as the systems for reporting the abuse cases can be established and reported directly by children and adults. It was also believed that the ICT4CP contribute to reducing vulnerabilities of children by providing a more effective, child-friendly, secure and efficient method of managing information. Hence, in this ICT4CP application for the reporting and management of violence against children, children had no access to use the SMS which didn't resolve the challenges related to fear of further abuses, social and cultural influences and lack of access if they might have doubt on the confidentiality when they tell to the community volunteers. Regarding this, the baseline survey (2017) identified that due to poor confidentiality and protection, there were instances that persons involved in reporting incidents faced risk of physical attack by the perpetrators, thus, due to fear of such risks sometimes community is less willing to report child protection incidents, and difficulty for prevention actors to have community support towards reporting of incidents. Therefore, if the reporting of violence against were allowed to children using the SMS system, the researcher believes that the reported number of violence incidences cases would have been doubled of the 530 reported cases.

Regarding the management of the reported cases, as already discussed, out of the 530 reported incidences of child right violence, only 90 (17%) were managed and actions were taken. This shows some challenges in the management of the cases. The baseline survey (2017) also indicated that there was poor accountability system in responding to child right violence cases. Some stakeholders were lacking commitment and found to be unresponsive to violence against children. The poor commitments of some stakeholders, lack of experienced staff and shortage of

financial resource and high level expectation of per diem were the main challenges to enter into for the management of the violence cases and provision of effective child protection services in the study Woredas. Besides, through the project monitoring, the staff turnover, changing of staffs role/transfers and assignment of new staffs had created gaps in responding to the violence cases.

4.6.Drawbacks of the ICT4CP Application

During the data retrieving from the ICT4CP server, the researcher observed two basic drawbacks of the established ICT4CP system- lack of some basic information about the victims and inaccessibility to other partners/stakeholder. From the ICT4CP server, the researcher was challenged to get information on the profile of the victims from the reported 530 incidences like gender, age, residence place and other basic information including their district. The managed cases have many of this information like gender, district of the victim and their educational status. But in the reported cases/incidences, we cannot find this basic information for further analysis and researching. The second drawback was that the access to the system including reporting of the cases which was given for only 50 identified volunteers and also the access to the reported cases and management is also given for few WVE's staffs. Other stakeholders do not have access to the system to see status of reporting and response as well as to make follow up. This shows that the ownership of the ICT4CP was remained under WVE control. Regarding this Nadi et al. (2016) argued that the ICT4CP is believed to enhance service delivery and gathering, storing, analyzing and sharing individual data will translate into improved outcomes for vulnerable children. But as Nadi et al.(2016) already argued that operationalizing data sharing continues to be a gap, challenging the potential for ICT4CP to reduce vulnerabilities of children at risk as well as to measure the impact through the use of data captured within the various systems. In the absence of data sharing practices, the quality and reliability of referral mechanisms and follow-up is severely compromised. The challenges include the loss of "human touch" in the case management process, limited outcomes research, data monitoring, and evaluation, issues connected with interagency and system interoperability, data sharing and data privacy, how to "prioritize" responses in situations involving large numbers of vulnerable children, and limited capacity to ensure proper use and comfort with ICT4CP. These challenges were also observed in the ICT4CP project implemented by WVE.

CHAPTER FIVE

5. CONCLUSION AND RECOMMENDATION

5.1. Conclusion

The main objective of this study was to assess the role of ICT4CP in enhancing the reporting and management of child right violence cases. To this end, this research had focused in assessing the baseline data of the project as evidences for the traditional and ICT4CP data source for analysis of the modern ways of reporting and management of child right violence cases reporting and management. To assess the role of ICT4CP in enhancing the reporting and management of child right violence cases, both quantitative analyses of the data obtained from the ICT4CP (modern) and baseline survey as well as the qualitative data on the traditional approach from the baseline survey were used. Besides the challenges faced during the use of the ICT4CP (modern) for the reporting and management of child right violence cases were assessed. The findings were analyzed against the review of literature from the national and international levels. The sociological and child protection system perspective theories were used to base for the analysis of the findings since these two theories contends that cultural and traditional base and the existing ways/system for reporting and management of child right violence cases that play role in child protection. In light of the purposes of the study and discussion of the results, the researcher had drawn the following conclusions.

- **Forms of Violence Against Children:** Out of 397 interviewed children during the baseline survey (2017), a total of 319 (80.4%) were admitted to have been experienced at least one form of violence against them either at home or at school or in the community. Physical violence (70%), child labour (55%), and Emotional violence (53%) were the top 3 forms of violence against children. The data obtained using the ICT4CP/SMS showed that within 9 months 530 incidence of child right violence reported out of which child labour (44%), neglect (20%) and child marriage (12%) were the top three reported forms of violence against children in the two districts. Both sources of data showed that child labour was the big challenges of children in both districts.
- **Forms of Violence Against Children by district:** Regarding the forms of violence difference in each district, the baseline survey revealed that sexual violence (13.6%), Child Marriage (11.8%), abduction (6.4%) and child trafficking (18.5%) in Hidhabu

Abote Woreda which is found to be higher than in Angolola while the corporal punishments (73.1%) and emotional/psychological violence (74.6%) and child labour (64.0%), FGM (22.0%) and child neglect (39.0%) were comparatively higher in Angolala Woreda.

- **Practice of reporting the child Violence cases:** From the baseline survey report (2017), among the total children (319) who had been experienced at least one form of violence either at home or at school or in the community, only 98 (30.7%) cases were reported to the concerned authorities. Regarding who reported the case, 46 (14.4%) were reported by children with 33 (19.8%) in Angolala and 13 (8.6%) in Hidhabu Abote Woreda. Among the total adults (62) who confirmed violence was committed against their children, 35 (56.5%) of them reported the case to the concerned authorities. Using the mobile technology, a total reported child violence incidences (530) were reported by the 50 community volunteers (25 in each woreda).
- **The practice of reporting the child Violence cases/serious forms of violence:** This research showed that the digitally enhanced reporting of child right violence cases improved in uncovering serious forms of child violence cases which are very harmful incidences for the survival of children such as 4 rape cases, 4 attempted rape, 9 sexual violence, 2 attempted murder, 4 burning with fire and 15 abduction. Thus, the ICT4CP helped in revealing/uncovering many of the serious abuse cases which had not been reported before the intervention using ICT supported.
- **The practice of the management of the reported child violence cases:** Even though 530 cases were reported, there had been problems related to the management of the cases. The ICT4CP dashboard from March 21, 2018 to December 12, 2018, showed that 530 cases were reported; only 90 (17%) cases were managed; 73 cases were in progress that taking action had been started and in progress; 481 cases were pending as no any action had been taken by any concerned partner; and No any reported case/incidence was closed. When this is compared with the traditional ways of reporting and management of the cases, during the baseline survey among those children of 46 who reported incidences of violence against them, a total of 25 (54%) children in both study Woredas, confirmed that action was taken against the perpetrators. Out of incidences (34) reported by adults, total of 30 (88.2%) confirmed that action was taken against the incidences they reported.

This shows that even though the ICT4CP increased the reporting of the incidences of child violence, it doesn't show that the management of the cases had been improved when compared with the reported cases.

- **The role of stakeholders in the case management:** Out of the six offices/individuals representing the case managing offices; women and children, education office, police, and labour and social affairs have participated in the response to the cases. No reported cases had been managed by justice office and health office.
- **Forms of Violence Against Children that were Managed;** out of the reported 16 forms of violence against children, only five type of violence had been managed. No any reported action was taken to some of serious and dangerous cases even though reported such as rape (4), attempted rape (4), sexual abuse (9), and burning with fire (4). Even some those forms of violence that were managed, the proportion were very low as only 53 (23%) cases out of 233 reported child labour cases managed; 19(31%) out of the reported 62 incidence cases of child marriage were managed; 9(56%) out of 16 explosion from home cases managed; 3(20%) out of 15 reported abduction cases managed; and 6 (12%) out of 49 reported cases of hitting/kicking cases managed by the case managers (police, women and children office, education bureau, and labour and social affairs). This may indicate that the project hadn't planned ways of ensuring the accountability of the concerned sector offices in responding to child violence cases.
- **Types of actions taken:** With regards to the types of the actions taken as shown, out of the 90 actions taken, 33 (37%) and 34 (38%) were managed by providing counseling and reunification with family, respectively. There were also other actions taken such as assertiveness training, legal actions and other social services such as medication, food support, shelter, and economic support.
- **Kinds of Actions taken per forms of the child right violence:** out of the 9 managed cases of child expulsion from home, 4 were counseled, 4 were reunited with family/guardian and the rest 1 was given temporary shelter. For child labour exploitation, 13 children counseled, 29 children were reunited with family/guardian, 7 received assertiveness training, 1 compensated, and another 1 case taken to court and the rest 2 received other services such as medication, food support and others. All of children who were victims of physical attack/hitting received medical support.

- **Challenges Related to permission to use Mobile Technology:** the reporting of the child right violence cases through the use of digitally enhanced system (SMS) was not done by the children themselves. Community facilitators and volunteers basing in each operational kebele report the cases. This was because; according to the regulation of the Ethio telecom children are not allowed to hold/access to mobile SIM card/network until they reach 18 years old.
- **Challenges related to stakeholders' accountability and commitment:** There was poor accountability system in responding to child right violence. Out of the 530 reported incidences of child right violence, only 90 (17%) were managed and actions were taken. The baseline survey (2017) identified that some stakeholders were lacking commitment and found to be unresponsive to violence against children. The poor commitments of some stakeholders, the lack of experienced staff, shortage of financial resource, and high level of expectation for per diem were the main challenges for the management of the violence cases and provision of effective child protection services in the study Woredas. Besides, through the project monitoring, the staff turnover, changing of staffs role/transfers and assignment of new staffs had created gaps in responding to the violence cases.
- **Challenges with the ICT4CP application system:** During the data retrieving from the ICT4CP server, the researcher observed that there were two basic drawbacks of the established ICT4CP system- lack of some basic information about the victims and inaccessibility to other partners/stakeholder. From the ICT4CP server, the researcher was challenged to get information on the profile of the victims from the reported 530 incidences like gender, age, residence place and other basic information including their district. Access to the system including reporting of the cases which was given for only 50 identified volunteers and also the access to the reported cases and management was given for few WVE's staffs. Other stakeholders do not have access to the system to see status of reporting and response as well as to make follow up. This shows that the ownership of the ICT4CP was remained under the control of WVE.

5.2. Recommendation

Based on the discussions of the major findings made above and the conclusions drawn, the researcher forwards the following suggestions.

General Recommendation to WVE head office Child Protection Department

- WVE should make the piloted ICT4CP cascaded into other areas of the country.
- WVE should also work with government and other stakeholders on how to make the reporting of the child right violence cases into the ICT4CP system accessible to everyone.
- Besides, for the improvement of the accountability and commitment of the stakeholders, WVE should advocate with the government office and facilitate the ownership of the child protection system using the digitally enhanced system.
- WVE should make modification to the ICT4CP data management system so that it incorporates all the basic information about the incidences cases and the victims.

Specific Recommendation to WVE respective project offices

- The H/Abote child protection specialist should arrange review meeting to discuss on the finding of this research with the concerned line offices
- The project office should provide awareness creation for the mass community to change value system regarding VAC

To the Government concerned offices - MoWCY, police, Justice, labour and social, education, and health offices especially MoWCY office in the respective woredas

- As ensuring child protection is one of the main objective of the government, learning from the ICT4CP project and owning the project as well as cascading project should be their priority. To this end, WVE's project offices in the two woredas should provide review meeting and trainings on this issues

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ANNEXES

Annex A: The Baseline Survey Data collection Tools

Household Questionnaire for Interviewing of Children 10- 17 years Old.

Interviewer’s Name:	Supervisor’s Name:
Phone Number:	Phone Number:
Signature:	Signature:
Date:	Date:

- 1. Identification of the study site.** 1. Woreda _____ 2. Kebele _____
 3. Village _____, 4. Household number _____

2. Characteristics of the household (indicate the right answer by circling the number or filling the blanks)

- 2.1. Sex of household head 1. Male 2. Female
 2.2. Age of household head (yrs):------
 2.3. Occupation of household head:

a) Farming	b) Domestic work	c) House wife	d) Civil servant	e) Not working (Pensioner)
f) Commerce	g) Factory	h) Daily laborer	i) Handicraft	j) Other (specify) _____

3. Characteristics of the respondent (indicate the right answer by circling the number or filling the blanks)

- 3.1. Sex of child respondent 1. Male 2. Female
 3.2. Current age of child respondent _____
 3.3. Religion child respondent: 1. Orthodox 2. Catholic 3. Protestant 4. Muslim
 5. Other (specify) _____
 3.4. Ethnic Group child respondent: 1. Amhara 2. Oromo 3. Other (Specify) ____
 3.5. Education of child respondent: 1. None 2. Church School 3. .Kuranic School
 4. Literacy Campaign 5. Modern–Grade completed (____)
 3.6. Relation of child to the household head: 1. Son 2. Daughter 3. Step-son 4. Step-daughter 4. Grand-son 5. Grand- daughter 6. Adopted child 7. Relative 8. Other (Specify).
 3.7. Have you ever married (child respondent) 1. Yes 2. No

3.8. If yes, age at first marriage ----- years

3.9. What kind of child is the respondent? (**Multiple responses possible**)

a) Orphan	b) Out of school child
c) Abandoned child	d) Child under alternative care
e) School child	f) Child in separated family
g) Street Child	h) Child with disability
i) Working child	j) Others (Specify)----- -----

3.10. If the child respondent is a working child, what is the mode/type of work?

1. Paid employee
2. Self employed
3. Contributing family worker
4. Unpaid employee
5. Others (Specify)-----

3.11. Do you have own mobile phone? 1. Yes 2. No

4. KNOWLEDGE AND AWARENESS ON CHILD PROTECTION ISSUES (indicate the right answer by circling the number or filling the blanks)

4.1. Have you heard of child protection from violence against children? 1. Yes 2. No

4.2. If yes, where did you hear of child protection from violence against children? (**Multiple responses possible**)

a) Radio	b) Child parliament	c) Government child protection Officers
d) Television	e) Girls club	f) NGO's Child protection officers
g) Newspapers	h) Child right committee	i) Police
j) Church/FBO	k) Family	l) Others (Specify)----- ---
m) Community meeting	n) Friends/ neighbors	

4.3. Which types of violence against children are you currently aware of? (**Multiple responses possible**)

- a) Sexual violence (Defilement, Incest, rape,)
- b) Physical violence (Torture, corporal punishment at home and school, slapping, kicking, caning)
- c) Verbal violence (Use of vulgar language towards children)
- d) Child neglect (denial of food, cloth, medication, schooling etc.)
- e) Emotinal violence (mistreatment)
- f) Child trafficking
- g) Child labour (domestic work, renting children etc)
- h) Harmful Traditional Practices (FGM, child marriage, abduction)

i) Others (Specify

5. Which of the following forms of violence have you experienced at home, school and in the community (work place, street) and how often? (indicate the right answer by filling the right number in the Table below).

Forms of violence occurred against the respondent child	Place of violence and frequency of victimization		
	At Home	At School	In the community
	1. Never 2. Only once 3. Sometimes 4. Always 5. N/A	1. Never 2. Only once 3. Sometimes 4. Always 5. N/A	1. Never 2. Only once 3. Sometimes 4. Always 5. N/A
1. Sexual violence (rape)			
2. Physical violence (Torture, corporal punishment, slapping, kicking, caning)			
3. Verbal violence (Use of vulgar language)			
4. Neglect (denial of food, cloth, medication, schooling, forcing to get out of home etc)			
5. Emotional violence (mistreatment)			
6. Child labour (domestic work, farm work, etc)			
7. Child trafficking			
8. FGM			
9. child marriage,			
10. abduction			
99. Others (Specify)----- -----			

6. Detail Assessment of forms of violence against the index child performed at Home

6.1. If you experienced sexual violence at home, what forms of sexual violence have you experienced? (Please check the above Table under Question 5, and make sure the respondent reported sexual violence at home, if not, skip this question) (Multiple responses possible)

1. Rape 2. Vulgar sexual language 3. Forcible kissing

4. Others (Specify)-----

6.2. If experienced any corporal punishment at home, what forms of corporal punishment have you experienced? (Multiple responses possible)

a) Hitting with a stick	b) Pinching	c) Tie up using rope, string
d) Hitting on the head	e) Whipping with the belt	f) Burning with a hot iron
g) Slapping	h) Kneeling down	
i) Other (specify)----- -----		

6.3. Who is usually doing the physical punishment against you at home? (Please check the above Table under Question 5, and make sure the respondent reported physical punishment at home, if not, skip this question) (Multiple responses possible).

1. Fathers 2. Mothers 3. Older brother 4. Older sisters 5. Step-mother 6. Step-father
7. Close relative. 8. Other (Specify)-----

6.4. If you experienced any emotional/psychological punishment at home, what forms of psychological punishment have you experienced? (Please check the above Table under Question 5, and make sure the respondent reported emotional punishments at home, if not, skip this question) Multiple responses possible).

1. Shouting/glaring 2. Insulting 3. Threatening/intimidating 4. Restricting a child's movement 5. Belittle 6. Ridicule 7. Discrimination
8. Other (Specify)-----

6.5. If you experienced child neglect at home, what forms of negelect have you experienced? Please check the above Table under Question 5, and make sure the respondent reported child negelect at home, if not, skip this question) (Multiple responses ossible).

1. Denial of food 2. Denial of cloth 3. Denial of medication
4. Denial of schooling 5. Forcing to get out of home
6. Others Specify)-----

6.6. If you experienced child labour at home, what forms of child labour have you experienced? (Please check the above Table under Question 5, and make sure the respondent reported child labours at home, if not, skip this question)

1. Domestic work 2. Agricultural labour 3. Shop/Kiosk/ keeping market
4. Restaurant/hotel 5. Others (Specify)-----

6.7. If you experienced Harmful Traditional Practices at home, what forms of Harmful Traditional Practices have you experienced?

1. Female Genetal Mutilation
2. Early marriage
3. Others (Specify)-----

7. Detail Assesment of child Protection Issues/Violence performed at school

7.1. If you experienced gender based/ sexual violence at school, what forms of sexual violence have you experienced? (Please check the above Table under Question 5, and make sure the respondent reported sexual violence at school, if not, skip this question and go to question 8)

1. Sexual advance
2. Rape
3. Abduction
4. Forcible kissing
5. Vulgar sexual language
6. Gender based discrimination
7. Others (Specify)-----

7.2. If you experienced any corporal punishment against you at school, what forms of corporal punishment have you experienced?

a) Hitting with a stick	b) Pinching	g) Subjected to hard labour
c) Hitting on the head	d) Whipping	h) Other (specify)-----
e) Slapping	f) Kneeling down	-----

7.3. If you experienced emotional/psychological punishment against you at school, what forms of emotional/psychological punishment have you been experienced?

1. Shouting/glaring
2. Insulting
3. Threatening/intimidating
4. Restricting a child's movement
5. Belittle
6. Ridicule
7. Discrimination
8. Other (Specify)-----

7.4. Who are the perpetrators who committed violence against you at schoo? (indicate the right answer by filling the below table "1" for Yes and "2" for No)

Types of perptrators of violence against the respondent child at schools	Forms of Violence performed at school		
	Gender-based violence	Physical punishment/violence	Emotional/psychologica l punishment/violence
	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No
School Principal			
School teachers			
Guards			
Class monitors			
Older boys			
Peer			

Others (Specify)-----			
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7.5. During the last 12 months, did you ever **not go to school** because you felt you would be **unsafe** at school or on your way to or from school? 1. Yes 2. No

7.6. Can you estimate how many days did you not go to school **because you felt you would be unsafe** at school or on your way to or from school during the last 12 months? ----- days

8. Assess child Protection Issues and Violence performed in the Community

8.1. If you have been experienced gender based violence in the community, what forms of sexual violence have you experienced? (Please check the above Table under Question 5, and make sure the respondent reported sexual violence at community, if not, skip this question)

1. Sexual advance 2. Rape 3. Forced child marriage/Abduction 4. Forcible kissing 5. Vulgar sexual language 6. Others (Specify)-----

8.2. If you experienced Emotional/psychological violence against you in the community, what forms of Emotional/psychological violence have you experienced? ? (Please check the above Table under Question 5, and make sure the respondent reported Emotional/psychological at community, if not, skip this question)

1. Shouting/ glaring
 2. Insulting
 3. Frightening/Threatening
 4. Ridiculing and embarrassing
 Other (Specify)-----

8.3. Who are the perpetrators who committed violence against you **in the community** ?
 (indicate the right answer by filling the below table “1” for Yes and “2” for No)

Types of perpetrators of violence against the respondent child in the community	Forms of Violence performed against child in the community		
	Gender-based violence	Corporal punishment	Emotional/psychological punishment/viole
	1. Yes 2. No	1. Yes 2. No	1. Yes 2. No
1. Older street children			

2. Older male youth			
3. Male adults			
4. Peer			
5. Employer			
6. Others (Specify)----- -----			

8.4. Have you ever reported any case of violence committed against you to the relevant authorities?

1. Yes 2. No (Skip to Q 8.10)

8.5. If yes, what type of violence and to whom did you report?

Authority to whom violence reported to	Type of violences reported								
	Sexual violence	Physical	Verbal	Neglect	Emotional	Trafficking	Labour	HTPs FGM/EM	Abduction
	1.yes 2.No	1. Yes 2. No	Yes 2. No	1. yes 2. No	1.yes 2.No	1.yes 2.No	1.yes 2.No	1.yes 2.No	1.yes 2.No
1. Police									
2. Local court									
3. Kebele leaders									
4. Family									
5. Head teachers									
6. Health facility									
7. Govt. child protection officer									
8. NGO's Child protection officers									
9. Child parliament									

10. Girls club									
11. Child right committee									
12. Friends, neighbours									

8. 6. How were you reporting the case to concerned government body?

1. Face to face 2. Sending a message 3. Calling to their phone #
4. Other (Specify)-----

8.7. Which reporting method did you find more suitable for reporting the incident?

1. Face to face 2. Sending a message 3. Calling to their phone #
4. Other (Specify)-----

8.8. After reporting was any action taken?

1. Yes 2. Somewhat 3. No

8.9. If yes, how adequate did you find the action taken?

1. Not adequate 2. Somewhat adequate 3. Adequate 4. More than adequate

8.10. If you did not report the violence, please give your reasons?

a) I do not know where to report	b) The perpetrator is known to me
c) I believe no action will be taken	d) The perpetrator is widely respected
e) I fear being victimized	f) The person to report was not available at his/her office
g) I was advised not to report	h) The person/office to report is far away
i) This is normal in my community to occur	j) Other (Specify) ----- ----- -

8.11. Have you been given training to raise your awareness about child protection issues and about reporting incidents of violence against you? 1. Yes 2. No

9. Harmful Traditional Practices

9..1. What is the minimum age of girls for marriage in your community?

- 1) -----yeas 2) don't know

9.2. What is the legal minimum age of marriage for men in your community?

- 1) -----years. 2) Don't know

9.3. Have you heard about the legal minimum age of girls for marriage? 1=yes 2= No

9.4. If yes, what is the legal age of girls for marriage? ----- years

9.5. Do you feel that girls below the ages of 18 years experience marriage in this community?

1=Yes 2= No 3=I do not know

9.6. If yes, what are the major factors forced your community for early marriage? (**Multiple responses possible**)

a) interest of the men to married virgin	b) cultural influence
c) interest of family to see their grandchildren before they die	d) to save from gender violence
e) economic problem	f) Religious pressure
g) community negative attitude towards girls education	h) other, if any

9.7. Do you feel that female genital mutilation is practiced in this community?

1= Yes 2= No 3= Don't know

9.8. Do you support eradication of the practice of Female genital Mutilation?

1. Yes 2. No 3. Don't know

9.9. Do you have information that subjecting a girl for circumcision is illegal?

1. Yes 2. No

9.10. Do you feel that abduction is practiced in this community?

1= Yes 2= No 3= Don't know

9.11. What is the reason for practicing abduction in this community?

1. Refusal or anticipated refusal by parents or girl
2. To avoid excessive wedding expense
3. Inability to pay dowry
4. Ethnic difference for inter-marriage
5. Economic status difference for inter-marriage
6. poor social prestige of the abductor
7. Other (Specify)-----

9.12. Do you support eradication of the practice of abduction?

1. Yes 2. No 3. Don't know

10. Availability of mobile phones and convenience for reporting CP incidents

10.1. How do you rate the availability of mobile phone in the households of this community?

1. All households do not have mobile phone
2. Available in a few households
3. Available in majority households
4. Available in all households

10.2. How do you rate the accessibility of network for mobile phone communication in this area?

1. Very good
2. Good
3. Fair
4. Poor
5. Very poor
6. No network at all

10.3. In your opinion, is it possible to use mobile phone for reporting of CP incidents? 1= Yes
2. No

10.4. If no, what will be the main problems to use mobile phone for reporting of CP incidents?

1. No network at all in the area
2. Network is poor/very poor
3. Shortage of power
4. Mobile phone is not available in majority households
5. Others (Specify)-----

11. Information on Birth registration

11.1. Do you have a birth registration certificate? 1= Yes 2=No?

11.3. Do you think that birth registration is important for children and others?

1 = Yes 2 = No 3= Don't know

11.4. If yes, mention the importance of birth registration for you and others?

1. Helps to access their rights to healthcare
2. Helps to access their rights to education
3. Protects and provides them with their legal rights.
4. Provide an inheritance right of family property
5. The right to Voting,
6. the right to formal employment,
7. The right to access to banking services
8. **Others, if any----**

12. Awareness on National Child Protection policies, Laws and child rights

12. 1. In Ethiopia, children have been guaranteed of several rights by constitution,. which children rights are you currently aware of?

a) Right to life	b) The rights to health care, education,
c) The right to obtain name and nationality	d) The right of protection from physical and mental abuse
e) Right to parental care and protection	f) Protection from harmful practices (FGM, EM)

g) Not to be subjected to labour exploitation	h) Others (Specify)----- -----
i) To be free of corporal punishment or cruel and inhumane treatment	

12.2. Have of heard about the existence of the National Family Code?

1=Yes 2=No

12.3. If yes, indicate at least three component of the family code or law?

a) Early marriage	b) Conflict management	c) Other, if any
d) Property case	e) Child care	f) I cannot remember
g) Education	h) The right to know and be called by his /her father	

THANK THE RESPONDENT & END THE INTERVIEW

Annex B: ICT4CP VAC Incidences reporting and management- contents/Tools

Incidents to be Reported and Case Management

A. Incident reported:

1. Rape አስገዳድ መድፈር- Dirqisanii gudeeduu
2. Attempted rape የአስገዳድ መድፈር ሙከራ - Yaalii Dirqisani gudeeduu
3. Sexual abuse የጾታ ጥቃት -- Miidhaa Saalaa
4. Emotional abuse ስሜት ጎጂ ጥቃት - Miidhaa haamilee
5. Child labor exploitation የሕጻናት የጉልበት ብዝበዛ - Humna daa'immanii qisaasuu
6. Child marriage ያለዕድሜ ጋብቻ --- Umrii malee herumsisuu
7. Female Genital Mutilation /FGM/ የሴት ልጅ ግርዛት ---- Dhaqna qabaa /Kittanuu
8. Abduction ጠለፋ -- Buttaa
9. Insult ስድብ --- Arrabsuu /Dheekkammuu
10. Expulsion from home ከቤት ማባረር - Manaa ari'uu
11. Expulsion from school ከትምህርት ቤት ማባረር -- Mana barumsaatii ari'uu
12. Hitting/kicking መምታት/መደብደብ - Reebicha /rukuttaa/dhaanuu
13. Neglect--Depriving of food/shelter/medical treatment/school የምግብ/የመጠለያ/የሕክምና/ የትምህርት ዕድል መጎፈግ - nyaata, uffata, Da'oo/mana fi carraa barumsas dhorkuu
14. attempted murder/homicide የግድያ ሙከራ/ግድያ--- Yaalii ajjeechaa gochuu
15. Burning with fire በዕሣት ማቃጠል - Ibiddan gubuu
16. Suffocating በጭስ/በጨርቅ ማፈን - Ukkaamsuu
17. Early/forced marriage አስገዳድ መዳር - Humnaan/umurii malee
18. Asset snatched/annexed ንብረት መጎጠቅ/መቀማት- Qabeenya dhorkuu/Saamuu
19. Others (Please specify) ሌላ -----Kan biraa yoo jiraate-----

B. Case Management Stakeholder Sector Offices

I. Police ፖሊስ (Waajjira Poolisii)

1. Perpetrator/s arrested ወንጀለኛው በቁጥጥር ሥር ውሏል -- Yakkamaan/ttuun to'annaa jala oole/tte
 2. Case investigated ምርመራ ተካሂዷል- Qorannoon irratti geggeefamee jira
 3. File opened in court ጉዳዩ ወደ ፍርድ ቤት ሄዷል --- Galmeen mana murtiitti banamee jira
- Bailed out ወንጀለኛው በዋስ ተለቋል --- yakkamaan wabiin gadilakkifamee jira
- 4.
 5. Reprimanded ተቀጥሯል --- Yakkamaan Adabamee jira
- Child disappeared ልጁ/ልጅቷ የት እንዳለ/ች አይታወቅም-- Daa'imichi eessa akka jiru hin beekamne
- 6.
 7. Perpetrator disappeared ወንጀለኛው ተሰውሯል -- Yakkamaan dhokate
- Child deceased ልጁ ሞቷል /ልጅቷ ሞታለች-- Daa'imicha lubbun darbee jira
8. Perpetrator deceased ወንጀለኛው ሞቷል --- Yakkamaan du'ee jira darbe

II. Women and Children Affairs ሴቶች እና ሕጻናት ጉዳይ (waaj waajjira jira Dhimma dubartootaa)

1. Victim relocated ተጎጂው ወደ ሌላ ቦታ ተዛውሯል Daa'imni miidhame iddoo jijjirate
2. Child counseled ልጁ/ልጅቷ የምክር አገልግሎት ተሰጥቶታል/ተሰጥቷታል- Gargarsi gorsaa kennameef
3. Asset restored ንብረቱ ተመልሷል --- Qabeenyi saamame/fudhatame deebi'ee
4. Material/financial support provided የቁሳቁስ/የገንዘብ ድጋፍ ተደርጓል -- Gargarsi qarshiin /meeshaan kennameef.
5. Reunited with family/guardians ከቤተሰብ/አሳዳጊዎች ጋር ተቀላቅሏል/ተቀላቅላለች-- Daa'imni maatii/guddiftuutti deebi'e
6. Case closed ጉዳዩ ተዘግቷል --- Dhimmi cufame
7. Unjust judgment pronounced against the child በልጁ/በልጅቷ ላይ አፍትሃዊ ፍርድ ተፈርዷል --- -- Daa'imni haqa hin arganne/ dhiibban irra gahe.
8. Victim in temporary shelter ተጎጂው/ተጎጂ ወደ ጊዜያዊ መጠለያ ተወሰዷል/ተወሰዳለች - Da'imni bakka qubana yerootti geefamte/me /me
9. Others (please specify) ----- ሌላ -- Kan biro yoo jiraate -----

III. Education Office ትምህርት ጽ/ቤት (Waajjira Barnootaa)

1. School dropped ከትምህርት አቋርጧል/አቋርጣለች-- mana barumsaa gadi lakkifte/se
2. School resumed ትምህርት ቀጥሏል/ቀጥላለች -- Mana barumsatti deebite/bi'e
3. Assertiveness training given የጥንካሬ ስልጠና ተሰጥቶታል/ተሰጥቷታል - Leenjiin dandeetii Cimsuu kennameef
4. Others (please specify) ----- ሌላ --- Kan biroo yoo jiraate -----

IV. Labor and Social Affairs ሠራተኛ እና ማህበራዊ ጉዳይ (Dhimma Hojjetaa fi hawaasummaa)

1. Child compensated ልጁ/ልጅቷ የካሣ ክፍያ ተፈፅሟል --- daa'immaaf beenyan kennamee
2. Vocation and life skill training provided የሙያ እና የሕይወት ክህሎት ሥልጠና ተሰጥቶታል/ተሰጥቷታል -- leenjiin ogummaa fi mala jirenya kennameefi jira.
3. Others (please specify) ----- ሌላ --- Kan biroo yoo jiraate -----

V. Justice Office የፍትሕ ጽ/ቤት (Wajjira Haqaa)

1. Perpetrator/s fined/penalized ወንጀለኛው/ወንጀልኞቹ ሕጋዊ ቅጣት ተሰጥቷቸዋል -- Yakkamaan Adabamee jira
2. Victim compensated ለጉዳተኛው/ዋ የካሣ ክፍያ ተፈፅሟል -- Yakkamaaf beenyan kenname
3. Case appealed to higher court ወደ በላይ ፍርድ ቤት ይግባኝ ተብሏል -- Dhimmichaaf oli iyyannoon fudhatamee jira

4. Others (please specify) ----- ሌላ-- Kan biroo yoo jiraate -----

VI. Health Office ጤና ጥብቃ ጽ/ቤት (Wajjira Eegumsa Fayyaa)

1. Medical assessment/treatment conducted የጤና ምርመራ ተደርጓል ----- Qorannoon yaalii
godhameef

Medicated የሕክምና እርዳታ ተደርጎለታል ---- Yaalamee/ttee jira/tti

2.

3. Child deceased ልጁ ሞቷል ---- Da'immni lubbun dabarte/darbe

Referred to a specialized hospital ወደ ልዩ ሆስፒታል ተወስኗል ---- Gara Hospitaala addaati ergamee/ttee jira/tti

4. Others (please specify) ----- ሌላ kan biroo yoo jiraate