

**Community Expectation from and Attitude towards NGOs working with Children**  
***(The case of WoiyraSefer Community)***

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This is to certify that the thesis prepared by ArarsaDandena , entitled: “Community Expectation from and Attitude towards NGOs working with Children: A Case of WoiyraSefer Community ”, submitted in partial fulfillment of the requirements for the Master Degree of Social Work complies with the regulations of the University and meets the accepted standards with respect to originality and quality.

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Chair of Department or Graduate Program coordinator

### **DECLARATION**

I, the undersigned, proclaim that this study herein entitled as "Community Expectation from and Attitude towards NGOs working with Children: A Case of WoiyraSefer Community" is my original, and any material used in this study is dully acknowledged.

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### Acronyms

|        |                                                                                             |
|--------|---------------------------------------------------------------------------------------------|
| AIDS   | Acquired Immune Deficiency Syndrome                                                         |
| ART    | Anti-retro Viral Treatment                                                                  |
| CBOs   | Community Based Organizations                                                               |
| CRDA   | Christian Relief Development Agency                                                         |
| FBOs   | Faith Based Organizations                                                                   |
| FGD    | Focus Group Discussion                                                                      |
| GTZ    | Gesellschaft for technische Zumsammaenarbeit GmbH (German Agency for Technical Cooperation) |
| HIV    | Human Immune Virus                                                                          |
| IGA    | Income Generating Activities                                                                |
| MFI    | Micro Finance Institution                                                                   |
| MOFED  | Ministry of Finance and Economic Development                                                |
| MYM    | Make Your Mark Ethiopia                                                                     |
| NGOs,  | Non-Governmental Organizations                                                              |
| OVC    | Orphans and Vulnerable Children                                                             |
| SHG    | Self Help Group                                                                             |
| UNICEF | United Nations Children's Fund                                                              |
| USAID  | United State Agency for International Development                                           |
| WFP    | World Food Program                                                                          |

### Abstract

The attitude of community members is one of factors affecting the acceptance or rejection of a new community action programs. Thus, this study was conducted with the aim of assessing the Woiyra Sefer community's expectation from and attitudes towards NGOs working with children. To realize this qualitative case study was designed and employed. A purposive sampling method specifically maximum variation sampling approach was used to select the respondents of the study with the aim of identifying central themes which cut across the variety of cases or people. The data for this study was collected from both primary and secondary sources through semi-structured interview, focused group discussion and document review. The study finding indicates that the study community expects more of material service and financial support from NGOs working with children than what NGOs are doing. The majority of the participants reflected that NGOs service distribution is more of unfair, the service quality is poor and it is less than what is expected and promised to be provided. This in turn lead them to have bad attitude towards NGOs and their activities. In response to the needs and expectation of community NGOs are trying to take different measures like community capacity building but unable to succeed due to different factors. Therefore, the study strongly recommended NGOs working with children to identify, coordinate, and work in collaboration with potential service providers, individuals, groups, and organizations found in the community to provide a sustainable service for orphan and vulnerable children.

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## **Chapter One: Introduction**

### **1.1. Background of the Study**

Non-governmental organizations (NGOs) have become the main service providers in countries where the government is unable to fulfill its traditional role (Ulleberg, 2009). In worldwide, NGOs spread to provide programs and services that a government cannot or will not provide and holds government and corporations accountable through efforts to increase transparency. But, NGOs can only sustain their efforts and succeed with public support (Ritvo et al, 2013). They have become important actors in development assistance because of many of them represent poorer people and close links with poor communities (Brattan, 1988 & 1990 as cited in Clark, 2000).

In 2012 a descriptive research was conducted in Georgia to estimate level of public support for NGOs in different sectors of Georgian society using the chain-referral (snowball) methodology, 961 respondents completed an online questionnaire to assess their attitudes. A key results indicates that 55% of the respondents have a negative opinion which shows that the respondents perceive NGOs as “not effective” or “ineffective” in meeting people’s needs. Among these respondents reflected negative views 56% of the respondents reflected more when asked about ‘NGOs helping people in Georgia with basic need such as food, housing, health, clothing (Ritvo, et al 2013).

In Croatia a survey questionnaire that encompassed general and specific attitudes towards NGOs and their activities were conducted and resulted in a positive general attitudes which is the characteristic for slightly more than 76% of Croatian citizens, while the attitude proportion of citizens with a general negative attitude is negligible (A research report of Croatia, 2012). It

indicates public are more satisfied with NGOs' contributions to raise citizens awareness about their rights, to improving the quality of life in general to the development of civil society and democracy, than with contributions to solving life problems, the participation of citizens in decision making process and in shaping policy in areas that affect daily life.

NGOs have been assisting the people of Ethiopia with charitable relief and development activities, especially since the major famine of 1983-85. In Ethiopia voluntary organizations have also played an important role in development by laying the foundation for modern health and education system (CRDA, 2006).

Community could support NGOs' activities even as volunteers if they have only a positive attitude towards it. But there are a little secondary data which is formally recorded or published documents on aspects such as NGOs beneficiaries' characteristics, preferences, attitudes, behaviors and perceptions in the non-profit environments (Andreason & Kolter, 2003 cited in Plassis et al, 2009). As much as the researcher also tried to search there is no studies conducted in the area of this study and even in any parts of the country regarding the communities' expectation from and attitude towards NGOs working with children but service provision and public image of NGOs are important dimensions for the sustainability of NGOs (USAID, 2010).

According to NGO sustainability index for Sub-Saharan Africa set by USAID in 2010, sustainability require a critical mass of NGOs that efficiently provide services that consistently meet the needs, priorities and expectations of their constituent. Communities should also have a positive image of NGOs to maintain sustainability that include a broad understanding and appreciation of the role that NGOs play in society.

Schafer and Tait, 1986 stated that the attitude of community members is one of factors affecting the acceptance or rejection of a new community action programs. Thus, programs may fail because existing attitudes of community members are not in agreement with the proposed change. Prior to developing strategies for gaining the acceptance of new ideas and actions programs, it is essential to understand the existing attitudes of people. Attitudes may be supportive of the new action programs or they may be in opposition to proposed new ideas. Knowledge and understanding of attitudes will aid in selecting an appropriate strategy to successfully carryout program. Although not assuring success, understanding people attitudes and the range of strategies which might be used to influence them should enhance the chance for acceptance of community action programs (Schafer &Tait, 1986).

### **1.2.Statement of the Problem**

WoiyraSefercommunity is one of the early settlers community located in Addis Ababa KolfeKeraniyo Sub-city woreda 6at the area known as ‘Woiyrasefer’ where the road come from “Zenebework” to Bethel Hospital and “Torhayloch-Augusta” to Bethel Hospital join together. This area covers about 2.44 km<sup>2</sup> with the population density of 1241 persons per km<sup>2</sup> having a total population of 3027, among these 1641 are female and1386 are males from the total household of 538 (Woreda 6 Justice office, 2015).

This community fulfills the definitions of community presented in Hutchison, 1990 in which “community is a people bound either by geography or by network links (webs of communication), sharing common ties and interacting with one another.” Accordingly, they are bounded together in both geographically and network links, sharing common ties and interacting with one another through different traditional institutions like ‘idirs’ and ‘ekubs’. But for the purpose of this study the researcher used geographical definition of community.

The data from Woreda 6 Women, children and Youth Affair Office revealed currently, during data collection there are more than 2100 registered orphan and vulnerable children /OVC/ to get essential care and support services that the office can provide in the whole woreda. Among these, the highest numbers (more than 800 children) are from WoiyraSefer compared with others subdivision of woreda. There are also different NGOs, community based organizations (CBOs) and faith based organizations (FBOs) which are working to respond to the problems of these children in collaboration with the government bodies. There are four NGOs that are known by woreda 6 women, children and youth Affair office as they operating their programs in WoiyraSefercommunity. These are BezaLehiwot charity organization, Yezalalem Minch Child and family organization, Make Your Mark Ethiopia /MYM / and Gelgela Destitute and Vulnerable Children Institution. But, for the purpose of this study, the researcher planned to collect data from the first three organizations because the last one provides institutional service alone. Institutional services are service that given for children at organization level and it segregates children at institution only. But the other three NGOs provide community based service which is a service that provided for children with their parents or guardians within their community.

Previously, the researcher was employed in the area of this study on OVC related work. At that time, the majority of the OVC registered to get assistance were from WoiyraSefercommunity and usually there were a high complain on those NGOs working with children by their beneficiaries. Most of these beneficiaries were always in quarrel with NGOs' workers and even they brought their cases to the woreda Administration. They always reported that NGOs were registering their name and capturing their photos without getting anything. They also suspect not only NGOs and their workers but also government bodies and employees that were working with

NGOs as they would get some advantage by their photos and name. Therefore, it is possible to assume that this community thinks that most of NGOs working with children and their workers are doing for their own advantages than helping poor communities. Even after they get materially assistance, most of these beneficiaries were not recognize for what they get and reported that it is too small and what was left from the NGOs' workers.

The communities NGOs are working with better know NGOs and relief organizations that are working with them, and the public have a positive perception of these organizations.

Communities should have a positive image of NGOs to maintain their sustainability that include a broad understanding and appreciation of the role that NGOs play in society (USAID, 2010).

Recently, since most of NGOs are focus on long term development activities they do not focus on helping the needy materially rather they give attention to the community empowering and capacity building.

According to the empowerment model of practice in community development, the focus of development is on helping communities make actual changes that reduce the blocks to power in their lives. Human beings need to know themselves as their own agents and to be able to effect positive changes in their environments (Weil, 1996). However, most of the beneficiaries of the study area were assumed that they do not recognize such organizations are doing good things for the community.

Therefore, it is important to base on research findings to prove such assumption and underlying factors. Accordingly, this study was conducted to answer questions of; what is the general community's attitude towards NGOs working with children and towards the services of NGOs? What does community need and expect from NGOs? Moreover, it also answers, what

types of services are provided by these organizations in responding to community's needs and expectations?

### **1.3.Objective of the Study**

#### **1.3.1. General Objective**

The general objective of this study was to assess the WoiyraSefercommunity's expectation from and attitude towards nongovernmental organizations (NGOs) working with children that are operating their Program in the area.

#### **1.3.2. Specific Objectives**

In line with the general objective of the study, the following specific objectives are identified:

1. To assess community's attitude towards NGOs working with children in the case of Woiyra Sefer Community.
2. To determine the Woiyra Sefer community's needs and expectations from NGOs working with children.
3. To identify the package of services that NGOs provide to Woiyra Sefer Community.

### **1.4.Research Questions**

This study was conducted to answer the following research questions:

1. What is the attitude of community towards NGOs working with children in the case of Woiyrasefercommunity?
2. What is/are the need/s and expectation/s of WoiyraSefercommunity from NGOs working with children?

3. What are the types of services that NGOs working with children organize for WoiyraSefer community?

### **1.5.The Significance of the Study**

This research was undertaken having the desire to be of services to society through assessing the public views of NGOs working for children and their need to services which are the part of NGOs sustainability index in Africa. Thus, from the finding and recommendations of this study it's expected that different individuals, community, nongovernmental and governmental organization could be benefited.

This study may help to contribute its share to the development of the body of knowledge; and it may serve as a baseline for those who want to conduct research on the topic. It may also serve for other researchers to determine the possible changes in the WoiyraSefer community's attitudes towards NGOs working with children by using this study finding.

In addition, government bodies and those NGOs operating their programs in the area can also use this study finding as a guiding document which indicates them what the community expect from them; what the attitudes of their beneficiaries look like, and how could community support NGOs by sharing role and responsibility with the community in a clear and understandable way. It is important for a given NGOs to deal with community's or its beneficiaries attitude to obtain and maintain positive attitudes from them that helps for the sustainability of their services.

Finally, it is also believed that this study may serve as an initial study and pave the way for those who want to make further investigation in the field.

### 1.6. Definition of Key Terms

Key terms used in this study are defined and presented as the following paragraphs:

**Attitude:** - is a tendency to act in one way or the other way towards an attitude object or something may be idea, or event (Dubrin, 2005). It is like a driver or decision maker in which it decides how to act or behave in a particular situation that is, to act towards NGOs working with children.

**Community:** - community is a people bounded either by geography or by network links (webs of communication), sharing common ties and interacting with one another.

**NGOs:** Various definitions have been provided in different development literatures for the term NGO. However, this study used a definition given by Christian Relief and Development Association, 2006 on NGO Establishment and Operation in Ethiopia that stated as, NGOs are:

- ✓ Voluntary organizations established with the commitment to help disadvantaged or marginalized sectors of society;
- ✓ Not-for-profit (not self-serving) organizations established to support and help less fortunate communities and members of society with little or no income. Non-Governmental Organizations established in such a way that any support they appeal for or secure is undertaken independent from Government.

As CRDA, 2006 stated there are two main types of NGOs operating in Ethiopia. One, Indigenous NGOs- that are NGOs established in the country by either Ethiopians or non-Ethiopians, whereas the others are International NGOs- that are NGOs, which have their head offices abroad and obtain support from those offices. Again, from within these NGOs another category could be established: Secular NGOs and Religious NGOs. Therefore, Indigenous NGOs that are secular and focuses on children were the focuses of this study.



### **1.7.Limitation of the study**

The limitation of this study could be seen in two aspects, one is the scope and depth of the study and the other is in the design of the methodology. Resource limitation has prevented the study from covering other geographic areas in Addis Ababa and other area. Due to time and financial constraints the researcher faced, the study was confined and conducted in a one community alone. But it would have been better if done in different communities of other areas where comparison would be possible between communities.

Due to limited resources (time, finance, and human), some important techniques of data collection such as detailed case studies were not employed to generate additional data. Furthermore, there are no representatives of children and very few individuals were represented from NGOs and community groups, which is still the gap in terms of addressing wide categories of community members.

## **2. Chapter Two**

### **Literature Review**

This chapter essentially reviews literature on attitudes, particularly on its concepts, formation and implication for NGOs. It looks at the expected role of NGOs working with children and their environment in Ethiopia. In addition, it reviews Community Development and Child Care, and Community Development Approach that NGOs can follow in responding to the need of their beneficiaries.

#### **2.1. Attitude: Concept, Formation and Implication for NGOs**

Attitude is a disposition to approach an idea, event, person, or an object. It is a tendency to act in one way or the other way towards an attitude object or something may be idea, or event (Dubrin, 2005). Behavior may be defined as the manner in which one behaves or something functions or operates. Attitude is like a driver or decision maker in which it decides how to act or behave in a particular situation. Therefore, in the case of this study attitude could be a tendency to act towards NGOs working with children.

As Dubrin, 2005 stated that attitudes live between emotions and thought processing that may be positive or negative. If someone has good feelings about something then it is positive attitude otherwise, it would be negative. Positive attitude is the predisposition that results in desirable outcomes for individuals and organizations. It is rewarded and the individual is encouraged to do the same thing in future. Negative attitude is the tendency of a person that results in an undesirable outcome for individuals and organizations. It is punished in order to discourage the same action in future.

Evaluations of environment are a ubiquitous aspect of human life. Attitudes pervade our thinking because they provide valenced summaries of favorable and unfavorable objects and organism and so serve as a behavioral guide to approach or avoid them. Without such spontaneous and sometimes threatening world would be impossible (Overwalle&Siebler, 2005).

According to tri-component model, attitude has three components: affective component which consists of the individual's feelings about the attitude object, cognitive component which is the individual's beliefs of knowledge about the attitude object, and a behavioral component which is the individual's predisposition to act towards the attitude object in a particular way (Gall, 1996). The process of attitude formation is composed of these components intertwined with one another. Therefore, attitude are formed and changed based on cognitive, affective and behavioral process.

According to the theory of reasoned action by Fishbein and Ajzen an attitude is a function of the expectation or belief that the behavior will lead to a certain consequences or outcome, and the person's evaluation of these outcomes. A connectionist framework of expectation-value (Overwalle and Siebler, 2005) implements this theory. In the case of this study, it is possible to see that NGO is the focal attitude 'object' linked by modifiable connection weights to various cognitive and evaluative outcomes.

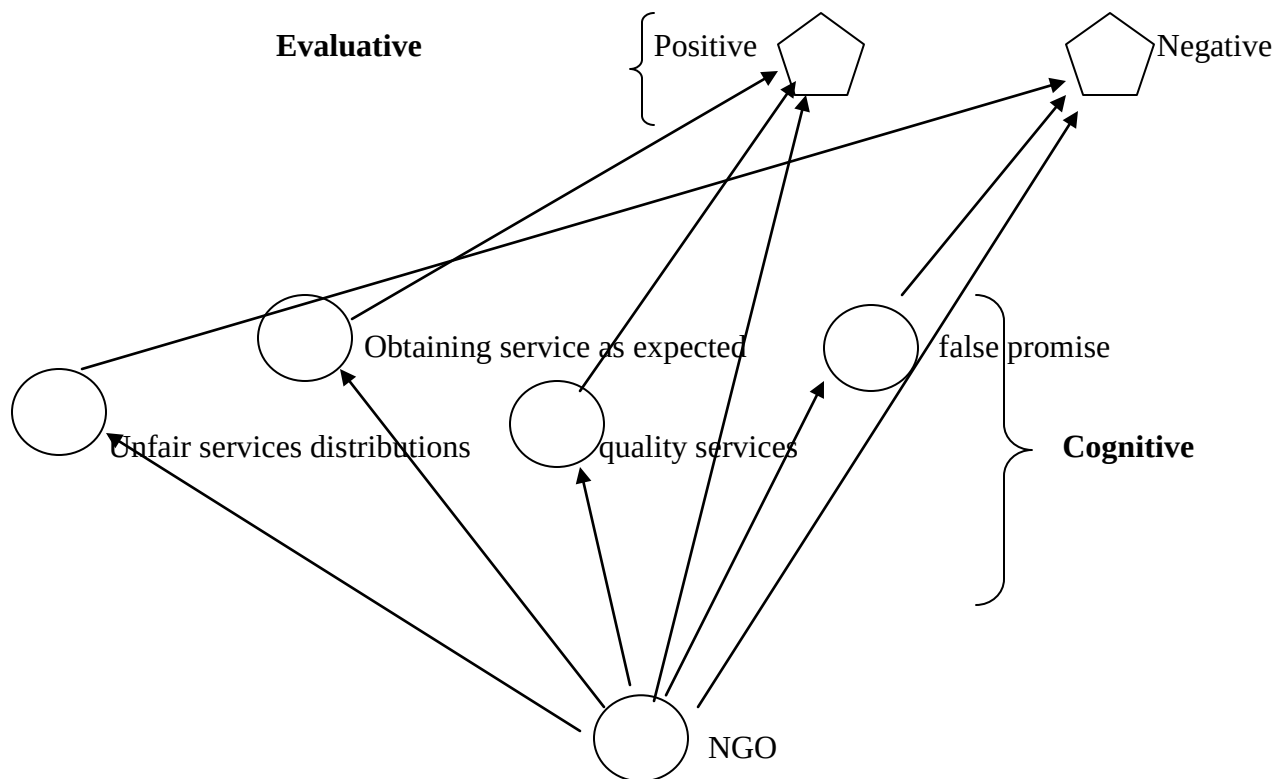


Figure 1: Network architecture with one attitude object (NGO) connected to four cognitive nodes (obtaining service as expected, unfair service distribution, quality services and false promise) and two valence nodes. All nodes are interconnected to all other nodes, but for a clear understanding of the major mechanisms underlying attitude formation, only the most important (feed forward) connections are shown (derived from Overwalle&Siebler, 2005).

The cognitive attitude component which is the belief that the service and activities of NGO will result in certain outcomes, can be represented as expectations linking the NGO with likely outcomes or attributes. These can be in how distributing services for poor communities; in how meeting communities expectation from given NGO programs; how much the NGO is working to respond to the needs and expectations of communities with a quality services as promised to provide. See figure-1 above.

The attitude of the community members is one of the factors affecting the acceptance or rejection of a new community action programs. Programs may fail because existing attitudes of community members are not in agreement with the proposed change. Prior to developing strategies for gaining the acceptance of new ideas and action programs, it is essential to understand the existing attitudes of people. Attitudes may be supportive of the new action programs or they may be in opposition to proposed new ideas. Knowledge and understanding of attitudes will aid in selecting an appropriate strategy to successfully carrying out program. Although not assuring success, understanding people's attitudes and the range of strategies, which might be used to influence them, should enhance the chance for acceptance of community action programs (Schafer &Tait, 1986).

## **2.2.Expected Role of NGOs working with Children**

In Ethiopia, many NGOs are relatively new and have limited experience and capacity (Bonzi, 2006). Until the famines and droughts of the 1980s, there were few NGOs in the country, most of which were involved with religious education and welfare activities. As it was suggested by Campbell (2001) although their primary preoccupation remained spiritual, they took a step in expanding education and health services and some of them were also instrumental in establishing modern farms, irrigation schemes, flour mills and electricity supply.

The voluntary sector has maintained that its priority concern is fighting poverty and uplifting the livelihood of the poor, the disadvantaged and marginalized. Its development projects and welfare, and social protection programs have been designed to benefit these population groups. The aim has been to improve their income, to provide them access to basic services, and to reinforce their resilience against social, economic and environmental shocks. NGOs learnt through experience that without enabling communities to enhance their social awareness and their

competence to manage community-based development and service delivery programs the effort to achieve these goals would not have lasting results and any short term gains would not be sustained (Rahmato, Bantirgu, and Endeshaw, 2008). The need therefore for building institutions that serve the poor was recognized to be critical and to require increased attention.

It was after the 1984/85 droughts that NGOs started to draw the link between famine and drought conditions and the degradation of natural resources. Particularly after the 1990s neo-liberals thinking that see NGOs as part of the private sector of socioeconomic significance; the role of NGOs has been shifted from mainly relief activities to integrated development model. And, following international trend, NGOs in Ethiopia has started shifting their attention from relief to rehabilitation and later to community-based development programs. Environmental components, such as reforestation, and soil and water conservation have become part of their integrated rural development program (Bonzi, 2006).

Over the period of time NGOs activities have becoming more diversified, currently cover a variety of functions, ranging from promoting development to providing social service, which includes: health, food and nutrition, water and sanitation, relief service, education, agriculture, environmental and conservation measures, program for children, disabled person, youth, women and destitute and also advocacy (Gidron, 2002).

The work of protection of children from abuse and exploitation depends largely on advocacy work and public awareness of the rights of children. This means raising awareness among communities, law enforcement agencies, school administrations and health care providers. NGOs work closely with many government bodies, in particular with the Police, the Courts, the Prosecutors office, schools, and government bodies such as Social Affairs and Women's Affairs

agencies, and others concerned with children's protection. Very often, they provide training to staff of these institutions, capacity building, material and financial support (Rahmato et al, 2008).

Many Orphans find it difficult to have access to food, proper clothing, school uniforms, supplies, and fees forcing them to drop out of school. Orphans are also at great risk of abuse, exploitation, isolation, stigma and discrimination (MOFED, 2010).

Currently there is no specific policy meant to address the challenges faced by orphans and vulnerable children in Ethiopia. References to OVC in other existing policies tend to be passing and reflecting with terse and sparse statements (UNICEF, 2009). Nevertheless, vulnerable and orphan children are covered under the Developmental Social Welfare Policy adopted in 1996. Moreover, interventions meant to address the challenges of orphans appear to be confined to HIV-AIDS related responses (UNICEF, 2009).

Despite limitations, various forms of services are rendered for a limited number of orphans including institutional care, community-based care and support, cash support, educational services, advocacy as well as awareness raising services. In February 2010, the Ministry of Women Affairs and the Federal HIV/AIDS Prevention and Control Office issued the standard Service Delivery Guidelines for Orphans and Vulnerable Children's Care and Support programs. The guidelines aimed at providing standardized service delivery to OVC and to enable key stakeholders to uniformly provide services to beneficiaries at varying levels.

As Rahmato et al,2008 (page 72-73) stated the main activities pertaining to children's welfare are the following:

- Support and fostering orphaned and destitute children through various schemes.
- Providing shelter, safe homes and rehabilitation to children in distress

- Managing specialized children's villages. These are centers for children without parents, and children in distress.
- Providing health, education and material support to children from very poor families or destitute children
- Working with street children to improve their life conditions. Sponsorship programs to enable such children to attend school or vocational training institutions
- Working with juvenile delinquents, and children with anti-social behavior
- Managing special youth homes and supporting and preparing youngsters for employment opportunities
- Child-family reunification programs
- Daycare programs for needy parents; children feeding centers, and outreach programs
- Capacity building for communities, relevant government bodies to enable them to support children in difficult circumstances.
- Training and sensitization programs also included.

In spite of excessive and repressive regulation and bureaucratic requirements that consume much of valuable time, NGOs are providing credible services in the area of relief, food security, health, education, capacity building and infrastructure programs in Ethiopia (Angelo, 2008).

### **2.3.NGOs and Its Environment in Ethiopia**

Non-governmental organizations are one of the development actors. In developing countries like ours, where poverty affected the lives of many people, their contribution is tremendous. In Ethiopia as Rahmato et al, 2008 indicated that NGOs operate inside the framework of the country's development and poverty reduction plans and strategies. To ensure this, regional and local governments have developed systems and structures for interaction and integration. The



governance system in the past regimes gave little space for the establishment of a strong and a vibrant civil society in Ethiopia. The centralized and autocratic nature of the governance highly contributed for the limited number and nascent civil society in general and the weak disintegrated NGOs sector in particular in the country (World Bank, 2000 cited in Angelo, 2008).

The year 1991 was considered to be more promising for the emergence of a vibrant civil society in Ethiopia but it has never brought favorable situation for the emergence and re-emergence of a strong and a vibrant civil society in the country, rather the promises and hopes remained rhetoric. The ever-relapsing relation between the NGO and government seems going from bad to worst these days (Milikia, 2006). Civil society in general and the NGOs sector in particular, traditionally weak in Ethiopia due to lack of democratic system of governance, remain underdeveloped and somewhat misunderstood in the current era of relative political liberalization. Many government officials see NGO as political opponents and NGOs are needed when there is some kind of disaster, such as famine and war that challenge the capacity of the government (Angelo, 2008).

It is very apparent that governance is the most important component of an enabling environment for civil society and World Alliance for Citizen Participation grouped Ethiopia as one of the top 10 worst governance environments for civil society (CIVICUS 2013). Ethiopia's past and current governments to varying degrees have been oriented toward central control and have often had an uneasy relationship with NGOs. During Ethiopia's famines and armed conflicts, governments have found themselves needing the resources and services NGOs could provide, and have attempted to control as much as possible the activities of those NGOs. The government continues to show significant distrust of NGOs, carefully controlling their registration and authorization to function. NGOs are audited annually, and the government has restricted the

activities they can carry out. However, needs generated by the war and consequent population displacement have pushed the government, to allow greater scope to NGOs, since NGOs are in a position to provide needed resources (Williamson, 2000).

Protecting children from abuse and neglect is a complex task and one that most certainly involves changing parental behaviors, creating safer and more supportive communities, and improving the quality and reliability of public institutions (Daro and Dodge, 2009). But in Ethiopia the NGOs environment is full of challenge which could be internal and external to them (Zewdie and Pausewang, 2002).

To mention some external challenging factors to NGOs the state is deliberately promoting its own party controlled parallel civil society groups, such as local indigenous NGOs, women organizations, youth associations and trade unions. This highly reinforces the suspicion that is held in the voluntary sector that the state does not have confidence in independent civil society groups and may be planning to replace them at some time in the future (Zewdie&Pausewang, 2002). Strong, vibrant and independent institutions have been considered by the present government as a threat and categorized as part of opposition and working to undermine its power bases (Rahmato, 2008). Lengthy and bureaucratic requirements for registration, demanding reporting requirements, and continued lack of transparency on the part of government executive bodies exacerbate the ever-volatile Government-NGO relations (GTZ, 2001).

In addition, major decisions that concern the civil society themselves are passed at regional and federal levels without the participation of civil society representatives (GTZ, 2001). It is the state that sets the rules, regulations that govern civil society engagements. The rules are vague, ambitious, and subject to arbitrary interpretation by the regulating organizations

(Zewdie&Pausewang, 2002).The deliberate provision of regulation contrary to provision of their parent law restricted freedom of association, violated essential provision of the constitutions and international human right agreements ratified by Ethiopia (CRDA, 2006).

As internal challenging factors for NGOs, there is significant capacity limitation among indigenous NGOs. Limitation in human resource and budget constraints are the prominent features of local NGOs. GTZ (2001) stressed that, lack of access to funds, physical assets and competent human capital is the features of Ethiopian NGOs.Many of them, especially indigenous ones have not internalized democratic cultures. They lack the culture of tolerance and constructive debate and have no media to inform the public about their activities (Gebre-egzibiahher andSisay, 2002).

According to Zewdie&Pausewang, 2002, many of the NGOs are not homegrown, they are distant from many of the social and cultural aspects of the society, and many NGOs have tendencies to preserve institutional and personal interests rather than the wider beneficiary. In Ethiopia the private sector is weak and fragile as to become internal funding sources for NGOs, as is the case in many other countries. The private sector is so weak due to unfriendly policy environment and government control of major economic sectors (Zewdie&Pausewang, 2002).

## **2.4.Community Development and Child Care**

There are a wide diversity of social, economic, health and environmental problems that impact on children. The spread of HIV/AIDS has produced a large population of orphaned children, and while the pandemic may be stabilizing now it will continue to take a heavy toll socially and economically. Further, periodic social and economic crisis, such as hunger and food shortages, environmental shocks, and civil disturbances will bring hardships and suffering to children in

particular. The evidence available indicates that due to acute poverty, the abuse and exploitation of children is rampant and may be on the increase. It is now becoming apparent due partly to the work of the voluntary sector that sexual abuse of children, frequently by parents or close relations is widespread (Rahmato et al, 2008). Voluntary organizations have played an important role in development by laying the foundation for modern health and education system (CRDA, 2006).

To promote children's safety, a child protection system should broaden the responsibility for child protection beyond the public child welfare agency. Farrow, 1997, indicated parents, neighbors, schools, health providers, child care facilities, law enforcement agencies, substance abuse treatment providers, businesses, and many other community stakeholders as partners, and must make available an array of in-home and out-of-home interventions. Such a system is able to safeguard children in many ways: to prevent maltreatment before it occurs; to identify and respond to the diverse causes of child abuse and neglect; to respond to the risk of maltreatment flexibly and comprehensively; and to effectively prosecute child maltreatment (Farrow, 1997).

As Anderson and Dektar, 2010 found out that local system of childcare and early education programs has social, economic, and environmental benefits for the child, family and community. Key areas that have to be covered are:

1. Accessible, affordable and quality child care benefits parents and children.
2. Childcare contributes to the local economy by supporting parents and local employers.
3. The location and availability of childcare can affect other community development goals and activities including smart growth initiatives.
4. Addressing community childcare needs in long-range planning documents and project reviews results in more family-friendly neighborhoods.

5. City partnerships can help overcome the financing challenges of improving local childcare systems.

Community norms frame what parents may view as appropriate or essential ways to interact with their children and set the standards as to when and how parents should seek help from others (Langford, 2006). Community strategies to prevent child abuse and promote child protection have focused on creating supportive residential communities whose residents share a belief in collective responsibility to protect children from harm and on expanding the range of services and instrumental supports directly available to parents (Daro&Dodge, 2009).

## **2.5.Core Values, Principles and Approach of Community Development**

### **2.5.1. Core Values and Principles of Community Development**

Community development has several values and principles. Butterfield and Chisanga (2008), as cited in Campfens (1997) identify some mutually reinforcing core values and principles of community development that are community participation, community integration, self-help development, and community capacity building.

*Community participation* is the active involvement of residents in community development activities. Based on the concept of human rights, people have a right to participate in making decisions that affect their lives. Resident participation is also a means of creating community capacity to implement development programs. As one study conducted by Woubetu (2005) revealed that the communities who are involved in the Urban Development Program are fully participated in planning and prioritizing its own felt needs in an integrated holistic approach. The idea is to enable and build the capacity of the community to alleviate poverty and change their attitude of lethargy and work in partnership.

*Community integration* involves creating social inclusion by promoting harmonious social relationships among diverse groups of residents. Since a community consists of individuals and groups with competing interests and limited resources, efforts are needed to reduce conflicts, exploitation, and the marginalization of some groups by others.

*Self-help development* refers to promoting community self-reliance. As much as possible, a community should rely on its human, material, and financial resources as the basis for improving living conditions. External resources available through partnerships with government, private institutions, and organizations are used to supplement the community's own resources.

*Community capacity building* refers to the creation of conditions for the community to rely on the capacity and initiative of its residents in defining problems and planning and executing courses of action, to reduce dependence on external professional interventions. The objective is to develop community confidence, competence, and local leadership. Social empowerment is the process of helping socially excluded or oppressed individuals and groups to increase their personal, interpersonal, socioeconomic, and political strength. Community development practice often includes helping individuals and groups access social and economic resources.

Building organizational capacity at the grassroots level is an important instrument for empowerment of the poor. To empower the poor means primarily to build up their organizational capacity. Through their organizations, the poor can access resources, services and benefits that they would not have obtained if they sought them individually. Public sector officials are more likely to listen to the poor if they are approached as a collectivity, i.e. through people's organizations rather than individually (Rahmatoet al, 2008). The role community can play in shaping parental capacity and behaviors are the concept of social capital, defined by Robert

Putnam as cited in Daro& Dodge, 2009 as it is features of organization such as network, norms, and social trust that facilitate coordination and cooperation for mutual benefit. Community change efforts may begin by focusing on social networks and building social capital and, in the process, expand service availability.

A study by Rahmatoet *al*, 2008, showed that some of the beneficiaries of successful cooperatives initially organized by NGOs were stressed that they have been able to received benefits and services because they demanded them as an organization. They would not have received such benefits and services if they had asked for them individually and not been organized into cooperatives. They were, they said, now well aware the statement that *organization is power*.

### **2.5.2. Capacity Focused Community Development Approach**

NGOs might follow different community development approach for the success of their programs. NGOS' community development approaches to build or rebuild communities are a vital necessity. There are two types of community developments stated on Wilke, 2006. These are Asset based community development and needs based approach. As Wilke, 2006 stated asset based community development shifts the focus of community development from problem solving to asset building.

Traditionally the work of community development has tended to be about meeting a community's needs and identifying gaps in services or problems within the community. As a result, communities often come to depend more and more on outside provision for their projects and overall direction in their development (Central Coast Community Congress Working Party, 2003). Focusing on a community's problems conveys negative images of the community and residents begin to accept these images, as the only guide to the reality of their lives. The result is

that communities depend on “outside” help to “fix” problems frequently without rewarding outcomes. Therefore, for the purpose of this study it is better to focus on capacity oriented community development approach.

Capacity focused approach is one of the community development alternatives. It is to develop policies and activities based on the capacities, skills, and assets of low-income people and their neighborhoods. In neighborhoods where there are effective community development efforts, there is a map of the community's assets, capacities, and abilities (Mcknight&Kretzman, 1996). Even the poorest city neighborhood is not only to build upon those resources which the community already controls, but to harness those that are not yet available for local development purposes.

If an outside agency comes to a community and constructs a human service facility (e.g. water supply), it is natural for the community members to see it as belonging to the outside agency. When that outside agency goes away or runs out of funds, the community members will not motivated to repair and maintain the facility, or to sustain the service (Bartle, 2007). Unless the community as a whole has been involved in the decision-making about the facility (planning and management) and has willingly contributed to the cost of its construction, the sense of responsibility or ownership is missing.

Building social capital is more than providing resources to families; it requires building within individuals a willingness to make an investment of their own. Those who enjoy rich social networks are in part reaping the investments they have made through their own contribution to the social exchange. Social capital as a community change agent works only if a significant



proportion of residents or members of the target group contribute their own energy into making the community the type of environment they desire (Daro& Dodge, 2009).

Significant community development only takes place when local community people are committed to investing themselves and their resources in the effort. This is why cannot develop communities from the top down, or from the outside in. It provide valuable outside assistance to communities that are actively developing their own assets (Mcknight&Kretzman, 1996).

The development of the internal assets of local urban neighborhoods is emphasized because of there is very little prospect that large scale industrial or service corporations will be locating in these neighborhoods. It is useless to wait for significant help to arrive from outside the community. The hard truth is that development must start from within the community and in most of urban neighborhoods there is no other choice.

Communities have never been built upon their deficiencies. Building has always depended upon mobilizing the capacities and assets of a people and a place. That is why a map of neighborhood assets is necessary if local people are to find the way toward empowerment and renewal.

### **3. Chapter Three**

#### **Methodology**

Under this chapter the research design, study population, sample and sampling technique, source of data, instruments and procedure of data collection and method of data analysis are presented as follow.

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

To realize the purpose of this study, a qualitative case study was designed. According to Creswell (2007), qualitative research approach is an important to explore and analysis a problem in depth, to understand an issue, context and setting in detail, and to empower individuals share their stories and minimize the power relationships that often exist between a researcher and the participants in the study. The study employed a multiple or collective case study design because the researcher focused on a single issue which is the attitude of the community and selected multiple respondents for data collection. The cases for this study are the three NGOs that were operating their programs in WoiraSefer Community. These are BezaLehiwot charity organization, Yezalalem Minch Child and family organization and Make Your Mark Ethiopia /MYM /. Creswell also indicated that a case study as a qualitative approach in which the investigator explores a bound system (a case) or multiple bounded systems (cases) overtime, through detailed, in depth data collection involving multiple sources of information, reports a case description and case based themes. Therefore, this method of study could enabled the researcher to get a detail first-hand information and access to use multiple methods of collecting data about the needs and expectation of the community from and attitude towards NGOs and to draw conclusion from the facts that were discovered on the case of WoiraSefercommunity.

### **3.2.Study Site and Participants**

Woirasefer community is one of the early settler community found in Addis Ababa city, KolfeKeraniyo Sub-city, Woreda 6 administration at the area known as ‘Woirasefer’. This area is the most populous place, when compared with the adjacent localities found in the woreda. The area covers about 2.44 km<sup>2</sup> with the population density of 1241 persons per km<sup>2</sup> having a total population of 3027, among these 1641 are female and 1386 are males with a total households of 538 (Woreda 6 Justice office, 2015).

As the data from Woreda 6 Women, children and Youth Affair Office revealed that there are more than 2100 OVC registered at office to obtain care and support. Among these the highest numbers (more than 800) children were from WoiraSefer community. There are also different NGOs, CBOs and FBOs, which are working to respond to the problems of these children in collaboration with the government bodies. There are four NGOs operating their programs in the area that are known by the office. Namely, BezaLehiwot charity organizations, Yezalalem Minch Child and family organizations, Make Your Mark Ethiopia /MYM / and Gelgela Destitute and Vulnerable Children Institution. However, for the purpose of this study, the researcher has collected data from the first three organizations because the last one provides institutional service alone and excluded from the study purposively.

The WoiraSefer community is bounded together in both geographically and network links, sharing common ties and interacting with one another through different traditional institutions like ‘idirs’ and ‘ekubs’. This community has local resources, assets and capacity to be tapped for the purpose of community changes. The area is also known for its densely population and poor living conditions. The poor housing conditions, unemployment, and poor environmental sanitation and hygiene are also prevalent.

The community of this area is also so experienced with so many NGOs and charity organizations that were provide care and support for OVC. Even though there was no well registered documents found in Woreda office or in the community that shows about those NGOs worked for children, the interview held with the Woreda officials and community were revealed that different NGOs and Charity Organizations especially FBOs were used to work for OVC. As these informants raised some organizations that were worked for children in the area were include Zemalesetoch, UNICEF, Kidist Mariam Children Support Organization, Hiwot HIV/AIDS, All Gods, Addis Galicia, kalehiwot Church, Muluwangel Church, etc...

Currently, most of these NGOs are phased out, or changed their name. To obtain detailed information about these NGOs the researcher tried to find the data that shows about the work of these organizations from the government officials, but no official that knows well and can explain the works of these organizations and no well-documented data found by the researcher.

The data for this study were collected from both primary and secondary sources. The primary source of data collected directly from NGOs' service users, non-service users, volunteers, and representatives of CBOs found in the area. All service users and non-service users of WoiraSefer community members of 538 households, and 6 CBOs' representatives found in the study area that are the representatives of idirs, youth association, women association, youth forum, women forum, and resident forum were taken as the sources of the data.

The representatives of NGOs working with children that are currently [during data collection] operating their programs in WoiraSefer Community were included as a primary source of data to explore action they have taken in response to their beneficiaries' needs and expectation. These NGOs include BezaLeiwot Charity Organization, Make Your Mark Ethiopia (MYM)

and Yezalalem Minch Children and Family Organization. Woreda 6 workers were also included as sources of data to provide situation of the WoiyraSefer Community and the activities of NGOs in the area.

Secondary sources of data were NGOs' program plan and report, statistical and official documents or letters relevant to the study that are capable in giving additional evidence about the expectation and attitude of community towards NGOs and measures taken and planned to respond to the needs and expectations of the community. In addition, woreda official documents were also used as sources of secondary data.

### **3.3. Sample and Sampling Technique**

This study employed a purposive sampling method specifically maximum variation sampling approach; in which there is a deliberate strategy to include phenomenon which vary widely from each other. Maximum variation sampling approach is used to select cases that will show different perspectives and because of there was a planned strategy to see the attitude and expectation of the community from all members of the community that might vary from NGO's service user to non-service users, and from community to NGOs themselves and so on. The aim was to identify central themes which cut across the variety of cases or people.

Although purposive selection involves quite deliberate choices, this should not suggest bias in the nature of the choices made (Ritchie & Lewis, 2003). Therefore, the researcher selected the samples of the study by carefully considering and consulting the concerned individuals and officials. Accordingly, 30 individuals were selected as sample of the study. 19 of them were interviewed while 11 of them were participated on FGD.

All samples of the study were managed by the researcher by arranging convenient time for the participants and giving enough time as much as possible during interview and FGD. In

addition, each sample units were chosen because of they have particular features or characteristics which will enable detailed exploration and understanding of the central themes and puzzles with the study objective. The participants from different categories of the community were selected by the assumption that, they have in depth information about WoiyraSefer community and NGOs operating in the area. This was because of, one to ensure that all the key constituencies of relevance to the study are covered and second was to ensure that, within each of the key criteria, some diversity is included so that important points can be explored. The 30 participants of the study and their selection criteria were discussed as follow:

**NGOs' service users:** six service users participated in this study, two respondents from each of the three NGOs' service users. They were selected with the help of Woreda Women, Children and Youth Affair office and volunteers. Volunteers are those who provide free services for children in collaboration with NGOs that are working for children. The Woreda assigned four volunteers who know the service users in the study area. The researcher oriented the volunteers to assist in selecting service users who can have in depth information about the services of NGOs in WoiyraSeferCommunity.

**Non-service users:** These individuals were selected with the recommendation from woreda administration. They were well-known people and those who have a greater respect by the study community. They were also reported that they have a practice of providing care and support for orphan and vulnerable children. Accordingly, four individuals were participated in this study.

**Representatives from Woreda Administration:** Woreda administration assigned two workers to participate and provide important information needed for the purpose of the study. The assigned individuals' willingness to participate in the study was asked. They also accepted to participate on the study willingly.

**Volunteers:** from the seven volunteers in the study community four of the active volunteers were selected for the study. The selection was through the recommendation from Woreda Women, Children and Youth Affairs office.

**Representatives from NGOs:** three NGOs' representatives involved in in-depth interview. These NGOs are currently (during data collection) actively operating their programs in the study area. First, the researcher contacted each NGOs manager. Then the manager recommended concerned employees who were assigned to follow their projects/programs found at WoiyraSefer.

**CBOs representatives:** CBOs participated in this study include the representatives of both men and women idirs, youth association, women association, youth forum, women forum, and resident forum. The leaders of each CBO were first contacted. Then the leaders themselves involved in and in some CBOs assigned their members who have in depth information about WoiyraSefer Community. Because of a report shows that Women Association and Youth Forum are actively working in the area of OVC two respondents were selected from each of the two CBOs and assuming idirs were a better community initiative organizations four respondents, that are two from men idirs and two from women idirs were selected. Three respondents from Youth Association, Women Forum and Resident Forum were selected, one participant from each. Totally 11 respondents from CBOs participated in the study.

### **3.4.Data Gathering Instruments**

In order to collect the data required for the study from different sources semi structured interview and focused group discussion guiding questions were developed by the researcher based on the review of the literature relevant to the research topic. Document review was also used to collect additional data. With respect to this Creswell (2003) stated that employing multiple data collecting instruments help the researcher to combine, strengthen and amend some of the

inadequacies and for triangulation of the data. Triangulation is one of the important ways of validating qualitative research to check the integrity of, or extend, inferences drawn from the data as a means of investigating the convergence of both the data and the conclusions derived from them (Ritchie&lewis, 2003).

**Interview:** Interview was a central part of data collection tool for the purpose of this study. A semi-structured interview guide questions was prepared prior to data collection. Here, semi structured interview was used purposively not to miss or not to forget any important points during interview. Four service users, three non-service users, two woreda administration representatives, three volunteers, three NGOs representatives, and four CBOs representatives (namely representatives from Men Idirs, Women Idirs, Women Association and Youth Forum) were the participants of the interview. Among the existing CBOs, only these CBOs' representatives were chosen purposely because of they were recommended active organizations in helping others in the area. All of these interviewees were selected to understand and explore their personal context, expectations from and attitudes towards NGOs in-depth and in detail.

**Focus group discussion /FGD/:** The researcher planned to conduct two FGDs. But, the findings from the one conducted FGD and interview were almost similar. Therefore, the importance of conducting other FGD is not seen to the researcher and determined to conduct a single FGD. The discussion was arranged with the help of Woreda Women's, Children and Youth affairs office officers and managed by the researcher. It serves to verify or validate findings and involves checking the completeness of the data obtained through other tools. There are 11 participants involved in FGD. These participants constitute; two service users, one non service users, one volunteer, and seven from different CBOs representative (representative from men idir, women idir, women association, youth association, youth forum, women forum and resident



forum). They were selected based on depth of their knowledge about the situation of OVC and the activities of NGOs in the study area. Regarding the significance of FGD:

*"...group discussions allow participants to hear from others; they provide an opportunity for reflection and refinement which can deepen respondents' insights into their own circumstances, attitudes or behavior." (Ritchie & Lewis, 2003, p. 37)*

Accordingly, in focus group discussion the respondents provided a social context for the research, and an opportunity to explore how people think and talk about topic of the study, how their ideas shaped, generated or moderated through conversation with others were also observable. FGD allows reflection and comments on the researcher understanding and interpretations of the data. It was used to enrich the data obtained through interview.

**Document review:** Beside interview and FGD, the researcher has also used document analysis as secondary sources of data. Documents from Woreda administration particularly the office of Women's Children and Youth Affairs provided documents related with children. In addition, documents from the existing three NGOs were also reviewed for the purpose of the study. It includes their policy documents, their service users selection method/criteria, documents that show their objectives, plan and report to the response of community's expectation and attitude towards NGOs. These documents were selected by asking concerned bodies in place to provide any documents that can show their works and relation with community. Relevant documents of these offices were reviewed in order to add relevant information and to crosscheck the information obtained through interviews and FGD.

### **3.5.Data Collection Procedures and Ethical Considerations**

First, the researcher contacted with concerned bodies of the Woreda Administration and obtained permission to do research and can get the participants of the study. Then, the participants

were selected purposively through maximum variation sampling approach. Following this, the participants were told about the purpose of the study clearly and in-depth and their willingness to participate in the study was asked. Moreover, the researcher has established rapport with the participants and briefed the objectives of the study in order to get valid and reliable information.

Throughout all phases of the research process the researcher was sensitive to and conducted the study by taking relevant ethical standards of a research into consideration. Participants of the study were first briefed about the purpose of the research and were asked for their informed consent to be involved in the study. Confidentiality was assured to the participants of the study and implemented accordingly. Respondents were also informed that they can stop at any time to participate in the research process if they choose to stop and disagree with the study. Through these processes the participants consent were secured and asked to indicate the appropriate time for interview and to participate on FGD.

Following this, interview and FGD scheduled and held with selected respondents. Each interviews and FGD began with an explanation of the purpose of the study. The duration of the interviews oscillated between 45 and 70 minutes while FGD takes 85 minutes. All interviews were held at the respondents' place of work and at the participants' home while FGD was at commonplace for all participants of the study that facilitated and arranged with the help of Woreda Women's, children and youth affairs office. No payment was offered nor requested and then the researcher thanked them. As it is standard in qualitative interviews, follow-up questions were used to clarify vague responses. Each interview was terminated when data started to repeat itself. At the end of each interview, they were thanked for their participation. Beside, document analysis was also used throughout the study to obtain additional relevant data through reviewing different documents. The researcher himself collected all of the data used for the study.

### **3.6.Data Analysis**

The data were passed through series of processes for analysis to yield the final research outputs. It was analyzed and processed qualitatively. First, the researcher managed data by editing, organizing, and arranging responses of participants that were collected through different methods based on contents of its concepts and participants idea. It involves arranging texts and field notes for analysis. Then the researcher read texts, made margin notes, and formed initial codes. Each code is described with the participants of the study and their context. The data obtained through FGD was summarized into statements form and used to compare and contrast with data obtained through other methods. Secondary data/data from document review was also summarized using the document review matrix and made ready for analysis in conjunction with other sources.

Following these, the data is reduced into themes through a process of coding and condensing the codes by using categorical aggregation. This categorical arrangement helped the researcher to collect instances from the data, hoping that issues-relevant meaning will emerge. The core ideas of the participants of FGD and interview that get special emphasis by them either supporting or contradicting each other were synthesized and taken as themes of the study. These themes were the points of discussion during data collection.

Through these processes, the researcher arrived at interpreting the data by using direct interpretation and developed naturalistic generalizations that could serve NGOs and other concerned bodies either to learn from the findings of the study for themselves or to apply to the study community. Finally, the researcher presented in-depth picture of the participants of this study by using tables and narrative discussion forms.

Accordingly, five themes were identified and presented in the finding parts of the study. These are community's perspective about and attitudes towards NGOs, objectives of NGOs versus expectation of the Community, the gap between service provision and expectation of service users, fairness of service distribution, and service quality and quantity.



## 4. Chapter four

### Finding and Analysis

#### Introduction

This part presents the main findings of this study and its analysis. It includes the description of the study participants that comes at the first and followed by developed themes that are the major findings of this study that were analyzed and presented in a separated title. These themes include community's perspective about and attitudes towards NGOs, objectives of NGOs versus expectation of the Community, the gap between service provision and expectation of service users, fairness of service distribution, and finally service quality and quantity.

#### 4.1. Description of the Study Participants

##### 4.1.1. Description of the Interviewees

There are 19 respondents participated in the interview for the purpose of this study. They were selected and interviewed purposively using maximum variation approach from different categories of the community. See a table 1 below.

| No | Code of the participants | Sex | Age | Educational level | Work status  | Where sampled from |
|----|--------------------------|-----|-----|-------------------|--------------|--------------------|
| 1  | i-01                     | F   | 32  | Grade 4           | Daily worker | Service users      |
| 2  | i-02                     | F   | 66  | Illiterate        | Jobless      | Service users      |
| 3  | i-03                     | M   | 39  | Illiterate        | Daily worker | Service users      |
| 4  | i-04                     | F   | 53  | Illiterate        | Jobless      | Service users      |
| 5  | i-05                     | M   | 42  | Degree            | Private      | Non-service users  |
| 6  | i-06                     | F   | 45  | Grade 9           | Household    | Non-service users  |
| 7  | i-07                     | M   | 50  | Diploma           | Government   | Non-service users  |
| 8  | i-08                     | M   | 27  | Degree            | Government   | Woreda             |
| 9  | i-09                     | M   | 25  | Degree            | Government   | Woreda             |
| 10 | i-10                     | F   | 33  | Grade 9           | Jobless      | Volunteer          |

|    |      |   |    |          |              |           |
|----|------|---|----|----------|--------------|-----------|
| 11 | i-11 | F | 36 | Grade 7  | Daily worker | Volunteer |
| 12 | i-12 | M | 44 | Grade 11 | Jobless      | Volunteer |
| 13 | i-13 | M | 33 | Degree   | NGO worker   | NGO       |
| 14 | i-14 | M | 44 | Degree   | NGO worker   | NGO       |
| 15 | i-15 | M | 29 | Degree   | NGO worker   | NGO       |
| 16 | i-16 | M | 49 | Diploma  | Government   | CBO       |
| 17 | i-17 | F | 37 | 11       | Private      | CBO       |
| 18 | i-18 | F | 43 | 9        | Jobless      | CBO       |
| 19 | i-19 | M | 23 | 10+1     | Jobless      | CBO       |

Table-1: the profile of interview participants

As seen from table-1 above the interview was conducted with different members of the community. They were selected from service users, non-service users, Woreda administration, volunteers, NGOs and CBOs representatives. Their age ranges from 23 to 66 years old and their educational level is from illiterates to degree holders. They also have different job status.

#### 4.1.2. Description of the FGD Participants

There are 11 participants involved in FGD. These participants were brought together from different categories of the study community. See table-2 below:

| No | Code of the participants | Sex | Age | Educational level | Work status  | Where sampled from | Specific category |
|----|--------------------------|-----|-----|-------------------|--------------|--------------------|-------------------|
| 1  | f-01                     | M   | 43  | Diploma           | Private      | CBO                | Men idir          |
| 2  | f-02                     | F   | 40  | Diploma           | Government   | CBO                | Women idir        |
| 3  | f-03                     | F   | 34  | Grade 11          | Government   | CBO                | Women association |
| 4  | f-04                     | M   | 25  | Grade 10          | Daily worker | CBO                | Youth forum       |
| 5  | f-05                     | M   | 26  | 10+2              | Private      | CBO                | Youth assoc.      |
| 6  | f-06                     | F   | 36  | Grade 9           | Private      | CBO                | Women forum       |
| 7  | f-07                     | M   | 55  | Grade 8           | Private      | CBO                | Resident forum    |
| 8  | f-08                     | F   | 41  | Grade 8           | Daily worker | Volunteer          |                   |
| 9  | f-09                     | F   | 43  | Grade 7           | Household    | Non-service user   |                   |
| 10 | f-10                     | F   | 50  | Illiterate        | Household    | Service user       |                   |
| 11 | f-11                     | F   | 40  | Grade 3           | Daily worker | Service user       |                   |

Table-2: The profile of FGD participants

The participants of FGD were sampled from different member of the Woira sefer community. As seen from table-2 above, they were the representatives of different CBOs, volunteers, service users and non-service users. Their age range is from 25 to 55, while their educational level ranges from illiterate to diploma holders.

#### **4.2. Community's Perspective about and Attitudes towards NGOs**

The findings of this study show that NGOs can be seen and explained in different ways, from the perspective of Woira Sefer community. Different members of the community explained NGOs in different ways. However, based on the view and explanations of the majority of the participants of the study, NGOs are viewed as follows:

- NGOs are financially wealthy,
- NGOs are charity in name and corrupted in practice,
- NGOs are foreign fund seekers and
- NGOs have hidden purpose

Accordingly, each of these results were analyzed and presented one by one as the following paragraphs:

##### **NGOs are financially wealthy**

The finding from most of the participants of the study shows that NGOs working for children in Woira sefer community are rich in finance, can buy and do whatever they want. The participants justified that NGOs can satisfy their employees in all cases; can pay good salary or provide different benefits. An interview held with one non-service user proves that:



*"I know that most of NGO workers are wealthier than that of government workers, most of those who served for a long period of time in government organizations are usually poor when compared with NGO workers, they have no house and live in rented poor single class house. However, when we see most of NGO workers either they built their own house or rent a very qualified house. Their salary is also I think well than that of others because most of government workers need to be employed in NGO. Even most of NGOs office is more attractive than that of government office...." (Interviewee i-07, 8/7/2015).*

The FGD and interview held with woreda workers and other participants support this idea and see NGOs are financially able organizations to do whatever they want to do and in satisfying their employees. Except the staffs of NGOs, most of the participants of this study reported that NGOs working with children at Woirasefer obtain a huge amount of money from international donor organizations with the name of the poor community. The ideas of NGOs representatives for this study were contradict with a huge amount of money and accepted some amount of financial support from international donors with a long period of great effort to provide a sustainable service for the poor.

### **NGOs are charity in name and corrupted in practice**

The views that NGOs are charity in name and corrupted individuals collection in practice were mostly the idea of NGOs' service users and some participants of FGD. An interview held with most service users (interviewee i-01, i-02, & i-04) show that most of NGOs working with children at Woirasefer are looking to work for the community especially for OVC, but in practice they are facilitating to serve their workers and support whom they know or whom they want to support. These informants justify that NGOs' workers are so rich and get good salary by the name

of the poor but the poor are still living in a bad condition. These informants were reported that service seekers were usually promised to get good services but NGOs were not provided them as promised to provide. The participants were also reflected that NGOs are usually reported for others as they delivered good services for the poor, without providing them enough services. Nevertheless, the result obtained from NGOs staffs and non-service users does not support this idea.

The interview held with NGOs' staffs (interviewee, i-13, i-14, & i-15) and document reviews shows that, their organizations are working with the vision to see that the vulnerability among children is reduced. Their NGOs goal were also strengthening system and structure that capable to deliver quality and essential services, needy orphans and vulnerable children are also cared, become emotional stable, become predictive citizens for their country and serve their community and reported as they are doing accordingly (Organization Profile of BezaLehiwot Charity Organization, 2012 & Yezelalem Minch Children and family Organization, 2002). These interviewees were also reflected that, their NGOs are the supporters of government in any community development related activities.

The ideas of non-service users of this study were also contradicting with some ideas of service users. Interviewee i-05 & i-06 reported that even if the NGOs' workers are rich and can get good salary by the name of the poor and they can support a person they want to support, still they are important for the life of some children. They are assisting some children to get education opportunity and to make their life better.

### **NGOs are foreign fund seekers**

NGOs foreign fund seekers is the idea of the whole participants of the study. The result found through whole methods of the research indicates that NGOs have no their own income and get funds from outside Ethiopia with the name of the poor community. But the contradiction of idea is on how NGOs use the fund. Almost all participants of interview and FGD except participants from NGOs reported that NGOs obtain a huge amount of finance from outside with the name of the poor and invest only a few amounts for the poor.

They talked that most of NGOs working for children at Woirasefer community continually capturing community's living condition in videos and photos to make their report more attractive and can get better fund again that will serve their workers more. But the result obtained from the staffs of NGOs opposed this idea. They reported that the use of their budget is following a 70 by 30 rule of NGOs set by the Ethiopian government in which 70% of their budget is directly for beneficiaries while only 30% is administrative cost that include salary of the workers.

### **NGOs have hidden purpose**

The perspective that NGOs have hidden purpose is the idea of some non-service users. Interviewee, i-07 and participant of FGD, f-09, indicated that most of NGOs working for children have a hidden plan to teach about their religions. They said that most of NGOs look to help the needy population at first, but after they provide some assistance they start to teach their religion and influence the needy to follow them and so that they [the needy] can get that assistance regularly. However, the finding obtained through interview with other participants, FGD and document reviews do not agree with this idea.

In general, the participants of this study defined NGOs working for children are any organizations that may be initiated by the educated community members or any interested group

from outside the community to provide charity services for the needy community particularly for OVC. According to the participants of this study NGOs obtain funds from international donor organizations or from other country governments like from American government. They also assume that these organizations are rich organizations in both financial and human capital and stand to fill the existing community's problem and need.

Even though the participants of this study were selected by assuming that they have depth information about WoiyraSefer Community and NGOs operating in the area, but most of non-service users (interviewee, i-05, i-06 & i-07 and FGD participants, f-05, f-06 & f-07) replied that they do not know the specific currently functioning NGOs in the area. Therefore, while most of non-service users do not know which organizations work in their area, it is difficult to know the actual attitude of such community members towards those currently existing NGOs. But the researcher tried to know their general attitudes towards any NGOs working for children in the area.

Nevertheless, as a researcher tried to see the general attitudes of these members towards any NGOs working for children it is somewhat positive when compared with NGOs' service users', different CBOs representatives' and volunteers' attitude, in which they expect more from NGOs working for children. Most of non-service users participated in this study has the motive to support those NGOs working for OVC but they reported that they have not seen any organizations or individuals that coordinate them.

#### **4.3. Objectives of NGOs versus Expectation of Community**

As NGOs document reviews indicates that the focus of NGOs working for children are on providing sustainable services through building the capacity of local community. Community

members and households caring for vulnerable children will have increased and on-going capacity to meet their basic needs (One of the objectives of BezaLehiwot, 2012). This shows that NGOs are doing to increase and build the capacity of the community members and households caring for vulnerable children to meet their basic needs by themselves that will lead them to have sustained services.

But the finding from the participants of this study indicates that what the community expect from NGOs working with children are all about material assistance that satisfy their immediate needs. As the ideas of the majority of the participants of the study, no much recognition is given by the community for those organizations that work for future especially for those focused on capacity building and empowerment. Most of FGD participants and all interviewee from service users replied, *"If we survive today we can live tomorrow."* They mean that first NGOs have to work to satisfy their immediate needs and then have to work for tomorrow's life. Therefore, this finding shows that community's expectations from NGOs working with children contradict with their objectives. Hence, NGOs working with children have to address community's needs while working to meet their objectives.

Even though the purpose of this study is not to compare and contrast the previous and currently existing NGOs, but most of the participants of FGD and interviewee from service users were liked to explain their feelings towards NGOs by comparing the two. The interview held with NGOs' service users (interviewee i-02, i-03 & i-04) shows that service users well recognize and appreciate or give greater values for those previous NGOs than that of currently operating organizations. They reported that previous NGOs provided them a good service, like very good quality clothes including shoes, enough food items regularly and during holidays, educational materials including school fees and so on. One study informant said that:

*"Previous NGOs were good. They regularly buy a good quality school uniform and pay a school fee in private school for my children and give regularly food items like wheat, flour, oil, and so on. Even during holidays, there are NGOs that give money to make the days happy for me and my children. However, those currently existing NGOs do not do these. I was registered one of my daughter's child at woreda almost two years ago to get some assistance, but still I could not get as such a good support [erdata] from them. Just as you see, I am looking after my children's children who are without their parents. I have no any income to care for these children. I am caring them with the help of my neighborhoods and local community support. NGOs' support is only a name. Look, can you say 5 exercise books and 5 kg flour once in a year is a support?" (Interviewee, i-02, 08/07/2015)*

The participants appreciate and recognize NGOs as best doing organizations if they are providing their beneficiaries with material support that meet their immediate need. As the findings show that if they get continuously a support like food items, financial aid, clothes and so on to satisfy their current need, they can give a great recognition for that organization.

NGOs' document review specially their reports and plans and interview results with NGOs representatives shows that NGOs working with children in Woirasefer Community are providing their own believes of empowering community such as by organizing them into self-help group and in income generating activities. The interview held with the representative of BezaLehiwot and Yezelalem Minch show that their organization is first identify the need of their beneficiaries through a system called "child support index," which is more of a survey questionnaires that help to identify the needs of their beneficiaries through Volunteers data collection.

This practice of NGOs even by itself can contradict with their objectives set on their program that was capacity building focused intervention. Identifying the needs of community may lead organizations to follow a need based approach which might oppose with capacity developing approach and it may support what community is expecting from NGOs. From this it is possible to see that NGOs operating in the study area have no any identified single community development approach, rather better to say they have a mixed approach.

#### **4.4. The Gap between Service Provision and Expectation of Service Users**

Most participants of the study, especially all of NGOs' service users reflected that NGOs working with children have to provide enough material services for the survival of their beneficiaries. They reported that after registered by NGOs and during volunteers home-to-home visit they expect to get something in material or in cash support. As data from interviewee i-01, i-02, i-03, i-04, & i-14 and FGD participants, f-09, & f-10 shows that NGOs promise the beneficiaries to provide what they are not provide in actual practice. They reflected that while NGOs register their families and capture their children photos they promised to provide different services to them. After a long period, volunteers assigned to them and usually promised to provide some service during home-to-home visit. But, the participants reported that they did not provided what they promised to get.

NGOs representatives for this study were asked the gap between their service provisions and expectations of their beneficiaries. Accordingly, interviewee i-13, i-14, & i-15 reported that usually the beneficiaries expect more than what NGOs planned to provide in material services and in cash. These participants reflected that a problem is with what a community learned from the previous NGOs that was a huge amount of services but the current NGOs plan is not to provide such type of services rather to build their capacity.

In addition, respondents from NGOs indicated that the problem is with volunteers. They reported that while volunteers home to home visit they promised to provide what the organization did not plan to provide. To minimize the over expectation of their service users, participants from NGOs also revealed that NGOs give orientation to their beneficiaries during registration and on different meetings. The volunteers were updated periodically on the way they have to conduct home-to-home visit and not to promise for beneficiaries.

As volunteers participated in this study (interviewee, i-11 & i-12 and participants of FGD, f-10) reported that most of the time when one family provided one type of service, the others complain. During that, some volunteers or woreda workers and/or some NGOs' workers replied to provide them in the next distribution of services. After that, the beneficiaries stay to get in the next but no one provide them. After a long time, these beneficiaries are told either as these services is not for them or even it may not come again. The beneficiaries hoped to get the services but after long period, they did not get that what they hope to get.

#### **4.5. Fairness of service distribution**

The data found through FGD and interview held with most service users and some other participants show that NGOs' services distribution is full of unfair and discrimination. As interviewee i-01, i-02, i-04 & i-19 and FGD participants, f-06, f-07 & f-11) to get service from NGOs the beneficiaries have to know person(s) from woreda or from NGOs or continually have to go woreda to develop good relations with workers. Regarding this issue, one mother who had registered her vulnerable child reported that:

*"...two women were came my home and registered my child and all other my family members. They promised to provide supports by the name of my child. After a long period,*



*others also registered my child again, and captured my child's photo. It is now almost more than two years, still I did not get anything from these organizations except a name as asupported person. However, so many better individuals are provided so many supports. As you can see, I have nothing to eat and wear but those better than me are usually supported from different organizations. They get it because they have person who they know, may be fromworeda or from NGOs."(interviewee, i-04, 6/8/2015)*

As the result from FGD and interview with different participants of the study (interviewee i-07, i-10, i-11, &i-12) shows there are individuals who get services by the name offalsely children. According to these participants,there are individuals who brought children from outside the city, Addis Ababa [keflahager] and register them at woreda. They bring and register these children only to get services from different NGOs falsely as they lost their parents [welagealba] even if their parents are alive. According to the participants of the study most of NGOs have no system to check this and simply provide services for them.

All participants of service users and volunteers replied that, there is also a variation in the distribution of services. Some children can get twice the same material from different organizations while others did not get once. There is also variation in the distribution of materials from the same organizations. Some children can get school uniform and exercise book while others only get exercise book or others might not get any. They also reported there is a condition when one child can get five exercise books while others get ten or more.

A FGD and interview held with most of the study participants shows that NGOs selection criteria of their beneficiaries are not fair. One person could get two or more types of service from

the same and different organizations while others who are living in a bad and more vulnerable condition did not get any.

#### **4.6. Service Quality and Quantity**

The data regarding the quality of NGOs services are collected based on the Standard Service Delivery Guidelines for orphans and vulnerable children's (OVC's) care and support programs that any NGOs working with children should follow while delivering service which is formulated by Ethiopian government. Accordingly, the participants of this study especially NGOs' service users reported that the services of NGOs working for children are poor in their quality and not enough for their survival in its quantity. Accordingly, the services provided by NGOs for OVC and their guardians are presented as below from the perspective of the participants of the study by focusing on its qualities and quantities.

#### **Educational Support**

Educational support is one of the major activities done by most NGOs working with children in Woira Community. Almost all of the participants from NGOs (interviewees, i-13, i-14, & i-15) reported that each targeted child has the right to attend schooling. As interviewee, i-14, replied that their organizations works on children education even after completing the regular school. Accordingly, if students able to join university, they will be assisted by the project throughout their studies until their graduation. If they fail to join university, they will be provided with vocational training. In general, according to the participants from NGOs, their organizations provide educational support like exercise books, pencils and pens, school uniforms, arranging tutorial class service, reward for the best school-performing student of the targeted group, school

and home educational follow up and assisting OVC in doing their homework by trained volunteers.

As interview held with woreda and some CBOs there is a trend by Woreda Women's, Children and Youth Affairs Office workers and Community Committees to explore other opportunities in mobilizing local community and existing resources for educational support for the needy OVC. However, some service users (interviewee i-01 & FGD participant f-10) reported that, they did not satisfy with these services and it is not sufficient and not distributed equally for all of them.

All participants of service users and volunteers replied that, NGOs usually provide beneficiaries only one support. If one of their child get school uniform, the others cannot get school uniform or the one who get school uniform cannot get exercise book. Likely, if one of their children gets exercise book, the others may not get exercise book or the one who get exercise book cannot get any other supports. The support given is also so small in number and poor in quality. They may get only five or ten exercise book and one pen in a year or very poor in quality, school uniform that even cannot serve for one semester.

They also reported that, there is variation in distribution of educational materials. Some children can get twice the same material from different organizations while others did not get once. There is also variation in the distribution of materials from the same organizations. Some children can get school uniform and exercise book while others can get only exercise book or others might be cannot get any. There is also a report from the participants as there is a condition when one child can get five exercise books while others can get ten exercise books.

Regarding these issues, the researcher were also tried to ask respondents from the NGOs and they replied that, there is a limited resource with the number of their targeted children. Because of this, they reported that, there is a variation in educational material distribution based on child grade level and need to educational materials. The finding also shows that NGOs were tried to assess children who get same service from other NGOs through volunteers and community committee to avoid the duplication of services but reported that they could not able to know all of them.

### **Health Care Support**

The data from document reviews and interviews with the respondents from NGOs' indicates that increasing access to health care is one of services of all NGOs working with children in Woira community. Experts gave education on health and nutrition, and HIV / AIDS awareness creation for OVC guardians during different material distribution. Trainedvolunteers also delivers health messages to the children under their care focusing on personal and environmental hygiene in order to help children and their families protect themselves from communicable diseases. Coffee ceremonieswere also used by some NGOs for health education sessions where health personnel from worda health office are invited to provide and facilitate health education.

According document reviews show that advocacy to pay medical fees and for free health service cards, medical expenses, sanitation material provision like soap are the major service most NGOs provide for OVC. There are also some NGOs facilitate for OVC to have annual medical

check-up by pediatrician. However, most of service users do not appreciate these services and focuses on its limits.

FGDs and interview held with service users indicates that even if there are good things regarding health services of NGOs still it is not satisfactory as reported from NGOs document review revealed. All participants of service users and volunteers replied that medical expense is not paid soon, it has process and does not cover for all expense, and it is only for a limited expense that comes from a limited government hospital only. Some of medical expenses cannot be covered at all and most of children cannot get annual medical checkup from most of NGOs.

According to FGD and interviews held with non-service users, and representatives from woreda and CBOs indicates that health education given by volunteers has not valued at community. The interview result with interviewee i-05, i-07, i-09 & i-17 and FGD results indicates that, some of volunteers themselves do not know their own personal and environmental hygiene. They also reported that some of volunteers living condition and their home situation is lower than that of supported one in its cleanness.

### **Food and Nutrition support**

The document reviews indicates that meeting the food and nutritional needs of children supported by the projects who are in desperate need of food support had been one key focus of most of NGOs working for children in Woira community. According to report reviewed at Zelalem Minch Children and Family Organization shows that their organizations distribute grain for extended families of children and weekly feed OVC at its project sites. In addition, this NGO sometimes provide 300 birr for some guardians every two months for purchase of food item in order to enable them to feed their fostered child.

The respondents were also appreciated the work of this organization in meeting the food and nutritional need of their beneficiaries but criticized other NGOs work. The other NGOs are not providing direct food support because of they have no financial resources for food support to affected or needy households rather they had been using different methods to address this. As document review from Bezalehiwot shows that one of their approach is strengthening linkage with food support provision organizations such as World Food Program /WFP/. However, as the researcher asked the respondents of this study community does not aware about linkage and as this organization has no financial resource for direct food support, rather service users expect to get nutritional support to get from this organization.

### **Shelter and Care Support**

Interview held with NGOs staffs (interviewee i-13, i-14, & i-15) and NGOs' document reviews revealed that shelter and care support is one of the plans of almost all NGOs operating their program in Woira Community and it is among the priority needs of most of the OVC being supported in their projects. The interview with service users indicates that though safe and comfortable shelter is the need of most of them, they were not still able to have such shelter.

Participants from three NGOs were also accepted this as they could not able to afford better shelter to their beneficiaries due to the high cost of construction and limited financial resources. Because of this, they also revealed that they could not able to provide other clothes than school uniform. However, there is a report that shows some activities are conducted by Woreda Community Committee and volunteers to mobilize local resources to buy clothes and shoes for the needy children.

## **Psychosocial and life skill Support**

Document reviews revealed that in recognition of the existence of emotional problems among OVC that are hardly discussed with family or caregivers, NGOs places significant priority on efforts to deal with these problems, through psychological interventions such as counseling, play and recreation.

On one hand, interviewee i-15 indicated that psychosocial supports is provided on weekly basis such as counseling specially to those following anti retro-viral treatment /ART/ to enable them properly adhere to the drug, therapeutic playing, home visit, organizing in different clubs, and ethical education. Group and one-to –one counseling by project staff and trained community volunteers, recreational tour and experience sharing visit events, and celebration of children’s day, Christmas, Ester and new year feasts were well known.

On the other hand, document reviews from BezaLehiwot did not show more emphasis on psychological service in practice than only putting on their programs and plans. Interview held with service users indicates that even if there is, a better practice in getting psychological support for OVC and for their caregivers, they still does not appreciate these works. They more expect and give greater value for what they can get in kind or in cash. Regarding this one service user reported that:

*“.... Yes, one person who called herself as volunteer came my home usually; at least she may come once within two weeks. While she came she usually asks me about my child, talk with, and see exercise book. However, she could not come up with something; she usually promised to bring something that might be what we can wear or what we can eat, or something others. When one thing came and provided for others, we could not get*

*it. When we asked her, she say that it is ‘etanew’ which mean ‘the distribution were chance or lottery method’ or something others. If we could not get something, whether she came or not, what is its importance for us?” (FGD participant, f-10, 29/062015)*

This was also the idea of most of the participants of the study especially all participants from service users were strongly support it. The Woreda 6 Women, Children and Youth Affairs office workers were also explained it in different way by supporting the idea. They indicated that the psychological service that most of NGOs provide is through their volunteers, who are even could not know what psychological service mean in professional senses and they may also promised the beneficiaries to provide what they could not do. The NGOs give only two or three day trainings for the volunteers on how to care the OVC and their guardians. This alone is not enough special to provide psychological service. While they try to provide such services, they may make the service users more dependent and usual service seekers.

### **Legal Protection**

Document reviews and interview with NGOs participants show that the major services under legal protection include facilitation for birth certificate, child rights and legal education, reporting and follow up of abuse and exploitation. The majority of the works are conducted through volunteers and Community Committee. As the data obtained from interviewee, i-13 show that volunteers work together to create awareness about rights of child and Community Committee advocates free birth certificate service for OVC. The document reviewed from BezaLehiwot also shows thachild abuse cases will also be reported and referred to woreda’s or sub-city’s child protection unit and followed up by Community Committee. Unfortunately, the interview held with the representative from Yezalelem Minch Children and Family Organizations



indicated that their organization do not give legal protection to children .This interviewee replied that the issue of legal is not given for them rather it is the issue of government.

### **Economic Strengthening**

Interview the representatives of the three NGOs and document reviews result shows that the activities under family economic strengthening are designed to capacitate orphans and their families so that they could be able to support their families in a sustainable way. These activities include: provision of training for extended families on micro enterprise development and business management; Provision of skill training and seed capital for guardians and older OVC; Extended families/Guardians are organized in to Self-help group (SHG) and engaged in Income generating activities (IGA); A linkage between IGA, SHG with Micro Finance Institution (MFI) is established.

The result of document review also shows that, there are activities that are intended to empower the community and CBOs that include organizing workshops and trainings for the CBOs' leaders and capacitate the community volunteers. The FGD and interview result with CBOs representatives and volunteers is more likely oppose these findings.

All participants of FGD reflected that what NGOs are doing to empower OVC, their caregivers and community is not sufficient. The majority of works done by NGO were not recognizing the participation, decision, need, and prioritization of beneficiaries. Greater than all what is discussed and planned to do is usually have no coordination and no observable action taken to implement it.

Interview with service users(interviewee, i-01, i-02, i-03 & i-04) strongly support the above ideas of FGD result. They reported that what NGOs are working to empower them

economically is not consider their need and choice of work. All volunteers participated in this study also replied that the training given by NGOs is not enough to capacitate them and it is mostly targeted on specific issues that might help them to collect data or how they can handle children and their caregivers while they go home-to-home visit.

## **5. Chapter five**

### **Discussion**

This part presents a discussion that organized based on the findings, literature review and relevant theoretical perspectives that could help to frame the concepts and facts generated from the study. Accordingly, as this study is more of qualitative, the researcher focused on the findings in a thematic approach to discuss the results of the findings.

Accordingly, a connectionist framework of expectation-value that implements a theory of reasoned action set by Fishbein and Ajzen indicates that an attitude is a function of the expectation or belief that the behavior will lead to a certain consequences or outcome, and it is the person's evaluation of these outcomes (Overwalle&Siebler, 2005). In this study, it is possible to see that NGOs of the study area are attached with various cognitive and evaluative outcomes. The majorities of the participants' cognitive attitude, which is their belief and expectation from the service and activities of NGOs, resulted in a negative evaluative outcome. This might be resulted because of they reported that NGOs service distribution is more of unfair, the service quality is poor and it is less than what is expected and promised to be provided.

This study finding seems to support a descriptive research conducted in Georgia to estimate level of public support for NGOs in different sectors of Georgian society using the chain-referral (snowball) methodology. It was indicated that most the respondents have a negative opinion which shows that the respondents perceive NGOs as not effective in meeting people's needs (Ritvo, et al 2013). Even though, the NGOs in this study community struggle to provide better service for their service users, the study findings show that most of community members still have bad attitude towards NGOs. This might be due to the government policy that do not give

freedom for NGOs to obtaining financial service from where ever sources to meet the needs of their beneficiaries.

It is known fact that governance is the most important components of an enabling environment for civil society. However, Angle, 2008 stated that many government officials in Ethiopia see NGOs as political opponents and NGOs are needed when there is some kind of disaster, such as famine and war that challenge the capacity of the government. These mean that the political condition for NGOs is not good to operate in the area to meet the needs and expectations of their beneficiaries. Therefore, it may not be a surprising if a community have a negative attitude towards NGOs that are functioning in Ethiopia, where a political environment is not good to operate there program because the World Alliance for Citizen participation grouped Ethiopia as one of the top 10 worst governance environment for civil society (CIVICUS,2013).

Rahmatoet *al*, 2008 stated that most NGOs believes that without enabling communities to enhance their social awareness and their competence to manage community based development and social delivery programs the effort to achieve these goals and would not have lasting results and any short term gains would not be sustained. This implies that NGOs in Ethiopia follows international trends in which they started to shifting their attention from relief to rehabilitation and later to community based development progress. Most NGOs aim is to build institutional capacity. But community's expectation is material support to satisfy their immediate needs.

The finding indicates that the focus of NGOs working for children are on providing sustainable services through building the capacity of local community. Through capacity building community members and households caring for vulnerable children will have increased and on-going capacity to meet their basic needs. NGOs are doing to increase and build the capacity of the

community members and households caring for vulnerable children to meet their basic needs by themselves that will lead them to have sustained services.

Nevertheless, the finding from the participants of this study indicates that what the community expect from NGOs working with children are all about material assistance that satisfy their immediate needs. This implies that NGOs working with children have to address community's needs while working to meet their organizational goals and objectives.

Therefore, since service users are not getting what they are expecting from NGOs, they have no positive or good attitude to supports the work of NGOs. As the study revealed that currently NGOs are more of focused on capacity building and empowerment, and discouraged material service that could make community dependent on NGOs. This in turn leads the beneficiaries not to satisfy their immediate need and to have negative attitude towards NGOs.

This study supports a point raised by Bartle, 2007 that stated when an outside agency comes to a community and constructs a human service facility like water supply it is natural for the community members to see it as belonging to the outside agency. When that outside agency goes away or runs out of funds, the community members will not motivated to repair and maintain the facility, or to sustain the service. Unless the community as a whole has been involved in the decision-making about the facility (planning and management) and has willingly contributed to the cost of its construction, the sense of responsibility or ownership is missing. Significant community development only takes place when local community people are committed to investing themselves and their resources in the effort. This is why cannot develop communities from the top down, or from the outside in. It provide valuable outside assistance to communities that are actively developing their own assets (Mcknight&Kretzman, 1996).

Likewise, when we compare the sustainability of NGOs services in the community of this study area, it is possible to say that most of the beneficiaries have been developed a dependency syndrome, which is an attitude and belief that a group cannot solve its own problems without outside help (Bartle, 2007). This is because, almost all of participants of the service users in the study area expects to obtain material service and in cash than the work done on capacity development.

The NGOs of this study area have a limitation in applying the community development values and principles. There are about four core values and principles of community development values and principle identified on Butterfield and Chisanga (2008), cited from Campfens (1997) which are mutually reinforcing. These are community participation, community integration, self-help development, and community capacity building. But as the result of this study reveals that community capacity building and self-help development is practiced by these NGOs. Community participation and integration which are also vital for community development were not practiced.

To provide standardized service delivery to OVC and to enable key stakeholders to uniformly provide services to beneficiaries at varying levels, the Ethiopian government has developed the Standard Service Delivery Guidelines with the hopes of maximizing quality and utilization of resource while simultaneously minimizing duplication (Ministry of Women's Affairs, 2010). When we analysis its implication it shows that there is a limitation with those NGOs operating their programs at the study area. Though the guidelines promote minimization of service duplication, the study findings of this study indicates as a single person can get same services from different organizations. This shows that there is a duplication of services, might be result from a problem with beneficiary selection criteria.

The guidelines also promote the maximization of its quality. However, when we see the results of this study it shows that the services of NGOs are less than what is expected from, in its quality. Guidelines document contains seven core service areas that are considered critical components of a set of services for programming targeting vulnerable children (Ministry of Women's Affairs, 2010). The seven service areas in line with the finding of this study are discussed in the following paragraphs.

As the guidelines indicates that shelter and care services strive to prevent children from going without shelter and work to ensure sufficient clothing and access to clean safe water or basic personal hygiene. However, the finding of the study indicates that though safe and comfortable shelter is the need of most of the target beneficiaries, they were not able to get such shelter and care. NGOs were also not able to afford better shelter due to the high cost of construction and limited financial resources. Clothes, other than school uniform were not provided to OVC because of financial constraints and high number of the needy children.

The guidelines also presents the economic strengthening services seek to enable families to meet their own needs from an economic perspective regardless of changes in the family situation. On the other hand, the findings of this study found contradicting results. The finding from NGOs revealed that so many activities were done to meet points set on guidelines while the result form community members criticizes NGOs work to empower them economically. The findings show that the works of economically strengthening community were not considered community's participation, decision, need and prioritization. In addition, it reveals that as NGOs work loss coordination and effective action.

Legal protections aim to reduce stigma, discrimination, and social neglect while ensuring access to basic rights and services protecting children from violence, abuse and exploitation as set on guidelines document. Likely, though less in its application, the findings of this study revealed that the major services under legal protection include facilitation for birth certificate, child rights and legal education, reporting and follow up of abuse and exploitation. In contradictory, there is also one NGO in the study area that do not give legal protection to children because of it assumes that the issue of legal is not given for NGO rather left for government.

In the guidelines, health services include provision of primary care, immunization, treatment for ill children, ongoing treatment for HIV positive children and HIV prevention. More likely, the finding of this study revealed that even if there are limitations with health service it is possible to say that health service is better service given by NGOs in Woirra community to meet the intention of the guidelines.

Psychological support is also aim to provide OVC with the human relationships necessary for normal development set on guidelines. It also seeks to promote and support the acquirement of life skills that allow adolescents in particular to participate in activities such as school, recreation and work and eventually live independently. Both similarly and contradictorily, there are NGOs in the study area that provide psychological services that include counseling, play and recreation and others, in contradictorily there are also NGOs that did not give in practice than putting on their programs and plans.

The guidelines also shows that education services seek to ensure OVC receive educational, vocational and occupational opportunities needed for them to be productive adults. Accordingly, the findings of this study proved that NGOs provide educational support like exercise books,



pencils and pens, school uniforms, arranging tutorial class, reward the best school-performing students of the targeted group, school and home educational follow up and assisting OVC in doing their homework by trained volunteers. However, the study also indicates that the service is not sufficient and not strict to guidelines in which NGOs in the study area usually provide its beneficiaries only a single support. If one of their child get school uniform, the others cannot get school uniform or the one who get school uniform cannot get exercise book. The support given is small in number and poor in quality as the participants of the study indicated. They may get only five or ten exercise book and one pen in a year or very poor quality school uniform that even cannot serve for one semester. These does not only implies poor service quality but also unfair service distribution.

On guidelines, it shows that food and nutrition services aim to ensure that vulnerable children have access to similar nutritional resources like other children in their communities. Similarly, even if not sufficient with need of the beneficiaries there is one NGO that distribute grain for extended families of children and weekly feed OVC at its project sites. In addition, this NGO sometimes provide 300 birr for some guardians every two months for purchase of food item in order to enable them to feed their fostered child. Contradictorily, there are also NGOs that do not provide direct food support because of they have no financial resources for food support to needy children and households.

## **6. Chapter Six**

### **Conclusions and Implications for social Work**

#### **6.1 Conclusions**

The community of this study area defined NGOs working for children are as any organizations that initiated by the outsiders (persons outside the community) to provide charity services for the needy community particularly for OVC, through obtaining funds from the donor organizations or from the other governments. They assume that, these organizations are rich organizations in both financial and human capital that have their bases outside a community and stand to fill the existing community's problem and need. The majority of the participants of the study highly expect more of material service and financial supports from NGOs working with children.

As the participants of the study liked to explain their feelings towards NGOs by comparing the currently operating and previous NGOs, service users were well recognize and appreciate and give greater values for those previous NGOs than that of currently operating organizations. They justifying that those previous NGOs provided them a good service, like very good quality clothes including shoes, enough food items regularly and during holidays, educational materials including school fees and so on.

The study participants appreciate and recognize NGOs as best doing organizations if they provide their beneficiaries with material support that meet their immediate need. If service users get continuously support like food items, financial aid, clothes and so on to satisfy their current need, they can give a great recognition for that organization.

Service users are not getting what they are expecting from NGOs. As a result they have no positive or good attitudes to support the work of such NGOs. This study revealed that currently NGOs working for children are more of focused on capacity building and empowerment, and discouraged material service that could make community dependent on NGOs. This in turn leads the beneficiaries not to satisfy their immediate need and to have a negative or a bad attitude towards NGOs.

While the Standard Service Delivery Guidelines developed by Ethiopian government promotes the maximization of service quality and utilization of resource by simultaneously minimizing its duplication, this study's result indicates the guidelines were not implemented properly by those NGOs operating their programs in the study area. The study findings show a single person can get same services from different organizations. It implies that, there is a problem in beneficiary selection criteria and no minimization of service duplication. It also shows that the qualities of NGOs' services are less than what is expected.

## **6.2 Implications for Social Work**

### **6.2.1. Implications for Social Work Education**

It is quite logical to draw a number of implications for social work education from the experiences and explanations of the different target participants involved in this study. The main ones are discussed in the following paragraphs.

This study findings show that community did not aware the importance of their capacity. Since community did not get enough awareness about the importance of working on the community capacity building, it is still difficult to get the support of the community, and to meet the objectives of any organizations that planned to provide sustainable services for the OVC and their

guardians. Therefore, social work education has to be designed to promote the importance of capacity building for the success of community oriented development by raising the awareness of service users beginning from initial.

Likely, Community participation, discussion and prioritization are a vital for the sustainability and success of any community related programs. Focusing and solving the current needs of community might give recognition and appreciation for the organizations from the beneficiaries for that moment, but it cannot solve the community's problem for a long period. Therefore, it is better to focus on the community's capacity building by strengthening community's capacity on their asset to provide sustainable services.

In addition, it has been possible to raise the awareness of the community and other stakeholders like governmental and community based organizations about issues related to OVC. This in turn has made them to play their part and provide any kind of support that contributes for the wellbeing of these children.

Furthermore, local resource mobilization plays a significant role to solve the critical problems of beneficiaries. Approaching different private institutions to ask for support for OVC has proved to be successful. All community members know that NGOs have no their own income and foreign fund seekers. This assists the community to be willing in mobilizing resources and in supporting OVC.

Finally, though having many children in a single project helps to reach many children at one by mobilizing existing local resources and helps to obtain financial aid, it cannot satisfy the beneficiaries with organizations service. In other words, having too many children that could not balance with organizations capacity makes the organizations not to provide quality service and can lead the beneficiaries to have negative attitude towards it.

### **6.2.2. Implications for Social Work Practice and Research**

Based on the major findings of the study and discussions made in previous chapter, the following paragraphs are believed as the major activities to be taken in social work practice. These implications serve to make community related programs more successful and meet beneficiaries' expectation, by curving their wrong perception and attitudes.

Accordingly, in this study area NGOs are providing their own believes of empowering community such as organizing them into self-help group and in income generating activities by provide them technical support and follow up. However, it still needs to do more on changing community's view and expectation from NGOs. NGOs are expected to do more on the awareness of the community. Awareness creation and raising, providing assistance and usually updating what and how to provided are essentials to minimize over expectations of their beneficiaries that could help beneficiaries to have good attitudes towards NGOs.

NGOs working for children also have to balance their financial and human resources with the number of their target children. These helps them to deliver a quality and sufficient services to all of their beneficiaries as required on national service delivery guideline rather they may face wrong attitude from communities and unable to provide/maintain sustainable services.

In addition, clearly defined working relationships with stakeholders should be set and referral networks need to be strengthened to provide comprehensive quality services to beneficiaries. By strengthening this networking it is essential to minimize duplication of efforts among different organizations working with children.

Likely, NGOs working with children in this study area have to identify, coordinate, and work in collaboration with all potential service providers, individuals, groups, and organizations in the

community to provide a sustainable service for OVC. This will add capacity for the organizations to meet their beneficiaries need.

Indeed, ensuing partnership strengthening should be held with CBOs, government officials and other stakeholders to solve the problems that are being observed and getting the support of CBOs in a more strengthened manner since their base and their function is from and in the community. This is important not only to meet the needs of their beneficiaries, but also to sustain their services.

Furthermore, community's wrong perception and negative attitudes towards NGOs working for children might have unneeded consequences on supported children and their guardians. Therefore, it is recommendable to social workers conduct researches specifically regarding the effects of NGOs' services and their activities on the life of children and their guardians.

Finally, for the success of any community related programs and to get the best method of enhancing and increasing the level of communities' participation in implementing the community development programs it is recommendable for social workers and any concerned researchers and firms to conduct further study on the level of public support for the work of NGOs.

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## **Appendix I**

### ***Informed consent form to the Study Participants***

The purpose of this study is to assess the community's expectation from and attitude towards NGOs working with children. The study is for the requirements of degree in Masters of Social Work. The research generates information from NGOs' services users and non-users, community based organization specifically from Idir representatives and civic associations /representatives of Youth and Women Associations/, and from the staffs of NGOs and government officials.

You are chosen purposively in contributing valuable information to the study that will be collected through interview. The data collection process fully considers your right of asking questions, and you have right to withdraw at any point of the process. You have the right to refrain from responding to questions that seems inappropriate and inapplicable to you.

The study has benefit for you and your community in that it helps to make you and your community curious about NGOs and brings the issue to surface. The study does not induce risk on you and researcher. It only relies on identifying your view on the area. The researcher is the responsible person for the research process. You have the right to contact the responsible person without hesitancy.

The information obtained is fully confidential and no names will be shared with any ones. All information that you give is free from any personal identifier. Besides, the information shall be destroyed after processing it to the form of academic research report. The final report is given to the School of Social Work, Addis Ababa University.

I thank you for your participation and willingness in advance.

Investigator:

Name: ArarsaDandena

\_\_\_\_\_

Date: \_\_\_\_\_ Signature:

Contact address: 0913 91 0573

## **Appendix II**

### **Interview Guide for NGOs' services users**

#### **Part One: informants Profile**

Participants code No: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Educational level: \_\_\_\_\_

Work Status: \_\_\_\_\_

#### **Part two: Guiding Questions**

1. What are the organizations that assist you? Do you know how they begin to deliver services?  
Do they conduct any pre-assessment that you know?
2. How could you get this chance? What do you say on their selection criteria?
3. How do you see NGOs which are working for children? Do you think that NGOs are important? How/Why? (Think NGOs that supports you)
4. What are services NGOs working for children provide? How can you explain these services?
5. Is the services of NGOs are what you expect from them? If not, what should NGOs working for children have to do (What do you expect from such NGOs)?
6. What do you think the possible challenges of NGOs that may influence them not to function as you expect from them?
7. What are the strengths and weaknesses of NGOs operating in your area you observed?
8. Is there any additional point that you want to tell?

### **Appendix III**

#### **Interview Guide for non-services users**

##### **Part One: informants Profile**

Participants code No: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Educational level: \_\_\_\_\_

Work Status: \_\_\_\_\_ -

##### **Part two: Guiding Questions**

1. Do you know what NGOs means (specifically those working with children)?
2. Is there any NGOs operating in your area to assist children? Do you know with whom they are working with? (If participants do not know about NGOs the researchers has to tell those existing NGOs) (Beza, Yezalalem Minch, MYM, or any others?)
3. How do most of NGOs start to deliver their services for their beneficiaries in your community? Do they conduct any pre-assessment that you know?
4. Do you know the services of NGOs' working for children that they provide for their beneficiaries or for communities, children and their families?
5. (If participant do not know what NGOs provide for beneficiaries a researcher has to explain for them). How do you see these services (how can you explain it)?
6. Is it {services} what communities expect from such NGOs? If not, what should NGOs working for children have to do (What do you expect from such NGOs)?
7. Do you think that NGOs know what communities' expect from them? How they [NGOs] are responding towards these needs and expectations?
8. How do you see NGOs which are working for children? Do you think that NGOs are important for the life of children? How/Why? (Think NGOs that are operating their programs in your area)
9. What do you know about NGOs beneficiaries' selection criteria?
10. What do you think the possible challenges of NGOs that may influence them not to function as community expect them?
11. What are the major strengths of any NGOs working with children in general and NGOs operating in your area in particular? (as you observed in Woirra Community)

12. What are the major weaknesses of any NGOs working with children in general and NGOs working in your area in particular?
13. Is there any other thing that you want to tell me about NGOs working for children?

## **Appendix IV**

### **Interview Guide to community based organizations specifically for Idir representatives**

#### **Part One: informants Profile**

Participants code No: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Educational level: \_\_\_\_\_

Work Status: \_\_\_\_\_ -

#### **Part two: Guiding Questions**

1. Do you know what NGOs means (specifically those working with children)?
2. Is there any NGOs operating in your area to assist children? Are they working with your idir.  
(If participants do not know about NGOs the researchers has to tell those existing NGOs)  
(Beza, Yezalalem Minch, MYM, or any others?)
3. How do most of NGOs start to deliver their services for their beneficiaries in your community? Do they conduct any pre-assessment that you know?
4. Do you know NGOs' working for children services they provide for communities and direct service users/beneficiaries?
5. How do you see these services (how can you explain it)?(If participant, do not know what NGOs provide for beneficiaries a researcher has to explain for them).
6. Is it {services} what communities expect from such NGOs? If not, what should NGOs working for children have to do (What do you expect from such NGOs)?
7. Do you think that NGOs know what communities' expect from them? How they [NGOs] are responding towards these needs and expectations?
8. How do you see NGOs which are working for children? Do you think that NGOs are important for the life of children? How/Why? (Think NGOs that are operating their programs in your area)
9. What do you know about NGOs beneficiaries' selection criteria?
10. What do you think the possible challenges of NGOs that may influence them not to function as community expect them?
11. What are the major strengths of any NGOs working with children in general and NGOs operating in your area in particular? (as you observed in Woirra Community)



12. What are the major weaknesses of any NGOs working with children in general and NGOs working in your area in particular?
13. Is there any other thing that you want to tell me about NGOs working for children?

## **Appendix V**

### **Interview Guide for CBOs representatives particularly for Youth and Women Associations**

#### **Part One: informants Profile**

Participants code No: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Educational level: \_\_\_\_\_

Work Status: \_\_\_\_\_

#### **Part two: Guiding Questions**

1. Do you know what NGOs means (specifically those working with children)?
2. Is there any NGOs operating in your area to assist children? Do they work with your association? (If participants do not know about NGOs the researchers has to tell those existing NGOs) (Beza, Yezalalem Minch, MYM, or any others?)
3. How do most of NGOs start to deliver their services for their beneficiaries in your community? Do they conduct any pre-assessment that you know?
4. What type of service NGOs working with children provide for their users? How can you explain these services? Is it what community expects? If not, what should NGOs have to do?
5. Do you think that NGOs know what communities' expect from them?
6. How do you see NGOs which are working for children? Do you think that NGOs are important? How/Why? (Think NGOs that are operating their programs in your area)
7. What do you know about NGOs beneficiaries' selection criteria?
8. What do you think the possible challenges of NGOs that may influence them not to function as much as expect from them?
9. What are the major strengths and weaknesses of any NGOs working with children in general and NGOs operating in your area in particular? (as you observed in Woira Community)
10. Are there any additional points that you want to tell?

## Appendix VI

### Interview Guide for the staffs of NGOs

#### Part One: informants Profile

Participants code No: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Educational level: \_\_\_\_\_

Work Status: \_\_\_\_\_

#### Part two: Guiding Questions

1. On what base (how) your organization started to deliver services for Woirra Community? Have you conducted any community assessment on the area? If yes, can I get the result in a hard copy or soft copy?
2. What types of services that your organization provides for your beneficiaries in general and for Woirra community in particular? Is it what community expects from your organization?
3. Is it possible to know what community expects from your organization? If possible, how could it and did you do this with Woirra Community?
4. Have you assessed your beneficiaries' expectation from and attitudes towards your organization? What do your beneficiaries expect from your organization? Is there anything that differentiates Woirra community from others in expecting from your organization?
5. How community views your organization? If it is negative what measures you taken to curve this negative view?
6. Do you think that child care and community development have any relation and how can you relate them?
7. What are your beneficiary selection criteria?
8. What are the challenges that affect your organization not to function as community expects?
9. What do you think the major strengths and weaknesses of any NGOs working with children in general and your organization in particular? (specially with Woirra Community)
10. Is there any other something that you want to tell?

## **Appendix VII**

### **Interview Guide for the Representatives of Government Office**

#### **Part One: informants Profile**

Participants code No: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Educational level: \_\_\_\_\_

Work Status: \_\_\_\_\_

#### **Part two: Guiding Questions**

1. What are the organizations that assist Woira community specifically that work to help children? Do you know how they started delivering services? Do they conduct any pre-assessment that you know?
2. What do you say on their beneficiary selection criteria?
3. Do you think NGOs which are working for children are important? How/Why? (Think NGOs that support WoiraSefer Community)
4. What are services NGOs working for children provide for their beneficiaries? How can you explain these services?
5. Do you say the services of NGOs are enough for the survival of their beneficiaries? If not, what should NGOs working for children have to do (What do you expect from such NGOs)?
6. What do you think the possible challenges of NGOs that may influence them not to function as you expect from them?
7. What are the strengths and weaknesses of NGOs operating in WoiraSefer Community?
8. Is there any additional point that you want to tell?

## **Appendix VIII**

### **Guiding Questions for FGD**

#### **Part One: Each Participants of FGD Profile**

Each Participants code No: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Educational level: \_\_\_\_\_

Work Status: \_\_\_\_\_

#### **Part two: Guiding Questions**

1. Discuss what NGOs means (specifically those working with children). Is there any NGOs operating in your area to assist children? List them.
2. What types of services that NGOs are providing for their service users? How do you see these services?
3. Do NGOs are doing what is expected from them? If not, what should NGOs working for children have to do?
4. How do most of NGOs working in your community start to deliver services for your community? Do they conduct any pre-assessment that you know?
5. Let we discuss on the importance of NGOs for the life of children? How do you see NGOs which are working for children? Do they work for the betterment of children? How can we judge them? (Standing upon those NGOs found in your area?)
6. What do you say on NGOs' selection criteria of their service users?
7. What do you think the possible challenges of NGOs that may influence them not to function as much as expected from them?
8. What are the main strengths and weaknesses of NGOs working in your area?
9. Is there any other thing that you want to tell?