

Youth's Perception towards Youth Center Services Delivery: The case of Arada Sub city

Woreda Six Youth Center

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A Thesis Submitted to Addis Ababa University School of Social Work in Partial Fulfillment

for requirements of

Masters of Social Work

Addis Ababa University

Graduate school of social work

May, 2017

**Addis Ababa University**

**School of Graduate Studies**

This is to certify that the thesis prepared by Workitu Hordofa entitled: Youth’s Perception towards youth center service delivery: the case of Arada sub city woreda six youth center and submitted to Addis Ababa University School of Social Work in partial fulfillment for the requirements of Master of Social Work complied with the regulations of Addis Ababa University and meet the accepted standards with respect to originality and quality.

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### **Acknowledgment**

I would like to extend my heartfelt appreciation for the invaluable advice and consultations that I got from my Advisor, Dr. Abebe Assefa in the overall processes of writing this thesis. Your constructive comments and guidance was crucial in materializing this paper. I would also like to thank Arada sub city woreda six workers for their warm welcome and consented for letting me to take their youth centers and youth of the center as main participants for the study. My appreciation also goes to the case participants and key informants who provided me detailed information. Finally, thanks and gratitude goes to my family who supported and encouraged me through the process. Thank you friends from MSW for your critical comments and motivation during the preparation of the thesis!

### Abstract

This study described youth perception towards youth center services delivery of Arada sub city woreda six youth center in Addis Ababa. A qualitative single instrumental case study approach was used. A purposive sampling technique was utilized. The researcher has included eight in-depth interviewee participants, six key informants and two focus group discussions in the study. Data were analyzed using cross case analysis. During analysis, the researcher ensured that the data were transparent, understandable to the reader and trustworthy by using multiple data collection methods and data triangulation. The findings indicated that youth perception towards youth center services delivery influenced by the unfulfilled services and management system of the youth center. Youth center provided entertainment, empowerment, career progression, information and participatory activities. Due to these activities, youth have brought behavioral changes, developed different skills and most importantly taken training to develop their talents, to get peer education and to establish a good friendship. The study found that there is no participation of youth with disability and less participation of female youth in the center. In addition, lack of good management, lack of family involvement in youth participation, negative perception towards the services, lack of clinical and non clinical materials and budgetary constraints are among the major challenges that hindered youth center to give full package services to youth. The study findings have implication to social work practice, research and advocacy.

*Key words; youth, youth's perception, youth center, service delivery, youth service delivery*

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**List of Abbreviations**

AACAYCM — Addis Ababa City Administration Youth Center Manual

AACCAILIC – Addis Ababa City Administration City Integrated Land Information Center

DFID - Department for International Development

DSTV-Digital satellite Television

ETB-Ethiopia Birr

E.C - Ethiopian Calendar

ICT- Information Communication Technology

IEC - Information Education Communication

MDG - Millennium Development Goals

MYSYCSS - Ministry of Youth and Sport Youth Center Service Standard

PLD-People Live with Disability

SRH - Sexual Reproductive Health

UN - United Nation

UNECA - The United Nations Economic Commission for Africa

VCT - Voluntary Counseling and Testing

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Table 1- Description of Case participants of the study

Table 2- Description of key informant participants

Table 3- Description participants who participated in focus group discussion

## Chapter one: Introduction

### 1.1 Background of the study

Service delivery is the provision of comprehensive and coordinated services to people in need. Human service delivery is complex in contemporary Western societies, with high community expectations, competing demands and often delivered under fiscal constraints. Specializations can mean that individual service providers or agencies develop the expertise to deliver a very specific service, yet individuals, families and communities often experience multiple needs and interrelated problems (Bromfield, 2010).

United Nations (1996) identified fields of action that are needed internationally as education, employment, health, environment, leisure-time activities, girls and young women and effective participation of youth in the life of society and in decision-making in which most of them are youth services. The youth services is part of group services that make up wellbeing, play vital role in life's of young people and provide opportunities to participate in ranges of activities that are beneficial to personal, social and educational wellbeing (Bond, 2010).

Youth services are also part of youth development that is about enabling young people to receive education, be healthy, have access to decent employment, and gain civic and political empowerment. A high youth development environment should guarantee young people access to these needs and enable young people to develop their capabilities and full potential (Common Wealth, 2013). Pitman (1993) as cited in Abebe (2011) defines youth development as the ongoing process in which all youth are engaged in attempting to meet their basic personal and social needs to be safe; feel cared for be valued, be useful and spiritually grounded and to skill and competencies that allow them to function and contribute in their daily life. It shows that

youth development can be seen as natural process that builds through time, the capacity of young person to understand and take. It also tells that this natural process involves multidimensional support from individual, organizations and institutions for the health and smooth transition to adult (Abebe, 2011)

England National Youth Agency (2012) believes in youth services delivery as not only to illustrate the scale of challenges that the local authority services for young people continue to face but also to highlight ways in which the sector is working.

In South Africa, the phenomenon of violent confrontation against poor service delivery has become problematic over the past several years, with the Institute for Security Studies (2011, p1) reporting one of the highest rates of public protest in the world. Most often youth are the ones to take the blame for the flaw of economic and social systems (Briefing Note for International Youth Day, 2013; Ratha, et al, 2011; UN, 2006 as cited in Milki, 2014).

Ethiopian youth provided useful services in the military, literacy and resettlement program during the military regime (1974-1991) (Abebe, 2011). According to Quentin and Schenk (1987) as cited in Abebe (2011) the rehabilitation of delinquent minors, which was owned by the then Ministry of National Community Development, operated a program designed to reform and rehabilitate delinquent minors. This program included the establishment and operation of a curative education institution for youth (Quentin & Schenk, 1987). Such programs are still functional and other non-religious youth serving organizations are also flourishing following the growing interest of international organizations to working in Ethiopia.

The Government of the Federal Democratic Republic of Ethiopia, after closely examining youth issues, gave attention to youth problems and established the Ministry of Youth, Sports and Culture in October 2001. This ministry has the duty and responsibility to follow up, direct and coordinate youth affairs. The Ministry of Youth, Sport and culture formulated a new National Youth Policy in 2004. Following the formulation of the National Youth Policy, the Ethiopian government developed an Urban and Rural Youth Development Package in 2006 and has started partnering with different local governmental organizations, community based organizations and international agencies for program implementation. The Urban Youth Development Package is a comprehensive development package that is designed to solve the socio- economic problems of urban youth. Among other program areas youth employment and youth reproductive health including HIV/AIDS are the major ones (National Youth Policy, 2004).

In Ethiopia youth Perception towards youth center service delivery have not as such received significant research attention of concerned bodies. This has resulted in scarce literature, low practice and intervention on the area of youth services delivery. Therefore, this paper aimed to describe the youth's perception and Experience towards youth center services delivery in Addis Ababa Arada sub city woreda six youth center.

## 1.2 Statement of the problem

Youths are the part of society who wants services to promote natural development process. Youth programs should have multi-purpose and standardize services to promote youth development (Ministry of Youth and sport, 2002). Research conducted in South Africa by Jili (2012) on the perception of youth on services delivery indicates that, poor services delivery and unhappy job opportunities were main reasons for protest.

Research conducted by Abebe (2011) on factors motivating and hindering youth participation in youth development program indicate that program staffs feel that their program partially demonstrate commitment to the key principles of youth development in general and youth participation in particular. The same researcher explored that both groups have more positive perception of their program commitment to the key principles of youth development with exception that score of youth were slightly lower than the score of the program staff.

The other research conducted by Abiy (2014) reveals that youth development program has contributed to improve the level of program participants in all elements of life skill and also program participants in community services come first followed by youth at education program and entertainment program. The research pointed out that the youth association is the second most important influencing body on life skill development of the youths.

A research conducted by Jana, Mafa, Limwame and Shabalala,(2012) as cited in Selamawit (2015) indicated that youths face problems in terms of misconception in sexual reproductive health and barriers like poor communication and unfriendly services when trying to access sexual reproductive health service.

Youth reproductive services are one of the youth center services, have a feature of services that are identifying and meeting the needs and expectations of the youth and the

communities they belong (Ethiopia Ministry of Health, 2007). Additionally youth involvement and participation and services that are designed and implemented to meet the need of youth clients as beneficiaries are considered crucial to the success of any youth sexual reproductive health services.

Other research conducted on the reproductive health knowledge and attitude of adolescents in Jimma town by Ayalew, Meseret and Yeshigeta, (2008) as cited in Selamawit, (2015) showed that there is sufficient knowledge and enough source of information on the level of reproductive health services and encouraging attitude of adolescents on use of reproductive health services reproductive health issues and problems one of the center services.

Different researches conducted on the same services were coming back with different result on services given to the client, their knowledge to the services given to them from the youth center. For instance, research conducted by Jili (2012) in South Africa on challenges of accessing to reproductive information and communication indicated that there is a misconception in sexual reproductive health and poor communication and unfriendly services which are part of youth center services delivery.

Previous studies, by Jili (2012), Jana, Mafa, and Shabalala, (2012) as cited in Selamawit, (2015) and Selamawit, (2015) showed that poor services and unhappy job satisfaction tends to protest. There is a problem in misconception of services and limited services in youth center need improvement respectively. These researches clearly showed the effect and existence of poor services in youth service delivery.

Besides, participants in the youth program have positive perception towards youth development principles; they have able to improve their life skill as well as youths acquire sufficient knowledge and information on the reproductive health services. Eventhough these

researches were conducted on existence of services delivery, its consequence, knowledge, program commitment to youth development, there is no enough research conducted on youth perception towards youth center services delivery.

On the other hand, as far as the researcher efforts concerned on assessment of researches conducted on the area, the researcher did come across research conducted in Ethiopia on the youth perception towards youth center services delivery. The only exception is one research conducted on youth center services delivery conducted quantitatively which focused on evaluation of one single service of the centers (effectiveness of Sexual Reproductive Health service in youth center) in Addis Ababa as one of youth center services delivery. Therefore, there is a need in detail qualitative studies on youth perception towards youth center services delivery and the benefit youth get from the services to promote youth development and to what extent youth are benefited from the youth center services.

There is another reason that motivated the researcher to study youth perception towards youth center services delivery. The researcher assumes that it is important to do on the area effectively since the number of Ethiopian youth is increasing at alarming rate and youth centers constructed to solve youth developmental challenges and also services should have to be given to youth. This research gives focus on youth perception and experience towards the services delivered by the youth center of Arada sub-city woreda six.

## **Objectives of the Study**

### **1.3.1 The main objective**

The main objective of this study is to describe perception and experiences of youths towards youth center services delivery in Arada sub city woreda six youth center by focusing on how youth interpret the services form their experience.

### **1.3.2 The specific objectives of the study**

2. To describe the perception that the youth have towards the services delivered by Arada sub city woreda six youth center.
3. To describe the services being provided by Arada sub city woreda six youth center.
4. To identify activities that youth might suggest for improvement of services delivery.
5. To identify youths benefits from the services being provided by the center.

## **1.4. Research question**

In this study the following research question were addressed:

1. What Perception youths have on the services given by Arada sub city woreda six youth center?
2. How do youth describe the services they got from Arada Sub city woreda six youth center?
3. What activities do youths suggest for improvement of services delivery in Arada sub city woreda six youth center?
4. What benefits youths get from the services delivered by Arada sub city woreda six Youth Center?

### **1.5 Significance of the study**

It is known that youth services are important in handling youth, provide them with safe environment, empower and to promote youth development. Youth centers are intended to play an important role for distribution of these service deliveries. In the same way, the contribution of youths in the country development is essential to promote integrated youth development services. Thus, by describing the youth perception on the area, the study provides an insight to the knowledge and skill of social workers to play advocating role for the youth group.

In addition, the following can also be stated as the upcoming significance of the study. First, it can serve as an input to understand youth perception. Second, it can serve as a basis for other researches to conduct deep investigation in the area since further research is needed on youths in general and youth perception on services delivered in youth center in particular. Third, it can serve for the youth center to improve youth services delivery on the way that the youth needs are met. Finally, the results of the study can serve as an input to social workers, policy makers and others engaged in youth services delivery.

### **1.6 Scope of the study**

The scope of the study is limited to describing youth perception towards youth center service delivery. Arada sub city woreda six youth center was selected for the study site. The study mainly focused on youth participated in youth center on different activities and youth who do not participated in the youth center between age ranges of 15-29 as to criteria of Ethiopian National youth Policy. The study did not cover youth outside Arada sub city woreda six and also not cover children under age 15 and adults above age 29. Finally the study only involved few

case participants to understand youth perception towards youth center service delivery, youth benefit from the services and responses youth have on services improvements.

### **1.7 Definitions of Concepts and Terms**

**Youth**-For the sake of this study, the term youth refers individuals who are in the age range of 15-29 (Ethiopia National Youth Policy, 2004).

**Service delivery** – is the provision of comprehensive and coordinated services to people in need. Service recipients are defined and labeled differently according to the kinds of behaviors exhibited and declared to be a problem by certain large segments of the community, particular societal groups, caregivers in the public or private sectors, as well as the recipients themselves through indoctrination (Suaber,2016).

**Youth Service** –is part of the group of services that make up wellbeing that play vital role in life's of young people and provide opportunities to participate in ranges of activities that are beneficial to personal, social and educational wellbeing (Bond, 2010). It is giving services for young people like social and recreational service as well as facilitating environment to promote youth physical, social, emotional, intellectual and leadership.

**Perception**–The way in which some thing is regarded, understood or interpreted or belief or opinion often held by many people. Is ability to see, hear or become aware of something through sense.

**Youth center**-is often called youth club, is place where young people can meet. It is social and recreational center intended primarily for use by youth as well as environment to promote youth physical, social, emotional, intellectual development, peer, and leadership and recreational place for youth (Ministry of Youth and Sport Youth Center Service Standard, 2010)

## Chapter Two

### Literature Review

This section briefly presents relevant research findings and other related literature on youth services delivery, Experiences and youth perceptions. It begins with youth concept, the discussion of historical background of service delivery, youth services system model, Ethiopian national policy overview, youth program in Ethiopia, young people perception of sexual and reproductive health services.

#### 2.1. Concept of Youth

The African population is estimated to be more than a billion people, among whom more than 65% are young under the age of 35, and the youth make up 40% of Africa's working age population. In Africa, young people aged 15-24 account for 20.2% of the population.

The demographic significance of this large young people is increasingly taking center stage in discussions to achieve socio economic development agenda of the continent. For instance, five of the eight Millennium Development Goals (MDGs) speak to improving the situation of young people (The United Nations Economic Commission for Africa, 2011).

#### 2.2 Historical Background of Service Delivery

The recent evidence of social work interest in service-delivery model is new. Not very long ago, the certainty that "service delivery" was a diversion from "institutional change" or that an "income transfer" strategy would make redundant any "service strategy" would have given pause to any meeting planner or journal editor. It could be observed quite early in the mid-1960s that initial Economic Opportunity Act programs were essentially "service" strategies and that more basic tasks faced the Great Society if it wished to affect the problems it had identified. But no one predicted the broad attacks which were soon to characterize direct-service workers as

"Band-Aid dispensers" and handmaidens of social control, as the camouflage troops for unjust social wars, as diversion from social change (Kahn, 2016).

### **2.3 Youth services system model**

Systems approaches to planning are not new. Many trace their origins to national defense planning procedures developed during the 1940's. Most became fashionable as a result of successful application of the procedures to defense development during the McNamara years. During the past five years, the Office of Youth Development, Department of Health, Education, and Welfare, has made a substantial attempt to add application of abstraction through a procedure known as the strategy of youth development. The phenomenon specifically addressed is juvenile delinquency. Planning procedure is known as the Youth Services System (Lombardo, 1977).

The rationale behind the youth services system procedure states that positive influences occur when youth are permitted a more active role or stake in their community through realistic jobs and meaningful educational and social experiences. Further, if youth are ported rather than negatively labelled as "under-achievers," "truants," "dropouts," "hippies," etc., a direct and positive impact can be exerted upon how youth feel about themselves. Such positive influences, the assumption continues, can significantly duce the hostility felt by youth and, in turn, reduce the tendency toward antisocial delinquent behavior. Theoretical assumptions stated above were developed in a "think tank" type session convened in Scituate, Massachusetts, by the Commissioner of Youth Development, Delinquency Prevention Administration, HEW, Robert Gemignani.

## 2.4 The Ethiopian Youth Policy Overview

The Government of Ethiopia has established the Ministry of Women, Children and Youth Affairs later Ministry of Youth Sport that has the duty and responsibility to follow up, direct and coordinate youth affairs. In a similar manner, measures have been taken to organize youth bureaus in the regional states. In order to alleviate the problems faced by youth the organization of executive bodies per se would not suffice. It has therefore become necessary to formulate a comprehensive National Youth Policy that would enable the youth to register meaningful results and benefit from the results by actively and widely participating in the country's development efforts and the building of a democratic system (Ministry of Youth and Sport, 2004)

Ethiopian Youth Policy defines youth as to include part of the society who is between the ages of 15-29 years. There is no doubt that youth must organize themselves and be in a position to Assessment on the Impact of Youth Empowerment play a leadership role in order to ensure their participation and benefits. All stakeholders are therefore duty bound to support concerted efforts of youth with a view to empowering them by building their capacity and competence.

Realizing this, the Ministry formulated the National Youth Policy in 2004 with the broad objective of ensuring the active participation of youth in the economic, social and Cultural life of the country, and to support democratization and good governance. The basic Principles of the policy are to ensure that the youth will be active participant and Beneficiary of democratization and economic development activities. The policy addresses a Wide range of youth issues, ranging from HIV/AIDS to environmental protection and social services.

The Ethiopian government has also formulated the youth development package to translate in to action the national youth policy based on the formulated strategic plan with the view to alleviate the economic, social and political problems of the youth. Among the strategies established is micro and small scale enterprises development. The overall objective of this strategy is to enable the micro and small scale enterprises play significant role in the national development activities, particularly, in the creation of employment opportunities and poverty reduction. This will be achieved by providing comprehensive and accessible development support for the enterprises.

### **2.5 Youth programs in Ethiopia**

In Ethiopia, a number of organizations have been engaged in adolescent reproductive health activities, with the most popular approaches being school-based programs, youth centers, youth-friendly health services, and peer-education. At the same time, there is rarely understanding of which subgroups of youth are reached by programs and which are left out. Programs may fail to reach certain groups of adolescents because they operate on incorrect assumptions about adolescents. There is a widespread misconception that adolescents are largely in school and living with parents (Tekle-Ab Mekbib, Amanuel Erukar and Fekerte Belete, 2005)

### **2.6 Young People's Perception of Sexual and Reproductive Health Services**

Young people's perceptions are not uniform and show variation between boys and girls as well as for type of service delivery. Girls seeking antenatal care and family planning services at health facilities characterize the available services as good and staff as helpful. However, boys perceive services at health facilities as designed for women and children, and therefore feel uncomfortable seeking services (Godia et al.2014). At youth centres, young people value the non-health benefits including availability of recreational facilities, prevention of idleness,

building of confidence, improving interpersonal communication skills, vocational training and facilitation of career progression. Providing young people with SRH information and services through the existing healthcare system, presents an opportunity that should be further optimized. Providing recreational activities via youth centres is reported by young people themselves to not lead to increased uptake of SRH healthcare services. There is need for more research to evaluate how perceived non-health benefits young people do gain from youth centres could lead to improved SRH of young people.

The perception of youth on services delivery indicates that, poor services delivery and unhappy job opportunities were main reasons for protest Jili (2012). A research conducted by Jana, Mafa, Limwame and Shabalala,(2012):cited in selamawit,(2012)on challenges in accessing sexual and reproductive health information and services in Southern Africa that youths face problems in misconception in sexual reproductive health and barriers like poor communication and unfriendly services when trying to access sexual reproductive health service sources.

youth reproductive services is one of the youth center services, have a feature of services that are identifying and meeting the needs and expectations of the youth and the communities they belong (Ministry of Health, 2007) additionally youth involvement and participation and services that are designed and implemented to meet the need and of youth clients as beneficiaries are considered crucial to the success of any youth sexual reproductive health services.

Research showed that there is sufficient knowledge and enough source of information on the level of reproductive health services and encouraging attitude of adolescents on use of reproductive health issues and problems one of the center services (Ayalew, Meseret and Yeshigeta, (2008); cited in Selamawit, (2015). Recreational activities will reduce crimes committed out of excitement games because engaging in sports and other activities will leave

them with no time for destructive activities Omboto, Ondiek, Odera, and Ayugi (2013). This implies that the more youth are engaged in recreational activities, the less probability youth have to be involved in crime or misbehaviors. Youth center is place that recreational services are given for handling youth

These researches presented above done on services in different ways from this study. The previous studies focused sexual reproductive health and knowledge of youth on the services and also focused on the services effectiveness. poor services as a reason of protest are covered by these researchers but youth perception on services of youth center broadly as health and non health services are uncovered part that aimed to covered by this study.

## Chapter Three

### 3. Research Methods

This section provides researcher's philosophical stance, study design, background of the study area, participants of the study and the inclusion criteria, techniques and tools of data collection and the issue of data quality assurance. Constructivist approach is discussed in the first part of this section. The method of sampling and the overall procedure of the study are discussed in detail in the following parts of the chapter. The chapter further presents the process of data analysis, assuring trustworthiness of the data and ethical considerations.

#### 3.1 Philosophical Stance

The qualitative research is grounded in constructivist philosophical position. It concerned with which complexities of the socio-cultural world are experienced, interpreted, and understood in a particular context. Unlike the quantitative philosophical approach which relies on positivist paradigm, it makes sense that the qualitative paradigm aims to the nature of multiple realities comprising diverse perspectives of participants (Payne & Payne, 2004).

Hence, this research designed on the basis of methodological assumptions of which the researcher believed on the constructivist view point of qualitative approach with respect to heterogeneous group and on the philosophical assumptions of that reality is subjective.

Constructivist research approach has been applied in social work researches and is described in different books as the basic of social work research techniques that are insightful of contexts.

This paradigm acknowledges that human beings have different understanding of reality and subjective expression of the situation they are living in and it gives much emphasis for this subjective explanation of issues. Constructivists claim that fact is relative which depends on one's perspective (Kreuger & Neuman, 2006; Andrade, 2009; Creswell, 2007).

The researcher also believed that all youths have their own expression of the situation they went through. In order to describe youth perception towards services, deep investigation of youth experience was crucial. In their explanation of the services, the researcher can understand their perception from their own point of view and present it considering their thinking in the issue. By applying this paradigm, the research participants' were given a space to express complex and varied issues which affect their view towards the services they get from the youth center.

Besides, this constructivism paradigm gives an opportunity for the interpretation of the data by the researcher (Creswel, 2007). Accordingly, the researcher interpreted the data after the data were collected and have given greater emphasis for what have been said by the participants.

Constructivist researchers are concerned with how people interact and get along with each other. Likewise, this study intends to understand subjective interpretation of youth on the Arada youth center services. So constructivist approach helps the researcher to understand the issue and answer the proposed research questions from the participants' point of view (Andrade, 2009).

In general, by using this paradigm the researcher studied youth perception toward the center services delivery and the meaning they provide for the services they got from the center. The researcher did not influence the participants to existing realities since they have their own reality and the researcher has rather focus on their expression of reality.

### **3.2 Study Design**

This research focused on a qualitative approach. It has specified issues of youth perception on services delivery. It is justified that qualitative research explores perceptions,

attitudes, behavior and experiences of individuals through the techniques of in-depth interviews and focus groups (Dawson, 2002).

A qualitative research method is characterized by its aims that relate to understanding some aspect of social life, covering the contextual conditions, experiences, perceptions and its method in general produce words rather than numbers for data analysis (Brikci & Green, 2007).

As Creswell (2007) states the research design development in qualitative method has direct association with the philosophical paradigm followed by the researcher. Therefore, the design of this study is selected based on the above discussed paradigm which is constructivism. Besides, the researcher believed that the research questions and objective of this study best answered through this design. Among the existing five types of qualitative research designs (narrative, ethnography, phenomenology, case study and grounded theory) case study was employed in this research. Case study has been a common research strategy in social work to understand complex social phenomenon (Yin, 2003; Bloor & Wood, 2006). This design helped the researcher a lot to describe youth perception of the services delivery.

Yin (2003) states that “case study method allows investigators to retain the holistic and meaningful characteristics of real life events” (p.2). The idea of selecting case study design for this study is to get an in-depth and holistic understanding of youth perception towards the youth center services. It is also because “case studies emphasize detailed contextual analysis of a limited number of events or conditions and their relationships” (Taylor, Sinha & Ghoshal, 2006, p.25). In consideration of this reality, the case which the researcher studied in detail is the youth perception towards Arada sub city woreda six youth center services delivery.

According to Baxter and Jack (2008) while conducting case study, the case of the research ought to be clearly communicated and the issues which are not the case of the study also

should be first sorted out. In line with this, Creswell (2007) discusses three types of case studies based on the intent of the research which are 1) single instrumental case study, 2) collective or multiple case study and 3) intrinsic case study. Among the above types, this research falls under the first type. Because the researcher has studied one case which youth perception is towards services delivery of youth who live in one bounded area which is Arada sub city woreda six.

### **3.3 Study area**

Arada Sub-city or Arada is mentioned the name with Addis Ababa (AA) regarding historical foundation. Historically, Arada is chosen as the place to be the seat of Emperor Menelik and Empress Taitu Bitul, and diverse modern institutions and building monuments were established. Arada, famous and big market place, is situated at the nucleus of AA city. It is the place of meeting where the Ethiopian people from different groups of community. Currently, different institutions/buildings are built and Arada is one of the ten sub-cities of AA where the seat of federal government of Ethiopia and city government of AA found therein.

Arada sub city woreda six youth center is found in Arada sub city woreda six around Sidist Kilo Yared Music School which is around two km from Addis Ababa University main campus. This youth center is constructed in 2005 and start functioning in 2007. This youth center unlike other youth centers in Addis Ababa occupied by many youth organization such as Arat kilo, Amist Kilo, Sidist Kilo campuses which constitute many number of youth, youth resident of woreda and Yared Music School youths.

This makes number of youth in woreda very huge. In this youth center there are six clubs which are organized themselves in six groups in the center to perform their own activities. The study site was selected due to the major reason that the researcher has known the area very well.

### 3.4 Study Participants

The target study populations were youth of Arada sub city woreda six youth center selected based on purposive sampling. This research incorporated selected participants from the heterogeneous respondents from youth who are participating in the youth center based on the services they are engaged in, youth who are not participating in youth center and key informants from the staff of the youth center to get information on the services delivered by Arada sub city woreda six youth center.

### 3.5 Selection Criteria of study Participants

Baxter and Jack (2008) state that eligibility or inclusion criteria should be set earlier to identify who the study participants are and who are not. This is similar with the matter of setting boundary in case study which is, we should know first who our cases are and who our cases are not. Accordingly the researcher set the following inclusion criteria which would put the researcher away from questions that are too broad or a topic that has too many objectives and ensure that the study is reasonable in scope.

The first inclusion criteria used for selecting youth who participate in youth center. These individuals are the cases of the study. For this study purpose the inclusion criteria was (1) youth who are who are at age between 15-29, (2) those youths who are currently in and participated youth center at least six months in the center and (3) those who were willing to participate in the study.

The second inclusion criteria used for selecting youth who were not participating in the center. For this study purpose the inclusion criteria was (1) youth who are at between the age of 15-29 (2) those youth who were currently not participated in youth center but live in woreda and (3) those who were willing to participate in the Study.

The Third inclusion criteria were used for workers of youth center or officers of the center. These are not cases of the study rather are key informants who are involved in the process of delivering services to the cases under the study. The inclusion criteria that were used for this study purpose include (1) those who are currently working in the youth centers; (2) those who were willing to participate in the study; and (3) who were working at least six months or more than that in the center and familiar with youth service.

The fourth inclusion criteria were used to involve youth in two focus group discussions separately which consist six similar participants in sex and in age range in each. Six female and six male in each FGD selected purposely from different clubs of youth center. The inclusion criteria that were used include (1) youth who participating in youth center; (2) those who were willing to participate. As a student of social work, children, youth and family concentration youth are one segments of the society with whom the researcher aimed to work with.

### **3.6 Sampling technique**

Qualitative research focus less on a sample's representativeness or on detailed techniques for drawing a probability sample (Kruger & Neuman, 2006; Mack, et al., 2005). Instead, it focuses on how the sample or small set of cases, units, or activities signifies social life. The primary purpose of sampling in this research was to identify beneficiary to understanding of the case under study.

Qualitative researchers' concern is to find cases that enhance what other researchers learn about the processes of social life in a specific context (Kruger & Neuman, 2006; Mack, et al., 2005). For this reason, the researcher used purposive sampling procedure to select the participants of this study. For qualitative researchers, it is the participants relevance to the

research topic rather than their representativeness which determines the way in which the people to be studied are selected.

This means qualitative researchers rarely determine the sample size in advance and have limited knowledge about the larger group or population from which the sample is taken (Krueger & Neuman, 2006). Likewise, the objective of this research is not to generalize the result for the larger population; it is rather to have detailed describing of youth perception towards services delivery.

In order to get youth whose age ranges from 15-29, the researcher used purposive sampling method which is one type of non- probability sampling strategy. This sampling technique designed with respect to different sample respondents, who included in criteria.

### **3.7 Sampling Size**

To increase or ensure validity of the findings, the researcher chosen informants from different clubs of the youth center based on the age range that the youth policy take as criteria of youth and key informants were focused on the worker who works in the center above six month and familiar with the case under study or familiar with the services given in the youth center.

Twenty six case participants were selected for the study by considering the inclusion criteria; eight youth from youth center participants; two case participants were youth not participating in youth center but live in woreda six. Six key informants from workers of the center work on different position in the center were participated in in-depth interviews and twelve of the youth center participants were participated on focus group discussion. Female group and male group separately consist six in each. To enable them free and give their idea on what they know.

Purposive sample sizes are often determined on the basis of theoretical saturation where the point in data collection when new data no longer bring additional insights to the research questions (Fusch & Ness, 2015). However, there exists no explanation of how saturation might be determined and no practical guidelines for estimating sample sizes for purposively sampled interviews. Though as inferred by Nixon and Wild (2012) data saturation could regularly be achieved within 10 individual interviews and less numbers if case study is selected by the researcher.

### **3.8 Data Collection techniques**

This study employed qualitative descriptive research method. A variety of combinations of data collection tools were utilized. As to Creswell (2007), the use of many data collection techniques while conducting qualitative case study research is preferred rather than relying on a single data sources. So, this research focuses on use of many data collection techniques to investigate youth perception towards youth center service delivery.

#### **Primary Source**

Interview, observation, Focus group discussion and document review were used in this study as primary data collection methods.

#### **In-depth Interview for Case Participants**

In-depth interview was one of the data collection techniques that were used to collect information from participants. The in-depth interviews were used to collect data from youth participating in youth center and from youth who not participating in youth center. As Freeman (2006) interviews can be used to explore the views, experiences, beliefs and motivations of individual participants Therefore, the researcher used interviews to describe youth's perception.

### **In-depth Key Informant Interview**

To understand the benefit youth got from youth center and the services youth center provide for youth the researcher found necessary to conduct key informant interviews with participants who are working in the center. The key informants addressed issues regarding service youth center provide and the youth perception from the experience they have while working in the center.

### **Observation**

In addition to using in-depth interviews, naturalistic observation was used to get contextual information regarding the services existed in the center. Creswell (2007) added contexts are important for understanding what the participants say. Thus, the observation serves as an additional technique that complements the information.

### **Focus group discussion**

Focus groups are a popular form of qualitative data collection and may be defined as particular form of group interview intended to exploit group dynamics. While qualitative research may be broadly characterized as concerned with exploring people's lived experiences and perspectives in context. So the researcher used the focus group discussion for group dynamic since it constitutes two sexes in different group.

### **Document Review**

The researcher reviewed documents available materials on youth services. Reviews used to get details on the services given in the youth center and services that have been provided.

### **Secondary Sources**

Available materials such as published books, journals, articles, electronic information were reviewed and used to come up with context specific problem statement and literature review.

### **3.9 Data collection process**

Focus group discussions (FGD) and in depth interviews (IDI) were used as methods of data collection. The research tools were translated to Amharic; the working language of Addis Ababa city. FGDs and IDIs took place at both youth center and around the youth center who are not participants in the center based on the will of the research participants. Focus Group discussion and in-depth at youth center takes place in the meeting hall when it is free of the meeting.

In-depth interview around the youth center took place in Yared Music School. The FGDs and IDIs were conducted in Amharic language. All FGDs were conducted with researcher, a moderator and a note taker. The researcher was responsible for guiding the discussion while the note taker was responsible for taking notes, noting down non-verbal responses and ensuring that tape-recording was on-going and the moderator was responsible for facilitating the group for discussion. Each FGD took between 60-90 minutes and consisted of average six participants in each. FGDs were held separately for girls and boys to allow for free expression of views during the discussion of potentially sensitive issues. IDIs were conducted by a single researcher and took between 30–45 minutes.

The researcher also made sure the IDIs were tape-recorded and took short notes as the interview progressed. Both FGDs and IDIs explored the following topics: youth's perception

towards youth center services delivery, to what extent youth benefited from the services given by the youth center and how youth describe the services.

### **3.10 Methods of Data Analysis**

The data obtained from the study participants was analyzed using qualitative data analysis methods. Krueger and Nueman (2006) note that “Qualitative data are in the form of text, written words, phrases or symbols representing people, actions and events in social life and therefore qualitative researchers rarely use statistical analysis”(p.433).

The data collected were transcribed and translated into English that is, typed (from depth interviews, observational notes, memos, documents) into word processing documents. These transcriptions were analyzed.

### **3.11 Assuring the Trustworthiness of the Data**

As a qualitative researcher, the researcher was made interpretation of the data collected, which was a bit challenging for the researcher to separate his/her background, history or prior understanding of the issue (Creswell, 2007). Though it is hard to separate oneself from the data, the credibility of qualitative research is still in the effort and ability of the researcher (Golafshani, 2003). Therefore to keep the trustworthiness of the data, the researcher has holding prior information so that the data is free from personal bias. In addition using multiple data sources (direct observation, interview with participant youths and key informants and focus group discussion) were used to enhance the credibility of the data collected.

The trustworthiness of the information were assured through data triangulation. The triangulation can be made by confirming the information collected from interview through observation. In regard to triangulation Baxter and Jack (2008) stated that triangulation of data sources is a primary strategy used in case study since the phenomena should be viewed and

explored from multiple perspectives. The collection and comparison of this data enhances the data quality based on the principles of idea coming together and the confirmation of findings.

Apart from this, verification of reliability was ensured by posing as many different questions as possible and raising similar or the same questions in different ways. The checklist prepared in English was translated to the local language Amharic. Then it was back translate to English to insure its consistency. In order to assure the reliability of the instrument, the researcher was conduct peer review and pilot study before the real interview is takes place.

### **3.12 Ethical Considerations**

Professional social work researches demand both understanding of research skills and sensitivity to ethical concerns in research. As a social worker the researcher need to consider moral–ethical issues before and while designing a study and collecting data. In regard to the issue of ethics in social work research, Kreuger and Neuman (2006) state that social work researchers should follow proper ethical guideline even when the study participants are negligent or unaware of it.

Accordingly the researcher gave weight for the ethics of research and did my best to assure the safety of study participants in the process. Prior to field visit for data collection, unacceptable languages were removed from the interview guide. Earlier than the researcher start the interview session with all informants, letter of introduction, the purpose and nature of the study and informed consent were explained for everyone using the local language. In the process the risks and advantages of involving in academic researcher was made clear.

Protecting participants’ identity and the confidentiality of information gathered was consisted in the letter of consent. Accordingly the real name of each interviewee replaced with pseudo-name for the sake of protecting the participants’ identity. In addition, respects for all

research participants, privacy of members especially during the interview was also considered. Also the researcher requested the consent of study participants before audio taping their voice.

The decision to participate in this research depends upon the participants' willingness to share his/her experience. Those who were not willing to participate are not obliged to take part in the study. It also means that participants exercise their rights as autonomous persons to voluntarily accept or decline to participate in the study. The have also considered participants rights, including the right to be informed about the study, and the right to withdraw at any time without penalty. The researcher also provided the participants with an opportunity to ask questions and it in turn helped me to ensure interviewees comprehension. Once they agreed to participate, the study participants schedule appointment for the in-depth interview and focus group. Then the in-depth interviews and focus group discussion were held in convenient places selected by the participants and the researcher herself.

## Chapter Four

### Findings

This chapter presents the findings of study. Through the process of analysis that is discussed in the previous chapter, four themes were emerged that are youths perception and experience towards youth center services delivery, major services and activities at youth center, kinds of services youth suggest to improve and youths benefits from youth center services delivery. Those themes have multiple categories that are briefly discussed under this chapter. Case participants are presented by codes that are case one, case two, case three and the key informants are referred as KI1, KI2, and participants of focus group discussion referred in word like female in FGD.

#### 4.1 The Youth's Perception and Experience with Youth Center Services delivery

##### Perception towards youth center services

Youth perception shows variation from boys to girls and also from one club to other club, from one type of service to other type of services. Different issues have been addressed by youths during in-depth interviews and FGDs with youth and are sorted out in the process of coding and transcription of the data. From the collected data, the researcher found that this youth center lacks many things to give services for youth. For instance case one narrates his view as follows:

*There are no services in this youth center that we want though hall service is available to train ourselves in our club. But other services like youth friendly trainings, basketball play, electronics material like speaker and other material*

*help us to train ourselves on what we have; VCT and ICT are also not as such functional for us.*

*The other youth also added his views as follows:*

*Currently youth center is business center everything is changed to money. Before I started using youth center, I perceived that as its name indicates youth center gives free services for youth but after I start going to youth center this reality is not as expected for me since there is no any free service. Even we borrowed money from government and rent the house as well as filled the facility to get money. And it is difficult for us to pay monthly back with its interests the money we borrowed so it inhibited us to continue in this way. The free service in the youth center is the only condom (23 years boy in FGD).*

There were also issues regarding some services, The difficulties in paying house rent especially for youth those who have no money and job coming to the center for career progress to youth center such as café, DSTV, Gymnasium and tekundo. These groups work by renting youth center classes borrowing money from Addis Credit and Saving Institution and pay monthly what they borrow with its interest for the institution these youth who organized in group and borrow money reported as this payment is unaffordable to them. For instance case four expressed his issue as follows:

*Of course contribution of government in this way is good .The attention given to this group of segment is appreciative but the current system in this area giving empty house without any materials and asking rent and interest is difficult for us. It is giving wot without enjera" እንጂራ ሳይሰጡ ወጥ መስጠት ነው" (case four). This makes us to lose confidence in front of other youth. We were the first group,*

*who made other groups to work together, but currently we lost our confidence.*

*Because of its result is in contradictory with our expectation, we were unable to pay the money we borrowed with its interests.*

Most participants of the study know that youth center is constructed for youth but not as such functional for the youth. That means youth perceive that since youth center is constructed for youth as its name implies every service should be given freely for youth as its objectives. The data generated from in-depth interviewees and focus group discussants showed that though youth are expected to use services without payment, it was observed that youth, who were organized in groups, are using services given at youth center by paying money.

### **Youths Perception towards Youth Center Structure**

Youth centers are one of communities' recreational places constructed in one community for health awareness and recreational purpose of the youth in that area who want the services. Definition of youth is different from country to country as well as from society to society. Eventhough the definition varied but in this age range, human beings have behavioral change in this age range. They want many things, they are attracted to different attractive things to refresh, touch, learn from it, to fulfill their goal in this sense. Regarding this issue a 20 year old boy in FGD said that;-"youth centers are structurally not attractive, the same structure in all places with no attractive color even no green area in the center it not seem youth area."

Most youth centers like woreda six are constructed on small area, which is not separated area from village in which all community lives because youth want secrete area which separated them from the living area or community. As data collected by different means of data collection indicate; this youth center is constructed in the center of community on small space, which is not comfortable for youth to play. As a result, it is difficult for youth to proceed with

their schedules of training and dance when funerary rites in the community because of the inseparability of the center from the community.

Case one from in-depth interviewees recites as follows:

*This youth center structure is not comfortable, firstly the place it constructed is in the center of the community .This means they hear us what we do and also we hear them what they do. In this sense when there is mourning ceremony we fear not to disturb the mourning. Not only this as per our culture, dance is not permitted during the bereavement, but we want it since we come to the center as it is our objective. Sometimes when we disregard it, we are not feeling free. The other one is the area is not green like we see on other country through different media including recreational places of the center. So I am happy if this case improved (case one).*

### **Attractiveness of Youth Center**

Case three implied that youth center is not attractive, one it is in center of community. During youth training, communities perceive as youth come to youth center to disturb them especially during mourning ceremony. Many of the youth center services are not functional like basketball area currently. Indoor and outdoor games are also not started. Even though the services have discount on their price there is no free service in youth center.

Case two and case three indicated that youth center is not considered disabled people, no jaws and no braille services in youth center. Youth center is not attractive. It has no green area in the center as well as library and ICT are not modern in the way that youth want. Case two showed that sometimes youths are drug abuser come to the center to play pool in money in

which other youth may learn this behavior from them. In this case youth center administration following up is must.

### ***Gender perception on youth center services***

Gendered perception is way in which a person is viewed as belonging to a gender. Youth center is constructed for all youth as it is understood from its objective. Researcher has observed that female participation in the center was very small in number or they are few in number in the center.

Case eight stated that; ‘many places or clubs are occupied by male youth’. Some females are seen in DSTV club and arts club. The participants of the study indicated that;-

female youth have multiple roles in Ethiopia for instance if she is office worker, when she comes to home with another additional roles in home like following children, cooking, washing, performing social life and giving time for children. Even female students may have additional roles at home after school when compared with male students so they may have no time to go to youth center to perform the activity youth perform. This makes them less involved in youth center.

Case eight stipulated that other reason why female participation is low is that gender perception that community and youth have toward the services. Community and female youth perceive that youth center is permitted only for male. Females go to youth center perceived as they want boys for sex and also perception on participant youths as “ሰራ ፈቅ” means jobless. Kebele administrators perceive that these youth are jobless when they come to center for their own activities. So female refused to come to the center to be free from this society perception.

There is also another reason that hindered female youth from youth center participation. Materials in the youth center are uncomfortable for female. Case four reports it as follows:-

*We know that we have advantageous if we have female sport materials. We are thinking to have these materials but we cannot afford. Materials available in this center are not considering females. Females naturally want to play with light things. If we had money, we would buy and start this job to get many costumers.*

Lack of awareness and expectation are also the other barriers that make female not to participate. Some youth come to youth center by expecting to get every service freely without any payment. By putting this comfort in their mind with broad objective, they returned back without any benefit by refusing sacrification. Case eight reported the case as follows:

*I was participated in youth center for few months. But currently I am not participating. I was going there to find job by organizing ourselves with other youth. I returned back after some participation. I feel that I am the only female who comes to the center. So I take my self as norm breaker of the society and also the participation seemed meaningless for me at that moment, as a result I decided to leave the participation.*

### **Information Dissemination in the Youth Center**

Female discussants and case one have stated that the information dissemination in youth center is more about HIV/AIDS because its current prevalent in Ethiopia is very high. Different celebrations like women day, youth day, world HIV day and children day were celebrated at woreda level. On these celebration days, these youth were provided information about HIV. Other information is given and shared by our friends at youth center.

Key informant three depicted that there is one health service professional to provide youth regarding sexual reproductive health information, sexual reproductive diseases and ways of protection. When youth suffered from health problem, the health profession in the center gives first aid and if the case cannot be treated at youth center, it would be referred to nearby health

center. It was complained that counseling service is not provided at health center though there is professional and services to be provided.

### **Family's Decision for Youth Participation**

Youth involvement in youth center is decided by their families whether they are allowed to be in the center or not. Based on families' decision, youth participation might vary from family to family. In line with this, case eight has narrated her views as follows:

*My family did not permit for me to go to the nearby youth center. Because my family perceived youth center is place of vagrant and gang of jobless in which unwanted behavior learned from other youth like addiction behavior. So I decided not to go to youth center.*

The other families perceive the youth center as place of education, refreshment and important for their youth. Case one recites as follows:

*My family permits me to go to youth center when I want. But our family focuses on the benefit received from the youth center. Because my families think that I can build confidence and communications skills with other youth at the center. So they allow me to go to the center with objective.*

### **Youth Response on Youth Center Management System**

Management system of youth center is not that much effective in providing services for youth. Although services such as basketball area, indoor and outdoor games are available, its quality is very low.

Key informant one implied that management system of youth center may not provide expected non-clinical services and counseling services and referral system. Youth are demanding the system to give them house rent with discount and minimize the interest rate for

the borrowed money from Addis Credit and saving institution. This all accumulation of problem makes the management system difficult that youth wants to be improved. In addition, key informant two added that ineffectiveness provision of services in the center is emanated from management system of youth center.

### **Youth Relationship**

The relationship youth have with staffs is based on the services given to youth. Staff members, who have more contact with youth, have more relationship with youth, who are taken services at the center. It also holds true for youth.

The existing relationship youth with staffs is more of formal based on the objective like, training, information dissemination, facilitating for existing material and program that youth want like hall services program arrangement. As key informant one and key informant two reported that the relationship youth have with staff is smooth. This relationship is changed into rough while the staff members are unable to fulfill services. It was discussed that staff members or officers were having discussion and meeting to solve the problem of the youth. And the staff members were reporting top management system at sub city and city to solve the problem.

### **4.2 Major Services and Activities at Youth Center**

The activities provided from the center have been conducted in accordance with schedule outlined by the center. But the services and activities are varied depending on the season of the school schedule. As stated by key informant one, the activities are different considering the season. If it is winter, they come here every day after school for these who are student. For those who are not student, they are flexible so that they come to the center as they want. They use library, participate in peer education, computer training, training in different arts and cultural dance. In summer times, the participant youths spend almost full day in the center so they could

do many things. The services and activities provided in the centers are incorporated into eight broad categories, entertainment activities (indoor and outdoor games), VCT service (voluntary, counseling and testing), trainings (life skill, career progression training, peer education training, training on HIV/AIDS prevention, youth community dialogue, computer training), ICT, library service, café, DSTV and hall services.

#### **4.2.1 Entertainment**

Youth center has been provided some of entertainment activities from the expected one as youth center for youth. These are indoor playing games including pool and table tennis which might have both recreational and education goal. There was also basketball game, which is one of outdoor games that is not functional today as a problem of destructiveness of the area and broken down of the basket ring which is even currently not repaired to give services that youths lack in this center.

Youths at the center have a chance to access watching movies together by television that is connected to the satellite dish channel (DSTV). DSTV means digital satellite television in sub-Saharan Africa launched in 1995, providing various Bouquets offering general entertainment, movies life style and culture, sports, documentaries, news and commerce.

Ethiopia is one among from sub-Saharan Africa countries, using these services in different youth centers. Case seven from in-depth interviewee participants stated that youth center also start the service currently that many youth want after job and after school to watch sports by discount payment less than outside the center movie houses. It is four Ethiopian birr per one person per one round sport watch. Even though those who come to watch, use this service in birr, it is income for youth who organized under DSTV service giving group. It is monthly paid to youth center administration as house rent whether it has profit for youth or not.

This entertainment has the goal, to prevent youth from unwanted places like drug addict, crime and help them as refreshment as well as source of information.

The other entertainment exists in the center current give service is pool service. Case three stipulated that pool service is one of indoor games available in all youth centers which are the same to this center. Pool is a game played on a table using fifteen colored and numbered balls and white cue ball. Pool services given by other youths who organized to get income from the service. These youth were job seekers then after organized under pool service giving activity. They collect money from these who play on the table three Ethiopian birr per one round play. The organized youth under this service pay monthly house rent for youth center administration and work for profit. The researcher's observation also confirmed what has been stated by case three. The participants of the study (case three, case four, case five, case six and case seven) stressed that youth buy the pool by borrowing money. They perceive as they are profitable if youth center would buy the pool. They reported that the reason buying by borrowed money as the same time by paying payment for house rent lead them to get less income from the pool, which make them less profited.

Three key informants (KI1, KI2, and KI3) as well as case one pointed out that there are also different arts in youth center that youth participate in by organizing themselves based on their willingness to participate after school. Arts clubs divided into two; arts in the form of drama show, writing poems to develop on their talents they have. The other group organized under cultural dance. The goal is like the first one. Even though these two groups (arts and dance) organized like pool, gymnasium and DSTV. Unlike pool, gymnasium and DSTV, they used hall freely without any payment. Still they want other services such as using art materials from youth center which is not given to them because of lack of resources.

### **4.2.2 Voluntary counseling and Testing Service (VCT)**

Ethiopia is one of the hard bit countries in Africa by HIV/AIDS epidemics and has been suggesting from public health problems related to epidemic. The two key informants (KI1 and KI3 ) showed that this kind of service started in youth center following youth high HIV prevalence with the goal of supporting these youth who are in this challenge and to prevent these who are not in the challenge, accenting and coping with HIV, medical care, intervention, prevention of mother to child, planning for future. Even though coming of this service to youth center is as mention above but currently the awareness part such as training on HIV, awareness on HIV, how to use condom to prevent HIV and related disease, peer education are the only services giving in the center which this study takes place.

### **4.2.3 Trainings**

Key informant one discussed that the trainings delivered by the center to the youth include life skill trainings on developing self –confidence and communication skill for the youths, share experiences (peer education), saving and how to succeed to what planned (reach up), preventing illegal immigration and basic computer trainings are given. Group work and team work training, voluntarism training, job creation, math's handling and saving.

### **4.2.4 Information and communication Technology (ICT)**

The participants of the study (case two and KI2) discussed that information and communication technology is teaching and learning ICT. This place is a place youth get information from internet and also trained basic computer skills. It is important to have ICT center. In the meantime youth were unable to use the center because of the electric supply. But now electric supply is solved but there is no internet connection.

Case two also added the ICT is not included disabled youth who want to train because the building is not comfortable for disabled. In addition, computer class is on the second floor and also there is no Jaws service for this segment of population. This kind of service is important for all of youth whether disabled and normal though youth with disability were not using for time being in the center.

#### **4.2.5 Library service**

The key informant one showed that library in youth center is also place where youth get information from books, magazine, and brochures and also read and discuss on what they learnt in school after school and weekends. Case two also added as:

*Library is place of knowledge for readers. This library starts functioning currently on the second floor of the center. In the same way there is no braille service for disabled youth as this center is in Sidist Kilo, where many disabled people available. Association for blind locates in this woreda nearby to the center which needs to consider the issue. Their participation should be added. They want services as we want but they miss the services even the building not consider them as you see. I have disabled fiends; they come to the center and returned back without getting services because of the challenge I mention above (case two in IDI)*

#### **4.2.6. Hall services**

Hall-is a place existed in different organization for meeting, training and other Purposes.As key informant one expressed; -

*In this center there are two halls used for different purposes. These halls are small and big. The big one existed on third floor and the small one is existed on the Second floor which, both of them give services for youth and other part of society Most of the time both of the halls occupied by woreda Administrators for meeting and training. The other time youth organized in different clubs use the hall for different training, meeting and peer education discussion.*

### **Youth involvement time on the services**

Key informant one discussed that the time youth come to youth center varies. There are permanent and temporary participators of the youth center. Temporary participants are these who come to the center to visit and simply for refreshment. Permanent participants are youth who perform different activities by organizing themselves under clubs and daily or as per program of participation which arranged by youth center administration. Youth organized under different clubs have their own program to come the center to be engaged in different activities of their own.

### **4.3 The services youths want to be Improved**

Case six and male discussants have pointed out that youth come to youth center with different objectives. The objectives are: career progression, recreation, education study, training, to learn more about technology, to get information from different source of youth center and sports. In addition, key informant two stated that even though youth come with objective; youth complained that the center current status is not effective starting from its construction place. They implied that clinical and non-clinical services should be improved as the youth need.

Case one showed that youth need the improvement of recreational services, which do not start functioning like indoor and outdoor games, counseling, Jaws and Braille services in computer class and library. These services should start in short time to benefit youth.

Youth want to get free services currently. Youth reported hall and condoms are the only services given freely at youth center. Youth are appreciating for the free given services and demanding discount of interest rate for the borrowed money to Addis Credit and saving institution.

Case one also added;

*Youth need the improvement of recreational services which are not start functioning like indoor and outdoor games ,counseling ,jaws and braille services in computer class and library should have to start in short time to benefit youth. This is not only mine as all youth want the services to be improved and serve youth to prevent youth from unwanted behavior and also have many Goals for youth.*

Case three also express the issue as follows:-

Youth want to get free services currently as hall and condom are the only services given freely in youth center. So by appreciating it, youth want other service to get free or discount like class renting for work, discount on high interest paid to Addis Credit and saving institute.

Key informant two, express the problem as follows;-

Youth ask us many services to be improved; for instant starting from the building they recommend us if it is on the floor as a difficulty the services inaccessible for youth live with disability. Youth also need the clinical and the nonclinical services to be improved because both services given less than half which we also unable to improve these services as youth need met.

#### **4.4 Youths Benefit from Youth Center Services**

There are controversies on youth's benefit and to what extent youths are benefited from the services. Some of youth's responses on this area indicate that, they are benefited in building confidence, getting health related awareness and information as well as when they go to youth center they are prevented from different unwanted places such as drug addictive behavior. There are also other benefits youth get from youth center freely distributed condom, place of training to work on their own talents by grouping themselves based on their area of interest.

The other one is when youth go to youth center they meet with their friends, which make them free from stress. The more networks you have the less stress you have. Refreshment after school and Career progression are another youth benefit from youth center. Youth center is to benefit youth in career progression. This means that when as soon as one graduated from different universities and colleges and if youth fail to enter university by scoring minimum mark, they go to youth center by organizing themselves. The participants stated that youth center is not only for refreshment but also a place of youth development in all aspects. Different sports and other nonclinical service are given in the center. Working in group in this area is also the other benefit youth get from youth center. Because organizing in group is to save time and other resources; they come up with different talents and abilities to be changed in short time and also helps them for good job performance. It is also important for youth to pass this stage smoothly to adult as a result of tolerance comes from working together at this fire stage.

##### **Live skill development**

Youth enter in competition and encouragement when they get self-confidence in youth center participation. Then youth adapted to take their own responsibility, their group, their family, community, their society and their country. They are getting different information from

friends, printed materials media like DSTV and computer in the center as well as by using internet and library. They develop communication skill and how to use new technology. They get also awareness about HIV/AIDS and other communicable diseases in simple way.

The extent to which youth benefited are not sufficient even when we compare with other youth center in Addis Ababa. In this center, the available services are not functional in the way youth want. The services like hall are given for other part of society for the sake of public meeting rather than giving first for youth. Accordingly, the in-depth interviewee participants of the study (case one, case four and case five) stressed that services available in this center are not functional for youth. For instance, basketball field is available, but it is not suitable to play in as well as ring in the basketball is less in its quality. In brief, the participants of the study were not happy with provided services at the center.

Similarly, KI2 narrates his view as follows:

*As youth center even simple materials for indoor and outdoor games are unavailable. As a result, youth do not get these services. Female youth friendly services are also not available. The other one is lack of awareness on the existed services. As it is a youth center, we expected a lot of youth who want services from the center. Although there are a large number of youth in the area, the center is unable to provide services for the aforementioned problems.*

## Chapter Five

### 5.1 Discussion

The current study found out that when youth spend their time at youth center by engaging in recreational and sport activities, they may have less probability to be engaged in addiction and deviant behavior. This is strongly fitted with the evidence in the literature of the study by Omboto, Ondiek, Odera, and Ayugi (2013) found recreational activities will reduce crimes committed out of excitement games because engaging in sports and other activities will leave them with no time for destructive activities. This implies that the more youth are engaged in recreational activities, the less probability youth have to be involved in crime or misbehaviors.

Current study found that at youth centers, young people value the non-health benefits including availability of recreational facilities, prevention of idleness, building of confidence, improving interpersonal communication skills, vocational training and facilitation of career progression. This strongly fitted with the study by Godia et al.(2014).At youth centers, young people value the non-health benefits including availability of recreational facilities, prevention of idleness, building of confidence, improving interpersonal communication skills, vocational training and facilitation of career progression.

The current study found out that youth have been presenting their complaints because they were unhappy with service provision in the youth center. As a result, they have rough relationship with some staff members of the center. In line with this, research conducted by Jili (2012) on the perception of youth on services delivery indicates that, poor services delivery and unhappy job opportunities were main reasons for protest. From this discussion, it is noted that when youth are unsatisfied with service provision, it may lead them to conflict.

The current study found out that even though there are clinical services in youth center most of them are not work effectively in the youth center. In line with this, research conducted by Selamawit (2015) on sexual reproductive health indicates that sexual reproductive health in youth center is not effective as a result of poor communication. From this discussion, it is noted that reproductive sexual reproductive health in youth center is not effective.

Current study found that Empowerment activities include trainings, academic practices, information, free condom distribution, free hall services to youth to do on their talents, constructing youth center intended for youth behavioral change, existence of some recreational materials and places in the center for youth refreshment. The trainings include life skill trainings which focused on gender, how to create job, computer skill development, how to handle maths, saving, knowing personal skills, and promoting active participation, training on HIV/AIDS transmission and ways of protection, leadership, volunteerism, peer education and awareness how to use condom effectively . According to the participants of the study, youth have been benefited from the trainings in different ways; become interactive, develop self-confidence and communication skill and entered into career progression as a result of participation are given in youth center. This in line with research conducted by Abiy Tedla (2014) reveals that youth development program has contributed to improve the level of program participants in all elements of life skill and also program participants in community services come first followed by youth at education program and entertainment program. The research pointed out that the youth association is the second most important influencing body on life skill development of the youths.

The study also found that youths want place to discuss their own issue and to train themselves in that place that is the reason youth go to youth center. This persist to the study conducted by checkway and Gutierrez (2006) as cited in Abebe (2011), youth participation is the active and meaningful involvement of young people in all stages of program decision-making,

including planning, implementation, monitoring and evaluation. Give youth space to discuss their own issues and participation. They often still need time to define their own role as a youth, youth group in the partnership. The whole organization needs to understand and commit to youth adult partnerships.

## Chapter Six

### 6. Conclusion and Social Work implications

#### 6.1 conclusions

Youth those who participated in youth center described in terms of their perception toward services delivery of youth center, perception towards youth center structure, attractiveness, relationship with staff members, management system of the center, comfortability of youth center for youth with disability and youth women and the benefit they get from youth center services from youth's point of view. Youths who do not participate in the youth center also described in terms of their perception towards youth center services delivery. Their idea related to youth center participation and challenges hinder them to participate in youth center.

Youth center is described through the types of services provided to youth. Youth center should give eight kinds of services as written on youth center manual, but services youth center provided to youth are training, ICT, VCT, hall service, café, library and DSTV services with very small number of customer as lack of information about existences of youth center, no participation of youth with disability as result of difficulties of the building to participate in the center and perception towards services delivery of youth center.

The services given in the youth center also described in terms of quality that need improvement to benefit youth. Organized youths in different activities rent house for generate income to be independent from other bodies and borrow money from Addis credit and saving institute suggest the services for improvement. Because of the difficulty of the interest paid monthly for the institution.

Regarding training, library service, different arts and some recreational facilities youth center benefited youths in building their confidence, empower, motivate them, starting career progress to fulfill their need, cooperative work by organizing themselves in group to share

resources. Training helps them to empower for their job and try to develop on the talents what they have, on their health (HIV/AIDS) prevention ways.

The library services also benefit the youth in terms of development on their academic status and getting information from different printed materials of youth center. However, there is no accessibility of youth with disability to library and information communication technology of the youth center as a result of absence of jaws and braille in the center to be beneficiaries of the center.

Recreational services are also valued as youth benefit services in the youth center as they prevent youth from unwanted places whereby unwanted behavior learned by consuming their time on the recreational services and have no time to destructive things. Therefore, lack of follow up may lead to youth to practice misbehavior, which may lead other youth to learn this behavior. So follow up, follow up, evaluation and feedback are important to shape youth in the youth center as to make them skillful in preventing risk behavior.

## 6.2 Social work implication

The primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty (NASW, 1999). A historic and defining feature of social work is the profession's focus on individual well-being in a social context and the well-being of society. Fundamental to social work is attention to the environmental forces that create, contribute to, and address problems in living. This research has an implication for the social workers regarding research, education, practice and policy.

### **Implication for practice**

According to the findings of the study, youth center has been providing inadequate services for youth. These services are insufficient when compared with services of listed in the manual of youth center. Thus, youth center should provide services based on the services mentioned in the manual of youth center.

The findings of the study indicated that because of poor management system of the youth center, different services are inadequately provided for youth. Thus, in order to mitigate this challenge, the management system of the youth center should work effectively to meet the need of youth as much as possible.

According to the finding, the center is not accessible and convenient for youth with disability and female youth. Social workers should advocate for these segments of population in order to address their need.

The findings of the study showed that though there is counseling service in the youth center, it is not providing services for youth. Since counseling is important for youth

because they face many challenges at this age. Thus, social workers should be employed for providing this kind of services in its holistic manner.

The study found out that ICT and library services are available in the center as one of services given to youth, but these services are not given as expected currently. Thus, the researcher urges the youth center to provide the services adequately for the youth.

Facilitating recreational places and materials to meet youth need is must. Because it is important to prevent youth from practicing unwanted behavior. The study indicated that when they are busy on recreation places they have no time to experience destructive things. Thus, this kind of services should be arranged and facilitated youth by the youth center.

### **Implication for Education**

The findings of the study stressed that there is a lack of awareness about youth center because the community has negative views towards the youth center. Thus, in order to overcome this problem, concerned bodies should provide awareness creation about the benefits of youth center.

### **Implication for Research**

Further research is needed on this segment of population. In the way of doing this study, the researcher face problem related to literature as a result of no enough research on youth in general and youth perception on service delivery in particular.

As a researcher, this study contribute in the way youth services delivery fulfilled, youth benefit from these services and to what extent youth benefited from clinical and non clinical services started in youth center. Since this study limited to only one youth center services delivery to study in detail their perception on the services still other study needed on the other youth center even study needed on its organizational building system.

**Implication for policy**

The researcher found that, youth services are unfulfilled and youth tired of the unfulfilled services and report cases repeatedly but the issue still not solved, youth still not attention and convenient place from the top management system. Young people live with disability are not benefited. Because of the youth center is not convenient for them in terms of materials and place of training.

So Social work should advocate for the policy to consider young people live with disability. Young people want social work in their treatment since this segment of population face developmental challenges in all level. So social work profession is needed in the center to help young people in psychosocial part that enable them to overcome their problem by themselves.

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## Annexes

### Annex 1

#### Description of study participants

The first table presents the brief description of the cases, which raise age, sex, marital status, educational level, Year of participation and occupation, who are participants of youth center and who not participants in the center. Table one showed the summarized description of cases of the study. Similarly the description of key in formants followed in table two, by using elements that suits the selection criterion and help to introduce the participants by age, sex, and educational level, position and work experience. Table three presented young people participated in focus group discussions in terms of types of club, boys and girls.

Table 1.description of case of study

<b>Interviewed Youth(coded as cases )</b>	<b>Sex</b>	<b>Age</b>	<b>Marital status</b>	<b>Educational level</b>	<b>Year of participation</b>	<b>Occupation</b>
Case One	Female	20	Single	10 plus 2	Six months	<b>Student</b>
Case Two	Female	28	Single	Degree	Not participated	<b>No job</b>
Case Three	Male	17	Single	10 <sup>th</sup> grade	One year	<b>Student</b>
Case Four	Male	27	Single	12 <sup>th</sup> grade	Seven months	<b>Gynasium</b>
Case Five	Male	24	Single	12 <sup>th</sup> grade	One year	<b>Tekuando</b>
Case Six	Female	23	Single	12 <sup>th</sup> grade	Six months	<b>DSTV</b>
Case Sven	Male	24	Single	12 <sup>th</sup> grade	Six months	<b>Café worker</b>
Case Eight	Female	22	Single	12 <sup>th</sup> grade	Not participate	<b>Student</b>

Table 2. Description of key informants' selection criteria sex, Age, Educational level, position and work Experience

<b>Key in formants</b>	<b>Sex</b>	<b>Age</b>	<b>Educational level</b>	<b>Position</b>	<b>Work experience</b>
KI1	Male	29	Degree	Manager	7 years
KI2	Male	23	Degree	Sport and recreational officer	1 year
KI3	Male	27	Level 4	Health service profession	1 year
KI4	Female	23	Degree	ICT	1 year
KI5	Female	25	Diploma	Librarian	1 year and 6 months
KI6	Female	26	Degree	Purchasing	7 months

Table 3; young people who participated in the Focus Group Discussion (FGD)

Types of clubs youth participated in	Girls	Boys
Arts club and cultural dance	3	-
DSTV	3	-
Tekuando	-	1
Gymnasium	-	2
Pool	-	1
Café	-	2

## **Annex 2**

### **1. Letter of Introduction**

**Addis Ababa University, Graduate School of Social Work**

### **2. Study Title: Youths Perception and Experience towards Youth Center Services Delivery**

### **3. Decisions: The Case of Arada Sub city woreda 06 Youth center**

### **4. Introducing the Nature and Purpose of the Research**

My name is Workitu Hordofa who is second year Social Work masters student at Addis Ababa University. The School of Social Work requires every student to conduct academic research as the partial fulfillment of master's program. Based on my area of interest, I have chosen to work on the issue of youth Perception towards youth center Service Delivery

Youths centers are constructed to give Youths integrated services. The purpose of this research is to describe Youths perception towards youth center service delivery and youth's response towards these services improvement, which services being given in this center and to what extent youths are benefited from the services.

### **5. Explanation of Procedures**

Participation in the study involves conducting a face-to-face interview, which will last for Forty Five minutes and which will last for one hour. The interviews were conducted by the researcher herself, audio-taped and later transcribed for the purpose of data analysis. The two FGD were conducted by the researcher herself, note taker and one moderator to facilitate the discussion. The data which is collected in the local language was translated into English language. The interview was held in convenient place both for the researcher and the interviewee.

As the researcher of this study I would like to conduct the interview and FGD in the youth center and around that “so that I can observe different available service which really can support the analysis. Therefore as the researcher, I was spend some time with youth at this center to have an idea of your experience with youth center services. Accordingly. During the time I spend with you, I will also take notes of my observations for the purpose of analysis. Any information that I am going to take from you is based on your informed consent and will be kept confidential.

### **6. Risks and Discomforts**

There are no risks or discomforts that are anticipated from your participation in the study because all professional ethics and principles got due attention in the research. All the information collected is confidential and will be used for academic purpose though organizations and individuals who are working on youth area may also potentially make use of it. As it has been mentioned above, I will be using tape recorder not to miss what is said in the interview process. But I want to assure you that every collected data through tape recorder and note books will be kept confidentially and distracted after the transcription.

In addition I want to assure you that, your name will not be attached to any finding of the study and rather your real name be replaced with pseudo names. In case if you feel unease or discomfort during the interview, you are free to withdraw. Considering the above professional ethics, I encourage you to say anything which comes to your mind in relation to the topic.

## **Annex 3**

### **Informed Consent Form**

#### **1. For the participant:**

The researcher of this study has informed me about the nature, purpose, conduct, risks, benefits and procedure of the study. I have read (or have had someone read to me) the above information

and have had chance to pose questions on issues which was not clear on the time being. I also realize that as the participant of this study, I can withdraw from the interview at any time if I feel to do so and which will have no negative consequences. Here I assert myself willing to participate in the study and will offer honest answer for all forwarded questions so that the researcher can further understand youth perception towards youth center services delivery.

Name of participant: \_\_\_\_\_

Participant's signature: \_\_\_\_\_

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

**2. For the Researcher:**

I Workitu Hordofa is postgraduate student at Addis Ababa University, graduate School of Social work. As the researcher of this study, I have informed the above participant about the nature, purpose, risks, and procedure of this study. I have also explained the ethical guidelines which were followed in the process. The issue of confidentiality, anonymity and clients self-determination has got due emphasis in the introduction session. My signature below signifies that I have provided the above information for the participant of the study.

Name of the Researcher: \_\_\_\_\_

Address; [Workye21@gmail.com](mailto:Workye21@gmail.com)

The Researcher's signature: \_\_\_\_\_

Date: -----

## Annex 4

### Interview guide 1

#### 1. In-Depth Interview Guide for Youth participated in the youth center

This guide was used for youth who were participants woreda six youth center. The interview guide is open-ended which gives a chance for participants to freely express their opinion. Probing was used when the researcher feels that there is a need to further explanation

##### ❖ Background Information

- Sex.....
- Age.....
- Marital status.....
- Educational level.....
- Occupation .....
- How long did you participate in the center?

#### 1. Youth perception about youth center or Emotional and Perceptual of the youth on the center

- What is your opinion in regards to the services delivered by Arada sub city woreda six youth center? Probe; importance
- What feeling you have towards the center's structure? about structurally Confortability of the center especially for disabled people probe; how disabled are participated
- What do you think the effects the structure has on your participation to the center?

- What feeling you have about color ,attractiveness, sufficient recreational space, separate waiting place for services and availability of clinical services (condom ,voluntary ,counseling and testing ,peer education
- What is your opinion on the youth center services are they most important for male or female what is your reasons behind? Probe; Importance in terms of gender starting from current experience. Is there equal benefit of male and female on using these services? If no why?

**Youth's response towards management system exists in the youth center**

- How do you treated by staff members of the center?
- To what extent you are treated equally because of your age compiled to than adults in seeking different services?
- what staffs should have to do to give quality services to youths

**Youth participants Relationship**

- With whom you visit the center?
- What kind of relationship you have with other youth and staff? Probe for strong or fear
- What advantages the relationships with others at the center have for you? Probe ;for in terms of improve communication skill, build confidence ,care responsibility, pass to Adulthood with maturity
- Is there family involvement in your participation to youth center? if the answer is yes what kind of involvement your family involved to your participation in the center

**Youth ideas about Information Dissemination in the center**

- How you got information from the center

**2. Activities youths are engaged in at the youth center**

- How often do you go to youth center? Could you tell me about your experiences?
- What types of activities do you engaged in when you go to the youth center?

Probe; for activities youth perform or engaged in the youth center

**3. Youths benefits from youth center service delivery from their point of view**

- How do you explain the benefit you got from the services being provided by youth center?
- Which types of services you benefited from? Probe ;for kinds of the services
- Would you please tell me what services the center should have to provide for youth?

**Thank you very much**

**Interview Guide 2**

**In-depth Interview Guide for youths not participated**

1. Sex.....
2. Age.....
3. Marital status .....
4. Educational level.....
5. Occupation.....
6. What information do you have about youth center services?
7. What is your knowledge about youth center or youth club?
8. What do you think about participating in youth center? Probe for importance
9. Why you are not participated in the youth center? probe for outside the participants of the youth center why not participate is it shortage of information, shortage of time to participate, perception not to participate

10. What could be done to make it easier for you to get involved?
11. Is there anything you would like to add?

**Thank you very much**

### **Interview guide 3**

#### **Interview Guide for Key Informants**

1. sex
2. Age
3. Educational background
4. position
5. work experience
6. How do you explain the services being provided to youth from youth center?
7. How do you explain youth perception towards youth center services delivery? Probe for; from your experiences while working in the youth center with youths
8. What youth policy says regarding youth services delivery?
9. Are there any criteria to follow to select youth for the youth center services delivery?
10. What facilities this youth center lack to fulfill youth's services provision?
11. Is there anything that you would like to add?

**Thank you very much**

### **Interview Guide 4**

Guiding Questions to youth in the form of FGD for youth who participated in the center

1. How do you describe the services you got from the center? Probe for ;the ideas and perception youths have about youth center service delivery, equal participation for both sex

,disabled people participation in the center and fulfilled facilities for youth from the youth point of view

2. Is there any benefit you got from youth center services delivery as youth and as both sex?
3. Could you explain what you have done so far to improve youth center services delivery?
4. Do you have any additional suggestions to say please?

**Thank you very much**

### **Interview Guide 5**

#### **Observation Checklist**

Observation Checklist for Service delivery in Youth Centers to know General information on youth services delivery in youth centers

1. Availability of doorways/ramp for clients with physical disability
2. Information dissemination on youth reproductive health and other services
3. Sign post on the types of sexual reproductive health services provided
4. Availability of signpost on working days and hours and its displayed in a prominent location.
5. Availability of printed information Education communication (IEC) materials
6. Availability of good and attractive library in the center
7. Availability of good recreational facilities in the center
8. Structure of the building with its colorful to attract youth
9. Availability of sign post on general Information about youth center services delivery
10. Availability of separated waiting place for both male and female youth while waiting for clinical and non clinical services at the center.

**የተሳታፊዎች ፍቃደኝነት ማረጋገጫ ፎርም**

**አዲስ አበባ ዩኒቨርሲቲ**

**የሶሻል ወርክ ትምህርት ቤት**

ስሜ ወርቂቱ ሆርዶፋ ይባላል። በአዲስ አበባ ዩኒቨርሲቲ በሶሻል ወርክ የትምህርት ክፍል 2ኛ ዓመት የማስተር ድግሪ ተማሪ ነኝ። በአሁኑ ሰዓት የመመረቂያ ጽሁፌን በመስራት ላይ እገኛለሁ። የጥናቱ ዓላማ፡-በወረዳ ስድስት ወጣት ማእከል አገልግሎት አሰጣት ላይ ወጣቶች ያላቸውን አመለካከት ያተኮረ ነው።

የተሳትፎ ቅደም - ሁኔታዎች፡- ጥናቱ ስኬታማ እንዲሆን የጥናቱ ተሳታፊዎች ሚና ከፍተኛ በመሆኑ በቃህ - መጠይቅ ጊዜ ህጥያቄዎቹ ትክክለኛውን መልስ እንዲሰጡና እንዲያብራሩ ተደርጓል። እንዲሁም ከጥናቱ ተሳታፊዎች የሚገኘውን መረጃ በአግባቡ መያዝ እንዲቻል ቃሉ መጠይቁ በድምጽ መቅጃ መሳሪያ መጠቀም ተችሏል።

ሚስጥራዊነት፡- ከጥናቱ ተሳታፊዎች የሚገኘው መረጃ በመሆኑ ኮድም እንዲያዝ ተደርጓል። ማረጋገጫ፡- በዚህ ጥናት ላይ ስላተፍም በፈቃደኝነት ሲሆን በቃህ-መጠይቁ ጊዜም ያልገቡኝን ነገሮች በመጠየቅ ትክክለኛ መረጃ የሰጠሁት በፈቃደኝነት በሆኑን በፊርማዬ አረጋግጣለሁ።

የተሳታፊው .....የአጥኚው ስም.....

ፊርማ ..... ፊርማ.....

ቀን .....ቀን.....

ጥናቱን በተመለከተ ማንኛውም ግልፅ ያልሆነ ጥያቄ ወይም ማብራሪያ ከፈፈጉ የሚከተለውን አድራሻ መጠቀም ይችላሉ።

የአጥኚው ስም፡- ወርቂቱ ሆርዶፋ

ኢ-ሜይል አድራሻ፡- workye21@gmail.com

የጥናቱ አማካሪ ስም፡- አበበ አሰፋ-(PhD)

አዲስ አበባ ዩኒቨርሲቲ

ሶሻል ወርክ ት/ቤት

የቃለ-መጠየቅ ፎርም

ክፍል አንድ - ይህ መምሪያ በአራዳ ክፍለ ከተማ ወረዳ ስድስት ውስጥ ላሉ እየተሳተፉ ላሉት ውሏል። የቃለ-መጠይቁ መምሪያ ታሳታፊዎች በነጻነት ሃሳባቸውን እንዲገልጹ ማብራሪያ ተሰጥቷል። ከተዘረዘሩ ጥያቄ በመነሳት አጥኚው(ዋ) ተገቢ ሆኖ ካገኘ(ች)ው ተከታይ ጥያቄዎችን በማንሳትና በመረዳት ነው ጥናቱ የተካሄደው።

ግላዊ መረጃ

- ያታ.....
- እድሜ .....
- የጋብቻ ሁኔታ .....
- የትምህርት ደረጃ.....
- የስራ ሁኔታ.....
- እዚህ ወጣት ማእከል ላይ መሳተፍ ከጀመርክ(ሽ) ስንት ጊዜ ሆኖሃል (ሻል)?  
ከቆይታ አንጻር ስለ አገልግሎቶች ስለሚታወቅ

1. ስለ ወጣት ማእከሉ ወጣቶች ያላቸው አመለካከት (ስለ ወጣት ማእከሉ ምቹነት)

- በወጣት ማእከል ስለሚሠጠው አገልግሎት ምን ዓይነት አመለካከት አለህ  
የወጣት ማእከሉ አገልግሎት ለወጣቶች አስፈላጊ ስለ መሆናቸው እና ጥቅሙ ለወጣት
- የወጣት ማእከሉ አሰራር ለአካል ጉዳተኞች ምቹ ስለመሆኑ ምን ይሰማህ(ሻል)?አካል ጉዳተኞች በማእከሉ መሳተፋቸው ከልሆነ ለምን እንደማይሳተፉ እንዲገልጹ

- የማእከሉ አሰራር ተሳትፎ ላይ የሚያሳድረው ተፅዕኖ ምን ያህል ነው?
- ስለ ወጣት ማእከሉ ቀለም፣ ሳቢኒቱ፣ በቂ የመዝናኛ ቦታ ስለ መኖሩ፣ አገልግሎት ለማግኘት ሲመጡ ማረፊያ ቦታ ስለ መኖሩ እና የስነ ተዋልዶ እና ኤች.አቪ. ኤድስ መከላከያ ማቴሪያሎች ኮንዶም እና የወጣት ተኮር ትምህርቶች።

የወጣት ማእከል አገልግሎት አሁን ላይ ለወንድ እና ለሴት እኩል ምቹ ሁኔታ ስለመፍጠሩ ምን ትላለህ(ሽ)? የወጣት ማእከሉ አገልግሎት ላይ ወንድ እና ሴት እኩል የማይሳተፉ ከሆነ ለምን ?

**ወጣቶች በወጣት ማእከሉ አስተዳደር ላይ ያላቸው እይታ (መልስ)**

- እንዴት በወጣት ማእከሉ ስታፎች እየተገለገላችሁ ነው?
- ምን ያህል ለአገልግሎት ስትሄድ(ጅ)እድሜን መሰረት ያደረገ እኩል እይታ ያያችኋል? በወጣት እድሜ እርከን ውስጥ ያሉ እና ጎልማሶች በአገልግሎት ማግኘት ዙሪያ
- የተሻለ አገልግሎት ለመስጠት ወጣት ማእከሉ ምን ማድረግ አለበት?

**የተሳታፊ ወጣቶች ግንኙነት ከሌላ ወጣቶች እና ጎልማሶች ጋር**

- ወደ ወጣት ማእከል ስትሄድ ከማን ጋር ትሄዳለህ?
- ከሌሎች ወጣቶች እና ከቢሮ ሰራተኞች ጋር ምን ዓይነት ግንኙነት አለህ(ሽ)?
- ከግንኙነቶች ያገኘህ ጥቅሞች ወይም ጉዳቶች ካሉ ይጠቀሱ?
- ወጣት ማእከል ላይ ለመሳተፍ የቤተሰብ ጣልቃ ገብነት አለ ወይ? መልሱ አዎ ከሆነ ምን ዓይነት ጣልቃ ገብነት አወንታ ወይም አሉታ በደንብ ይገለፅ

**ወጣቶች በወጣት ማእከሉ መረጃ ስረጭት ላይ ያላቸውን አመለካከት**

- የወጣት ማእከል መረጃዎችን እንዴት ታገኛላችሁ (በራዲዮ፣ በብሮሽር፣ ፕሪንት በተደረጉ የመረጃ ትምህርት /IEC)

**2. ወጣቶች በወጣት ማእከሉ የሚሳተፉባቸው ስራዎች**

- ወደ ወጣት ማእከል ስንት ጊዜ ትሄዳለህ(ሽ)?
- ወጣት ማእከል ሲትሄድ ምን ዓይነት ስራዎች ላይ ትሳተፈለህ(ሽ)?(ተሞክሮ?)

**4. በወጣት ማእከል የሚሰጡ የአገልግሎቶች ዓይነት እና የወጣቶች ጥቅም ከወጣቶች እይታ አንፃር**

- ከወጣት ማእከል አገልግሎቶች ያገኘህውን(ሽውን) ጥቅም እንዴት ትገልጻለህ(ሽ) ገንዘብ ፣ አእምሮ(ራስን መተማመን፣ ያለኝ ክህሎት መዳበር)
- ከየትኞቹ አገልግሎቶች ተጠቃሚ ሆናችሁሁል ወይም እንሆናለን ብለው ያስባሉ ካሉት ከወጣት ማእከል አገልግሎቶች ዓይነት
- ወጣት ማእከሉ መስጠት አለበት የሚሉት አገልግሎቶችስ የትኞቹ ናቸው

**ክፍል ሁለት --በወጣት ማእከሉ ውስጥ ለማይሳተፉ ወጣቶች የተዘጋጀ**

**ግላዊ መረጃ**

- ፆታ.....
- እድሜ .....
- የጋብቻ ሁኔታ .....
- የትምህርት ደረጃ.....
- የስራ ሁኔታ .....

**1. በወረዳህ ውስጥ ወጣት ማእከል መኖሩን ታውቃለህ (ሽ)?**

2. ስለ ወጣት ማእከል አገልግሎት አሰጣጥ ምን ዓይነት መረጃ አለህ(ሽ)?
3. ወጣት ማእከል ላይ ስለመሳተፍ ምን ታስባለህ(ሽ)? ስለ ጥቅሞች እና ፍለጎት ለመሳተፍ ፣ ፍለጎት ከሌለ ደግሞ ለምን?
4. ወጣት ማእከሉ ላይ እንዳትሳተፍ(ፍ) ያደረጉህ(ሽ) ነገሮች ምንድናቸው? የመረጃ እጥረት፣ የሰዓት እጥረት፣ በወጣት ማእከል አገልግሎት ላይ ያለ አመለካከት
5. ለመሳተፍ ቀላል የሚሆነው ምን ቢደረግ ነው?
6. ሌላ መናገር የሚችልገው(ጊው) ነገር ካለ?

**አመሰግናለሁ**

**ክፍል ሶስት —ለወጣቶች ቡድን ውይይት የተዘጋጀ መጠይቅ**

- ወጣት ማእከሉን አገልግሎት እንዴት ትግለጸዋለህ(ሽ)
- ከወጣት ማእከሉ አገልግሎቶች ላይ ያገኛችሁት ጥቅም አለ ካለ ይገለጹ
- አገልግሎቱን ለማሻሻል መወሰድ ያለባቸው እርምጃዎች ምንድናቸው?
- ተጨማሪ አስተያየት ካለህ/ሽ)

**አመሰግናለሁ**

**ክፍል አራት - ለቢሮ ሰራተኞች የተዘጋጀ ቃለ-መጠየቅ**

- የስራ ድርሻህ ምንድነው?
- ወጣት ማእከል ለወጣቶች የሚሰጠውን አገልግሎት እንዴት ይገልጻል? ዓይነቱን እና ጥቅሙን

- ወጣቶች በአገልግሎቱ ላይ ምን ዓይነት አመለካከት እንዳላቸው የሚታወቅ ነገር ካለ ይገለጻል? በአገልግሎት አሰጣጥ ላይ ከሚገጥም ፣ከሰሙት አንጻር እና ከአገልግሎት ምቹነት አንጻር የገጠመ ነገር ከላ
- የወጣቶች ፖሊሲ በወጣት አገልግሎት ዙሪያ ምን ይላል?ፖሊሲውን ከማስተግበር አንጻር ማእከሉ እንዴት ይገለጻል
- ወጣቱ አገልግሎቱን ለማግኘት የሚመረጥበት መስፈርት አለ?ካለ በመስፈርቱ መሰረት ወጣቶች ተጠቃሚ ሆነዋል ወይ ካልሆኑ ለምን
- አገልግሎቱን አሻሽሎ ወጣቱን ተጠቃሚ ለማድረግ ምን መደረግ ያለበት ይመስሎታል?
- ተጨማሪ አስተያየት ካለ ይጨመር?