

**ADDIS ABABA UNIVERSITY**  
**COLLEGE OF EDUCATION AND BEHAVIORAL STUDIES**  
**SCHOOL OF PSYCHOLOGY**

**Volunteer's Contribution in Addressing the Psychosocial Needs of  
Orphaned and Vulnerable Children in an Orphanage: The case of  
Love and Care Volunteering Team**

**By: Hermon Samuel**

**June, 2020**  
**Addis Ababa**

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**A Thesis Submitted to the School of Psychology, Addis Ababa  
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Master's Degree in Social Psychology**

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**BY**

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## ABSTRACT

*This research examined volunteer's contribution in addressing the psychosocial needs of orphaned and vulnerable children (OVC) in an orphanage: the case of love and care volunteering team. It identified the perception of volunteers about the psychosocial needs of orphaned and vulnerable children. It also identified the major contribution of volunteers in addressing psychosocial needs as well as challenges impacting their contribution. A combination of quantitative and qualitative method was employed. Questionnaire and in-depth interview were used as a tool to collect the data. The data was collected from 385 participants and 8 child based institutions. 270 questionnaires were distributed for orphaned and vulnerable children and 90 volunteers that provide service in the orphanage. In-depth interview was applied for 15 additional volunteers and 10 employees that work in the orphanage. The data collected from the questionnaire were analyzed using statistical tools such as mean, standard deviation, t-test and Pearson correlation analysis. The results of this study indicated that, high psychosocial need is found on OVC and the perception of volunteers concerning the children's psychosocial need is also very high. Through the correlation result, it was found that as the age of the children and years of stay in the orphanage increases their psychosocial needs decreases. The contribution of volunteers to fulfill the psychosocial needs for the children is also found to be high. Through the independent sample t-test it is found that female volunteers contribute more for the fulfillment of the psychosocial needs of OVC than male volunteers. Another result from independent sample t-test showed that the educational backgrounds of volunteers was found to be insignificant to their contribution as they give service for the children. Regarding the challenges that volunteers face, the perception of the children towards the challenge the volunteers encounter is low where as volunteer's responses about their challenge is found to be neutral. The results found from the qualitative research through in-depth interview is similar to the result found through the quantitative in regards to psychosocial need of the children and contribution of volunteers. Where as there is a slight difference between the qualitative and quantitative results related to challenges the volunteers encounter as they give service.*

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## List of Abbreviations

<b>CRC:</b>	Convention on the Rights of the Child
<b>CV:</b>	Curriculum vitae
<b>EMOH:</b>	Ethiopian Ministry of Health
<b>HAPCO:</b>	HIV/AIDS Prevention and control Office
<b>HIV/AIDS:</b>	Human immunodeficiency virus, acquired immunodeficiency syndrome
<b>KVI:</b>	Kingdom Vision international
<b>OVC:</b>	Orphaned and vulnerable children
<b>POFO:</b>	Positive Outcomes for Orphans Study
<b>SNNPR:</b>	Southern Nations, Nationalities and People's Region
<b>SPSS:</b>	Statistical package for Social Science
<b>UNICEF:</b>	United Nations International Children's Emergency Fund



# CHAPTER ONE

## INTRODUCTION

### 1.1 Background of the Study

Volunteering is an activity that is undertaken by an individual for no financial reward and benefits someone other than those who volunteers (Clary et al., 1998). It involves committing time and energy to provide a service that benefits someone, society or the community without expecting financial or material rewards (Wilson, 2000).

Volunteerism offers an opportunity to People to contribute to and establish connections with their communities and social causes (Omoto, Snyder, & Martino, 2000). As volunteers, individuals render a variety of services to others, including health care to the sick, companionship to the lonely, counseling to the troubled, and tutoring to the illiterate, and they do so, on regular, ongoing bases, often over extended Periods of time (Mesch, Rooney, Steinberg, & Denton, 2006; Clary et al., 1998).

Volunteering is a foundational block in the formation and sustainability of civil society across the world (Hustinx, Handy, Cnaan, Brudney, Pessi, & Yamauchi, 2010). In order for none governmental and non profit oriented organizations to exist and be effective, countless volunteers are needed (Clary, & Snyder, 1999).

Nearly one billion people throughout the world volunteer through public organizations and non-profit organization (Widjaja, 2010). Every year, millions of people engaged in volunteerism and devote substantial amounts of their time and energy to helping others. The types of volunteer activities engaged in by people are as varied as the volunteers themselves and their value to their communities and society in general (Clary et al., 1998). According to a survey done by the Independent Sector (2010), 61.8 million Americans volunteered in 2008. Out of the 61.8 million volunteers, 12.9 million of them were employed by nonprofit organizations. The number of volunteers account for nearly 10 percent of America's work force and 5 percent of its GDP. Volunteer service was estimated to be worth more than 160 billion dollars (Independent Sector, 2010).

In Portugal more than one in 10 adults gives their time to volunteer activities, The Volunteer who participated in a volunteer activity either through an organization or directly for Other

individuals is estimated to be 11.5% of residents aged 15 or older. This represents the equivalent of approximately 4% of the total hours worked in Portugal, or about 1% of GDP (Volunteering in Portugal, 2012).

In Africa youth volunteering is growing in scale, diversity, relevance and demand. There are important and tangible benefits resulting from investing in youth volunteering in Africa which are directly related to contributing to national and international development goals (Wijeyesekera, 2011). According to Akintol (2011) in Africa an understanding of volunteer motivations might provide insight into issues influencing volunteer recruitment, satisfaction and retention. However, very little study was found on volunteer's contribution in addressing the psychosocial needs of orphaned and vulnerable children.

Orphaned children have significant needs on nurturing, guiding, and provision of care that parents offer. They are faced with the challenge of providing for themselves which signals the importance of promoting a collaborative effort to support these vulnerable children in order to prepare them for a successful adult life. As a remedy to such challenges, foster family care, institutional care, and adoption were usually considered to fulfill the required parental role and deliver adequate social, emotional and physical care. (UNICEF, 2008).

Ethiopia constitutes a large number of vulnerable orphaned children that are facing multidimensional problems. According to the HAPCO (2005) report, it requires a collaborated effort to alleviate the crisis. Therefore other stakeholders including volunteers should involve to help orphans.

Volunteering had got much attention in many countries including Ethiopia (Tafetu, 2007). But, there are few activities in a form of clubs or association intended to serve the needy (Tsehay, Mulatie, Sellakumar, & Begashaw, 2014). In spite of the fact that the trend is there in Ethiopia, the issue of volunteerism is under-researched. Therefore, this study on volunteer's contribution in addressing the psychosocial needs of orphaned and vulnerable children will provide better understanding about the practice of volunteers and the impact it has brought in the lives of Orphaned and vulnerable children. It will allow child based organizations to value the service of volunteers and encourage them to give services to organizations.

This study explores volunteer's perception and understanding of psychosocial needs of OVC, while assessing their contributions towards addressing these needs and exploring the challenges impacting their contribution in the case of Love and Care Volunteering team.

Since its establishment the team has valued passion for volunteerism and managed to engage in several activities aimed at serving orphans and vulnerable children. The team has 250 volunteer members and it was officially organized as a team and started operation in August 2012.

Additionally the volunteering team has a strong working relationship with Kidmia Foundation. This team visits and assists 17 orphanage centers which are currently working with over 800 vulnerable children by usually engaging in activities such as visiting the orphanages, setting up carnivals, conducting concerts, facilitating adoption and encouraging blood donations aimed at benefiting vulnerable orphaned children in Ethiopia.

## **1.2 Statement of the problem**

Ethiopia constitutes a large number of orphaned and vulnerable children that are facing multidimensional problems. The most awful consequence is the occurrence of HIV AIDS with its enormous contribution to increasing number of orphaned children. Further being an orphan, the loss of parents has significant psychological and economic effect on child's life. The death of a mother in particular has intense psycho-social consequences whereas the loss of a father often means the loss of income and it would eventually result in economic depression (HAPCO, 2005).

According to the Standard Service Delivery Guideline for orphaned vulnerable children Care and Support Programs of Ethiopia, there are seven core service components. These are shelter and care, economic strengthening, legal protection, health care, psychosocial support, education, food and nutrition. Even though the above mentioned care and support is given by the orphanages, the psychosocial needs of orphaned children are considered to be neglected or overlooked by the service providers. Therefore, these children are highly vulnerable to face many psychosocial problems due to the death or separation of their parents (HAPCO, 2007).

In the effort to address such issues of vulnerable orphan children, there are growing number of orphanage centers opened with the notion of addressing the problem in terms of providing care and support. These orphanage centers are contributing a lot in helping such disadvantaged children. In the other hand, they face several challenges ranging from lack of finances to

inadequate and non-professional staffing. These are signals that show a need for collaborating and encouraging the orphanages through financial contributions and volunteering campaigns.

Among such collaborative efforts, volunteerism is essential in assisting the orphanages. It is considered to be helpful in encouraging societal involvement by channeling available resources. Getting variety of help in addressing such problems while enabling an involvement of a large number of people. This will help to generate more assistance and it is also considered that participation in volunteering activities as highly desirable which encourages people to be socialized and become volunteers (Clary and Snyder, 1999).

Moreover, volunteering activity is believed to be a way to facilitate exposure to a variety of help. It creates a chance to generate more assistance from volunteers of wide range of professional disciplines. Additionally, volunteers are the advocators of the vulnerable orphaned children especially in addressing their psychosocial needs. It is believed that, children's psychosocial wellbeing affects every aspect of their lives. The ability to learn and play, being healthy and productive, relating well to other people as they grow (Cluver et al., 2008).

Studies show that, when children lose one or both of their parents, regardless of the cause they tend to experience multiple psychosocial problems. Some of them are grief, hopelessness, anxiety, stigmatization, physical and mental violence, labor abuse, lack of community support, lack of parental love, withdrawal from society, feelings of guilt, depression, aggression, as well as eating, sleeping and learning disturbances (Chipungu and Bent-Goodley, 2004).

The traumatic effects of parental loss can also incur further negative psychological effects on behavior, emotions and thoughts (Calhoun and Tedeschi, 1995). With this regard, while looking for collaborative effort, it is better to encourage volunteerism involvement and effectiveness to provide better care, and opportunity to address their psychosocial needs.

### **1.3 Research Questions**

What are the psychosocial needs of vulnerable orphan children as perceived by volunteers working in orphanages as in the case of Love and Care Volunteering team?

What are the major contributions of volunteers in addressing psychosocial needs of orphaned and vulnerable children in an orphanage setting?

What are the major challenges impacting the contributions of volunteers in addressing the psychosocial needs of orphaned and vulnerable children in an orphanage setting as in the case of Love and Care Volunteering team?

## **1.4 Objectives of the Study**

### **1.4.1 General Objective**

The general objective of the study is to explore and identify volunteers understanding regarding psychosocial needs of orphaned and vulnerable children and assessing the effectiveness of their contributions towards addressing the psychosocial needs with in an orphanage setting in the case of Love and Care Volunteering team.

### **1.4.2 Specific Objectives**

- To explore prevailing psychosocial needs of orphaned and vulnerable children as perceived by volunteers,
- To assess the major contributions of volunteerism in addressing psychosocial needs of orphaned and vulnerable children in an orphanage setting, and
- To examine challenges impacting the contribution of volunteers in addressing psychosocial needs of orphaned and vulnerable children in an orphanage, as in the case of Love and Care volunteering team.

## **1.5 Significance of the study**

Children are the future of any given country. It is important for a child to be free from any psychosocial need for a healthy growth. Research that explores the psychosocial need among orphaned and vulnerable children will help in order to create better understanding of the situation. The findings of this study will also serve as stepping stone for other researchers who are interested in conducting further research on orphan children. Due to the prevalence of growing number of volunteers this study is significant as it explores and identifies the practice of volunteerism and the state of OVC in the case of orphanages. Such kind of study is believed to be significant in creating awareness about the psychosocial needs of OVC. It can also provide a better care for orphaned and vulnerable children by facilitating and exposing to a variety of help and a chance to generate more professionals from a wide range disciplines.

## **1.6 Scope of the Study**

This scope of the study is limited to analyzing volunteerism in orphanage setting by exploring volunteer's perception about OVC, assessing their contributions towards addressing their needs and exploring the challenges impacting such contributions as in the case of Love and Care Volunteering team in Addis Ababa.

## **1.7 Organization of the Study**

The research is categorized into five main chapters. Chapter one focuses on the background of the study, statement of the problem, research questions and objectives, significance of the study, scope of the study, limitation and delimitations. Chapter two is devoted to systematic review of existing literature. It provides evidence regarding volunteerism in an orphanage setting and psychosocial needs of orphaned and vulnerable children in an orphanage. The third chapter deals with research methodology including population, sampling techniques, methods of data collection and the research instruments employed. Chapter four will constitute detailed analysis of the collected data along with summary, conclusion and recommendations.

## **1.8. Limitation of the study**

One of the main limitations that challenged this study is the scarcity of literature especially with regard to volunteerism and psychosocial needs of orphaned and vulnerable children. Illustrating the need for more research to be conducted with this context. Some of the limitations encountered by the researcher was to not easily locate the orphanage centers and the amount of time it took to address all the 8 orphanages found in different locations of Addis Ababa. It was also challenging to collect data from all respondents due to different schedules of working hours of volunteers and employees in the orphanage as well as children's school hours.

## **1.9. Delimitation**

The study has been delimited in the number of study sites/centers. It has restricted to focus only on children age from 10-19. Due to unwillingness of some orphanages to allow research to be done on the children it was a challenge to select the desired age for the study. The other delimitation is volunteers who have been giving service for less than a year were not included.

## 1.10. Operational definition

**A double orphan** -is as a child whose parents have both died

**Maternal orphan**- is a child who has lost his/her mother through death.

**Orphan** - is a child deprived by death of one or usually both parents

**Orphanage** – a home for children whose parents are dead or unable to care for them.

**Paternal orphan**-paternal orphan is a child who has lost his/her father as a result of death

**Psychosocial** - is individual psychological characteristics that are in continual interaction with the social context

**Volunteerism** – is a form of pro social behavior that involves a freely chosen decision to commit a sustained amount of time and effort to helping another person, group, or cause typically through a non- profit organization.

**Vulnerable** – Exposed to the possibility of being attacked or harmed either physically or emotionally

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Review of related literature**

This chapter constitutes review of available literatures regarding issues surrounding volunteerism in orphanage settings. The literatures are helpful to get an insight on volunteer's experience and contribution in addressing psychosocial needs of orphaned and vulnerable children.

#### **2.2 Volunteerism**

Volunteers are defined as those who help others without expectation of monetary rewards. Volunteering is applicable to all spheres of life. When people become volunteers it will enable them to make a positive impact on economic, social, cultural and environmental issues. It also empowers people and communities to use their potential and contribute to social changes (Ashenafi, 2017). While taking volunteerism as a type of activity, it is anticipated to improve the wellbeing of the disadvantaged people that are considered to be worthy of benefiting the volunteering service (Tomazos and Butler, 2009).

With regard to volunteerism in African countries, there are different types of volunteering activities that are relevant. The first one is community-based volunteering which includes volunteering programs structured formally and informally. The first type of volunteering is that involve serving people who are living in similar circumstances to themselves, the second type is international volunteering, and the third type is being professional volunteering (VOSESA, 2011).

Volunteering has certain positive impacts on the volunteer such as social recognition, better health, self-esteem, career enhancement and economic benefits (Wilson, 2001). There are several studies conducted surrounding motivational factors for volunteers globally. Although there is a prevalence of scarcity studies on the subject, among few available, the study conducted by TsigeYadessa, (2015) has contributed a lot. It aims at finding the major motivational factors and assesses the difference in motivational factor among volunteers with different socio-demographic characteristics. The study was done taking the Case of Rotaract Clubs in Addis Ababa. It has explored the issue of volunteerism restricting and describing the major motivational factors and

examining the difference in motivational factors among Rotaract Club volunteers. The factors were age, gender, education level, and service year as volunteer. According to Tsige (2015), the findings obtained from study shows that the major motives among participants were value, understanding and enhancement. Additionally in terms of motivational differences the finding from this study showed that, difference in motivation exist between females and males on understanding and career dimension while social and value dimensions portrayed significant difference between young adults and adults. With this regard volunteer's motivations were assessed in six volunteer motive categories and the rank-ordering categories showed that the major motives among Rotaract Club members were value, understanding and enhancement (Tsige, 2015).

Further Tsige (2015) stated that the findings illustrated that there is a significant difference between male and female volunteers in understanding and career motives while female volunteers rated understanding motives were significantly higher than male volunteer. Understanding, value and enhancement were the first three motives for female while value, enhancement and career were the first three motives for male. In addition to the fact that there was also a significant difference illustrated among participants with different service years on value dimension (Tsige, 2015).

Based on the findings and conclusions, the following recommendations were forwarded by the researcher for the study with the hope that it could be used by organizations that work with volunteers and other concerned bodies. First Tsige, (2015) recommended that value is found to be the most important motivating factors among volunteers. Therefore, for organizations the most beneficial strategy would be to develop persuasive messages that emphasize the value motives. Secondly since there is a difference in motivational factors among people with different socio-demographic characters, organizations that work with volunteers should assess the motives to reward their volunteers. Thirdly due to the increasing demand for volunteers, it is important that organizations that relay on volunteers invest time and resources into broadening their knowledge of initial motivations for volunteering. Finally the researcher recommended that a more detailed and comprehensive investigations should be conducted in the same area among other populations to verify the results and to better understanding the knowledge base on volunteer motivations (Tsige, 2015).

## 2.3 Volunteerism and Orphaned Children

Volunteerism is considered to be a key partner in the regeneration of deprived and troubled communities. It helps to foster greater trust among citizens and develops norms of solidarity and reciprocity that are essential for social stability. Besides, volunteering can provide excellent public goods and services with the assumption of filling the gaps of the beneficiaries' desire that are hardly available due to binding budget. Constraints of supplementary voluntary organizations contribution can be expanded by planning and designing of service delivery through powerful advocacy. It helps to ensure the services that meet the needs of specific groups or disadvantaged individuals (Wu, 2011).

Among the areas where volunteers can contribute to the community, there are the issue of vulnerable orphaned children who require a special attention and a collaborated effort that addresses multidimensional problems. Their vulnerability ranges from social, psychological, economic, developmental needs, emotional problems to infectious diseases, disability, lack of basic needs, schooling, personal care and attention.

There are different estimates regarding children who are living in orphanages in different countries. Among these estimates forwarded, eight million are living in orphanages around the world (Pinheiro, 2006). This estimate shows that there is a considerable amount of need for volunteerism to address OVC. According to USAID/UNAIDS/UNICEF (2004) the actual number is likely to be far higher and it is also likely to rise with the increasing impact of conflict, climate change and the HIV /AIDS pandemic in the poorest and most vulnerable families (Pinheiro, 2006).

Study conducted by Yurri Torres, (2017) explored that volunteerism from the children's right perspective with studied orphanage volunteerism, the result showed that there is a growing trend that tourists decide to volunteer in an orphanage as part of their travel plan. According to this study in the absence of child-centered legal analysis, the impact of this phenomenon has motivated the author to explore the linkages between unnecessary institutionalization of children help centers to children's right violations. It leads to exploitative practices within orphanage volunteerism industry (Torres, 2017).

Volunteerism is a growing trend mainly because of the accessibility of information, ease of travel and demand for volunteers. Considering the idea under the pretext of changing the world,

people are more likely to pack a bag and visit unknown destination hoping to make difference at one orphanage at a time. Volunteers may not be aware of the fact that while fulfilling their charitable visions especially orphaned children might get more harmed than helped. Unless care is taken in this regard, volunteers potentially lead to a variety of children's rights violations. Signaling the facts that while their good intentions are appreciated, there is a need to widen the discourse on orphanage volunteerism and its long-term effects to the supposed beneficiaries (Tomazos and butler, 2009).

Contributing to the discourse on volunteerism by providing an overview about orphanage volunteerism and how it affects children's right. In addition, discussing and using the existing international legal frameworks on children's rights is employed. These include institutionalization of the service and to prevent child trafficking and exploitation in order to settle on the obligations of orphanages and volunteers need. The purpose of this research is the consideration of children as right holder's not mere recipient or objects of charity and the state, as main duty bearer towards orphanage volunteerism and its consequence to children's rights (Torres, 2017).

Further, this study illustrates an attitude of volunteerism as a trend and its relationship with children's rights by showing the global ongoing debate about volunteerism. It also shows that a growing concern and interests of the international community to make clear what the real consequences of volunteerism are in communities it strives to help. Moreover, this paper explores Article 6 CRC, on children's right to life, survival and development. The primary considerations are settings a comprehensive structure for further analysis and principles of interdependence and indivisibility of all human rights. Relevant instruments and complements are used for interpretation of the CRC rights and provisions (Torres, 2017).

Reddy (2003) explored the general effects of institutionalization showing that when orphanage volunteerism take place, inconsistent and short-term care puts the children's right to development in higher risk. Added, children's dignity and safety are also in danger as profit-making orphanages are willing to neglect their interest in order to attract more volunteers and financial contributions. The specific outcome on children's right will be explored when

exploitative practices such as child trafficking and exploitation take place within orphanage volunteerism (Reddy, 2003).

Children's right violations can be prevented within and outside national jurisdictions. Elaborating the decisive measures along with obliging orphanages and volunteers' according to international standards of protection provide, protect, cooperate and prevent children's right violations. Family support should be the first and foremost important step towards protecting vulnerable children. Countries must invest in data collection and topic-specific research to tackle the rights violations within the orphanage volunteerism industry (Cherie, 2015).

Orphanage volunteerism increases children's vulnerabilities. It amplifies the harmful effects of institutionalization and further contributes to the continuity of children's right violations and modern slavery. It is required that countries need to suggest and recommend for taking active and decisive steps towards tackling orphanage volunteerism as it attempts to the children's dignity and right. (Pineiro, 2006)

Another study which is conducted by Hanna TabeaVoelkl, (2012) with a title of developing an understanding towards children experience with short-term international volunteer tourists, a case study conducted on an orphanage project in Ghana. The study aims at addressing the growing phenomenon of international volunteer tourism in which volunteers from developed countries undertake the activities in less privileged areas of the world. A review of the literature revealed both negative and positive impacts. It is observed as a form of civic service that has potential to reinforce global solidarity and build social capital, whereas, it could promote post-colonialism by reinforcing dependency through its simplistic notion of doing development (Hana, 2012).

The study was conducted in an orphanage in Ho, the capital of the Volta Region of Ghana and it managed to investigate the local children's understanding of the experience. Qualitative approach was utilized involving participant observation, participatory workshops with the children and semi-structured interviews with the orphanage founder and the local project coordinators. According to the data generated; the evidence suggests that the volunteer's projects are beneficial to the children's lives as the volunteers provide a range of activities, gifts, and valuable emotional care and attention. On the other hand, it is reported that the fundamental structures,

power relations and financial interdependencies clearly limit the impact of the volunteers for sustainable improvement and development of children and their community (Hana, 2012).

Further, the findings (Hana, 2012) provided an insight on experiences of children growing up in an orphanage which was used as a volunteer tourism site in Ghana has contributed to the ongoing debate about the use of participatory methods as a way to satisfy children's rights to participation. The significance and the controversy undergo parallel in developing world concerning the effects of child centered volunteer tourism projects.

## **2.4 Orphanages in Ethiopia**

Ethiopia is one of the sub-Saharan African countries hosting a large number of orphan and vulnerable children. Out of 5.4 million orphans, about 15% were believed to be orphaned as a result of HIV/AIDS (EMoH, 2007). The majority of children orphaned as a result of HIV/AIDS are in Amhara region(39%), Oromia region (22.4%) and SNNPR (14.1%) and the remaining causes of orphan hood and vulnerability are due to food insecurity, poverty, conflict, natural disasters, malaria, and other infectious diseases (PEPFAR, 2012).

These children are at an increased risk for suffering from malnutrition, poor physical and mental health, stigmatization and exploitation. In addition, vulnerable orphaned children were at high risk of contracting HIV/AIDS, due to maternal transmission, prostitution, and sexual exploitation. The above mentioned happenings resulted them to drop out school which could possibly hinder their future opportunities from better jobs and income growth (UNICEF, 2006).

The study conducted by Aselefech Bekele, (2013) titled; “The Challenges and Prospects of Service Provision Arrangements to Orphans and Vulnerable Children in Addis Ababa, The case of Arada Sub-City” in particular managed to explore the challenges and prospects of service provision to orphans and vulnerable children along with their parents/guardians. This study utilized qualitative research method whereby qualitative data were collected using interview and observation techniques addressing participants from selected non government organizations rendering services to OVCs, in Arada sub-city HAPCO, children and guardians.

According to this study the information obtained revealed that various challenges affecting the quality of services provided to OVCs and their guardians were covered. Some of the major challenges identified include, lack of coordination between and among the service providing

organizations themselves, government sector offices which have the responsibility to facilitate the platform for the well-being of orphans and other vulnerable children are not working to the level expected of them (Aselefech, 2013).

The study (Aselefech, 2013) identified that the service providing organizations often encounter funding cuts and interruptions from their donors at unprecedented occasions while, lack of cooperation and ownership on the service recipients and the local community is identified as an impending factor influencing the sustainability of the programs that the NGOs started. The findings showed that another important factor that affects the service provision programs for lacking organized statistics which indicates the number of OVCs in the sub-city in particular and the country in general. One of the challenges in fulfilling the required data is, as the organizations go on recruiting orphans and vulnerable children with the help of the local administrative bodies, unmanageable number of needy children and parents show up as it is advertised. Consequently forcing the organizations to embrace beneficiaries beyond their capacity to accommodate, as a result, they run out of resources to provide services. Suddenly they will be forced to interrupt. When this happens, the children will be forced to drop out of school and engaged in supporting their parents in daily labor for subsistence. Some children who are in the custody of foster parents are also heading to street life when the support program interrupts (Aselefech, 2013).

## **2.5 Psychosocial Needs of Vulnerable Orphaned Children**

Orphaned children are highly vulnerable to face psychosocial problems. Unless they manage to get help to acquire their social, psychological, economic and developmental needs, they might face challenges that affect their life. They can be prearranged a way to overcome the challenges. Some of the problems are; trauma of losing their parents, emotional problems, vulnerability to infectious diseases and disability along with lack of basic needs, schooling, personal care, and attention (Reddy, 2003).

Additionally, the Standard Service Delivery Guideline for Orphaned Vulnerable Children Care and Support Programs of Ethiopia stated seven core service components. It is aimed at guiding any intervention that could address the issues of orphaned vulnerable children. It consists of shelter and care, economic strengthening, legal protection, health care, psychosocial support, education, food and nutrition. Even though the trend shows that the psychosocial needs of

orphaned children were considered to be neglected or overlooked by the service providers, while these children are highly vulnerable to face many psychosocial problems due to the death or separation of their parents (HAPCO, 2007).

According to Fredriksan and Kandours, (2004), orphaned children might have inhibited development of emotional intelligence, and life skills such as communications, decision making and negotiation skills. This illustrates that the impacts of vulnerability on children are complex and capable of affecting their psychological and social development. Additionally it might lead orphans into becoming withdrawn and passive or develop sadness, anger, fear, antisocial behaviors and becoming violent or depressed. Further orphan and vulnerable children may experience additional trauma from lack of nurturing, guiding, and a sense of attachment which may impede their socialization process as they grow. These children usually find it difficult to express their fear, grievance, and anger effectively where as they may find it difficult to sensitive time when they are willing to express their feelings, (UNAIDS, 2002).

In an effort to address psychosocial problems of orphaned children, a study conducted by Grace Zhou, (2012) titled “Understanding the Psychosocial Well-being of Orphans and Vulnerable Children (OVC): The Intersection of Research and Policy at Sanford Institute of Public Policy Studies in Duke University in 2012 managed to identify the demographic and behavioral predictors that influence the psychosocial health of orphans. As it was conducted, data was utilized from 1,851 children across six sites. They are Cambodia, Ethiopia, India, Kenya, and Tanzania that are enrolled in the Positive Outcomes for Orphans Study (POFO). Unlike previous studies conducted on OVC which were cross-sectional and based in one country or region, this study utilized POFO which is a longitudinal, cross-cultural research examining characteristics of care and health outcomes of OVC across Southeast Asia and Sub-Saharan Africa considering the fact that it is unprecedented in its sample size, geographic span, and cultural inclusiveness (Zhou, 2012).

Zhou, (2012) stated that the study aimed at explicating the dual gaps in policy and research through a review of the literature. In addition, the international and national frameworks for psychosocial programming, the predictors of psychosocial health and assessing the significance of potential psychosocial predictors by analyzing data from the POFO. An effort of bridging the chasm between research and policy was done by synthesizing the findings from the literature

review on psychosocial programming. It was used as informing policy recommendations for improving psychosocial support to OVC.

Based on the findings of the literature review of psychosocial predictors, the study of Zhou, (2012) hypothesizes that first orphans who are a part of the POFO study will have higher levels of psychosocial distress than their non-orphans counterparts. Specifically, maternal and double orphans will exhibit higher levels of three psychosocial outcomes: behavioral and emotional difficulties, complicated bereavement, and trauma. Secondly, as an hypothesis this study stated that among orphans who are enrolled in the POFO study, other predictors such as country of residence, child age, gender, relationship to the caregiver, and work outside of the home will be significantly associated with all three aforementioned psychosocial outcomes (Zhou, 2012).

According to Zhou, (2012) the quantitative analysis managed to found that maternal orphans, double orphans, and children who engage in labor outside of the home were particularly vulnerable to psychosocial distress. With this regard according to the finding of this study, bivariate testing reveals that double orphans are more likely to have complicated bereavement. In addition, the multivariate logistic model for incidence trauma shows that controlling for other demographic factors such as site location, age, gender, and living arrangements, maternal orphans are 1.80 times more likely than paternal orphans to have experienced a traumatic event in the past 12 months supporting the argument that variations in site and living arrangements were significantly associated with the subjects' psychosocial outcomes (Zhou, 2012). Another study conducted in Ethiopia by Afework Tsegaye, (2013) titled "Comparative Study of Psychological Wellbeing Between Orphan and Non-orphan Children in Addis Ababa ": The Case of Three Selected Schools in Yeka Sub-city, compared the psychological well-being of orphan and non-orphan children in Addis Ababa and explored the conditions or situation that could promote the psychological wellbeing for the orphaned children. The study was conducted by employing both quantitative and qualitative methods to address the research objectives. Three groups of respondents were recruited from three randomly selected schools (Afework, 2013).

According to the findings, the study used T-test for group mean difference on psychological safety. This revealed, orphans were found to have a considerable lower psychological wellbeing as compared to the non-orphan children. Whereas additional results from Pearson correlation analysis revealed that grade level was significantly and positively associated with psychological

security. Parental status was noticeably and negatively correlated with psychological welfare although gender and age were not notably related with psychological contentment. The final finding obtained from the analysis of the qualitative data illustrates that encouraging the orphan's personality, independence, self-esteem, admiration and care by adults were identified as the major themes that could uphold orphan children's sense of well-being (Afewerk, 2013).

Study conducted by Hana Tarrekegn, (2014) titled "Coping Mechanisms of HIV/AIDS Orphans" at Hana Orphans Home intends at a purpose of exploring the psychosocial problems of HIV/AIDS orphans and their coping mechanisms utilized an existential (phenomenological) qualitative design. It illustrated that orphans face multiple psychological problems including hopelessness, loneliness, depression, negative self image and need for love and care (Hana, 2014).

According to Hana, (2014) participants are trying to overcome the consequences of their negative feeling and stigmas associated with poorly managed social affairs by spiritual settings.

Even though the problems encounter made them feel that they were not valued, they seek comfort and acceptance. Since they are devalued, rejected and stigmatized being HIV/AIDS orphans, they need to be heard and forgiven by society. The findings show that, the coping mechanisms employed by participants are Emotion Focused Coping Mechanisms (talking to people, cognitive distraction and avoidant) and, Situation Focused Coping Mechanisms (access support, being an expert and spirituality). As a result, forgiveness, acceptance, listening and understanding contributed a lot in enabling and moving forward to maintain a successful life (Hana, 2014).

## **2.6 Psychosocial Support and Resilience among Vulnerable Orphaned Children**

Direct and indirect negative consequences of psychological disorders and mental illness can occur on individuals, family members, employers and even society as a whole (Cherie, 2015). Regarding psychosocial support, a study was conducted by Cherie Martin, (2015) focusing on the Caregiver Perspectives on Psychosocial Support Program for Orphans and Vulnerable Children in South Africa. It deals with the case study on non-governmental organizations. The

study affirms that, orphaned children in South Africa are at high risk for developing psychosocial and mental health problems.

According to Cherie, (2015) the national strategy for the care of orphans and other vulnerable children recognizes the importance and value of psychosocial support. Although there are only few specific guidelines and best practices, little research is available on the effectiveness of psychosocial support programs. The study used semi-structured interviews to carry out and explore the experiences, opinions and concerns of participants to investigate the views on the main challenges encountered. Responses obtained from the study and findings highlighted that, literature promotes psychosocial support as essential tool for orphaned and vulnerable children. This helped in providing recommendations for policy changes in effective forms of psychosocial support.

The case study managed to find home to home social workers; foster mothers and the administration to identify whether foster mothers and primary loving caregivers are the most significant form and source of psychosocial support for OVC. An analysis made on participant and responses identified several areas that warrant further investigation for future policy and program development. These include: the different forms of alternative childcare, the role of the community and the church, the gap between policy and implementation, gender issues, the aging out process, and issues concerning biological families (Cherie, 2015).

Concerning the issue, study conducted by Solomon Worku (2008) titled “Resilience among Children Exposed to Traumatic Loss: a Study of Children Orphaned by AIDS in Addis Ababa” had assessed the degree of resilience. The objective was to test to what degree children orphaned by HIV/AIDS demonstrate resilience while traumatic parental loss presents as an undeniable risk factor for maladaptive outcomes. Some groups of children appear to manifest successful adaptation and do not follow a negative developmental pathway (Solomon, 2008). The study method used was the self-report version of the strengths and difficulties. Questionnaires distributed to 11-16 year of age to assess background information of 148 children orphaned by AIDS. Recruit done from elementary and junior high schools named Addis Hiwot (*New Life*) Community School and Ketchenie Junior High Schools (Solomon, 2008). The findings showed that the majority of children that are resilient were measured by their scores on emotional symptoms, conduct problems, hyperactivity, socially unacceptable behaviors and total

difficulties. The score illustrates the findings that boys and younger children have higher emotional resilience than girls and older children while paternal orphans were more resilient than maternal and double orphans. Additionally, securing good support from immediate caregivers was significantly related to scores within the normal range on emotional symptoms; such as hyperactivity, peer problems, socially unacceptable behavior and total difficulties as warm relationships promote resilience among children exposed to trauma (Solomon, 2008).

Friendships were fundamental to resilience among children exposed to trauma. Being liked by friends is considered to be significant factor for emotional stability and lower scores on the level of hyperactivity and total difficulties. Further, having a very good relationship with other children was significantly related to lower score on emotional symptoms, peer problems and total difficulties implying higher rate of resilience whereas having one or more good friends was significantly related to lower scores on peer problems and total difficulties (Solomon, 2008).

As a conclusion, Solomon, (2008) has brought to light that Ethiopian children orphaned by AIDS demonstrate resilience if they have the right peer group and family social dynamics. Several limitations such as lacking objective, risk measurement owing to the sensitive nature of the study and the ethical restrictions, which means those who showed high rates of resilience might have had decreased exposure to risk and a limitation related to the cross-sectional nature of the study making it difficult to make strong assertions about the causal direction of variables predictive of resilience as it was measured by emotional symptoms, conduct problems, hyperactivity, peer problems and pro-social behavior, which deserves to be investigated over an extensive period of children's life through a prospective, longitudinal study by which the writer acknowledges that these variables represent a simplified version of a more complex reality even though they were presented as such for the sake of highlighting the main factors contributing to resilience considering to the complex nature of childhood post traumatic resilience.

## **2.7 Volunteer Dynamics**

Volunteer dynamics is defined as the process where by people move in and out of particular volunteer assignments or the volunteer labor force as a whole (Wilson, 2012). Butricia, Johnson, & Zedlewski (2009) in their study found that the chances of quitting over an 8-year period were highest among volunteers who had little education, little prior experience of volunteering, been divorced or widowed, been depressed or moved recently. It is less likely to quit if they were

religious or married to a spouse who was also a volunteer (Butricia, Johnson, & Zedlewski, 2009). Similarly Choi & Chou (2010) found that the odds of quitting over a 10-year span were highest among older, less well-educated, less religious, less generative, and less socially connected volunteers.

Whether or not people quit a particular volunteer assignment is related with their own individual characteristics, it is also influenced by organizational matters, especially those that have an immediate impact on the volunteer (Wilson, 2012).

Volunteers show more loyalty when they have role flexibility, adequate supervision, good training, incentives, and social recognition. Having the right motivation can minimize the stressful effects of volunteer work. Volunteers are less likely to describe their work as burden if they are highly motivated (Murayama, Taguchi, & Murashima, 2010). A study of volunteers at a rape crisis center found that satisfied workers were the least likely to say they were thinking of quitting (Hellman & House, 2006). Volunteers in California were asked about their satisfaction with various aspects of the volunteer experience and those who were satisfied with the support they received were more likely to express an intention to volunteer in the future although no other measure of satisfaction was related to intention (Garner & Garner, 2010).

### **2.7.1 Gender and Volunteering**

Studies concerning gender differences demonstrate that a majority of the volunteer work force is composed of women (Rokach & Wanklyn, 2009). In several studies concerning differences in volunteer motivation, researchers have found that women seem to be more inclined to engage in volunteerism and they score higher on most, if not all, functions than men (Chapman & Morley, 1999; Prentice & Carlsmith, 2000). Chapman and Morley (1999) administered the Volunteer Functions Inventory (VFI) to a sample of 85 college students to assess difference in motivation factor between men and women and found that women rated each motive higher than men, showing that women are more motivated to volunteer than men. Fletcher and Major (2004) in their study found that women and men rated the motives in the same relative order, with values, understanding, and enhancement appearing as the most salient motivating factors, women rated each of the six motivators higher than men, this also suggesting that women are more motivated to volunteer than men (Fletcher & Major, 2004). On the other hand, several researchers have found that men tend to favor instrumental motivators, such as the career function, while women

tend to favor concern-related motivators, such as values (Prentice & Carlsmith, 2000). Even though the difference lack significance Switzer, Switzer, Stukas, & Baker (1999) found that male medical students rated the career function higher than female students. They also found that female medical students rated the values function and the enhancement function significantly higher than male students. In spite of the higher rating of the career function by men than by women, the relative order of functions were similar to other studies. The values, understanding, and enhancement functions were the most important motivators (Switzer et al., 1999).

Findings show that while men may rate the career function higher than women, both genders are still most motivated by the values, understanding, and enhancement functions (Switzer et al., 1999; Widjaja, 2010). Therefore, messages aimed at recruiting volunteers should focus on emphasizing the opportunities to express altruistic values, to learn new skills, and to engage in self-development through volunteerism (Widjaja, 2010).

### **2.7.2 Age and Volunteering**

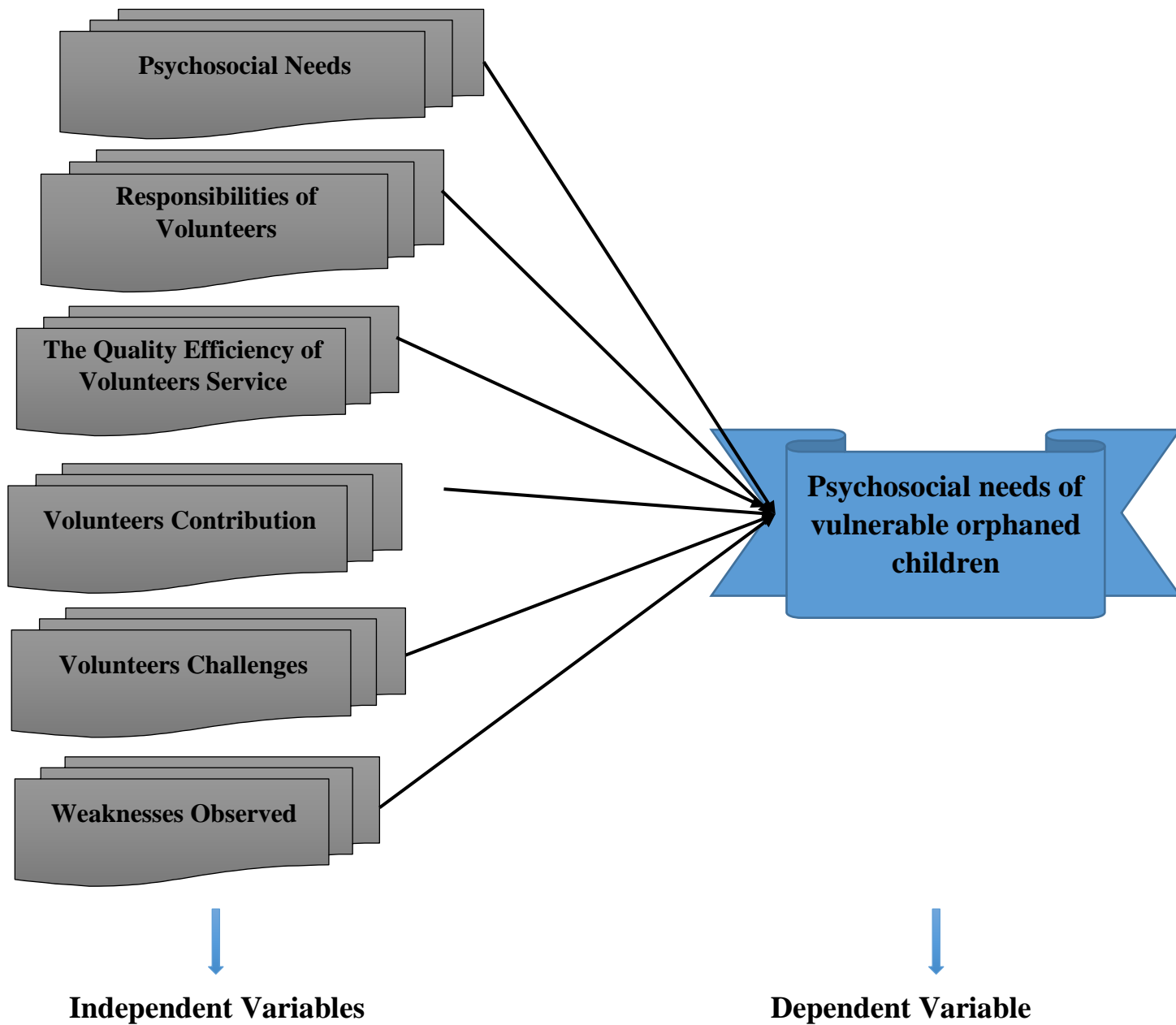
One of the important demographic variables in volunteer motivation is age (Okun & Schultz, 2003). As it is suggested by the theory of socio emotional selectivity theory, people become more selective in their social investments as they age (Carstensen et al., 1999). Consistent with this analysis several study have shown that older volunteers tend to be motivated principally by values function while younger volunteers, who are more focused on knowledge related goals such as education and occupational achievements, are motivated more strongly by the career and understanding functions than older volunteers (Omoto, Snyder & Martino, 2000; Okun et al., 1998 ). Similarly Planalp & Trost (2009) found although volunteers were most strongly motivated by the values function, younger volunteers tended to be more highly motivated by the career function than older volunteers. According to the theory of socio emotional selectivity, people become more selective with their social investments as perceived time left to live becomes more limited. As a result they start to invest more time in self relevant and emotionally meaningful goal (Carstensen et al., 1999). If older volunteers are highly motivated by emotionally gratifying goals, one would expect them to be highly motivated by the social function. However, older volunteers tend to prefer smaller social networks that are more intimate because interactions with more intimate counterparts often afford higher emotional gratification (Okun et al., 1998). When compared to younger volunteers, older volunteers placed a greater

emphasis on the values function (Frisch & Gerrard, 1981). Younger volunteers, on the other hand, tended to have greater social motivation (Omoto et al., 2000). Omoto et al. (2000) found that younger adults engage in volunteer services to fulfill motivational agendas related to interpersonal relationship considerations; however older adults engage in volunteer service to fulfill motivational agendas related to service and community obligation concerns. Volunteering is an activity that can be performed over a wide span of the life course, but the meaning may change with changes in roles and agendas over a person's lifetime (Omoto et al., 2000). A study by Marriott Senior Living Services (as cited in Omoto, Snyder and Martino, 2000) revealed that the three motives most frequently endorsed by older volunteers "to help others (83%)," "to feel useful or productive (65%)," and "to fulfill a moral responsibility (51%)." It has also been suggested that, for older people to maintain satisfaction in their lives, they need opportunities for personal growth, autonomy, and a sense of purpose and that their well-being may be improved through participation in activities involving social responsibility (Payne, 1977).

## **2.8 Summary**

The reviewed literatures for this study showed that the challenges related to vulnerable orphan children that require a collaborated effort and multidimensional interventions ranging from psychosocial support to nationwide policy formulations. According to these studies volunteerism is capable of playing a significant role in addressing the psychosocial needs of orphaned vulnerable children in an orphanage setting and additionally volunteerism is capable of enabling the orphanages considering the challenges that are facing as the unique nature of volunteerism creates the opportunity to involve volunteers from different professions and background facilitating a variety of help.

### 2.9 Conceptual Framework of the Study



## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.1. Research Design**

In order to undertake this study, a mixed methods research design is used. Involving both quantitative and qualitative method. According to Mason (2002), qualitative research method is considered to be important to a researcher for evaluating the degree of many social phenomena in the stand point of participants. On the other hand, according to Dawson (2003), statistics and numbers play important role in providing relevant and reliable information for making rational decisions in research study. Tashakkori and Teddlie (2003) noted that a mixed method design can test the consistency of findings obtained through different forms of data collection. It also allows the researcher to use qualitative methods to add richness and detail to the results obtained from the use of quantitative methods. Therefore, this study employed in-depth interview for the qualitative method which used explanatory research design. Whereas descriptive statistics, independent t-test and correlation is employed for the quantitative method. Hence, the results of the quantitative and qualitative study were integrated during the discussion of the results of the entire study to develop a more meaningful picture of the research problem.

#### **3.2 Sources and types of data**

The types and sources of data used to meet the research questions and objectives were categorized into two, primary and secondary data. The primary data are gathered from participants of the study. This mixed study managed to obtain primary data through in-depth interview and distributing questionnaire. The in-depth interview was employed to volunteers that give service and employees that are working in the orphanage. Questionnaires were distributed to both the OVC and volunteers. Secondary data were collected from multiple publications like books, manuals, research journals and available online sources. Love and Care volunteering team is selected as a case for this study

#### **3.3 Target population and sampling size**

Love and Care Volunteering team has around 250 members of volunteers that participate in several volunteering activities held in 17 orphanages while helping over 800 vulnerable orphaned children. Therefore, this study took 270 children and 90 volunteers as a sample for the

quantitative study. Additionally 15 volunteer members from Love and Care Volunteering team and 10 employees from 8 orphanage centers that are working with vulnerable children were selected for the in-depth interview on issues that help in addressing the research questions raised by this study. The sample size was determined by using the statistical formula by Yamane (1967). Based on the assumption of 95% confidence level and  $P = .05$ .

$$\text{sample size} = \frac{\text{Population size}}{1 + \text{Population size}(e)^2}$$

$$\text{sample size} = \frac{800}{1 + 800(0.05)^2}$$

### 3.4 Sampling technique

For this study utilizing both qualitative and quantitative data considering its focus on exploring volunteer's contribution in addressing psychosocial needs of vulnerable orphaned children in an orphanage setting, the participants were recruited through purposive sampling method. This sampling method is selected due to the reason that in this study there is a need to get participants with the necessary experience and exposure on the issue. By doing purposive sampling, which is a non-probability sampling strategy, allows the researcher to first identify providers who meet the inclusion criteria. In this study volunteers participating in Love and Care Volunteering team, employees engaged in providing help to the children in orphanage centers were interviewed on issues surrounding volunteerism in an orphanage by especially focusing on volunteers' contribution in addressing psychosocial needs of vulnerable orphaned children in an orphanage setting. The participants of this study will be selected from Love and Care Volunteering team and orphanage centers working with the team located in Addis Ababa city. The selection processes for recruiting participants in this study is planned depending on the inclusion criteria that include being an active member of the Love and Care Volunteering team and employees such as counselor, psychologist, social worker, nurse and even caregivers in the orphanage because they have experience in working with vulnerable orphans and can closely observe their needs. With ties to this volunteering team.

### 3.5 Pilot Study

Before applying the instrument on the actual sample of the study pilot test was done on 20 respondents. 10 orphaned and vulnerable children and 10 volunteers. The items were assembled and developed in a rating type questionnaire in Amharic. The research advisor has

commented on content relevance, items clarity, and language usage of the questionnaire and modified based on the feedback before pilot testing. The pilot test was conducted in order to solve ambiguity clarity, language and structure problems and to check reliability and feasibility of the instrument.

**Table 3.5.1: Reliability Test Result for OVC**

Variables	Number of items	Cronbach's Alpha Result
Sub scale - 1: 1 – 8	8	.797
Sub scale - 2: 9 – 16	8	.884
Sub scale - 3: 17 – 19	3	.771
Sub scale - 4: 20 – 29	10	.947
Sub scale - 5: 30 – 33	4	.700
Entire Scale	33	.950

The items on the subscale from the OVC questionnaire psychosocial needs of OVC, contributions of volunteers, quality and efficiency of volunteer's service, challenges and weaknesses of volunteers had a reliability of 0.797, 0.884, 0.771, 0.947, and 0.700 respectively. Based on the results of the pilot test the reliability of the questionnaire was found to be excellent

**Table 3.5.2 Reliability Test Result for volunteers**

Subscales	Number of items	Cronbach's Alpha
Subscale 1 1 – 6	6	.876
Subscale 2 7 – 12	6	.830
Subscale 3 13 – 18	6	.780
Subscale 4 19 – 22	4	.545
Subscale 5 23 – 27	5	.794
Subscale 6 28 – 36	9	.739
Subscale 7 37 – 40	4	.860
Entire scale	40	.708

The items on the subscale from the volunteer's questionnaire are the perception of psychosocial needs of OVC, contributions of volunteers, quality and efficiency of volunteers service, challenges and weaknesses of volunteers had a reliability of 0.876, 0.830, 0.780, 0.545, .794, .739 and 0.860 respectively. Based on the results of the pilot test the reliability of the questionnaire was acceptable

### **3.6 Data Collection**

In conducting this mixed study, in depth interview and questionnaires are selected for primary data gathering instruments. For an interview the participants that meet the selection criteria were asked to participate in an interview session lasting approximately 30-45 minutes at the location of his or her choice. The locations were in a place that ensures client confidentiality, such as an office or a private meeting space. Interviews were audio recorded on an audio recorder owned by the researcher for transcription purposes. The interview questions constitute open ended questions and appropriate care was taken to reduce concerns regarding confidentiality as the researcher personally handled every material that were generated from the interview.

### **3.7 Data Analysis and Interpretation**

The collected data has been analyzed, processed, and interpreted according to the nature of the data. Statistical Package for Social Science (SPSS) has been employed to analyze and present the data through the statistical tools, namely descriptive analysis (mean and standard deviation), t-test and correlation analysis.

Both qualitative and quantitative data analyzing techniques were used. The qualitative technique used for the interview results which largely depend on the themes of responses among the interview recordings while the quantitative methods such as percentage, frequency, mean, standard deviation, t-test, and correlation were used in describing and analyzing the questionnaires data.

Moreover, for this research, qualitative data analysis techniques specifically thematic analysis was used. More specifically, the data is analyzed after it's gathered through voice record and researcher notes from the in-depth and key informant interviews. The researcher not only takes respondents' verbal response but also analyzes their gestures, and voice tonalities. The data collected will be analyzed and interpreted to meet the objectives of the study.

### **3.8 Ethical Consideration**

Ethical concerns including the principles of privacy, informed consent, confidentiality, protection from harm, and avoiding deception were applied while undertaking this study. Before the data was collected the participants were asked for their informed consent to participate and during that data collection they were informed not to write their names to protect their privacy. This will ensure that every individual's response would be anonymous and confidential.

## **CHAPTER FOUR FINDING**

### **4.1 Introduction**

Data were collected from all research participants from December, 2019 to March, 2020. A total of 385 participants involved in the qualitative and quantitative method. Questionnaire was distributed for 270 children that are found in 8 different orphanages, 90 questionnaire was distributed for volunteers from Love and Care volunteering team that give service in 8 orphanages. 25 in-depth interviews were administered involving 15 volunteers from Love and Care volunteering team and 10 employees that closely look after the children and has a close relationship and knowledge about the children. Both the volunteers and employees, were selected for qualitative methods.

The findings of this research are presented in several sections. The first section provides the socio demographic details of both children and volunteers. The rest of the findings are presented in the form of descriptive statistics such as percentage, frequency, means, standard deviation, minimum and maximum. Whereas the result calculated from inferential statistics are independent sample t-test and correlation. The remaining sections present the findings of the thematic analysis of the interview transcripts results.

The study gathers relevant data on psychosocial needs of OVC, contributions of volunteers in addressing the needs of children, perception of volunteers about psychosocial needs of the children, and challenges impacting the contributions. All of the children found in the institutions are with age ranges from 10 to 19 which the researcher considered to read and understand the questionnaire.

In order to archive the objective of the study and tackle the key research questions, the researcher has tried to conduct a detailed and technical investigations related to the study matter. Thus, the gathered data have been completed and analyzed meaningfully.

## 4.2 Descriptive Statistics

### 4.2.1 Socio Demographic Information of orphaned and vulnerable children (OVC)

Socio demographic information is done to describe the characteristics of the respondents. It is important to have understanding of a general characteristic of the respondents. In this analysis, number of female and male respondents and their educational level is analyzed.

Characteristics		Sex				Total
		Female		Male		
		Freq.	%	Freq.	%	
Name of the Orphanage	Bring love In	15	11.8%	19	13.3%	34(12.6%)
	A Hope Ethiopia	10	7.9%	27	18.9%	37(13.7%)
	KVI	13	10.2%	17	11.9%	30(11.1%)
	Berhan Yehun	23	18.1%	14	9.8%	37(13.7%)
	Beteseb	15	11.8%	17	11.9%	32(11.9%)
	Youth Impact	25	19.7%	16	11.2%	41(15.2%)
	Hope Maranatha	19	15.0%	17	11.9%	36(13.3%)
	Hope Bethel	7	5.5%	16	11.2%	23(8.5%)
Educational Level	Primary Grade	21	16.5%	24	16.8%	45(16.7%)
	Upper Primary	56	44.1%	58	40.6%	114 (42.2%)
	High School	28	22.0%	40	28.0%	68(25.2%)
	Preparatory	22	17.3%	21	14.7%	43(15.9%)

In this section, the basic information of the respondents is explored.

Table 4.2.1 shows the information presented to understand the size of population, gender, and educational level of respondents. Children found in Bring Love In are 12.6%, A Hope Ethiopia 13.7%, KIV 11.1%, BerhanYihun 13.7%, Beteseb 11.9%, Youth Impact 15.2%, Hope Maranatha 13.3% and Hope Bethel are 8.5%.

Regarding educational level primary grade students are 16.7%, upper primary 42.2%, high school 25.2% and preparatory 15.9%. Of the total respondents of OVC 47.0% were female and 53.0% were male. Out of the 8 orphanages 15.2% are found in Youth Impact and 8.5% are found in Hope Bethel.

The educational level of the children is classified as

Primary Grade is from Grade 3-6

Upper primary is from Grade 7-8

High school is from Grade 9-10

Preparatory is from Grade 11-12

#### 4.2.2 Continuous Socio demographic Variables

**Table 4.2.2.1 age and years of stay in the orphanage of OVC**

	N	Range	Min-	Maxi-	Mean	Std. D.
Age	270	9.00	10.00	19.00	15.9185	1.96645
Years of stay in the orphanage	270	16.00	1.00	17.00	6.6444	2.49897

According to table 4.4 the average age of OVC is found to be 16 years with (SD=1.96). The minimum age is 10 and the maximum age of the children is 19. The average year of stay in the orphanage is (M= 6.6, SD= 2.49). The minimum year of stay in the orphanage is 1 and maximum is 17.

#### 4.3 Descriptive Statistics for orphaned and vulnerable children in the orphanage

Descriptive statistics in the form of arithmetical means and standard deviation for the respondents were calculated to address the research objectives. It has been examined through the questionnaires collected from respondents.

The descriptive statistics were computed through mean and standard deviation which are presented to illustrate the level of agreement with implications of the study area. The responses of the respondents for the variables indicated below were measured on five point Likert scale with: 1= strongly disagree, 2= disagree, 3 = neutral, 4= agree and 5= strongly agree. However, while making interpretation of the results of mean is reassigned to make the interpretation easy and clear. According to Moidunny, (2009), the mean score interpretation is as follows;

##### 4.3.1 Mean score interpretation

Mean score	Interpretation
1.00 – 1.80 .....	very low
1.81 – 2.60 .....	Low
2.61 – 3.20 .....	Medium
3.21 – 4.20 .....	High
4.21 – 5.00 .....	Very High

Source: Moidunny (2009).

#### 4.4 Psycho social needs of OVC

**Table 4.4.1 Psycho social needs of OVC**

No	Items	Mean	SD
1	Failure to get love	2.900	1.561
2	Easily Saddened	3.529	1.464
3	Not Trusting others	3.633	1.342
4	Need for company	3.933	1.259
	<b>Cumulative mean</b>	<b>3.499</b>	<b>1.407</b>

A series of four questions were presented to respondents and they were asked to rate their level of agreement with each statement. Table 4.4.1 shows the mean and standard deviation for each item under this category.

According to the psychosocial needs of OVC the highest psychosocial need of the children based on the mean is need for company with score of (M=3.93). And the lowest psychosocial need is failure to get love with a mean score of (M= 2.900). According to Moidunny, (2009), the score that falls between the ranges 3.21- 4.20 is considered as High. Therefore the result for the cumulative mean of psychosocial needs of the children is (M=3.499) which implies that the children have high psychosocial needs.

Based on the standard deviation of the results, the score of the first item failure to get love is more dispersed (SD=1.56) from the than the other items.

**Table 4.6 who helped you in solving your problems**

No	Items	Mean	SD
1	Volunteers who come to the orphanage	4.229	.857
2	Employees that work in the orphanage	4.329	.935
3	Friends from the orphanage	4.318	.957
4	Friends from school	3.837	1.202
	<b>Cumulative mean</b>	<b>4.178</b>	<b>0.988</b>

Table 4.6 shows the mean and standard deviation for each item under this category. The highest mean among the items for who helped you to solve your problem is (M=4.329) which is employees that work in the orphanage. The lowest mean is (M=3.83) stated as my friends from school. The cumulative mean for solving the problems of the children as perceived by OVC is

( $M=4.17$ ). According to Moidunny, (2009), the score that falls between the ranges 3.21 - 4.20 is considered as high. Based on the cumulative mean( $M=4.17$ ) of children's responses about who helped them to solve their problems implies that volunteers, employees of the orphanage, their friends from orphanage and their friends from school have a high contribution in solving their problems. Based on the standard deviation ( $SD=1.20$ ) the last item friends from school is found to exhibit relatively high dispersion from the rest of the items.

#### 4.3.6 Volunteer's contribution

Table 4.7 which of the contribution of volunteers helped you to overcome your problems and to recover from the feelings/psychosocial needs that you have

N	Items	Mean	SD
1	The counseling and advice the volunteers give when they come	4.255	0.878
2	I learned from the different stories that the volunteers tell me	4.133	0.981
3	By applying the solutions that the volunteers give for my problems	3.922	1.079
4	I learned from life experience of volunteers that they shared with me	4.151	0.901
5	From the love and care that the volunteers showed me	4.233	0.888
6	Because of the encouragement and motivation provided by volunteers	4.085	0.898
7	From the attention the volunteers give when they come to spend time with me	4.151	0.824
8	Volunteer's hug and kiss	3.863	1.104
	<b>Cumulative mean</b>	<b>4.099</b>	<b>0.944</b>

Table 4.7 shows the mean and standard deviation for each item under this category. According to the contribution on volunteers the highest mean among the items is ( $M=4.25$ ) which is counseling and advice the volunteers give when they come. The lowest mean among the items is ( $M= 3.86$ ) that is Volunteer's hug and kiss. The cumulative mean for the contribution of volunteers is ( $M=4.099$ ). According to Moidunny, (2009), the score that falls between the ranges 3.21 – 4.20 is considered as high. And based on the cumulative mean the results shows that volunteers have a high contribution to help the children overcome their problems and recover from the psychosocial needs they have.

Based on the standard deviation ( $SD=1.10$ ) the item Volunteer's hug and kiss has a high dispersion from the other items.

**Table 4.8 To what level did the contribution of volunteers impacted the children**

No	Items	Mean	SD
1	My Problems have been solved ever since the volunteers have come to this orphanage	3.022	1.206
2	The fact that the volunteers are coming and giving service have benefited me in so many ways	4.125	.803
3	In order to solve my problems the help of volunteers is dominant	3.318	1.333
4	From the day that the volunteers came, I have understood that there is someone that loves and cares about me	4.122	.910
<b>Cumulative mean</b>		<b>3.647</b>	<b>1.063</b>

Table 4.8 shows the mean and standard deviation for each item under this category. According to the responses of the children to the level of contribution and how it impacted the children, the highest mean among the items is (M=4.125) which is the service of volunteers have benefited them me in so many ways. The lowest mean is (M=3.022) which is their problems have been solved ever since the volunteers came to this orphanage. The cumulative mean for to what level did the contribution of volunteers have impacted the children is (M=3.64). According to Moidunny, (2009), the score that falls between the ranges 3.21 – 4.20 is considered as high. And based on the cumulative mean 3.64 children's responses show that the contribution of volunteers is high and has impacted them positively. Based on the standard deviation (SD=1.333) the itemIn order to solve my problems the help of volunteers is dominantis dispersed from the other items.

#### **4.3.8 Challenges and weaknesses of Volunteers**

**Table 4.10 Volunteer's Challenges and Weaknesses Observed by OVC**

	Items	Mean	SD
<b>Volunteers Challenges</b>			
1.	Conflict between volunteers and employees of the orphanage	2.088	1.146
2	Misunderstanding between volunteers and children in the orphanage	2.251	1.241
3	Not getting any support from the orphanage	2.159	1.255
<b>Cumulative mean for volunteers challenges</b>		<b>2.166</b>	<b>1.214</b>
<b>Volunteers weaknesses</b>			
1	Coming late	3.355	1.293
2	Not consistently coming	3.255	1.362
3	Not giving enough attention to us	2.085	1.092
4	Not understanding our feelings well	2.255	1.224
<b>Cumulative mean for weakness</b>		<b>2.738</b>	<b>1.243</b>

Table 4.10 shows the mean and standard deviation for each item under this category. According to volunteer's challenge the highest mean among the items is (M =2.25) which is misunderstanding between volunteers and children in the orphanage. The lowest mean among the items is (M=2.088) conflict between volunteers and employees of the orphanage. According to Moidunny(2009) the score that falls between the ranges 1.81 – 2.60 is considered as low. The cumulative mean for children's perception about volunteer's challenges is (M=2.16) Therefore, the result implies that the children's perception towards volunteers having challenges as they come to give service is low.

Based on the standard deviation (SD=1.255) the item not getting any support from the orphanage is more dispersed from the other items.

Concerning weaknesses of volunteers as perceived by OVC the highest mean among the items is (M= 3.35) which is coming late. The lowest mean among the items is (M=2.085) that is not giving enough attention to us. The cumulative mean for the perception of the children about the weaknesses of volunteers is (M= 2.73). According to Moidunny (2009) the score that falls between the range 2.61– 3.20 is considered to be medium. Based on the cumulative mean the result shows that the children are in the state of confusion about the weaknesses of volunteers.

Based on the standard deviation (SD=1.36) the item not consistently coming has a high dispersion from its mean than the other items.

**Table 4.11 Independent sample t-test of Psychosocial Needs, Volunteers Contribution, Volunteer's challenge and weaknesses among OVC**

	Sex	N	Mean	SD	T	df	Sig.
Psychosocial Needs	Female	127	13.803	4.502	-.641	268	.522
	Male	143	14.167	4.810			
Volunteers Contribution	Female	127	33.354	4.332	1.665	268	.097
	Male	143	32.300	5.846			
Volunteers Challenges	Female	127	6.409	2.843	-.500	268	.618
	Male	143	6.580	2.771			

The psychosocial need of female and male OVC  $p=.522$  ( $P > 0.05$ ) even though there is a slight difference between the two groups, there was no statistically significant difference in

Psychosocial Needs among female and male children. The result suggest that gender doesn't have an effect on the psychosocial needs of orphaned and vulnerable children. Regarding volunteers contribution  $P=.097$  ( $P > 0.05$ ) and volunteers challenge  $p=.618$  ( $P > 0.05$ ) the result shows that there is no statistical difference between female and male children concerning their perception about volunteers contribution and challenge.

**Table 4.12 Correlation result of OVC**

	Description	Age	Educational grade	Years of stay
Psychosocial Needs	Pearson Correlation	-.271	-.310	-.105
	Sig. (2-tailed)	.000	.000	.085
Volunteers Contribution	Pearson Correlation	-.084	-.043	-.199
	Sig. (2-tailed)	.167	.483	.001
Volunteers Challenges	Pearson Correlation	.042	-.023	.011
	Sig. (2-tailed)	.494	.705	.855

The correlation result concerning psychosocial needs shows that there is negative and significant correlation found between psychosocial needs and age, educational level ( $r = -.271$ , and  $-.310$ ;  $p$ -value  $< 0.05$ ) respectively. This implies that when the age and education level of the children increase their psychosocial needs decrease. However, there is statistically negative and insignificant relationship between psychosocial needs and years of stay in the orphanage ( $r = -.105$ ,  $P > 0.05$ ). The result shows that as the children years of stay in the orphanage increases their psychosocial need decreases.

Concerning volunteers contribution there was a statistically negative and insignificant correlation between volunteers contribution and age, educational level ( $r = -.043$  and  $-.084$ );  $p > 0.05$  respectively. As the age and educational level of the children increases their perception concerning volunteers contribution decreases. However there is statistically negative and significant relationship between volunteer's contribution and the children's years of stay in the orphanage. The result shows that as children's years of stay in the orphanage increases the children perception about the volunteer's contribution decreases.

The correlation results between volunteer's challenges and children's age, years of stay in the orphanage are found to be positive and insignificantly correlated (age  $r = .042$ , years of stay in the orphanage  $r = .011$ ;  $p$ -value  $> 0.05$ ) respectively. This implies that when the age and years of stay

of the children in the orphanage increases their perception about volunteers challenge also increases. There is a negative and insignificant correlation between volunteers challenge and educational level ( $r = -.023$ ,  $p > 0.05$ ) which shows that when the educational level of the children increases their perception about volunteers contribution decreases.

#### 4.3.9 Quantitative Analysis Based on Volunteers

**Table 4.13 Socio demographic characteristics of Volunteers**

Characteristics		Sex				Total
		Female		Male		
		Freq.	%	Freq.	%	
Name of the orphanage	Bring love In	5	11.4%	7	15.2%	12(13.3%)
	A Hope Ethiopia	7	15.9%	4	8.7%	11(12.2%)
	KVI	5	11.4%	8	17.4%	13(14.4%)
	BerhanYihun	5	11.4%	6	13.0%	11(12.2%)
	Beteseb	4	9.1%	7	15.2%	11(12.2%)
	Youth Impact	8	18.2%	4	8.7%	12(13.3%)
	Hope Maranatha	6	13.6%	4	8.7%	10(11.1%)
	Hope Bethel	4	9.1%	6	13.0%	10(11.1%)
Responsibility for work	NO	28	63.6%	33	71.7%	61(67.8%)
	Yes	16	36.4%	13	28.3%	29(32.2%)
Educational level	High school	1	2.3%	2	4.3%	3(3.3%)
	10+3	3	6.8%	3	6.5%	6(6.7%)
	Diploma	5	11.4%	4	8.7%	9(10.0%)
	BA Degree	29	65.9%	32	69.6%	61(67.8%)
	MA Degree	6	13.6%	5	10.9%	11(12.2%)
Type of education (department)	Helping Professions	18	40.9%	15	32.6%	33(36.7)
	None helping professions	26	59.1%	31	67.4%	57(63.3%)
Total		44	48.9%	46	51.1%	90(100%)

Table 4.13 shows that of the total respondents of volunteers 48.9% are female and 51.1 % are male. Out of all orphanages 14.4% of volunteers that give service are found in KVI. Volunteers found in Hope Maranatha and Hope Bethel are with equal percentage of 11.1%. Volunteers with additional work responsibility are 32.2%. Those with additional work responsibility other than volunteering are 67.8%. 3.3% of volunteer's educational level is high school, 6.7% have 10+3 certificate, 10.0% have diploma, 67.8% have Bachelor's degree and 12.2% have Master's degree.

Regarding volunteer's field of study 36.7% are with helping professions considered as a field of study to support their services. 63.3% are with none helping profession which are field of studies that have no direct relation in helping the children with their needs. Moreover, helping professions are, nursing, sociology, theology, public health, psychology, social work. The non-helping professions are statistics, business administration, accounting, architecture, project management, computer science, agriculture, biology, midwifery, economics, management, anthropology, engineering, geography, and social science

The additional responsibility of work listed on the table above is categorized as "Yes" and "NO". Yes is for volunteers that volunteer and also have additional responsibilities in Love and Care volunteering team. Such as coordinator, supervisor, fundraising team and team leaders. No is for volunteers that only give service without additional responsibilities.

#### 4.3.10 Continuous Socio demographic Variables of Volunteers

**Table 4.14 Volunteers Age and Years of service in the orphanage**

Characteristics	Min.	Max.	Mean	Std. D
Age	20.00	41.00	28.077	4.8302
Years of service as a volunteer with vulnerable orphaned children	1.00	8.00	3.4000	1.8038

According to table 4.14 the average age of volunteers is 28 years with standard deviation (SD=4.83). The minimum age is 20 and the maximum age is 41. The average years of service in the orphanage is 3.40 with standard deviation (SD=1.80). The minimum years of service in the orphanage is 1 and maximum is 8.

### 4.3.11 Psychosocial Needs of OVC

**Table 4.15 Psychosocial needs of OVC as perceived by volunteers**

Items	Mean	SD
Feeling of undesirable and worthlessness	4.322	.871
Lack of self confidence	4.255	.855
Feeling of loneliness	4.444	.751
Lack of love	4.477	.752
To doubt and not trust others	4.311	.843
Feeling of depression and Hopelessness	4.311	.802
To get easily upset and Angry	4.300	.879
<b>Cumulative mean</b>	4.346	0.822

Table 4.15 shows the mean and standard deviation for each item under this category. The highest mean among the items is lack of love ( $M = 4.47$ ). The mean in which lowest psychosocial problem perceived by volunteers is lack of self-confidence ( $M=4.255$ ). According to Moidunny (2009) the score that falls between the ranges 4.21 – 5.00 are considered as very high. The cumulative mean ( $M=4.34$ ,  $SD=0.822$ ) shows that volunteer's perception about the psychosocial needs of orphaned and vulnerable children is very high.

Based on the standard deviation ( $SD=.879$ ) the item to get easily upset and angry has high dispersion from the other items.

**Table 4.16 Volunteer's responsibility of work to fulfill the psychosocial needs of orphaned and vulnerable children**

N	Items	Mean	SD
1	To constantly go to orphanages to visit and spend time with the children	4.311	.697
2	To create a friendly environment with the children, advise and council them	4.377	.712
3	To celebrate holidays with the children	4.155	.910
4	To play different kinds of games with the children in order to entertain them	4.544	.689
5	To help the children with their homework and tutor them	4.255	.918
6	To openly discuss with the children about their feelings and challenges they face	4.511	.585
	<b>Cumulative mean</b>	4.359	0.752

Table 4.16 shows the mean and standard deviation for each item under this category. According to volunteers responsibility of work to fulfill the psychosocial need of OVC, the highest mean among the items is (M=4.54) which is to play different kinds of games with the children in order to entertain them. The lowest mean is (M=4.15) to celebrate holidays with the children.

According to Moidunny (2009) the score that falls between the ranges 4.21 – 5.00 is considered as very high. And based on the cumulative mean 4.35 of volunteer's responsibility of work to fulfill the psychosocial need of the children is very high.

Based on the standard deviation (SD=.918) the item to help the children with their homework and tutor them has a high dispersion from the other items.

**Table 4.17 Volunteer's contribution for the children**

N	Items	Mean	SD
1	The service of the volunteers have brought happiness in the lives of the children	4.333	.686
2	The love and care the volunteers give for the children have full filled their need for love	3.733	.818
3	The closeness and the friendly environment that the volunteers have created has removed their feeling of loneliness	3.922	.782
4	The Fact that the volunteers come constantly to visit the children has helped them to understand that they have value and are desirable	4.133	.850
	<b>Cumulative mean</b>	4.030	0.784

Table 4.17 shows the mean and standard deviation for each item under this category. According to Volunteers Contribution for the children, the highest mean among the items is (M=4.33) which shows that the service of volunteers has brought happiness in the lives of the children and the lowest mean is (M=3.73) which shows that the love and care the volunteers give for the children has not full filled their need for love. According to Moidunny (2009) the score that falls between the ranges 3.21 – 4.20 is considered as high. The cumulative mean for volunteer's contribution for the children is (M=4.03,SD=0.78). The result shows that volunteer's contribution for the children is high.

Based on the standard deviation (SD=.850) has a high dispersion from its mean than the other items.

**Table 4.18 The quality and efficiency of volunteer's service**

	Items	Mean	SD
1	I had enough knowledge about psychosocial needs of orphaned and vulnerable children when I came to volunteer in the orphanage	3.500	1.114
2	When I came to the orphanage I had work experience related to orphans and vulnerable children and their psychosocial needs	2.977	1.315
3	When I came to the orphanage to give service I have taken trainings related to orphaned and vulnerable children and their psychosocial needs	3.022	1.315
4	The service that the volunteers give to the children to fulfill their psychosocial needs is enough	2.966	1.155
5	The volunteers carry out their responsibilities well in contributing for the fulfillment of the psychosocial needs of the children	3.755	.963
6	The volunteers highly make an effort to fulfill the psychosocial needs of the children	4.111	.840
	<b>Cumulative mean</b>	<b>3.388</b>	<b>1.117</b>

Table 4.18 shows the mean and standard deviation for each item under this category. According to the quality and efficiency of volunteers service the highest mean among the items is (M=4.11) which shows that the volunteers highly make an effort to fulfill the psychosocial needs of the children. The lowest is (M=2.966) which is the service that the volunteers give to the children to fulfill their psychosocial needs is enough. According to Moidunny (2009) the score that falls between the ranges 3.21-4.20 is considered as high. Therefore, volunteers responses about the quality and efficiency of volunteer's service is high.

Based on the standard deviation the two equal items with (SD=1.315) has a high dispersion from their means than the other items.

**Table 4.19 Volunteers Challenges and weaknesses Problems**

N	Items	Mean	SD
	<b>Volunteers Challenges</b>		
1	The unfriendly behavior and lack of communication of the children have affected my service	2.700	1.085
2	The disagreement that happens with the employees of the orphanage have been an obstacle for the service that I provide	2.688	1.097
3	The service that I provide has not been fully complete due to the fact that I didn't get any support from the orphanage	2.600	1.078
	<b>Cumulative mean of Volunteers' Challenges</b>	<b>2.662</b>	<b>1.08</b>

Table 4.19 shows the mean and standard deviation for each item under this category. Based on the challenges the volunteers encountered, the highest challenge the volunteers faced is the unfriendly behavior and lack of communication of the children with mean score of (M=2.700). The lowest challenge they faced with a mean score (M= 2.60) is the volunteer's service has not been fully complete due to the fact that they didn't get any support from the orphanage. According to Moidunny (2009) the score that falls between the ranges 2.61–3.20 is considered to be medium. Based on the cumulative mean for the challenges the volunteers encountered as they give service is (M= 2.662) implying that the response is neither positive nor negative which implies there is a state of confusion from respondents about challenges the volunteers faced as they give service.

Based on the standard deviation (SD=1.097) the item, the disagreement that happens with the employees of the orphanage have been an obstacle for the service that I provide has a high dispersion from the other items.

**Table 4.20 Independent Sample t-test on Volunteer's Perception about Psychosocial Needs of OVC, Contributions of Volunteers, Challenges and Weaknesses among Volunteers**

Variables	Sex	N	Mean	SD	t	df	Sig.
Psychosocial Needs of OVC	Female	44	31.9318	5.34571	1.921	88	.058
	Male	46	29.8043	5.16234			
Volunteers Contribution for the children	Female	44	16.6591	2.605	1.995	88	.049
	Male	46	15.608	2.389			
Volunteers Challenges	Female	44	10.886	3.0668	-.340	88	.734
	Male	46	11.130	3.6914			

The independent sample t-test result presented in the above table 4.19 showed that there is no significant difference among female and male responses about volunteer's perception about the psychosocial need of orphaned and vulnerable children  $p=.058$ , ( $P>0.05$ ). Concerning volunteers contribution the t-test result showed that  $p=.049$  ( $P<0.05$ ) there is statistically significant difference among female and male volunteers concerning their contribution for the children. The t-test result of volunteers challenges is  $p=.734$  ( $P>0.05$ ) the results show that there is no statistical significance among female and male volunteers, concerning volunteers weaknesses and challenges they face.

**Table 4.21 Independent- test on volunteers contributions as a helping profession and none helping profession**

Type of Education		N	Mean	SD	t	df	Sig
Educational Level	Helping Profession	33	3.818	.726	.242	88	.809
	None Helping Profession	57	3.771	.945			

Table 4.20 shows, helping profession scored slightly higher mean ( $M=3.81$ ,  $SD=.726$ ) than none helping professions ( $M=3.77$   $SD=.945$ ). The result of the independent sample t-test shows that there is no statistical difference between the helping profession and none helping profession of volunteer's contribution in addressing the psychosocial needs of vulnerable and orphaned children in the orphanage. ( $P=.809$ ,  $P>0.05$ )

### **Correlation result of volunteers**

#### **4.3.12.1 Relationship (correlation) Analysis**

In this section, correlation analysis was conducted in light of each research question mentioned in the introductory part. The relationship between volunteer's contributions in addressing the psychosocial needs of vulnerable orphaned children in an orphanage was investigated, using Pearson Correlation Analysis. This provided correlation coefficients which indicated the strength and direction of relationship. The p-value also indicated the probability of this relationships' significance. The findings are presented as follows.

**Table 4.22 Correlation result of Volunteers**

Variable	Pearson's correlation	Age	Educational level	Years of service
Volunteer's perception about psychosocial needs of vulnerable Orphaned Children	Pearson Correlation	-.075	.102	.132
	Sig. (2-tailed)	.485	.338	.216
Volunteers responsibilities of work	Pearson Correlation	.034	-.058	.100
	Sig. (2-tailed)	.753	.590	.348
Volunteers Contribution	Pearson Correlation	-.152	-.065	.134
	Sig. (2-tailed)	.153	.545	.208
Challenges of Volunteers	Pearson Correlation	.038	-.045	.207*
	Sig. (2-tailed)	.719	.673	.050

Table 4.22 shows the correlation results of the variables with age, educational level and years of service.

A negative and insignificant correlation is found between perception of volunteers about psychosocial needs of OVC and age ( $r = -.075$ ,  $p = .485$ ;  $p\text{-value} > 0.05$ ). This implies that, as the age of volunteers increases their perception about psychosocial need of orphaned and vulnerable children decreases. A positive and insignificant correlation is found between volunteer's perception about psychosocial need of the children and educational level ( $r = .102$ ,  $p = .338$ ;  $p > 0.05$ ) and years of service ( $r = .132$ ,  $p = .216$ ;  $p > 0.05$ ). This implies that as the educational level and years of service of volunteers increase their perception about psychosocial need of the orphaned and vulnerable increases.

Concerning volunteer's responsibilities of work that there is a Positive and insignificant correlation is found between volunteers responsibilities of work and age ( $r = .034$ ,  $p = .753$ ;  $p > 0.05$ ), years of service ( $r = .100$ ,  $p = .348$ ;  $p > 0.05$ ). The results shows that when the age and years of service of volunteers increases their responsibilities for work also increases. Negative and insignificant correlation is found between responsibilities of work of volunteers and educational level ( $r = -.058$ ,  $p = .509$ ;  $p > 0.05$ ). This shows that as the educational level of volunteers increases their responsibilities of work decreases.

Regarding volunteers contribution a negative and insignificant correlation is found between contribution of volunteers and age ( $r = -.152$ ,  $p = .153$ ;  $p > 0.05$ ), educational level ( $r = -.065$ ,  $P = .545$ ;  $p > 0.05$ ). The result shows that when age and educational level of volunteers increases their contribution to the children decreases. And the positive and insignificant result between contribution of volunteers and years of service ( $r = .134$ ,  $p = .208$ ;  $p > 0.05$ ) the result indicates that when the years of service of volunteers increase their contribution to the children also increases.

Statistically a negative and insignificant correlation is found between educational level of volunteers ( $r = -.045$ ,  $p = .673$ ;  $p > 0.05$ ) and the challenge of volunteers. The result shows that, as educational level of volunteers increases the challenge they face decreases. However, there is a positive, significant and insignificant correlation between volunteers challenges and age ( $r = .038$ ,  $p = .719$ ;  $p > 0.05$ ) years of service ( $r = .207$ ;  $P < 0.05$ ). This implies that, when the age and years of service of volunteers increases the volunteer's challenges also increases.

#### **4.3.13 Qualitative Analysis**

For the purpose of qualitative analysis a total of 25 respondents participated in the in-depth interview. 15 of the respondents are volunteers and 10 of them are professionals that work in the orphanage in different job responsibilities. Both respondents are asked similar questions that address the research objectives.

##### **4.3.13.1 Psychosocial needs and problems of vulnerable and orphaned children**

Orphan children are most vulnerable to psychosocial needs and related problems. The loss of one or two parents will cause them to go through many emotional states and lead them to psychosocial problems. So many psychosocial needs and problems have been observed by volunteers and employees that work in orphanages. Some of the feelings that are observed are lack of love, loneliness, feeling of anxiety, to doubt and not to trust people, feeling of hopelessness and depression, to easily get upset and angry, isolation, lack of self-confidence, lack of communication, sense of fear and loss of happiness. Even though, all the children come from different backgrounds and have encountered different kinds of abuse and trauma, they all have similar characters that one can easily observe.

*“Many of the children not only have psychosocial needs but also have identity crisis. The children’s sense of identity has made them insecure due to a major change that took place when losing one or two of their parents. This has left a deep and profound emotional scar in their lives. As they grow up, they become very curious to know about their identity. They usually ask certain questions when psychologists and social workers get in contact with them.”* (Social Worker)

**Lack of love-** children living in the orphanages are usually very happy and surprised when someone comes to visit and be affectionate with them. The reason behind is that, they already think they are not worthy of love. Being touched, hugged and kissed are the most exciting thing for them. This is due to the fact that these children don’t have anyone to be affectionate with them in anyway. Even the very small facial expressions like a warm smile has a big impact and meaning to them.

**Feeling of loneliness (Isolation)** - the children in orphanages tend to isolate themselves from any activities especially if they are new to the orphanage. The hardest time for the children is the time when they first come to the orphanage, for them to adjust to the system and their environment is a processes that takes a lot of time. Due to this reason the children will isolate themselves and want to spend their time alone that with others. This is because the children are emotionally unstable.

**Not trusting others** – orphaned and vulnerable children have a hard time trusting others because of their background stories. Trust issues are widely observed because the children are exposed to situations that made them not to trust others and not trust situations entirely. Due to different kinds of abuse, rejection and violence from a close family member or someone the children trusted, it will be very hard for them to build trust after the situations they experience.

**Feelings of hopelessness and depression** – the children in orphanages usually compare their lifestyle with their school friends who live with parents. As a result, they feel that they are living in unsafe and insecure life style and feel hopeless. This leads the children to a less optimistic future.

**To easily get upset and Angry** – due to many emotional factors OVC go through lack of patience during situations that need tolerance. Silly thing that happens in life can make them

unable to endure and disappoints them as they communicate with their friends and caregivers. When the children grow up, they label themselves as “worthless” and “vulnerable”. This causes them anger and frustration.

**Lack of self-confidence and communication** –the most common psychosocial problem that OVC face is lack of self-confidence. Their school report shows that, their self-confidence is below required when compared with other students. Participating in school and volunteer’s activities is one of the indicators of lacking self-confidence. This arises from the stressful events they came from such as parental death, abuse, anxiety and many other factors. Moreover, the children are observed to have lack of communication which is the most important instrument of social relationships. It is perceived that, children have difficulties in expressing their ideas and needs to whomever is there to help them.

*“Vulnerable orphaned children with psychosocial needs certainly require someone who listens to them to share their deepest thoughts and feelings. After they create a bond with the volunteers they start to open up and share ideas about different aspects of life. They truly have wonderful insights about life and have so much to say and express. And this has shown me that the children need someone to listen to them as they express their ideas and feelings on different topics.*

“(Volunteer)

Researcher who has access to visit and spend time with orphan and vulnerable children can further explore, identify and observe their feelings thoughts and psychosocial needs.

#### **4.3.13.2Volunteers Contribution and responsibilities to fulfill the psychosocial needs of the children**

The very first intention of volunteers as they decide to give service in the orphanage should be to bring a tangible change in the lives of the children. Especially to be able to fulfill their psychosocial needs that they require the most.

#### **Spending time with the children**

The main activity that this volunteers perform is to come and spend time with the children once or twice a week. Whenever these volunteers come to give service, the first thing they do is to give the children a very warm hug and kiss. These children don’t have anyone that even properly

greet them let alone give them that kind of affection. As many of them labeled themselves as “unworthy” and “unloved”, the hugs and kisses from the volunteers is the first contribution to the children to make them believe that they are worthy and loved. As the volunteers spend time with the children, they help them clean their bedrooms, the male volunteers take the boys to the barber shop and female volunteers braid the girl’s hair, and sometimes bring their lunch boxes to have lunch with the children.

*“I have seen joy and delight on the face of the children when the volunteers bring their lunch boxes to join the children as they have their lunch. This selfless activity of volunteers has shown the level of intimate act they perform to show the children that they would like to spend lunch time with them. The female volunteers also take part in braiding the girl’s hair making them ready for school. This is the kind of act that derived the children into intimacy and strong bond with the volunteers, because they feel like they are not worthy enough to be touched or loved that way” (social worker)*

### **Play different kinds of games**

When they come to spend time they play different kinds of games to entertain and create a friendly environment with them. Most of the children will have a busy week at school, they will have home works and study sessions. So the volunteers will aim at creating a relaxing environment so that they can refresh their minds as they play. The games they play are the most favorite activity for the children.

### **Group discussion sessions**

Discussing ideas that can be conducted in groups along with the volunteers. Discussion topics that most meet their psychosocial needs will be raised. Ideas such as how to communicate with people, what should be done when they feel lonely, how to overcome fears, to enhance their self-confidence, the importance of anger management, and how to enhance their communication skills. The volunteers prepare a discussion sessions that will meet their psychosocial needs and openly discuss on the topics raised by and sharing their life experiences.

*“Orphan children don’t usually have someone by their side to encourage, motivate and show them the way to a successful future. Because of that reason they have very low self-confidence. They don’t believe that they can achieve their ambitions. Therefore, to openly discuss about different aspects of life really helps them to think that it is possible to become successful even coming from a difficult background. We don’t only tell them their stories but also encourage them to become anything if they work hard. This has helped the children to have hope in their future” (Volunteer)*

### **Invite guest speakers**

The volunteers invite guest speaker who has become successful in life. He/she can share their life experience to encourage the children that someday they will become successful and regain their faith in themselves. The guest speakers will help them to believe that if they work hard their hard works will pay off.

### **Read them books and stories**

Volunteers read books and stories to the children that are inspirational. These books will create a positive and optimistic impact in the lives of the children. It helps them to develop stronger social skills in addition, enhances their vocabulary and writing skills. The inspirational books will motivate the children to become a better person and have a bright future.

### **Mentoring sessions**

Mentoring is one of the most important activity that the volunteers perform for the children. They closely follow up, advice and council the children in different aspect of their life. As it is very important for the children to have bond with one adult to keep an eye on them.

*“The children weekly report about their past week to us. What they have done, what challenges they faced and what made them happy. Based on that we pave a way for the challenges they encounter, and boost their morals to do better. The close follow up makes the children think that there is actually someone that cares about them and looks after them. Which encourages them to perform better in every aspects of their life. I believe this is a very good activity to solve their feelings of hopelessness” (volunteer)*

### **Organizing events**

The volunteers organized events on holidays so that the children will have a memorable holiday celebrations with the volunteers. As these children are vulnerable and feel worthless this is one of the ways to show the children that someone actually cares enough to organize special programs for them.

### **Tutorial services**

Orphaned and vulnerable children are known for being behind on their education. Since there is no one by their side to follow up their education and help them with their home works. The results found on their report cards from school shows that most children's result is below average. Due to this reason the psychosocial problem of these children gets worse. Their level of self-confidence decreases because of the incompetence in school. Therefore volunteers work hard in helping the children with their home works and studies as it will help them enhance their self-confidence.

There are countless activities and contribution that are done by volunteers, apart from working hard to fulfilling their psychosocial needs. They help the children with their education and give them tutorial services whenever it's needed. They buy them presents for holidays for every child by the money they Fund raised on events. They also sometimes bring them one meal for the children to enjoy a fast food and soft drinks along with the volunteers. These kinds of generous acts shows them that they are loved and that there is someone that cares about them. Thesev activities improve their feelings of worthlessness.

### **Volunteer's contribution for the orphanage**

In terms of providing school materials for the children the volunteers have played a great role in covering the expenses of the school materials like exercise books, pens, pencils and rubbers etc. The volunteers collect a bunch of educational, fictions and story books from different places and donate for the orphanage. This has helped the children to develop a habit of reading when they have free time.

The workload of the orphanage have somehow reduced in terms of shaping the behaviors of the children, since the volunteers work hard on the issue. They teach them to treat others with respect, and obey to their school teachers as well as the employees of the orphanage. If they see the children behaving wrongly they advise them with love. As a result their unshaped behavior gets better. Volunteers follow up, guidance, mentoring, counseling, group discussions for the children has reduced the burden of the orphanage in shaping their character.

*“The volunteers are like a brother/sister figure for the children by providing guidance and protection for them. Since the children have so much love and respect towards the volunteers they listen to what they say. Tangible changes are observed on the behaviors of the children from the time that the volunteers has come to give service. Their communication with the employees of the orphanage has improved. This is a big contribution for the orphanage“ (psychologist).*

Among the volunteers that have the experience and knowledge related to orphan and vulnerable children voluntarily give trainings by asking the administration what issues to address. This has helped the organization from spending money paid for individual that give trainings for the children.

Even though orphanages work to provide a holistic support for the children, they try to fulfill their psychosocial needs as well. It is observed that they mainly focus on providing their basic needs. Very little work is done in full filling their psychosocial needs therefore the volunteers play a great role in filling these gaps.

*“Because of the service of volunteers the orphanage is able to get a good response in the yearly evaluation from the governmental bodies, having them in the organization is considered to be fundamental for the orphanages as an additional support for the children.“ (Project Manager)*

#### **4.3.13.3 The quality and efficiency of volunteer’s service**

The volunteers that give service in the orphanages have different educational backgrounds and work experiences. Some of the volunteers educational background is a booster for the volunteer’s service as it is very important to help the children with their psychosocial needs. These are sociology, social work, psychology, nursing, theology and public health. The rest of the volunteer’s educational level doesn’t contribute for meeting the psychosocial need of the children.

The volunteers with educational background of a helping profession for supporting the children had the knowledge and work experience related to psychosocial needs and some of them has taken trainings. The volunteers whose educational backgrounds is far from meeting the psychosocial needs of the children has also contributed a lot by giving their time, energy and commitment. They simply start volunteering out of a good intention to help the children. But, through years of stay volunteering in the orphanage they learn much about the children's behavior and their needs which makes it easier for them to help the children as they give service.

*“Even though I didn't get the chance to take trainings related to psychosocial needs of OVC and have work experience on that area, the 5 years of service I have given has thought me a lot about the children's need and the actions to take in order to fulfill their psychosocial needs.*

*Volunteering by itself is a lesson” (Volunteer)*

Orphanages don't have a manual or guidelines to evaluate and assess volunteers as they give service for the children. These has been a major factor for the challenges the volunteers face.

*“We focus on the intentions of volunteers who come to give service for the children instead of their educational background and fields of study. Even though we believe their fields of study is helpful for the service that they provide for the children. For us the idea of having volunteers in the orphanage is helpful in one way or the other. Therefore, we welcome them with open hands not focusing on their professionalism but their good heart and efforts to help the children*

*(General Manager)*

#### **4.3.13.4 The Feedbacks of the Children for the Service the Volunteers Give**

Most children are happy to have the volunteers come, visit and spend time with them. They look forward to the games, discussions, one to one quality time and tutorial services. They are close with them and tend to share their secrets than the employees of the orphanages. Even though some of the children are shy and it takes them longer time for them to share their secrets, they eventually bond with the volunteers. This shows that the feedback of the children toward the volunteers is positive.

Children in the orphanages are observed to continuously ask their caregivers about volunteers who have stopped visiting them. They ask if they can call and talk to them to see if they are

doing ok. This is because of the special bond they have with the volunteers. There are times when some of the children ask the volunteers if there is any way they can come and visit them twice a week. It is observed on many children to constantly ask them to come during the week. This is an indicator that the children are very happy and satisfied with the volunteers company.

*“When we come into the orphanage, the excitement and smile on the children’s face is clear for everyone to see that they are happy. They say that best part of the week is Saturday because it’s the day that the volunteers come to visit and spend time with them”. (Volunteer)*

The children’s feedback to the activities performed by volunteers is very good. They tell their caregivers and the employees that are closely in contact with them about all the activities they did with excitement and joy in their face.

#### **4.3.13.5 Volunteers Challenges and Weaknesses**

##### **4.3.13.5.1 Challenges impacting the service of volunteers in full filling the psychosocial needs of the children**

Working with children is not easy. It needs a lot of patience and wide heart. The first challenge most volunteers face as they come to volunteer in orphanages is the unfriendly character of the children. The children won’t be interested to interact with the volunteers for the first couple of weeks. This has made the volunteers feel like their efforts won’t make a difference in the lives of the children. The volunteers don’t have a detailed orientation about the backgrounds and characters of the children from the orphanage and it takes a lot of time until they try to cope with the children’s behavior and their needs. These leads them think it’s a waste of time and energy.

*“I remember the first time I went to volunteer at Hope Marantha orphanage. It was the most exciting day for me. I went with a hope to get to know the children and spend a good quality time. But it was nothing like I expected the first few days. It took longer time than I anticipated until the children accepted me and started to open up and express their ideas and feelings” (volunteer)*

The other challenge volunteer’s encounter is not having enough materials in order to help the children with their needs. The orphanage has not prepared any kinds of materials on counseling and mentoring prepared in the context and age of the children. This has forced the volunteers to give a service that is not professional. These volunteers didn’t even get some kind of orientation

from the beginning as they first came to give service for the orphanage. Which has led them in confusion about how to address support to the children.

*“It has been 3 years since I have started volunteering, it has been a wonderful journey. I personally want to help the children in every aspects of their lives as I volunteer. I would want to address the right needs according to their problems. Because am a graduate of bachelor’s degree in accounting, I know very little about needs of orphans. Sometimes, I doubt if am addressing the right kind of counseling for the children that is appropriate to their age. Orphanages should consider to prepare some kind of guidelines in order to help volunteers perform excellent service for the children” (volunteer)*

Most of the volunteers educational back ground is not a field that can support their volunteering service as they don’t have any work experience or knowledge related to orphans and vulnerable children. This has been a major challenge because they don’t know the kind of service they should give as they come and have to learn that through experience and through their own efforts by reading materials available.

Almost all of the volunteers are a full time workers on weekdays, the only free time they have is on weekends. That is why they made their visitation hours on Saturdays mainly. But the children insist that volunteers should come at least twice a week in order to help them with their homework. These has been the hardest request from the children because they don’t ask much from volunteers, and the only thing they ask for is their time in abundance.

*“The most challenging moment for me while I volunteer is when the children ask if I can add more days so that I can go and visit them. It breaks my heart to know that these children need more time, guidance and company in their lives. But as I am a full time worker, a wife and a mother of one child I am restricted to the amount of time I can give to this vulnerable children. It pains me that I could not go and visit them more than once a week.” (Volunteer)*

#### **4.3.13.5.2 Weaknesses of Volunteers**

Many weaknesses are observed on volunteers, even though, they try their best to carry out their duties and bring changes in the lives of the children. Coming late is one of the major weaknesses observed. The day that volunteers come to give service for the children is a day that the children look forward to, they wait for them with excitement and eagerness to see what activities they

have for the day. With all those energy and effort, coming late is disappointing for the children. They ask repeatedly why they didn't come on time. Not all but, some volunteers do not consistently participate in giving service for the children. They appear for some amount of time and disappear without even telling the children. This causes the children to doubt the volunteers entirely and think in their minds that the other volunteers will do the same.

*“The bond and trust the children have with the volunteers can easily be broken because of the irresponsible act of volunteers to vanish from the lives of the children without even telling them the cause” (Nurse)*

Some volunteers don't have a good and exemplary appearance and deeds. They teach the children about time management and commitment but, they fail to be an example to them by coming late and not coming at all.

*“Care givers and social workers make sure that the psychical appearance of the children is decent. They obligate the children to have proper hairstyle and wear proper cloths. But, volunteers come here with hairstyles that is considered to be odd. In addition, some volunteers come wearing ripped jeans which I believe sets a very bad example from a person that the children look up to” (social worker).*

Sometimes the volunteers come unprepared and without knowing what to do during the service hours. They just sit with the children watching television or being idle. They sometimes forget the very purpose of coming to the orphanage.

*“Not only some volunteers don't come prepared but, they also don't follow up the progress of the children in their education and character. Because we spend the rest of the week with them we expect the volunteers to ask us how the week has been for them to know how they performed, but they don't ask and that is something they should work on” ( caregiver)*

The one to one mentoring session is a very important part of the activities for the children. It brings both the volunteer and child close. The children benefit a lot from it. Eventually the volunteers tend to focus and favor the child that they mentor and neglect the other children. It is mandatory for volunteers to equally care and love all the children they give service to. Focusing and giving attention to one of them might worsen their feeling of loneliness of the other children.

## **CHAPTER FIVE**

### **DISCUSSION, CONCLUSION AND RECOMMENDATION**

#### **5.1 Discussion**

This part deals with the discussion of the results of the study. It also provides general possible explanations for the findings. The major discussion topics are basically related with the research questions raised in the study. These include the psychosocial need of orphaned and vulnerable children, volunteer's contribution in addressing these needs and challenges impacting the contribution of volunteers. The study employed a mixed methods research design, which involves both quantitative and qualitative approaches. While the interviews found out more or less the same reasons as the questionnaire study

#### **5.2 Psycho social needs of orphaned and vulnerable children**

According to the finding of this study the orphaned and vulnerable children are found to have high psychosocial needs with cumulative mean of ( $M=3.49$ ,  $SD=1.40$ ). And among all psychosocial need that these children have the highest need is a need for company ( $M=3.93$ ,  $SD=1.25$ ). And the lowest need the children have is failure to get love ( $M=2.90$ ,  $SD=1.5$ ). This finding is consistent with a Study conducted by Hana Tarrekegn, (2014) titled "Coping Mechanisms of HIV/AIDS Orphans" at Hana Orphans Home intends at a purpose of exploring the psychosocial problems of orphans and their coping mechanisms utilized an existential (phenomenological) qualitative design. It illustrated that orphans face multiple psychological problems including hopelessness, loneliness, depression, negative self image and need for love and care (Hana, 2014). According to Hana, (2014) participants are trying to overcome the consequences of their negative feeling and stigmas associated with poorly managed social affairs by spiritual settings. Even though the problems encounter made them feel that they were not valued, they seek comfort and acceptance. Since they are devalued, rejected and stigmatized.

The t-test result shows that there is no statistically significant difference in psychosocial need of OVC between male and female. Which shows that gender doesn't have effect on the psychosocial need of OVC.

Another study by (Reddy, 2003) shows that Orphaned children are highly vulnerable to face psychosocial problems. Some of the problems are; trauma of losing their parents, emotional

problems, vulnerability to infectious diseases and disability along with lack of basic needs, schooling, personal care, and attention (Reddy, 2003).

In addition the result from Pearson's correlation analysis revealed that when the age and educational level of the children increases their psychosocial needs decreases. Whereas the children years of stay in the orphanage and psychosocial need is negatively and insignificantly correlated. Which implies that as the children's years of stay in the orphanage increases their psychosocial needs decreases.

It is very important to find these results as it will help orphanages, volunteers, and people who come across this research paper to better understand the various psychosocial needs that orphans have and engage in volunteering activities to help these children.

Regarding results of volunteers the finding shows that volunteer's perception about psychosocial needs of orphaned and vulnerable children is very high. The highest psychosocial need that these children have as perceived by volunteers is lack of love. And the lowest need of the children is lack of self-confidence.

In addition the result from Pearson's correlation analysis revealed that as the educational level and years of service of volunteers increases their perception about psychosocial needs of the children also increases. Whereas as age of volunteers increases their perception about psychosocial need of OVC decreases.

Even though it is found that the children have high psychosocial needs and volunteers have understood and perceived the psychosocial needs of OVC, there is a misconception by volunteers about their highest psychosocial need. The result of the children highest psychosocial need is need for company where as volunteers perception of their higher need is failure to get love. It is important to know the highest need of the children so that volunteers and orphanages will be aware on which areas to work on.

### **5.3 Volunteer's Contribution in addressing the psychosocial needs of orphaned and vulnerable children**

The findings of this study shows that volunteer's contribution in helping OVC overcome their problems and recover from the psychosocial needs that they have is high. The highest contribution of volunteers as perceived by OVC is counseling and advice of volunteers. The

result also shows that the contribution of volunteers is high and it has affected them in a good way. According to the data generated from (Hana,2014) relates to the findings of this study, the evidence suggests that the volunteer's projects are beneficial to the children's lives as the volunteers provide a range of activities including giving valuable gifts, emotional care and attention. Which have benefited the orphan children in many ways.

The t-test result shows that there is no statistical difference between female and male children on their perception about the contribution of volunteer's. In addition the Pearson's correlation analysis revealed that as the age and educational level of OVC increase their perception about volunteer's contribution decreases. Whereas as the children years of stay in the orphanage increases their psychosocial needs decreases.

The result for the contribution of volunteers for the children as responded by the volunteers themselves is found to be high. The highest item among the contribution of volunteers shows that the happiness brought in the lives of the children by volunteers. The findings of this study also reveals that volunteer's responsibility of work to fulfill the psychosocial needs of the children as perceived by volunteers is very high. Among the activities the volunteers perform the highest is found to be playing different kinds of games with the children in order to entertain them.

In addition the t-test result shows a statistically significant difference between male and female volunteers in terms of their contribution. Female volunteers contribute more for the fulfillment of the psychosocial needs of the children than male volunteers. A study conducted by (Rokach & Wanklyn, 2009) gender differences demonstrate that a majority of the volunteer work force is composed of women. In several studies concerning differences in volunteer motivation, researchers have found that women seem to be more inclined to engage in volunteerism and they score higher on most, if not all, functions than men (Chapman & Morley, 1999; Prentice & Carlsmith, 2000). Chapman and Morley (1999) administered the Volunteer Functions Inventory (VFI) to a sample of 85 college students to assess difference in motivation factor between men and women and found that women rated each motive higher than men, showing that women are more motivated to volunteer than men. Fletcher and Major (2004) in their study found that women and men rated the motives in the same relative order, with values, understanding, and enhancement appearing as the most salient motivating factors, women rated each of the six motivators higher than men, this also suggesting that women are more motivated to volunteer

than men (Fletcher & Major, 2004). On the other hand, several researchers have found that men tend to favor instrumental motivators, such as the career function, while women tend to favor concern-related motivators, such as values (Prentice & Carlsmith, 2000).

Regarding the profession of volunteers there is no statistical difference between helping profession and non- helping profession in terms of their contribution for the OVC. Both volunteers with helping profession and none helping profession have equal contribution to the children.

Moreover, the result from Pearson's correlation analysis implies that as the age and years of service of volunteer's increases their responsibility for work also increases. But a negative and insignificant correlation result is found between the volunteer's responsibility of work and educational level. As the educational level of volunteers increases their responsibility of work decreases.

Both of the respondents have agreed that the contribution of volunteers to fulfill the psychosocial need of orphaned and vulnerable children is high. Knowing these results is very important as it will encourage the volunteers to continue contributing to their fullest potentials. And bring a tangible change in the lives of the children. The unexpected result is that contribution of employees is higher than the volunteers. As the researcher herself is volunteer at a love and care volunteering team and expected to have results showing that the contribution of volunteers is higher than any other individual

#### **5.4. Challenges impacting the contribution of volunteers in addressing the psychosocial need of orphaned and vulnerable children**

The finding of the result about the challenges the volunteers encounter perceived by the OVC is low. Which means the children have disagreed about volunteers having challenges as they come to give service.

The t-test result shows that there is no statistical significance among female and male children on the perception about challenges of volunteers.

In addition Pearson's correlation analysis shows that there is a positive and insignificant correlation between challenges of volunteer's as perceived by the children and age, years of stay in the orphanage. Which implies that as the children's age and years of stay in the orphanage increases their perception about volunteer's challenges increases. Whereas there is a negative and insignificant correlation between their educational level and the children perception about volunteer's challenge. Which means as the educational level of the children increases their perception about the challenge of volunteer's decreases.

The finding of the result about the challenges the volunteers encounter based on the cumulative mean is medium. The volunteer's responses are neither negative nor positive which shows a state of confusion from volunteers about the challenges they encounter as they give service in the orphanages.

The t-test result of volunteers shows that there is no statistical significance among female and male responses about challenges of volunteers as they face as they give service.

In addition the result from Pearson's correlation analysis revealed that there is a positive and insignificant correlation found between Volunteers challenges and age. And a positive and significant correlation between years of service of volunteers and the challenges they face. Which implies that as the educational level and age of volunteer's increases the challenges they face also increases. Whereas a negative and insignificant correlation found between educational level and challenges of volunteers. Which shows that as the educational level of volunteer's increases the challenge they face decreases.

The responses from both the children and volunteers about the challenges the volunteers face as they give service is not satisfactory. The cumulative mean result from the children shows low and the result from volunteers is medium.

### **5.5. Discussion on the in-depth interview**

The finding from both the employees of the orphanage and volunteers who participated in-depth interview reveals that there is psychosocial need observed on OVC. The psychosocial problems observed are lack of love, feeling of hopelessness, not trusting others, feeling of loneliness, lack of self-confidence, and lack of communication. As a result, they are led to anger, isolation, depression, trauma, and anxiety. Additional point raised formsomerespondents mentioned that

these children have identity crisis. They are in a period of uncertainty and confusion in their life. These led them to have insecure sense of identity.

Concerning the contribution of volunteers both the employees and volunteers have agreed that volunteer's contribution is very tangible and was able to help the children in different aspects of their life. Among the contribution of volunteers to help the vulnerable and orphaned children are spending quality time with the , play different kinds of games, arrange group discussions, invite guest speaker, read them inspirational books and stories, mentor them , organize events for holidays and give them tutorial services. Respondents have stated that the contribution of volunteers has not only benefited the children but also benefited the organizations in different aspects. Among the most fundamental contribution is shaping the behavior of the children and

Responses from volunteers and employees in the orphanage have shown that the feedback of the children about volunteers is positive. They are happy and satisfied by the service provided for them and look forward to seeing them every week with so much excitement.

Even though the volunteer encounter challenges there were many challenges found through the interview results. The two main challenges noted by the participants are the unfriendly behavior of the children that the volunteers observe. The first few months it is difficult for the volunteers to get used to the characters of the children. These children don't show any interest to get to know the volunteers or spend time with them and participate in any activities. Even if this behavior is not observed on all of the children it has limited the service of volunteers not to execute their responsibilities well. The other challenge stated by respondents these volunteers come across is not getting enough support from the orphanage in terms of not getting any orientation about the children as they come to give service or not get any direction on how to support these children

The finding from the in-depth interview reveals that weaknesses are observed on volunteers. Repeatedly mentioned weaknesses from respondents are coming late, and not coming well prepared. In addition volunteer's attachment with one child they mentor has been observed to be extreme. Even though it is important to create such kind of bond with the children and make them feel loved it is also very important to put other children's need under consideration as it will affect them and makes them feel not loved as volunteers favor other children

## 5.6. Conclusion

In the course of this research it has been learned that there are numbers of children who are living in orphanages who need psychosocial support. To address the psychosocial need of the orphaned and vulnerable children the help of orphanages in collaboration with volunteers is important. Even though orphanages work for providing a holistic support to the children, they are observed to mainly focus on providing the basic needs such as, shelter, food, educational expenses, and their health expenses. Even though they try to provide their psychosocial needs by different intervention method very little work is done in the area. Due to this reason, the help of other stakeholders is needed. The vision of Love and Care Volunteering team is to provide love and care for orphaned and vulnerable children. Volunteers under this team has been working hard to fulfill their psychosocial need. Therefore, this research has found that vulnerable orphaned children have high psychosocial needs and gender doesn't have effect on the psychosocial need of orphaned and vulnerable children. As the age, educational level and years of stay of the children in the orphanage increases their psychosocial needs decrease. The result found from volunteers responses showed that perception of volunteers about their psychosocial need is high. The contribution of volunteers for these children is found to be very helpful in addressing their needs and have affected them positively. Female volunteers contribute more for the fulfillment of psychosocial needs of the children than male volunteers. It is also found that the volunteer's field of study doesn't have impact in the contribution or service they give to this children, rather, the commitment and the good heart of volunteers is more important. Children's perception about the challenges impacting the contribution of volunteers is found to be low. Whereas the responses of volunteers about their challenge is found to be medium. As the educational level and age of volunteers increases the challenges they face also increases. The weaknesses observed on volunteers are found to be medium. Whereas the result from the qualitative study found to have high weaknesses of volunteers.

## 5.7 Recommendations

Hence, the researcher here after concluded its research findings and gave the essential recommendations on the obligatory measures that must be taken by orphanages, volunteers and other stakeholders working with orphaned and vulnerable children.

- Volunteers who have work experience and knowledge related to orphaned and vulnerable children should help and guide other volunteers who have no clue how to support OVC.
- Male volunteers should equally contribute as female volunteers in order to address the psychosocial needs of the children.
- Volunteers should have a firm and strong position about taking their service seriously and be committed in terms of being punctual and keeping their words of their promise to the children.
- Volunteers should monthly report their work to the administration of the orphanage so that they can see what they have been doing and the administration can give them more responsibility or point out the things that they should improve.
- As it is very important to give children a stable environment therefore volunteers should be consistent in giving service to the children.
- Orphanages should acknowledge and encourage the service of volunteers by giving them certificates and letters of acknowledgments.
- Administration of orphanages should prepare manuals, guidelines and trainings for volunteers to equip them in providing better service.

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## **Letter of Declaration**

I declare that this thesis “volunteers contribution in addressing the psychosocial need of vulnerable orphaned children is my original work and has never been and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

**Name** Hermon Samuel

Signature \_\_\_\_\_

Date \_\_\_\_\_

This thesis has been submitted for examination with my approval as university advisor.

**Advisor: Professor Belay Tefera**

Signature \_\_\_\_\_

Date \_\_\_\_\_

## Appendix I

**ADDIS ABABA UNIVERSITY**  
**SCHOOL OF GRADUATE STUDIES**  
**SCHOOL OF PSYCHOLOGY**

Questioner prepared for children that live in an orphanage

General information

Age

Sex

Name of the Orphanage

Grade

Years of stay in the orphanage

		Alternative				
		5.Strongly Agree	4. Agree	3.Not sure	2.Disagree	1. Strongly Disagree
Psychosocial needs of the children						
To what level did you feel the following feelings after coming to the orphanage						
1.	Failure to get love					
2.	Easily Saddened					
3.	Not trusting others					
4.	Need for company					
Who helped you in solving your problems?						
5.	Volunteers who come to the orphanage					
6.	Professionals that work in the orphanage					
7.	My friends that live with me in the orphanage					
8.	My friends from school					
B)	The responsibilities and contribution of volunteers to fulfill the psychosocial needs of the vulnerable orphaned children					

	which of the contribution of volunteers helped you in order to overcome your problems					
9.	The counseling and advice the volunteers give when they come					
10.	I learned from the different stories that the volunteers tell me					
11.	By applying the solutions that the volunteers give for my problems					
12.	I learned from life experience of volunteers they shared with me					
Which of the following actions of volunteers helped you to recover from the feelings that you have						
13.	From the love and care that the volunteers showed me					
14.	Because of the encouragement and motivation provided by volunteers					
15.	From the attention the volunteers give when they come to spend time with me					
16.	Because the volunteers hug and kiss me every time they come					
C) The quality & efficiency of volunteers service						
To what level is your closeness with the volunteers, the motivation you have to share your secret with them & the willingness of volunteers to solve your problems						
17.	I am close with the volunteers that come to visit us					
18.	In order to solve my daily challenges the help of volunteers is dominant					
19.	I openly share all my secrets with the volunteers					
20.	When I tell my feelings to the volunteers they are willing to listen and solve my problems					
D) Volunteers contribution						
To what level did the contribution of volunteer's service have impacted you?						
21.	My problems have been solved ever since the volunteers have come to this orphanage					
22.	The fact that the volunteers are coming to give service have benefited me in so many ways					
23.	The service of the volunteers have highly contributed for the orphanage					
24.	From the day that the volunteers came, I have understood that there is someone that loves and cares about me					
E) Volunteer's problems & weaknesses						

To what level do the volunteers face the following problems?						
25.	Conflict between volunteers and employees of the orphanage					
26.	Misunderstanding between volunteers & children in the orphanage					
27.	Not getting enough support from the orphanage					
To what level are the following weaknesses observed on volunteers?						
28.	Coming late					
29.	Not Consistently Coming					
30.	Not giving enough attention to us					
31.	Not understanding our feelings well					

## Appendix II

### Questioner prepared for volunteers

#### General information

Age \_\_\_\_\_

Sex \_\_\_\_\_

Name of the orphanage \_\_\_\_\_

Responsibility for work \_\_\_\_\_

Educational level \_\_\_\_\_

Type of Education ( department) \_\_\_\_\_

Years of service as a volunteer with vulnerable orphaned children \_\_\_\_\_

No.		Alternative answers				
		5.Strongly Agree	4. Agree	3. Not sure	2.Disagree	1.Syrongly Disagree
	Psychosocial Needs of vulnerable & orphaned children					
A)	To what level do orphans & vulnerable children show the problems below?					
1.	Feeling of undesirable & worthlessness					
2.	Lack of self confidence					
3	Feeling of loneliness					
4.	Lack of love					
5.	To doubt & not trust others					
6.	Hopelessness & feelings of depression					
.7.	To easily get upset & Angry					

No .		Alternative answers				
		5. Strongly Agree	4. Agree	3. Not Sure	2. Disagree	1. Strongly Disagree
B)	Volunteers responsibility of work to fulfill the psychosocial needs of orphaned & vulnerable children					
	To what level have the volunteers contributed to fulfill the psychosocial needs of the children?					
. 8.	To constantly go to orphanages to visit and spend time with the children					
9.	To create a friendly environment with the children, advise and council them					
10.	To celebrate holidays with the children					
11.	To play different kinds of games with the children in order to entertain them					
12.	To help the children with their homework & tutor them					
13.	To openly discuss with the children about their feelings and challenges they face					

		Alternative Answers				
		5. Strongly Agree	4. Agree	3. Not sure	2. Disagree	1. Strongly Disagree
C)	The quality & efficiency of volunteer's service					
	To what level is the quality & efficiency of volunteer's service?					
14.	I had enough knowledge about psychosocial needs of orphaned & vulnerable children when I came to volunteer in the orphanage					
15.	When I came to the orphanage I had work experience related to orphans & vulnerable children and their psychosocial needs					
16.	When I came to the orphanage to give service I have taken trainings related to orphaned and vulnerable children and their psychosocial needs					
17.	The service that the volunteers give to the children to fulfill their psychosocial needs is enough					
18.	The volunteers carry out their responsibilities well in contributing for the fulfillment of the psychosocial needs of the children					
19.	The volunteers highly make an effort to fulfill the psychosocial needs of the children					

		Alternative Answers				
		5. Strongly Agree	4. Agree	3. Not sure	4. Disagree	5. Strongly Disagree
D)	Volunteer's contribution for the Children, for the organization and for the volunteers work experience					
	How much is the contribution of the volunteers for the children?					
20.	The service of the volunteers have brought happiness in the lives of the children					
21.	The love & care the volunteers give for the children have full filled their need for love					
22.	The closeness & the friendly environment that the volunteers have created has removed the feeling of loneliness of the children					
23.	The Fact that the volunteers come constantly to visit the children have helped them to understand that they have value and are desirable					
The contribution of volunteers for the orphanage						
24.	Since the volunteers have started giving service to the orphanage the workload of the organization have reduced					
25.	The service of volunteers have full filled the psychosocial needs of the children better than the orphanage					
26.	The orphanage has					

	gotten a good response from the yearly evaluation & assessment done by the governmental bodies because of the service that the volunteers give for the children					
How the service of volunteers did benefit their own professional development?						
27.	From the day that I have started giving service as a volunteer in the orphanage, I have gained knowledge & experience about the psychosocial needs of orphaned and vulnerable					
28.	The fact that I have volunteered in the orphanage will help me for my future job & documents in my curriculum Vite					

		Alternative Answers				
		5. Strongly Agree	4. Agree	3. Not sure	2. Disagree	1. Strongly Disagree
E)	Volunteers problems & weaknesses					
	To what level do volunteers show the following weaknesses?					
29.	Not making enough preparation when coming to give service for the children					
30.	Not committed their responsibilities when coming to give service in the orphanage					
31.	Getting fed up due to repetitive activities performed by volunteers					
32.	Not coming or consistently participating					

33.	Coming late when coming to give service for the children						
Which problems do volunteers face when they come to the orphanage to give service ?							
34.	The unfriendly behavior & not easily communicating of the children have affected my service						
35.	The disagreement That happens with the employees of the orphanage have been an obstacle for the service that I provide						
36.	The service that I provide has not been fully complete due to the fact that I didn't get any support from the orphanage						
37.	The behavior that are seen on the children has created an obstacle for the service I provide						
			Alternative Answers				
			5.Strongly Agree	4. Agree	3. Not sure	2.Disagree	1.Strongly Disagree
Actions that should be taken to improve the service of the volunteers							
F)	To what level should the following actions be taken to improve the service of volunteers?						
38.	Different kind of support should be provided from orphanages in order to get effective service from volunteers						
39.	In order to provide the psychosocial needs of the children & bring changes volunteers should work in collaboration with orphanages.						
40.	Orphanages should encourage and give recognition to the service of volunteers						
41.	Orphanages should do a research on psychosocial needs of vulnerable orphaned children & give trainings to volunteers						

**አዲስ አበባ ዩኒቨርሲቲ  
በትምህርት እና ባህሪ ጥናት ኮሌጅ  
የሳይኮሎጂ ት/ቤት**

**ቃለ መጠይቅ**

ወላጅ አጥ እና ለአደጋ ተጋላጭ የሆኑ ህፃናት ጋር የሚሰሩ ግለሰቦች

የተከበራችሁ በዚህ ጥናት የምትሳተፉ ተጠያቂዎች እኔ በአዲስ አበባ ዩኒቨርሲቲ ማህበራዊ ስነ-ልቦና የማስትራት መርሀ-ግብር ተማሪ ነኝ። በአሁኑ ወቅት የመመረቂያ ፅሁፌን “በህፃናት ማሳደጊያ ውስጥ ያሉ ወላጅ አጥ እና ለአደጋ ተጋላጭ ህፃናት የስነ-ልቦና ፍላጎት ለማሟላት የበጎ ፈቃደኞች ሚና” በሚል ርዕስ ዙሪያ እየሰራሁ እገኛለሁ። ለዚህም ጥናት የLOVE & CARE የበጎ ፈቃደኞችን ቡድን መርጫለሁ።

**የቃለ መጠይቁ ዓላማ**

የቃለመጠይቁ ዓላማ በLOVE & CARE ውስጥ ያሉ በበጎፈቃደኝነት የሚሰሩ ግለሰቦች ስለ ወላጅ አጥ እና ለአደጋ ተጋላጭ ህፃናት የስነ-ልቦና ፍላጎቶች ያላቸው መረጃ፣ በበጎ ፈቃደኝነት ሲሰሩ የህፃናቱን ፍላጎቶች ለማሟላት ያደረጉት አስተዋፅኦ እንዲሁም ለእነዚህ ህፃናት የተለያዩ የስነ-ልቦና ድጋፍ ሲደርጉ ያጋጠሟቸውን ተግዳሮቶች የሚዳስስ ይሆናል።

**የቃለ መጠይቁ መመሪያ**

በቃለ መጠይቁ ላይ መሳተፍ በፈቃደኝነት ላይ የተመሰረተ ሲሆን በቅድሚያ ፈቃደኝነትዎን እንዲገልፁልን እንጠይቃለን።

ለዚህ የጥናት ፕሮጀክት የተሰበሰበው መረጃ ይህንን ጥናት ከሚሰራው ሰው ውጭ ለሌላ ሰው ተላልፎ የማይሰጥ ሲሆን መረጃዎቹ የእርስዎን ስም እና ማንነት በማይገልፅ ኮድ ቁጥር በጥንቃቄ ይያዛሉ።

**በበጎ ፈቃደኛ ሰራተኞች የተዘጋጀ ቃለ መጠይቅ**

**ክፍል 1: አጠቃላይ መረጃ**

ዕድሜ: \_\_\_\_\_

ፆታ: \_\_\_\_\_

የድርጅቱ ስም: \_\_\_\_\_

የእርስዎ የሥራ ኃላፊነት: \_\_\_\_\_

የትምህርት ደረጃ: \_\_\_\_\_

ከህፃናቱ ጋር ለምን ያህል ጊዜ ሰርተዋል? \_\_\_\_\_

**ክፍል 2: ለአደጋ ተጋላጭ የሆኑ ወላጅ አጥ ህፃናት የስነ-ልቦና ፍላጎቶች**

2.1 በLOVE & CARE የበጎ ፈቃደኛ ሰራተኛ ሆነው ከህፃናቱ ጋር ሲሰሩ ህፃናቱ ምን ዓይነት የስነ-ልቦና ፍላጎቶች ወይም ችግሮች አይተውባቸዋል?

2.2 እነዚህ ህፃናት ከስነ-ልቦና ፍላጎቶቻቸው ጋር ተያይዞ የሚያሳዩአቸው ባህሪያት ምንድን ነው?

**ክፍል 3: የህፃናቱን የስነ-ልቦና ፍላጎቶች ለማሟላት የበጎ ሰራተኞች ስራ ኃላፊነት እና ተግባራት**

3.1 በህፃናት ማሳደጊያ ውስጥ በበጎ ፈቃደኝነት ለማገልገል ሲመጡ የእርስዎ የስራ ኃላፊነት ምንድን ነው?

3.2 የህፃናቱን የስነ-ልቦና ፍላጎት ለማሟላት ምን ምን ተግባራት ያከናውናሉ?

**ክፍል 4: የበጎ ሰራተኞች አገልግሎት ጥራት እና የስራ ብቃት**

4.1 በበጎ ፈቃደኝነት ለማገልገል ወደ ህፃናት ማሳደጊያው ሲመጡ ለስራው የሚረዳ እውቀት ነበርዎት? ልምድስ ነበርዎት?ስልጠናስ አግኝተው ያውቃሉ?

4.2 ህፃናቱን በመርዳት ሂደት ያጋጠመዎት ሙያዊ ችግሮች ካሉ ምንድን ናቸው?

4.3 በበጎ ፈቃደኝነት የሚሰሩ ሰራተኞች ኃላፊነታቸውን ለመወጣት ያላቸው ቁርጠኝነት ምን ይመስላል?

4.4 ህፃናቱ በጎ ፈቃደኞቹ ለሚያከናውኗቸው ተግባራት ያላቸው ምላሽ፣ ከእርስዎ ጋር ያላቸው ቀረቤታ? ችግራቸውን ለእርስዎ ለማካፈል ያላቸው ተነሳሽነት?

**ክፍል 5: የበጎ ፈቃደኞች አስተዋፅኦ (ለህፃናቱ፣ ለህፃናት ማሳደጊያ ድርጅቱ እና ለበጎ ፈቃደኞቹ ሙያዊ ዕድገት)**

5.1 የLOVE & CARE የበጎ ፈቃደኞች ቡድን ለህፃናቱ የስነ-ልቦናዊ ፍላጎት መሟላት ያደረገው አስተዋፅኦ ምንድነው?

5.2 የLOVE & CARE የበጎ ፈቃደኛ ቡድን ለህፃናት ማሳደጊያው አገልግሎት መስጠት ከጀመረበት ጊዜ ጀምሮ ለድርጅቱ ያበረከታቸው አስተዋፅኦዎች ምንድን ናቸው?

5.3 እርስዎ በበጎ ፈቃደኝነት ህፃናቱን ሲያገለግሉ አገልግሎትዎ ለሙያዊ እድገትዎ ያበረከተው አስተዋፅኦ ምን ይመስላል?

**ክፍል 6: የበጎ ሰራተኞች ችግሮች እና ድክመቶች**

የLOVE & CARE የበጎ ፈቃደኞች ቡድን የህፃናቱን የስነ-ልቦና ፍላጎቶች ለማሟላት በሚሰሩበት ጊዜ ያጋጠሟቸው ችግሮች ምንድን ናቸው?

የLOVE & CARE የበጎ ፈቃደኛ ሰራተኞች ላይ የሚታዩ ድክመቶች ምንድን ናቸው?

**ክፍል 7: የበጎ ፈቃደኞችን አገልግሎት ለማሻሻል መወሰድ ያለበት እርምጃ**

7.1 የLOVE & CARE ፈቃደኞችን አገልግሎት ለማሻሻል ምን መስተካከል ወይም መሻሻል አለበት?

**አዲስ አበባ ዩኒቨርሲቲ**

**በትምህርትና ባህሪ ጥናት ኮሌጅ**

**የሳይኮሎጂ ት/ቤት**

**መጠይቅ**

**ለበጎ ፈቃደኛ ሰራተኞች**

ይህ መጠይቅ ከወላጅ እጥ እና ለአደጋ ተጋላጭ የሆኑ ህፃናት ጋር ለሚሰሩ በጎ ፈቃደኛ ሠራተኞች መረጃ ለመስጠት የተዘጋጀ ነው። የዚህ ጥናት አስተማማኝነት እና ትክክለኛነት የሚወሰነው እርስዎ ለእያንዳንዱ ጥያቄ በሚሰጡት ምላሽ በመሆኑ ለእያንዳንዱ ጥያቄ መልስ በመስጠት የበኩልዎን አስተዋፅኦ እንዲያደርጉ በትህትና እንጠይቃለን።

**በዚህም መሠረት፡-**

የሚሰጡት ምላሽ በሚስጥር ተጠብቆ ለጥናቱ አላማ ብቻ የሚውል መሆኑን እየገለፅኩ ጊዜዎን ወስደው ምላሽ ስለሚሰጡን በቅድሚያ እናመሰግናለን።

በመጠይቁ በየትኛውም ቦታ ላይ ስም መፃፍ አያስፈልግም

ለእያንዳንዱ ጥያቄ የእርስዎን የስምምነት ደረጃ በይበልጥ ይገለጻል ብለው በሚያስቡት ላይ ምልክት ✓ በማስቀመጥ ይመልሱ

**አጠቃላይ መረጃ**

ዕድሜ \_\_\_\_\_

ፆታ \_\_\_\_\_

የድርጅቱ ስም \_\_\_\_\_

የእርስዎ የሥራ ኃላፊነት \_\_\_\_\_

የትምህርት ደረጃ \_\_\_\_\_

የተማሩት የትምህርት ዓይነት (Department) \_\_\_\_\_

ለአደጋ ተጋላጭ እና ወላጅ አጥ ህፃናት ጋር በበጎ ስራተኛነት የሰሩበት የአገልግሎት ዘመን \_\_\_\_\_

**ለበጎ ፈቃደኞች የተዘጋጀ የግንዛቤ መመዘኛ ጥያቄዎች**

ተ.ቁ		አማራጭ መልሶች				
		1 በጣም እስማማለሁ	2. እስማማለሁ	3. እርግጠኛ አይደለሁም	4. አልስማማም	5. በጣም አልስማማም
ሀ	<b>የወላጅ እጥ እና ለአደጋ ተጋላጭ ህፃናት የስነ ልቦና ፍላጎቶች</b>					
	<b>ወላጅ እጥ እና ለአደጋ ተጋላጭ ህፃናት የሚከተሉትን ችግሮች በማሳየት ረገድ ያለዎት ስምምነት ደረጃ</b>					
1	በሰው ያለመፈለግ እና ዋጋቢነት ስሜት					
2	በራስ የመተማመን ችግር					
3	የብቸኝነት ስሜት					
4	የፍቅር እጦት ረሀብ					
5	የመጠራጠር እና ሰው ያለማመን ችግር					
6	ተስፋ የመቁረጥ እና የድብርት ስሜት					
7	በቀለላሉ በነገሮች መናደድ/ቁጡ መሆን					
	<b>ሌላ ካለ ግልፅ/ግለጫ</b>					
ለ	<b>የህፃናቱን የስነ ልቦና ፍላጎቶች ለማሟላት የበጎ ፈቃደኞች የስራ ሀላፊነት ተግባራት</b>					
	<b>የበጎ ፈቃደኛ ስራተኞቹ የህፃናቱን የስነ ልቦና ፍላጎቶች ለማሟላት የሚከተሉትን ተግባራት ምን ያህል አከናውነዋል ?</b>					
8	ህፃናቱን በቋሚነት ሄዶ መጎብኘት እና አብረዎቸው ጊዜ ማሳለፍ					
9	ልጆቹን እንደ ንደኛ በመቅረብ					

	መምከር እና ሀሳብ መስጠት					
10	ከህፃናቱ ጋር አመት በአልን አብሮ ማክበር					
11	ልጆቹን ለማዘናናት የተለያዩ ጨዋታዎችን ማጫወት					
12	ልጆቹ የሚከብዳቸውን የትምህርት አይነት ማስጠናት					
13	ከልጆቹ ጋር ስለሚሰማቸው ስሜት እና ስለሚያጋጥሟቸው ተግባሮች በግልፅ መወያየት					
	ሌላ ካለ ግለፅ/ግለጪ					
ሐ	<b>የበጎ ፈቃደኛ ሰራተኞች የአገልግሎት ጥራት እና የስራ ብቃት</b>					
	<b>የበጎ ፈቃደኛ ሰራተኞቹ ያላቸው የስራ ብቃት እና ጥራት ደረጃ ምን ያህል ነው?</b>					
14	በበጎ ፈቃደኝነት ለማገልገል ወደ ህፃናት ማሳደጊያ ማዕከሉ ስመጣ የህፃናቱን የስነ ልቦና ፍላጎቶች በተመለከተ በቂ እውቀት ነበረኝ					
15	ወደ ህፃናት ማሳደጊያው ለአገልግሎት ስመጣ ስለ ወላጅ አጥ እና ለአደጋ ተጋላጭ የሆኑ ህፃናት የስነ ልቦና ፍላጎቶች ጋር በተያያዘ የስራ ልምድ ነበረኝ					
16	ወደ ህፃናት ማሳደጊያ ማዕከሉ ለአገልግሎት ስመጣ ስለ ወላጅ እጥ እና ለአደጋ ተጋላጭ ህፃናት የስነ ልቦና ፍላጎቶች ስልጠና ወስጄ አውቃለሁ					
17	የበጎ ፈቃደኞቹ ለህፃናቱ የስነ ልቦና ፍላጎቶች መሟላት የሚያከናውኑላቸው ተግባራት በቂ ናቸው					
18	በጎ ፈቃደኛ ሠራተኞቹ የህፃናቱን ፍላጎት ለማሟላት					
19	በጎ ፈቃደኛ ሠራተኞቹ የህፃናቱን የስነ ልቦና ፍላጎቶች ለማሟላት ከፍተኛ ጥረት ያደርጋሉ					
	ሌላ ካለ ግለፅ/ግለጪ					
መ	<b>የበጎ ፈቃደኛ ሰራተኞች አስተዋፅኦ (ለህፃናቱ፣ ለህፃናት ማሳደጊያ ድርጅቱ እና ለበጎ ፈቃደኞች ሙያዊ እድገትን)</b>					
	<b>የበጎ ፈቃደኛ ሠራተኞቹ አስተዋጽኦ ለህፃናቱ ምን ያህል ነው?</b>					
20	የበጎ ፈቃደኞቹ አገልግሎት					

	በህፃናቱ ህይወት ውስጥ ደስታን መፍጠር ችሏል					
21	በጎ ፈቃደኛ ሰራተኞች ለህፃናቱ የሚሰጡት ፍቅር እና እንክብካቤ የህፃናቱን የፍቅር ፍላጎት አሟልቷል					
22	በጎ ፈቃደኛ ሰራተኞቹ ከህፃናቱ ጋር የሚፈጥሩት ቅርበት እና ጓደኝነት የህፃናቱን የብቸኝነት ስሜት ሊቀርፍ ችሏል					
23	የበጎ ፈቃደኞቹ በቋሚነት ህፃናቱን መጎብኘት ህፃናቱን ተፈላጊ እንደሆኑ እና ዋጋ ቢስ እንዳልሆኑ እንዲረዱ አድርጓል					
	ሌላ ካለ ግለፅ/ግለጫ					
<b>የበጎ ፈቃደኛ ሰራተኞች ለህፃናት ማሳደጊያ ድርጅቱ ያበረከቱት አስተዋጽኦ ምን ያህል ነው?</b>						
24	የ Love & care የበጎ ፈቃደኞች ቡድን ለህፃናት ማሳደጊያው አገልግሎት መስጠት ከጀመረ ጊዜ ጀምሮ የህፃናት ማሳደጊያ ድርጅቱ የስራ ጫና በተወሰነ መልኩ ቀንሷል					
25	ህፃናት ማሳደጊያ ድርጅቱ የህፃናቱን የስነ ልቦና ፍላጎቶች ለማሟላት ከሚያደርገው ርብርብ ይልቅ የበጎ ፈቃደኞቹ ተግባራት በተሻለ የህፃናቱን የስነ ልቦና ፍላጎቶች ሊያሟላ ችሏል።					
26	በጎ ፈቃደኛ ሰራተኞቹ የህፃናት ማሳደጊያ ድርጅቱ አገልግሎት መስጠት በመንግስት አካላት ለሚደረግ አመታዊ ግምገማ ድርጅቱ ጥሩ ምላሽ እንዲኖረው አድርጓል					
	ሌላ ካለ ግለፅ/ግለጫ					
<b>የበጎ ፈቃደኛ ሠራተኞች አገልግሎት ለሙያዊ እድገታቸው ምን ያህል ጠቅሟል?</b>						
27	በበጎ ፈቃደኝነት በህፃናት ማሳደጊያ ውስጥ ማገልገል ከጀመረኩ ጊዜ ጀምሮ ስለ ወላጅ እጥ እና ለአደጋ ተጋላጭ የሆኑ ህፃናት የስነ ልቦና ፍላጎቶች					

	እውቀት እና ልምድ አግኝቻለሁ					
28	በበጎ ፈቃደኛነት ህፃናት ማሳደጊያ ውስጥ ማገልገሌ ለወደፊት የስራ እድሎች ለማቀርበው የትምህርት ማስረጃ እንደ ተጨማሪ ሰነድ ይጠቅመኛል					
ሌላ ካለ ግለፅ/ግለጫ						
<b>ሠ</b>	<b>የበጎ ፈቃደኛ ሰራተኞች ችግሮች እና ድክመቶች</b>					
	<b>በጎ ፈቃደኛ ሰራተኞች ምን ያህል የሚከተሉትን ድክመቶች ያሳያሉ?</b>					
29	ወደ ህፃናት ማሳደጊያ ድርጅቱ ለአገልግሎት ሲመጡ በቂ ዝግጅት ሳያደርጉ መምጣት					
30	ወደ ህፃናት ማሳደጊያ ማዕከሉ ለአገልግሎት ሲመጡ ሀላፊነታቸው በአግባቡ አለመወጣት					
31	በጎ ፈቃደኛ ሰራተኞቹ ለአገልግሎት ሲመጡ በተደጋጋሚ ተመሳሳይ ተግባራት ስለሚያከናውኑ መሰላቸት					
32	ሁሌ በቋሚነት አለመሳተፍ (መቅረት)					
33	ለአገልግሎት ሲመጡ ሰዓት አርፍዶ መምጣት					
ሌላ ካለ ግለፅ/ግለጫ						
	<b>በጎ ፈቃደኛ ሰራተኞቹ ለአገልግሎት ወደ ህፃናት ማሳደጊያ ውስጥ ሲመጡ የትኞቹ ችግሮች ያጋጥማቸዋል?</b>					
34	ወደ ህፃናት ማሳደጊያው ስመጣ የህፃናቱ በቶሎ አለመግባባት /አለመቅረብ/አገልግሎቱን በአግባቡ እንዳልወጣ አድርጎኛል					
35	ከህፃናት ማሳደጊያ ድርጅቱ ሰራተኞች ጋር የሚፈጠር አለመግባባት ለአገልግሎቱ እንቅፋት ፈጥሯል					
36	ከህፃናት ማሳደጊያ ድርጅቱ ድጋፍ አለመግኘቱ የምስጢው አገልግሎት ሙሉ እንዳይሆን እድርጎታል					

37	ህፃናቱ ላይ የሚታዩ የተለያዩ ባህሪያት ለአገልግሎቱ እንቅፋት ፈጥሯል					
ሌላ ካለ ግለሰብ/ግለጫ						
ፈ	የበጎ ፈቃዶችን አገልግሎት ለማሻሻል መወሰድ ያለበት እርምጃ					
	የበጎ ፈቃዶችን አገልግሎት ለማሻሻል የሚከተሉትን ተግባራት በማከናወን ረገድ ያልዎት የስምምነት ደረጃ ?					
38	የበጎ ፈቃደኛ ሰራተኞች አገልግሎት ውጤታማ እንዲሆን ከህፃናት ማሳደጊያ ማዕከላት የተለያዩ ድጋፍ ሊደረግላቸው ይገባል።					
39	የህፃናቱን የስነ ልቦና ፍላጎት በይበልጥ ለማሟላት በጎ ፈቃደኞቹ ከህፃናት ማሳደጊያ ድርጅቶች ጋር በመተባበር በጋራ ለውጥ ለማምጣት መስራት አለባቸው					
40	የህፃናት ማሳደጊያ ድርጅቶች የበጎ ፈቃደኞችን አገልግሎት ማበረታታት እና እውቅና መስጠት አለበት					
41	የህፃናት ማሳደጊያ ድርጅቶች የህፃናቱን የስነ ልቦና ፍላጎት በማጥናት ፍላቶቻቸውን መሠረት ያደረገ ስልጠና ለበጎ ፈቃደኞች መስጠት አለበት					
ሌላ ካለ ግለሰብ/ግለጫ						

**ክፍል 1: በህፃናት ማሳደጊያ ውስጥ ለሚሰሩ ባለሞያዎች የተዘጋጀ ቃለ መጠይቅ**

ዕድሜ \_\_\_\_\_

ፆታ \_\_\_\_\_

የድርጅቱ ስም \_\_\_\_\_

የእርስዎ የሥራ ኃላፊነት \_\_\_\_\_

የትምህርት ደረጃ \_\_\_\_\_

በህፃናት ማሳደጊያ ድርጅት ውስጥ ለምን ያህል ጊዜ ሠርተዋል ? -----

**ክፍል 2: ወላጅ አጥ እና ለአደጋ ተጋላጭ የሆኑ ህፃናት የስነ-ልቦና ፍላጎቶች**

የበጎ ፈቃደኛ ሰራተኞች የህፃናቱን የስነ-ልቦና ፍላጎት ወይም ችግር እንዴት ይረዳሉ?

**ክፍል 3: የህፃናቱን የስነ-ልቦና ፍላጎቶች ለማሟላት የበጎ ፈቃደኞች ስራ፣ ኃላፊነት እና ተግባራት**

3.1 በጎ ፈቃደኞቹ የህፃናቱን የስነ-ልቦና ፍላጎቶች ለማሟላት ወይም ድጋፍ ለማድረግ ምን ምን ተግባራትን ያከናውናሉ?

3.2 የበጎ ፈቃደኛ ሰራተኞቹ የህፃናቱን ፍላጎት ለማሟላት በሚያደርጓቸው ተግባራት ኃላፊነታቸውን በአግባቡ ይወጣሉ?

**ክፍል 4: የበጎ ፈቃደኛ ሰራተኞች አገልግሎት ጥራት እና የስራ ብቃት**

4.1 በጎ ፈቃደኞቹ የሚታይባቸው ሙያዊ ችግሮች ምንድን ናቸው?

4.2 በጎ ፈቃደኞቹ ከህፃናቱ ጋር ያላቸው ቅርርብ ወይም ስሜታዊ ትስስር ምን ይመስላል?

**ክፍል 5: የበጎ ፈቃደኞች አስተዋፅኦ (ለህፃናቱ፣ ለህፃናት ማሳደጊያ ድርጅቱ እና ለበጎ ፈቃደኞቹ ሙያዊ ዕድገት)**

5.1 በጎ ፈቃደኞቹ ለህፃናቱ ባደረጉት የስነ-ልቦና ድጋፍ በህፃናቱ ላይ ያመጣው ለውጥ አለ?

5.2 በጎ ፈቃደኞቹ ለዚህ የህፃናት ማሳደጊያ ያበረከቱት አስተዋፅኦ ምንድን ነው?

**ክፍል 6: የበጎ ፈቃደኛ ሰራተኞች ችግሮች እና ድክመቶች**

በጎ ፈቃደኛ ሰራተኞች አገልግሎታቸውን ለማከናወን ወደ ህፃናት ማሳደጊያ ማዕከሉ ሲመጡ ምን ምን ችግሮች ያጋጥማቸዋል?

በጎ ፈቃደኛ ሰራተኞቹ ላይ የሚታዩ ድክመቶች ምንድን ናቸው?

የበጎ ፈቃደኛ ስራ ላይ የሚስተዋሉ ተግዳሮቶች ምንድን ናቸው?

**ክፍል 7: የበጎ ፈቃደኞችን አገልግሎት ለማሻሻል መወሰድ ያለበት እርምጃ**

7.1 የLOVE & CARE የበጎ ፈቃደኞች ቡድን የአገልግሎታቸውን ጥራት ለመጨመር መወሰድ ያለባቸው እርምጃዎች ወይም ማሻሻል ያለባቸው ነገሮች ምንድን ናቸው?

**በህፃናት ማሳደጊያ ድርጅት ውስጥ ለሚኖሩ ህፃናት የተዘጋጀ የግንዛቤ መመዘኛ ጥያቄዎች**

አጠቃላይ መረጃ

ዕድሜ \_\_\_\_\_

የታ \_\_\_\_\_

የድርጅቱ ስም \_\_\_\_\_

የትምህርት ደረጃ \_\_\_\_\_

በህፃናት ማሳደጊያ ውስጥ የቆዩበት ዓመታት \_\_\_\_\_

ተ.ቁ		አማራጭ መልሶች				
		1 በጣም እስማማለሁ	2. እስማማለሁ	3. እርግጠኛ አይደለሁም	4. አልስማማም	5. በጣም አልስማማም
ሀ	<b>የህፃናቱ የስነ ልቦና ፍላጎቶች</b>					
	<b>ወደ ህፃናት ማሳደጊያ ድርጅቱ ከመጣህ/ሽ በኋላ ከሚከተሉት ውስጥ የተስማማህ/ሽ ስሜት ምን ያህል ነበረ?</b>					
1	ፍቅር ማጣት					
2	ቶሎ መከፋት					
3	ሰውን በቀላሉ አለማመን					
4	ሰውን መፈለግ					
	<b>ሌላ ካለ ግልፅ/ግለጫ</b>					
	<b>ችግሮችህ/ሽ እንዲቀረፉ ከሚከተሉት ውስጥ ማን ምን ያህል እረዳህ/ሽ?</b>					
5	ወደ ህፃናት ማሳደጊያ የሚመጡ በጎ ፈቃደኞች					
6	በድርጅቱ ውስጥ ተቀጥረው የሚሰሩ ሰራተኞች					

7	በድርጅቱ ውስጥ አብረውኝ የሚኖሩ ጓደኞቼ					
8	የትምህርት ቤት ጓደኞቼ					
ሌላ ካለ ግለፅ/ግለጫ						
ለ	የህፃናቱን የሰነ ልቦና ፍላጎቶች ለሚላት የበጎ ፈቃደኛ ሰራተኞች ስራ ሀላፊነት እና ተግባራት የሚሰሙህን/ሽን ስሜቶች እና የሚያጋጥሙህን/ሽን ተግዳሮቶች ለማለፍ በጎ ፈቃደኛ ሰራተኞቹ ከሚያከናውኗቸው የሚከተሉት ተግባራት የረዳህ ምን ያህል ነው?					
9	በጎ ፈቃደኞች ሲመጡ በሚሰጡኝ ምክር					
10	በጎ ፈቃደኞች ሲመጡ ከሚነግሩኝ የተለያዩ ታሪኮች በመማር					
11	በጎ ፈቃደኞች ላለሁበት ችግር የሚሰጡኝ መፍትሄ በመተግበር					
12	በጎ ፈቃደኞች ከራሳቸው የህይወት ልምድ በመነሳት ካካፈሉኝ					
ሌላ ካለ ግለፅ/ግለጫ						
በጎ ፈቃደኛ ሰራተኞቹ ከሚያከናውኗቸው የሚከተሉት ተግባራት ውስጥ ከሚሰሙህ/ሽ ስሜቶች እንድታገግም/ሚያረዳህ/ሽ ምን ያህል ነው ?						
13	በጎ ፈቃደኛ ሰራተኞቹ በሚሰጡኝ ፍቅር እና እንክብካቤ					
14	በጎ ፈቃደኛ ሰራተኞቹ በሚሰጡኝ ምክር					
15	በጎ ፈቃደኛ ሰራተኞቹ ከእኔ ጋር ጊዜ ለማሳለፍ ሲመጡ በሚሰጡኝ ትኩረት					
16	በጎ ፈቃደኛ ሰራተኞቹ ሲመጡ ስለሚያቅፉኝ እና ስለሚሰሙኝ					
ሌላ ካለ ግለፅ/ግለጫ						
ሐ	የበጎ ፈቃደኛ ሰራተኞች አገልግሎት ጥራት እና ብቃት ከበጎ ፈቃደኛ ሰራተኞች ጋር ያለህ/ሽ ቀረቤታ፣ አንተ/አንቺ ሚስጥር ለማካፈል ያለህ/ሽ ተነሳሽነት እና በጎ ፈቃደኞቹ ችግሮችህን/ሽን ለመፍታት ያላቸው ፈቃደኝነት ምን ያህል ነው?					
17	ወደ ህፃናት ማሳደጊያው ከሚመጡ የበጎ ፈቃደኛ ሰራተኞች ጋር እቀራረባለሁ					
18	የሚያጋጥሙኝን የዕለት ተክለት ችግሮች ለመፍታት የበጎ ፈቃደኛ ሰራተኞች እርዳታ ዋነኛው ነው					

19	በበጎ ፈቃደኝነት ለሚመጡ ሰራተኞች በግልፅ ሚስጥራን በሙሉ አካራላቸዋለው					
20	በጎ ፈቃደኛ ሠራተኞቹ የሚሰሙኝን ስሜቶች ስነግራቸው ለመስማት እና ችግሮቹን ለመፍታት ፈቃደኛ ናቸው					
ሌላ ካለ ግለፅ/ግለጪ						
		<b>አማራጭ መልሶች</b>				
		<b>1 በጣም እስማማለሁ</b>	<b>2. እስማማለሁ</b>	<b>3. እርግጠኛ አይደለሁም</b>	<b>4. አልስማማም</b>	<b>5.በጣም አልስማማም</b>
<b>መ</b>	<b>የበጎ ፈቃደኛ ሰራተኞች አስተዋጽኦ</b>					
<b>በጎ ፈቃደኛ ሰራተኞች አገልግሎት ለአንተ/አንቺ ምን ያህል አስተዋጽዖ አድርገዋል?</b>						
20	በጎ ፈቃደኛ ሰራተኞቹ ወደ ህፃናት ማሳደጊያው ከመጡ ጊዜ ጀምሮ ችግሮቹ በሚገባ ተቀርፈዋል					
21	በጎ ፈቃደኞቹ ወደ እዚህ ድርጅት እየመጡ ማገልገላቸው በብዙ መንገድ ጠቅሞኛል					
22	የበጎ ፈቃደኛ ሰራተኞቹ አገልግሎት ለህፃናት ማሳደጊያ ድርጅቱ ከፍተኛ አስተዋጽዖ አበርክቷል።					
23	በጎ ፈቃደኞቹ ወደእኛ መምጣት ከጀመሩ ጊዜ ጀምሮ ለእኔ የሚያስብ እና የሚወደኝ ሰው እንዳለ መረዳት ችያለሁ					
ሌላ ካለ ግለፅ/ግለጪ						
<b>ሠ</b>	<b>የበጎ ፈቃደኛ ሠራተኞች ችግሮች እና ድክመቶች</b>					
<b>በጎ ፈቃደኛ ሰራተኞቹ ምንያህል የሚከተሉት ችግሮች ያጋጥሟቸዋል?</b>						
24	በድርጅቱ ውስጥ ከሚሠሩ ሠራተኞች ጋር የሚፈጠር ግጭት					
25	ከእኛ ከህፃናቱ ጋር የሚፈጠር አለመግባባት					
26	ከድርጅቱ ምንም አይነት ድጋፍ					

	አለማግኘት					
ሌላ ካለ ግለፅ/ግለጪ						
<b>በጎ ፈቃደኛ ሰራተኞቹ ምን ያህል የሚከተሉት ድክመቶች ይታዩባቸዋል?</b>						
27	ሰዓት አርፍዶ መመጣት					
28	በቋሚነት በየሳምንቱ አለመምጣት					
29	እኛን/ህፃናቱን በሚገባ ትኩረት አለመስጠት					
30	የእኛን የህፃናቱ ስሜት አለመረዳት					
ሌላ ካለ ግለፅ/ግለጪ						
		<b>አማራጭ መልሶች</b>				
		1 በጣም እስማማለሁ	2. እስማማለሁ	3. እርግጠኛ አይደለሁም	4. አልስማማም	5. በጣም አልስማማም
ፈ	<b>የበጎ ፈቃደኞችን አገልግሎት ለማሻሻል መውሰድ ያለበት እርምጃ</b>					
<b>በጎ ፈቃደኛ ሠራተኞች አገልግሎታቸውን ለማሻሻል የሚከተሉትን ተግባራት ምን ያህል መተግበር አለባቸው?</b>						
31	ሰዓት ሳያረፍዱ ምጣት					
32	በየሳምንቱ ሳይቀሩ መገኘት					
33	አሁን ከሚሰጡት ፍቅር እና እንክብካቤ የበለጠ መስጠት					
34	ሳይሰላቹ የሚያጋጥሙንን ችግሮች እና ስሜቶች መጠየቅ					
ሌላ ካለ ግለፅ/ግለጪ						