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CHALLENGES ON SERVICE PROVISION TO ORPHAN AND VULNERABLE
CHILDREN, THE CASE OF SHEGER CHID AND FAMILY DEVELOPMENT
CHARITABLE SOCIETY IN GULLELE SUB CITY ADDIS ABABA ETHIOPIA.

BY

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Declaration

I, the undersigned, declare that this thesis is my original work, prepared under the guidance of FasilNiguse (PhD). All sources of materials used for the thesis have been duly acknowledged. I further confirm that the thesis has not been submitted either in part or in full to any other higher learning institution for the purpose of earning any degree.

NameSignature

This thesis has been submitted to Addis Ababa University School of Social Work. School of graduate studies for examination with my approval as a university advisor

Advisor

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Addis Ababa University

College of Social Sciences

School of Social Work

Challenges on service provision to orphan and vulnerable children

The case of Sheger Child and Family Development Charitable Society in Gullele Sub City

Addis Ababa, Ethiopia

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Acronyms

OVC	Orphan and vulnerable Children
SCFDCS	Sheger Child and Family Development Charitable Society
UNICEF	United Nation International Children Education Fund
EDHS	Ethiopian Demography and Health Survey
UNCRC	United Nations Convention on the right of Children
CC	Community Committee
CDF	Community Development Facilitator
CBO	Community Based organizations
FBO	Faith Based Organization
WFP	World Food program
AIDS/HIV	Acquire Immune Deficiency Syndrome /Human Immune deficiency various
USAID	United States Agency for International Development
CSH	Child Survival and Health Fund
NPA	National Plan of Action
SLF	Sustainable livelihoods
PEPAFR	President's Emergency Plan for AIDS Relief
SSDG	Standard Service Delivery Guideline
WCSA	Women's, Children and Social Affairs
IGA	Income Generating Activity
CSA	Central Statistics Agency

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Abstract

Despite the availability of ample research on orphan crisis, there is limited study in Ethiopia regarding the challenges on service provision-rendered through institutions- for orphan and vulnerable Children (OVC). Therefore, this study aims to assess the challenges on the provision of services to Orphan; Vulnerable Children. The study was conducted in Addis Ababa at Gullele Sub-city woreda 7 with a specific emphasis on the cause of Sheger Child and Family Development Charitable Society (SCFDCS). The study employed qualitative research. Data were collected from 13 participants who are employees of SCFDCS, 14 volunteers, 6 community committee (CC)members &and 5 government representatives. Data analysis was done from interviews transcribed, translated to English, and categorized into themes. The finding of the study revealed that there are various challenges. Some of the major challenges identified as the scarcity of resource to cover all basic need of the orphans, care givers high expectation from the organization, lack of variety of donors to newly enrolled children. Besides, less focus and support from the government for the organization in helping orphans and vulnerable children, the approach of the organization (one to one sponsor driven) which ensures its existence than changing the life of the child and absence of professional led trainings for caregivers were obstacles to provide appropriate service for orphan and children in the organization. This study suggests that resource limitation, expectation of care givers and organization approach needs special attention from service provider to address appropriate service for OVCin such a way that lives changing and internationally accepted standard services is met.

Keywords:

Orphan, vulnerable children, Services provision, qualitative research, Gulele, Ethiopia.

CHAPTER ONE

1.1 Organization of the paper

The paper was organized in to six chapters. The first chapter was an introductory part that deals with background of the study area. It comprises of the general information of the study area. Back ground of the study, problem statement, research questions, objectives of the assessment, significance of the study, scope of the assessment, limitation of the study. The second chapter is deal with review of the OVC related literature. The third section of the paper is the methodology and data collection tools and techniques for data collection and analysis of the assessment. The fourth part is the main body of the paper which contained the data interpretation and analysis part. In this part, the, challenges of the organization in service provision to OVC was examined. The fifth chapter contained summary of the major findings, discussion on the findings and final part of the paper has been conclusion and recommendations.

1.2 Background

The issue of Orphan and vulnerable children (OVC) is very wide-ranging and interweaved that needs the collaborative efforts of all actors. But, due to the lack of information sharing mechanism among organization having part in OVC issue, duplication of efforts was one of the gaps identified by researchers Aselefech (2013). Aselefech (2013) described on her study, coordination of all concerned service providers is crucial and improves utilization of available resources. Most of the orphans worldwide who have lost one or both parents due to different causes live in sub-Saharan Africa Tatek, (2008). Vulnerability of children is viewing to highly contextual and will vary among different settings and localities. According to Tatek, (2008), children are

becoming vulnerable, because of different conditions, such as death of parents, neglect of children, poverty, early age movement or migration of children to urban areas, leaving of family, divorce, physical punishment, insufficient resources to support all the children and the so on (UNICEF & CSA 2019).

Recognizing the multidimensional problems that OVC face, numerous programs and interventions have been implemented in Ethiopia aimed at supporting these children in terms of psychosocial, behavioral, educational, and economic support and the like. Some of these interventions include those aimed at improving children's overall psychosocial functioning such as home visiting (Tonya et al. 2014). However; different studies revealed that, global responses to the crisis OVC have remained minimal, despite the severity of the problem worldwide.

Likewise, currently in Ethiopia, the number of OVC and those living in difficult situation and facing serious problems are increasing from time to time and in contrary service and support programs in this regard are inadequately funded, and designed to address specific areas of interest, leaving out the strategic needs of these children (Aselefech, 2013).The existing government agencies, non-governmental organizations and community institutions that deliver services to OVC are limited in few identified operating areas addressing the needs of limited number of needy children (Aselefech, 2013).

The study conducted in Addis Ababa by Mishra and et al. (2008) indicated that nutritional and healthcare needs of OVC are under-recognized and policy makers and programmers working on nutritional interventions should give due emphasis to address the unmet need of OVC.

OVC are more disadvantaged in health, nutrition and health care compared to non-OVC and they are at greater risk of under nutrition because they are more likely to be extremely poor and

receive less medical and social care (Yemisrach et al. 2011). This study also notified the levels of external care and support for orphans and vulnerable children remain excessively low, requiring strong efforts to reach a large and growing population of OVC and their families in the area.

Tatek (2009) on his study, tried to explore the degree of quality of services provided to OVC and the level of the crises as well as the challenges they are facing. Furthermore the Author emphasized that, there is massive gap between what has been done and what needs to be addressed to safeguard the rights of the children and address their immediate needs.

The Author also explained the levels of external care and support for orphans and vulnerable children remain excessively low, requiring strong efforts to reach a large and growing population of OVC and their families in the area. Various studies cited that, the degree of the quality of services provided to OVC and the level of the crises as well as the challenges they are facing.

Studies cited that, there is massive gap between what has been done and what needs to be addressed to safeguard the rights of the children and address their immediate needs. Yet, the challenge of service providers at all level and strategic direction that may help to address the need of these children and their problems was not adequately mentioned on their study.

Coming to the study area, based on the preliminary situation of assessment of OVC made by Gullele Sub city Women's and children's Affairs office the total population of the Gullele Sub city is around 340,000 out of which around 93,000 are children and out of this figure the number of OVC is estimated to be 26,000. According to the assessment report, out of the specified total number only 8,000 OVCs addressed by different local and international organization which are implementing at the sub city, this means only 30% of OVCs addressed (Tariku , 2020).

The assessment report of Gullele Sub city Women's and children's Affairs office also stated that, the supports being offered by the non-governmental organizations were inadequate, irregular, duplicated and limited to a small number of children in terms of their coverage. But, strategic mechanisms and direction that may help to address the gaps was not documented on their assessment. Besides, many families living in the specified targeted area, struggling to meet the most basic needs of their children. Children in the area are vulnerable to numerous interweaved problems.

To resolve such types of the problems, organizations those working on children have given attention to OVCs. Sheger Child and family Development Charitable Society (SCFDCS) is one of the local child focused family centered charitable organization working for OVC targeting 2600 children out of which 214 of them are Orphan, 32 of them are children with mental and physical disability and while the remaining are vulnerable living in Addis Ababa, Gullele Sub city at Woreda 7 where this study was conducted (SCFDCS strategic plan 2021) .

The issues of service delivering to OVC are among the major attention area of the charitable society (SCFDCS). Therefore, this study try to identify the challenges of service provider in service provision to OVC in Gullele Sub city wored 7 the case of SCFDCS.

1.3 Statement of the problem

The issue of delivering services to orphan and vulnerable children is the global concern. World estimates indicated that 17.8 million children have lost one or both their parents in the world due to different causes. In Ethiopia out 115 million of total population children constitute 52 percent of the total population which of 5.5 million children estimated 6% of the total population is classified as Orphan and Vulnerable children (Gudina et al 2014).

Cognizant of the existing situations of service provision to OVC in the country, Ethiopian government has formulated and developed service delivery guideline that specify the standards of the services provided to OVC, the roles and responsibilities of stakeholders participate in giving services and supports for OVCs. Despite efforts made by Government, NGOs and faith based organizations to extend services to the highly vulnerable children in the country, it appears that the impacts brought to date are not to the expectations, and have also the question of reachability and complaints in meeting quality standard. These limitations pause a question that what challenges do these service providers, in this case SCFDCS encountered on the provision of the services to OVCs. Studies have been conducted to understand OVC Problems. Whereas, limited research studies have been conducted, clearly to articulate and documented the challenges of service providers to bring the changes in the lives of OVC.

Furthermore, Study identified that, NGOs are actively involved to change the lives of orphan hood having limited impact and for being partial, cost ineffective, unsuccessful and not reaching the poorest of the poor (Gudina. 2014). However, limited study was conducted to examine the reason why the service providers particularly NGOs are not reaching or addressing the poorest and not changing the lives of orphan hood. The interventions do not show significant impact, as well as the challenges of NGOs in service provision does not examined well. Another study,

Gudina.et al (2014) cited that, the services for OVCs were not adequately provided. In his study he indicated that the wide representative survey has to be conducted to recognize the situation of OVC services provision and problem of service provider as well. The preliminary information of the study area also indicated that, little has been done on comprehensive challenges affecting service provision for orphans and vulnerable children (OVCs) in Gulele sub city of Addis Ababa and in particularly at SCFDCS.

NGOs and CBOs are trying to provide in kind and financial support to OVCs as well as support their families in different aspects. However, the reality on the ground showed that there are no significant changes in the life of OVC and there is still an expectation of support from time to time. For example, as the study area reality, there are around 13 NGOs working in the Sub City among which only 8 of them are implementing child focused intervention. This indicates that still no study has been conducted regarding their extent of the service and the challenges do service providers facing. Therefore, this study was further explored and described the Challenges of service providers on service provision to orphan and vulnerable children at Sheger Child and Family Development Charitable Society in Gullele Sub City of Addis Ababa.

1.4 Objectives of the study

1.4.1 General objective

The overall objective of the study was to explore the challenges on the provision of services to orphan and vulnerable children (OVCs) that limit to bring significant change on OVC at Sheger Child and Family Development Charitable Society in Gullele Sub City Addis Ababa.

1.4.2 Specific objectives: -

- To explore organizational challenges of SCFDCS in respect to service provision to OVCs
- To identify the causes for challenges of service providers in service delivering process to OVC
- To understand the selection criteria of orphan and vulnerable for service provision in selected area
- To examine the intervention practices of SCFDCS, including the type of services provide to OVC.

1.4.3 Research questions

In order to address the above mentioned problems the following questions would be tried to answered the following questions.

1. What are the major organizational challenges Sheger Child and Family Development Charitable Society with respect to service provision to orphan and vulnerable children?
2. What are the causes for the challenges in service provision in the cause of SCFDCS?
3. How the SCFDCS select OVCs for service provision?

1.5 Significance of the study

This research has been very much significant as mentioned below:-

a) Significance to SCFDCS and other service provider organizations

The assessment could serve as an input for the organization (SCFDCS) to look its gaps, and contribute to give directions to improve its approaches and strategies. Beside this, it will help as for organizations working on similar program, especially for these which are working for addressing OVCs by providing appropriate recommendations.

b) Significance to policy

The study provides first-hand information to local stakeholders and government bodies regarding the importance of strong collaboration and efforts in alleviating the challenges of service providers and addressed the needy children as well.

c) Significance to academic and research

The study result may help for further understanding for researchers and to look in depth and conduct detail research to examine challenges of service providers on specific service types. The other is, it will serve as partial fulfillment of MA degree for student researcher

1.6 Scope of the study

The study was conducted to assess the challenges of on service provision to Orphan and Vulnerable Children (OVC) the cause of Sheger Child and Family Development Charitable Society in Gullele Sub city, Addis Ababa Ethiopia.

1.7 Limitation of the study

The study has two main limitations; one is the scope of the study. The assessment was limited to one of the charitable society, Shger Child and Family Development Charitable society found at Gulele Sub city Woreda7 due to shortage of time and resource. This means, the research is confined and conducted on one service provider setting. It would have been better if done on different service providers. However, this was not possible because of time and financial constraints that the researcher has encountered. The other limitation was lack of adequate data with regard to OVC from Government office at target woreda.

CHAPTER TWO

2. Literature Review

In order to assess the challenges of service provision to orphan and vulnerable children (OVC) the researcher have reviewed academic and non-academic literature on the topics related to services provision to OVCs. The insights gained from this review were referred to throughout the analysis.

2.1 Concepts of orphan and vulnerable children (OVC)

The concept of orphan and vulnerable children vary depending on various factors and contexts. According to Gudina et al. (2014) vulnerable children are children that are susceptible to various types of psychological, physiological and social problems. Vulnerable child is a child whose survival, care, protection or development may be compromised due to a particular condition or circumstance and which prevents the fulfillment of his or her rights. Vulnerable children are those whose security or safety, well-being, and development are, for various reasons threatened or susceptible, (Dr. Pius Mutuku 2018).

While Tatek, (2009) stated that the word orphan is thus only appropriate to a child who has no parent and no permanent caregiver, paying more emphasis on the social than the biological aspects of parenting. The global concern with the category of ‘orphans’ centers logical attention on absence of parents, and loses vision of their presence. Orphan(-hood) is a generic categorization used mainly to describe a parental status, as well as the socio-economic condition of children who have lost one or both parents due to various causes. Even though these causes are also various to list, it is commonly possible to categorize orphaned children into ‘double orphans’ and ‘single orphans’ (Tatek, 2009).

In Ethiopia, although different NGOs given their own definitions for orphan, the Standard Service Delivery Guideline for OVC Care and Support Program defined the word orphan as, a child who is less than 18 years old and who has lost one or both parents regardless of the cause of the loss (MOWA & HAPCO, 2010).

Vulnerable children in other words are those children who are in need of external assistance. These include; children whose parents are chronically ill, living in a household that have taken orphans, children with physical or intellectual disabilities. In our country, Ethiopia vulnerable child is well-defined as a child who is under 18 years of age and whose survival, care, safety or of his or her rights (Alem, 2014).

According to (UNICEF, 2006), the number of newly orphaned and vulnerable children, or orphan incidence, reflects the magnitude and current impact of the crises. While orphan prevalence estimates include all children ages 0 – 17 who have lost one or both parents over their life time, incidence reflects only those who have lost a parent during the past year. Each year, some orphans turn to 18 and are no longer counted as orphans.

2.2 The label of Orphan and Vulnerable Children: Overview and historical evolution

The backgrounds of the brand of orphan and vulnerable (OVC) are not well known. This means the marking or naming of OVC remains not exactly known from where it originate. Evidence exists to put forward that, use of the label obtained traction in the early 1990s during the United Nations Children’s Fund (UNICEF) introduces its first meeting or conference focusing specially on the welfare of children impacted by AIDS. During that time, the phrase ‘children affected by AIDS and other vulnerable children’ was used greatly, (Margaret et al. 2017).The label of OVC developed out of this and was originally used to identify a child whose parents had died

due to HIV/AIDS-related causes. This classification, at that time, provided a platform for facilitating the development of holistic programming, targeting the needs of children who were affected by HIV/AIDS. The label confirmed that resources and supports reached those most in need (Lombe, et al. 2019). The use of the abbreviation changed to include children in terrible circumstances, such as children living on the street, children with disabilities, abandoned children, children in conflict areas, and children facing harsh conditions of living.

2.3 OVC Services

OVC services can be defined broadly as interventions that seek to improve health and wellbeing of children. OVC service providers have a responsibility to assess, refer and potentially follow up on cases that are not able to be managed at community levels. As such, the standards relate to what is being done locally, with the point of service delivery being at community and household level. (HAPCO, 2010:6).

2.4 Reason for developing standard service delivery guidelines for orphans and vulnerable children's

In Ethiopia context the services provided to OVC through government, non-governmental and community-based organizations have not been uniform and standardized in terms of quality and size. To address this concern, the Ministry of Women's Affairs (MoWA) and Federal HIV/AIDS Prevention and Control Office (FHAPCO) have developed the Standard Service Delivery Guidelines for Orphans and Vulnerable Children (OVC). The major objectives of the OVC service standard Guideline includes; to provide different actors with OVC service standards, to help resource mobilization for OVC services and to enhance OVC data organizing and management systems, (HAPCO, 2010: 6)

2.5 Standard service delivery guidelines

The Standard Delivery Guidelines define the dimensions of care and outline the specific

actions and steps that must be taken by OVC service providers to reassess a systematic approach and effective delivery of services to children. (MOWA and HAPCO 2010).

2.6 The importance of standard service delivery guideline

With an increased number of OVC and involved stakeholders working in the area of care and support, it is more important to measure how well the needs of children are being met by these services. While each Governmental, Non-governmental or community based organizations has individually addressed monitoring and evaluation issues related to their work for and with OVC, there has not been a unified approach. This gap has made it difficult for programs to measure progress in achieving overall outcomes for children. The development of standards Service delivery guidelines and implementation manual sets a framework with which stakeholders involved in the area of OVC can operate to ensure that the desired outcomes are achieved (HAPCO, 2010: 6)

2.7 Who should use the Standard Service Delivery Guidelines

The guidelines will be used by service provider, donors and community volunteers for program planning, service delivery, monitoring and evaluation to improve overall service delivery for OVC within their family. The Standard Service Guidelines serve as a tool for improvement of services and is recommended to be used by: Policy makers and program managers, Stakeholders working on OVC programs at all levels, Community members and beneficiaries. (HAPCO, 2010: 6).

2.8 Support services for orphan children (OVC).

In Ethiopia there is an experience in supporting orphan and vulnerable children regardless of its sustainability issue. In spite of the loss their biological parents, it is still possible to live well, as long as the extended families, communities, Community-Based Organizations (CBOs) like Idders, Faith-Based Organizations (FBOs), Non-Government Organizations (NGOs) and the government are playing their vital role in supporting orphan and vulnerable children. The welfare of orphan children based on the level that the children who lost their parents adjust to and manages with the loss and changes they experience where the roles of extended families, the community and its CBOs, FBOs, NGOs and the government become critical. In Sub-Saharan Africa, 1 family in 6 households is taking care of an OVC, (MOWA and HAPCO 2010).

.Although most caretakers are blood relatives, a study of extended family networks in Ethiopia close friends and “fictive kinsmen” are gradually taking on care giving duties at the request of the child’s parent, usually the mother. Nevertheless, not all extended family support structures have the capacity to adequately care for these children. (Alem, 2014).

2.9 The impact of the crisis on Children

The illness and death of a parent from any causes is a crisis for each child left behind. These children may experience anxiety and depression, loses out on their education, and as they grow, may be at greater risk of HIV and other infections, as well as exploitation and abuse. Children are directly affected in a number of ways. They may live at high risk of HIV: they may live with chronically ill parents or adults and be required to work or put their education on hold as they take on household and care giving responsibilities; their households may experience greater poverty

because of the disease; and they may be subjected to stigma and discrimination because of their association with a person living with HIV (UNICEF, 2006)..

Children can also become orphans, losing one or both parents to AIDS-related illnesses, (UNICEF, 2006). Many of the research made so far like one mentioned above have associated orphan hood with loss of one or two partners due to HIV and AIDS only. But the fact that orphan hood can also be happened due to natural and manmade disasters to their families and communities and the fact that the problems/issues of these type of Orphans experience a different challenges that the studies could not able to address.

2.10 Protection and Legal Support to OVC

Children who are exclusively responsible for their siblings struggle not only to support the household, but also to keep their homes. Property grabbing a practice where relatives of the deceased come and claim the land and other property, is reportedly a serious problem for widows and child-headed households. Traditional law in many rural areas dictates that women and children cannot inherit property. Property grabbing has a number of negative consequences particularly for girls and women. Girls may experience sexual abuse and exploitation from their new caretakers; girls and women may be forced into the sex trade in exchange for shelter and protection, further increasing the risk of contracting HIV (UNAIDS report, 2003).

In the context of our country Ethiopian, child protection system is managed by the Ministry of Justice, the Ministry of Labour and Social Affairs as well as by the Ministry of Women's, children and social Affairs. Social protection represents an effective strategy to reduce poverty, particularly in situations of social vulnerability where the impact of HIV/AIDS and social change are primary contributors to an increase in poverty. Sarah Brittingham (2010). The above stated

office has the legal structure from Sub city to Woreda level. To address the need of the OVC, designing appropriate strategic plan to alive the problem of OVCs is the mandate of the office. The fact to realized during the preliminary study the government financial capacity limitations do not allow them to do what they have planned to do, to work on protection and care of OVC to improve the existing situation.

2.11 Psychosocial support

Emphasis being placed on psychosocial intervention for OVC but, the weight may have fluctuated too far. There is now concern that some approaches addresses only Psychosocial needs and overlook the educational, health, material and physical needs of children and the families. Many care givers, families and communities need support to be able to provide these conditions for young children. Young children affected by HIV /AIDS and other major disruptions in their lives, critical Psychosocial that are best addressed when embedded lives. (Richter, et al. 2006).

2.12 Livelihood

According to Conway (1992) livelihood is defined as capabilities, assets including both material and social resources. Generally, livelihood is activities required for a means of living. The livelihood assets include Human Capital, Social Capital, Physical capital, financial capital and Natural Capital. All Livelihood asset capitals have affect the lives of OVC either positively and negatively.

2.13 The Conceptual analysis

In depth conceptual analysis have been made to examine and to understand what are the bottlenecks of service providers in service provision to OVC and why the OVC service providers do not bring significant changes in the life of OVCs. The key analysis points were focused on the interrelation

between Livelihood improvement, Care givers economic status, the capacity of Government sectors and NGOs involving in OVC service provisions. In this study, the impacts of livelihood in the care of Orphan and Vulnerable Children at a particular area and its contribution to the wellbeing of the target community group were considered. The livelihoods of the orphan, vulnerable children and poor are determined mainly by the context or situation in which they live and the constraints and opportunities this location presents (Meikle 2002:37).

Vulnerability we mean the features of a person or group in terms of their capacity to anticipate, cope with, resist and recover from the impact of a natural or manmade hazard,(Conway 1992) Vulnerability is a state of high risk of exposure to harm or deprivation, possibly due to a lack of care and support. It involves a combination of factors that determine the degree to which someone's life and livelihood is put at risk by a separate and identifiable event in nature or in society (Blaikie et al. 1994: 9). From the above mentioned ideas it can be concluded that the situation of livelihood of the community affects and influences the life of OVC directly or indirectly.

On the other side, the application of standard service delivery guideline require concentrated efforts by all stakeholders at various level including the federal, regional and local levels. Moreover, assigning specific roles and responsibilities for each level has an impact on OVC livelihood change (MWAO, FHAPCO 2010).The economic status of caregivers and living conditions also matters and difficulties for the care and support of OVC. Since many extended families are not handling to nurture the OVCs in their care on their earnings or income, due to changes in the social conditions in most African countries such as, a high unemployment rate, high levels of poverty, and an increase in the number of household dependents, some extended families cannot have enough money and afford to raise and care for OVCs (Nina Berr, et al. 2021). Despite

these, care providers for orphans and vulnerable children tend to be elderly, often grandparents, who are generally less likely to know about and to be capable of providing proper health care, nutrition, and education. Grandparents suffer emotionally from the illness and untimely death of their children and suffer financially as well from the burden of supporting their ailing children and then their orphaned grandchildren (Mishra, Vinod, and et al 2008).

Bearing in mind the findings of the various studies conducted on the situation orphan and vulnerable children and service providers and their relationships, one has to come up with basic concepts how these relationships could be positively or negatively impact OVCs and to bring changes on the life of vulnerable children particularly in the urban context. In this study, the following conceptual frame work was adopted and developed to clearly articulate and put challenges and the gaps that exist among the service providers in the case of service provision to OVC. The conceptual frame work of the study is illustrated as shown in the following diagram.

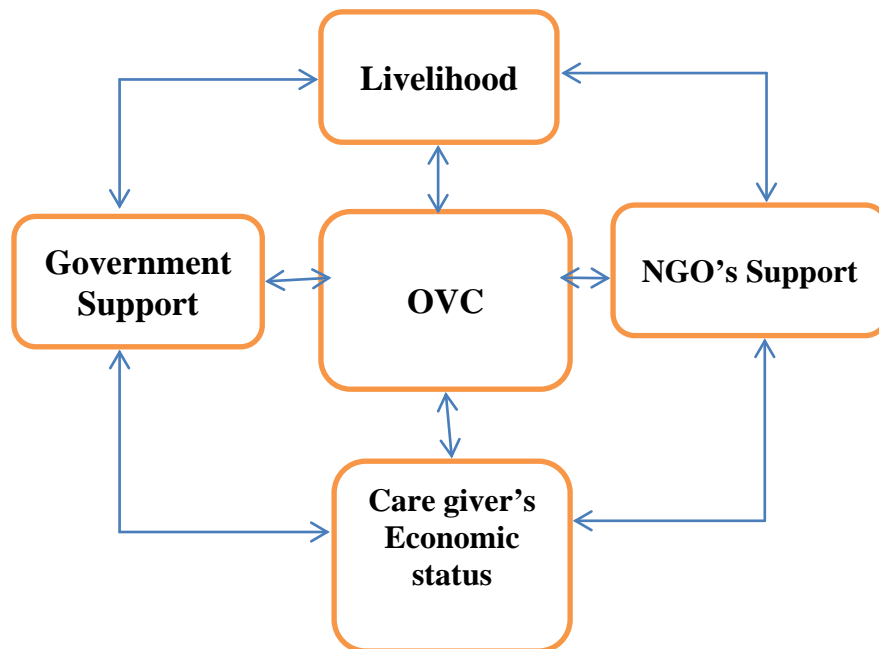


Figure 1: The relationship between livelihood and service providers with OVC

Source: emerged from collected data& reviewed literature

In this study, the impacts of livelihood in the service provision to OVC at a particular area and its contribution to the wellbeing of the target community group were considered.

2.13.1 Livelihood

Authors define the term Livelihood in various ways. According to Conway (1992) livelihood is defined as capabilities, assets (including both material and social resources) and activities required for a means of living. The livelihood assets include Human Capital, Social Capital, Physical capital, financial capital and Natural Capital. All Livelihood asset capitals have affect the lives of OVC either positively and negatively.

A livelihood is sustainable when it can cope with and recover from stresses and shocks maintain or enhance its capabilities and assets. The first three focus on livelihoods, linking concerns over work and employment with poverty reduction with broader issues of adequacy, security, well-being and capability (Scones and Camey et al. 1998).

According to Scones and Camey et al. (1998), a livelihood comprises people, their capabilities and their means of living, including food, income and assets. Simply put, a livelihood is a ways people make a living and meet the needs of their lives. Livelihood-based social protection, an initiative therefore qualifies to be a livelihood-based social protection intervention if it provides means of bringing the most vulnerable groups into the development process through protection, prevention and promotion within a transformative agenda to ensure the immediate and future livelihoods of these groups.

The household livelihood status determines well beings, capabilities as well as resilience of children particularly in the situation of OVC. The livelihood assets include human capital, social capital, physical capital material, financial capital and natural capital. (Scones etal. 1998).All

Livelihood asset capitals have affect the lives of OVC either positively and negatively. Therefore, improving sustainable livelihood capital of caregivers has become the foundation and key to eliminating poverty and vigorous for improving the lives of OVC. Hence, the livelihood of the household is changed or improved the live of OVC will be changed as well.

To help and mitigate the burden of economic problem of caregivers, service provider's program should be scaled up and modified to focusing on strengthening the livelihood of families. In the study area due to scarcity of resource, shortage of manpower and inadequate coordinated service provision by the service providers, most the caregivers are expecting external support and not able to improve their livelihood as expected. Rapid Country Assessment, Analysis, and Action Planning (RAAAP) Report of (2005). In this regard, the study result point out that, different challenges and strategies of service provides at different levels should be alleviated. While the existing problems and gaps of service providers left, the livelihood asset creation and improvement as well as changing the lives of OVCs is impossible.

2.13.2 Family or care givers Economic Status

Literatures revealed that, in Ethiopia, as in most traditional social order, there was a strong culture of caring for orphans, the elderly, the sick, and disabled and other needy members of the society in the earlier. (Gudina et al. 2014). According to Gudina et al. (2014), most of these care and safeguards were being undertaken by the nuclear and extended family members, communities and Faith based or religious organizations, more than five million Ethiopian children taking to be orphaned or vulnerable and despite to this, Gudina et al. (2014) cited that in his study, about seventy seven thousands were living in child-headed households and their situation requests for the response of all concerned bodies.

Similarly, at current situation in most of our country vulnerable and orphan children living with their grandmother or child headed households who cannot earn income even for their daily consumption and basic necessity. (Mishra et al. 2008). The level of income determines the economic status of the family or caregivers of Orphan and Vulnerable Children. Those who have sustainable income source for their family have better opportunity to take care of their children and while families who earn less income have exposed to various stress and shocks that might be indeed with deprived and unsuccessful living condition. The preliminary assessment result indicated that the majority of families or caregivers of the OVC in the target area have less income which do not sustain their daily live.

Hence, most of the families members are in shortage of proper nutrition are not getting medication and health treatment. Due to household financial shortage the interaction they have with the neighboring community is very minimal and in some area the OVCs are neglected and marginalized from social interaction. Various attempts are made to enhance the economic status of the OVC family to improve the livelihood of the OVC community. Such as, different awareness raising trainings, medication or health support, economic strengthens support and the like. However, the challenges and strength made in the efforts of OVC caregivers and family economic status improvement were not well documented and studied. In this study effort was made to dig out the relationship and to correlate OVC services and caregivers capacity to care their children and impacts. This needs further investigation.

2.13.3 Government sectors support

Women's, Children and social affair office is the main government sector which is responsible to look in to the issues of OVC. The stated office has the legal structure from Sub city to Woreda level. To address the need of the OVC, designing appropriate strategic plan to alive the problem of OVCs is the mandate of the office. As I realize during the preliminary study the government financial capacity limitations do not allow them to do what they have planned to do, to improve the livelihood of the OVC and improve their living condition. This indicates that, the government working capacity and availability of required resource has great impacts on service provision to OVCs. (Save the Children UK, 2008).

Evidences revealed that in Ethiopia around 6% of the total 115 million populations are considered as orphans or vulnerable children (OVC). Gudina et al. (2014), sited on his study that conducted on the situation of orphan and other vulnerable children in Ethiopia, there is no national wide comprehensive study conducted in Ethiopia with regard to the situation of orphans and vulnerable children as well as community responses to the needs of the children except baseline surveys by different non-government organizations in different parts of the country. However, the largest groups in need of support in Ethiopia were orphans and vulnerable.

Evidences showed that, there are about 4,000 civil society organizations operating in different parts of Ethiopia and trying to responds to the issue of OVC (Civil Society Agency 2020 annual report). But various studies specified that NGOs are involved to change the lives of orphan hood having limited impact and for being partial, cost ineffective, unsuccessful and not reaching the poorest of the poor example (Abebe 2008), Bethlehem Abraham (2011) and AselefechBekele, (2013) and the like. But, the government of Ethiopia does not assessed and investigates the reason

why the service providers particularly NGOs are not reaching or addressing the poorest and not changing the lives of orphan hood, why the interventions do not show significant impact, as well as the challenges of NGOs in service provision does not explored concerned Government body. There is less commitment of Government sector offices in supporting disadvantaged groups compared to the extent of the problem.

2.13.4 NGOs Support

Non-Government Organizations are the key supporting partners in the course of OVC livelihood improvement of OVCs and other communities in need. Various NGOs and faith based organizations are operating in the study area to support OVCs directly and through the government structures. Sheger child and family development charitable society is one of the NGOs that providing services to the target OVC in the study area. The major services provided to OVC by these NGOs and faith based organizations includes, supporting OVCs and their caregivers to engage in income generating activities, provide educational materials and nutrition , share the cost of medical treatment and improve the government facilities to ensure sustainable service provision to OVC. Furthermore the supporting partners are actively working to improve the social capital of the OVC and provide psychosocial supports. If, the social capital of OVC, acceptance in community side as well as support they are getting from the community is decreased their expectation external support or from NGOs is increase and this create burden on service providers. Therefore, the social value to OVC, the support and awareness level of the community determines the sustainable life and the expectation of external support for OVC.

CHAPTER THREE

3.1 Research Method

The third chapter of the paper is the methodology and data collection tools and techniques for data collection and analysis of the assessment. To describe challenges of service provider organization in respect to service provision to OVCs the researcher has employ qualitative research methods to attain the stated objectives.

3.2 Study Design

The researcher preferred to employ qualitative method to attain the specified objectives and this study utilized a descriptive qualitative study design to explore challenges on service provision to OVC. Because, this approach is appropriate because it permits not only study subjects to describe their experiences and perceptions fully and also allows researchers to probe emerging themes.

In this study, descriptive design was applied to undertake the assessment on the challenges in service provision to atSheger Child and Family Development Charitable Society in Woreda 7 of Gulelle sub city. The aim of descriptive research is to define a phenomenon or participants' views or experiences in relation to a practice problem and to describe the situation or case under their research study, this approach is appropriate because it permits not only study subjects to describe study participants experiences, views and perceptions fully and also allows researchers to review emerging themes.

Descriptive design is permits providing an in-depth look of the intended research study, exploring and get the required detail information. It enables the researcher to get an in-depth understanding of the issue and allow research participants to express their experiences and views

broadly. This research design approach is more appropriate in terms of documenting rich and detailed information. Besides these, it gives an opportunity for study participants' to express their experiences, views and feeling. Hence, based on the nature of the study, descriptive and qualitative study design was employ to undertake the assessment of the cause.

3.3 Study area and target population

The study was conducted in Gullele Sub city Woreda 7 specifically focusing on the cause of Sheger Child and Family Development Charitable Society. The targeted population for this study was individuals composed from SCFDCS staffs, communitycommittee (CC) members, volunteers of the organization and government staffs who have direct roles and responsibility to involve in supporting OVCs and working in close collaboration with the organization were taken as for the study participant.

3.3 Sampling techniques and sample size

The sampling technique that the searcher employs was purposive sampling. The reason why to used purposive sampling techniques was to identify respondents intentionally who were provided required valuable data and to get realistic information. The sample size was 38 participants those have direct contribution in implementation of the organization intervention.

3.4 Types and source of data

The source of data for this study covered both primary and secondary information. Using various data collection toolssuch as an individual interview, focus group discussion and observationprimary data were collected form sampled respondents. To supplement the primary data, secondary data such as internet, related documents of the organization and other related

literature has been systematically reviewed to supplement the provided data and included in the analysis to enrich the study.

Accordingly, semi structured interview guides were prepared aiming to allow participants to express their views and dig out their opinion thoroughly and the necessary data was gathered from participants believed to provide required data regarding the challenges on service being provided by the organization. Moreover, one FGD consisted seven participants from volunteers and Community Committees of the organization. The Organization executive director and two program staffs of the organization as well as five representatives from Giullele sub city Women's, children and social affairs and Woreda Women Children & social Affairs offices have participated in the key informant interviews.

3.5. Data collection techniques and tools

A. **Interview:** an individual interview was conducted with thirteen organization staffs respondents, three Community Committee (CC) members and ten volunteers of the organization. An open-ended question was used to generate responses with probing to achieve full understanding and detailed note has been captured during an interview. Each interview lasted 20–30 minutes. Place and time has been assumed to be convenient for the respondents or participants of the study.

To minimize bias inclusion and exclusion criteria has been employed to select the respondents purposively. Interviews were also supported with taking detailed notes, audio recorded and then translated and transcribed precisely.

B. **Key informant interview (KII):** - This helped the researcher to obtain detailed required data about the challenges of the service providers on OVC service provision in the cause of SCFDCS.

Beside this, this data collection tool was used to gather qualitative data from Key persons who have good known how about the issue.

Accordingly, key informant interview was conducted with five key informants such as executive director of the organization, two persons from Gulele sub city and two representative from woreda women's children and social affairs office who have direct contribution and close collaboration with the organization. The interview was focused on the major challenges of SCFDCs during service provision to targeted OVCs, causes for challenges, gaps in OVC screening and related issues.

C. Focus group discussion (FGD):- Focus group discussion was used as additional and supplementing tool to cross check the data collected through other method of data collection. Accordingly, one focus group discussion was conducted with, three CC members and four volunteers that consisting seven participants was administered to consolidate the data.

D. Observation: - The fourth data collection tool that was implemented during the assessment was observation. This method is used because it allows the researcher to get the chance to practically show the problems in reality and raised questions during service provision to look in to the perceptions and attitudes of service clients or beneficiaries.

E. Desk/literature review: The researcher also reviewed various publications, literatures, previous research papers and intended organization documents to enrich the study.

3.6 Eligibility criteria

Inclusion criteria; Staffs and other key stakeholders having direct contribution to the implementation and the program, staffs those who have greater than two years' work experience and directly involved and have contribution in the organization program related intervention, such as screening and identification of OVCs for supports, staffs who considered as senior, who have

knowledge about the organization and able to provide required information were sampled and also Government staffs who have roles and responsibility to involve in supporting OVCs and working in close collaboration with the organization and have direct contact and contribution for the study were considered during sampling of respondents .

Exclusion Criteria; participants who have less than two year work experience in the organization, who have less contribution in the organization intervention and less knowhow on issue and also who unable to respond at the time of data collection.

3.7 Ethical consideration

Prior to data collection, the researcher asked permission from Sheger child and family development Charitable Society to conduct the study. Oral or verbal informed consent was obtained from all respondents, and they were given the chance to withdraw from the study at any time during the data-collection period. Which means the willingness of the study participants was taken into consideration. The interview, KII and FGD were conducted in a scheduled place and time to avoid interruption. Furthermore, confidentiality of respondent's privacy during interview and focus group discussion also taken in to consideration. To protect the identity of individual study participants, findings presented contain no identifying information about study respondents.

3.8 Data interpretation and analysis

Data obtained from study participants was transcribed from Amharic to English by the researcher. The translated data collected through all the above methods and techniques were summarized by coding and categorizing the research major issues and concerns according in to the main thematic areas. In order to categorize the main themes transcripts were read several times to gain a full sense of the participants' words. They were coded by reading line by line and assigning a word or phrase that accurately captured the essence of the information read, and has been

categorized and analyzed using a thematic approach. Hence, the findings were analyzed and presented in narratives using direct quotes as illustrations.

3.9 Trust worthless

In order to ensure the data trust merit, efforts has been made by researcher to triangulating and cross-checking the evidence obtained from different study participants or primary and secondary data using probing questions focusing on senior, experienced and participants who are familiar to the topic. Furthermore, observing participants during focus group discussion and interacted with the participants in order to ensure the data quality.

CHAPTER FOUR

4.1 Findings of the Study

The overall objective of this study was to explore the challenges in service provision to orphan and vulnerable children in Gullele Sub-city Woredaseven in purposively selected Sheger Child and Family Development Charitable Society organization. Under this chapter the major findings that were obtained through different data collection approaches discussed in chapter three are presented and analyzed. The chapter starts uncovering the demographic profile of participants. It then presents the key findings of the study in line with the stated objectives and research questions.

4.1.1 Socio-demographic information of the sample population.

Table 1: Background information of study participants

Study participants from different group					
Type of study participants	Sex	Number	Age	Education level	Religion
SCFDCS (Organization) staff	Male	6	28-50	Diploma – Master	All are Orthodox except one participant
	Female	8			
Community Committee (CC) members	Male	2	32-55	12 - Degree	Orthodox
	Female	4			
Volunteers of the organization	Male	5	22-32		Orthodox
	Female	9			
Government representatives from Sub city & Woreda WCSAO	Male	2	34-43	First Degree to Master	Orthodox
	Female	2			
Total		38			

Source: Primary data from study participants.

As stated in the above table, in this study 38 (15 Male & 23 female) individuals were participated. Among those study participants fourteen of them were SCFDCS staffs having direct contribution to the organization aged 22–50 years. All the respondents except one were Orthodox Christian followers. Their education level ranges from Diploma to Masters in different field of study with 6-15 years of work experience.

In addition, fourteen volunteers and six Community Committees (CC) members who have direct contribution during OVC screening and service provision for orphan and vulnerable children aged 22-55 years. Their education level ranges from twelve to Degree were participated in this study. The largest proportion of the respondents were participants from community committee and volunteers who have direct contribution in OVC screening, representing the service users and involving in service provision in the organization which is twenty out of thirty eight respondents.

Accordingly, interview was conducted with **twenty six** individuals out of which thirteen SCFDCS staffs, three CC members and ten volunteers. On the other hand, Executive director of SCFDCS and four key informants were purposively identified from women's children's and social affairs office two from Gullele Sub-City and two from woreda seven have participated in the key informant interviews. Furthermore, one focus group discussion (FGD) with three CC members and four volunteers of the organization which consisting seven participants was carried out to gather the data, As to the level of education, all respondents are literate. Accordingly, a total of 38 study participants were participated in the study.

4.2. The intervention practices of SCFDCS, including the types of service provide to OVC.

According to the finding, the type of service packages that organizations provide to orphans and vulnerable children were health care expense coverage services by refunding medication costs,

education support, provision of sanitary materials for girls, monthly financial support to OVC and their caregivers living with HIV and orphan children considering their economic status, start-up financial and material support for their caregivers that help them to run their micro-business and aiming to enable them economically empowered.

Based on this study finding, the organization is also trying making OVC caregivers economically self-reliant and enables them to full fill their children's basic needs through provision of vocational skill training and different capacity awareness raising trainings such as better parenting skill, child protection, nutrition, child health and development related issues.

The finding shows that, currently, the focus of the organization has been changing its intervention approach from direct provision to sustainable development of the community assets such as equipping/furnishing relevant institution found in its operational areas like provision of facilities for pre and primary schools to create safe learning environment for children, strengthening and supporting school clubs targeting to increase the participation of children's, equipping health center, capacity building trainings of government staffs and institutions, aiming to benefit the community in the areas as the whole, such as youth centers, schools, health centers, and community based association. However, as respondents mentioned during the interview time most of the beneficiaries still expecting direct provision support.

4.2.1 Participants experience on challenges in service provision for OVC

According to the study finding the major problems of the organization during service provision to OVCs were high expectation of beneficiaries, unmet needs, high dependency, scarcity of resources from the organization side and funding constraints, donor driven approaches and existence of bureaucracy of government offices were stated as major ones. Despite these, what staff

respondents mentioned that, the organization has inadequate program staff due to budget limitation and unattractive salary payment. So, due to the shortage of qualified staff, the organizations are unable to produce valuable proposals and secure additional fund. They added that, the approach of the donor, and communities' perception also another challenge for the organization.

The following challenges and causes were revealed by this study [figure 2).

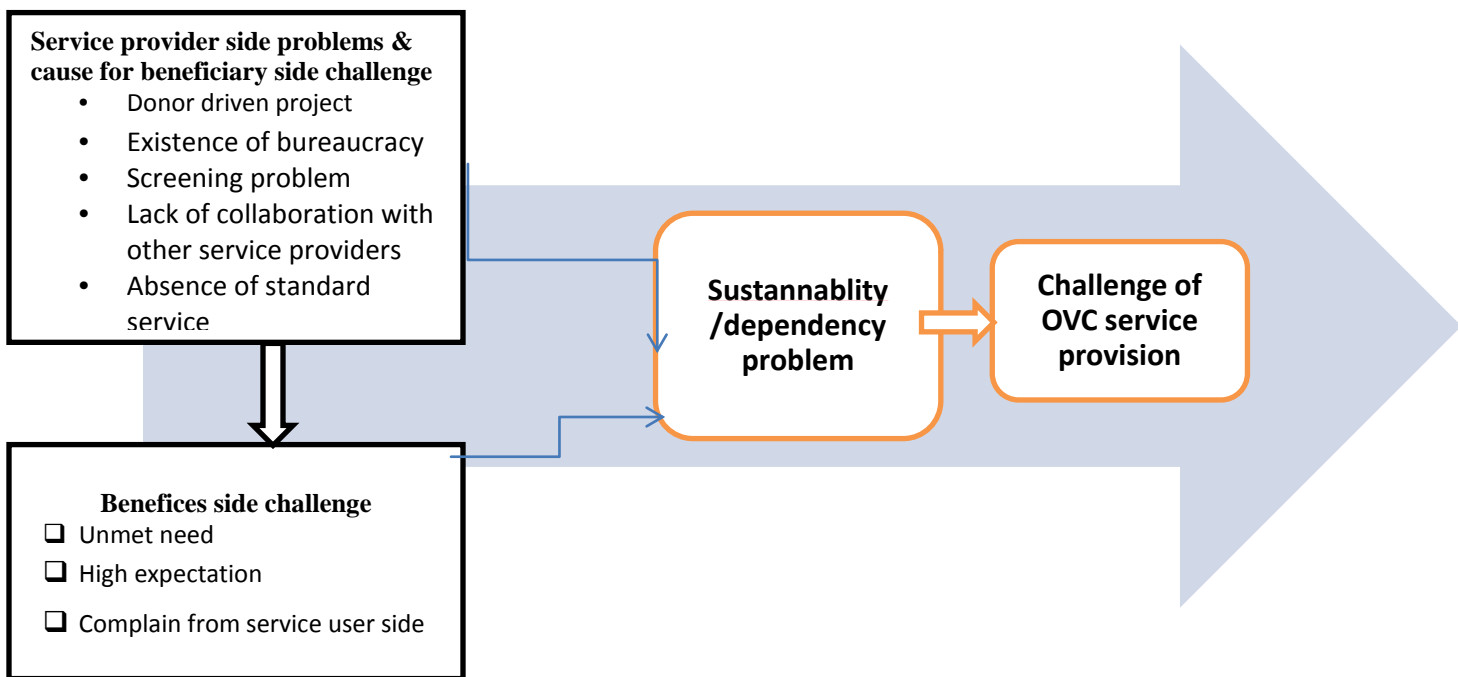


Figure 2; Shows the interlinked problems & cause in service provision to OVCs and its impact for sustainable dependency syndrome coded from text documents and synthesized during the study.

Table 2. Background information of study participants for individual interview (respondent) from SCFDCS staffs.

Code	Sex	Age	Educational status	Occupation	Religion
Respondent -1	M	33	MSc	Program coordinator of SCFDCS	Orthodox
Respondent -2	F	50	MSc	Sponsor relation unit head of SCFDCS	Orthodox
Respondent -3	M	29	BA	Community development facilitator SCFDCS	Orthodox
Respondent -4	F	50	Diploma	Accountant of SCFDCS	Orthodox
Respondent -5	F	28	Diploma	Community development facilitator SCFDCS	Orthodox
Respondent -6	F	39	BA	Community development facilitator SCFDCS	Orthodox
Respondent -7	M	49	BA	Purchaser of SCFDCS	Muslim
Respondent -8	M	43	Diploma	Cashier of SCFDCS	Orthodox
Respondent -9	M	47	Diploma	Community development facilitator SCFDCS	Orthodox
Respondent -10	F	28	Diploma	Admin Assistance of SCFDCS	Orthodox
Respondent -11	F	45	BA	Admin and finance head of SCFDCS	Orthodox
Respondent -12	F	38	BA	Community development facilitator SCFDCS	Orthodox
Respondent -13	F	42	BA	Program officer of SCFDCS	Orthodox

According to the participants from SCFDCS, program coordinator of the organization (**respondent-1**) and one of the community development facilitator (**respondent-3**) who are directly implementing the program, children who are orphaned are more likely to live in extreme poverty, suffer from malnutrition, and miss school, and lack healthcare and on the other side the resource of the organization found limited and not addressed all the needs of the targeted OVCs..

One of the female staff respondents from SCFDCS (**respondent -11**) who has nine years' work experience and served as administrator and finance head mentioned the following;

I am serving in the organization for 9 years, the major challenge faced by the organization are budget scarcity, shortage of man power, community's perception, attitudes and over expectation from different services (unmet need) provided by the organization. However our organization focus has been changing its intervention approach from direct provision to sustainable development of the community aiming to benefit the community in the areas as the whole, such as youth centers, schools, health centers, equipping schools and community based association. But, there is still expectation from the beneficiary (OVC).

From the above responses it can realized that, SCFDCS has limited financial source for supporting OVCs. The charitable society is focused only on sponsorship program. On the other side there is shortage of man power which implements program activities. The other issues, SCFDCS has shifted its approach from direct provision to sustainable development activities which server's community in the area as the whole. However, the awareness level of the beneficiaries or caregivers of OVCs is still low on the issue of sustainability and commitment to change their own life thorough engaging on income generating activities. In addition, the awareness level of the beneficiaries towards in understanding the approach of SCFDCS in its intervention found low. Generally, there is a gap in understanding the approach of sponsorship program approach in the side of the beneficiaries.

Additionally, another respondent who served for 10 years' as sponsor relation head in SCFDCS (**respondent-2**) said that;

“What I am observing is that, the expectation of beneficiaries is found be high there is unmet need most of the OVC guardians have no regular or sustainable sources of income to sustain their lives for children, I think this is the reason why they always expecting support from the organization instead of changing their life in sustainable way.

As the participants of the research study from SCFDCS staff, community development facilitators (**respondent 9 and respondent 12**) were explained that, the expectation of the beneficiaries' is very high because of their poverty but the program intervention is based on Donor interest and the mechanism they want to reach the beneficiaries and in what means to support them. ; This means the program implementation approach is based on the interest of the donor. Not emphasized into what OVCs actually want and what really bring a change on the life of these communities based on the reality of the physical environment of the beneficiaries'. For example the list of activities that planned by the organization is pre standardized by the donor and the services are not provided based on the need of the OVCs it is donor centered and most of the activities that planned by the organization is based on the activities that standardized by donor but the reality on the ground demand that someone need to be flexible based on the time and location value. This can be described as the activities budgeted and addressed by the organization are not aligned with the need of beneficiaries' while some other beneficiaries have some entrepreneur (business idea) but not supported by the organizations financial low to get money for that business.

One of the study participants from SCFDCS staff (**respondent- 13**) mentioned the following:-

The program intervention is Donor driven or donor based; this means the program implementation approach is based on the interest of the donor and not emphasized beneficiaries' actual need. and most of the activities that planned by the organization is based on the activities that standardized by donor, which means donor or sponsor of the organization determine every policy of service provision especially the kind of service provided for OVC.

According to the above respondent, because of the approach of the charitable society Sheger, most of the activities which planned to implement by SCFDCS is standardized by donor that my not focused on the felt need of OVC. This also excludes the interest of the beneficiary (target OVC). So, this is the reason why the caregiver's of OVCs complain on the service provision and create burden on the charitable society staffs.

Additionally, one of the studyparticipant coordinator of SCFDCS (**respondent -1**)said that;

What I can just mentioned, during the preparation of the strategic plan, the organization made rough assessment through categorizing some children and some of their care givers aiming to assess and explore their need and plan as much as possible. However, the need of OVCs and their expectation does not meet with the existing resource as per the plan. So the staff who predicted in planning forced to prioritize the activities that need priority by the organization through identifying neediest from the needy.

This indicated that, mostly, the planned activities that implemented by the organization Sheger has based on the standard activities sent from donor. Which means the planning is

top to down and not based on the priority and felt need of the target beneficiary (OVC). This is because of the charitable society Sheger does not involve beneficiaries and concerned stakeholders in intervention program as expected during planning. This also creates a gap to incorporate the felt needs of OVC to address their problem. This means the participation of beneficiaries (OVCs) are very limited during intervention planning, implementation and monitoring as well. As the result SCFDCS forced to prioritize to address the needy children.

4.2.2 Service provider (SCFDCS) side challenge for OVC

As all the study participants from SCFDCS (**respondent 1 to respondent -13**) were noted that, the organization does not address the need of the targeted OVCs due to scarcity of resources, complicated problem of OVC and the organization has no standard service delivery guideline in line with the service delivery guideline that developed by Ministry of women's and children's Affairs and HAPCO in 2010 in order to measure how well the needs of children are being met by services rendered by the organization. Similarly, the program has no clear direction for departing children from the program support beneficiaries who show significant change through economic empowerment & replace the needy who left the program. In addition there is inadequate communication and timely updating between concerned stakeholders, donors and service providers on the service provision for OVC.

One of the staff of SCFDCS working as community development facilitator in the organization (**respondent - 9**) said the following;

As service provider to OVCs there were problem complained by the service consumers, I just tried to orient them to understand the approach of the organization and existing situation with regards to the limitation of resources that

hinder to address all need of the children and let them have a patience, but the beneficiaries does not understand the issue. The reason behind is most of the OVC guardians have no regular or sustainable sources of income to sustain their lives for children.

According to this respondent, even if there is an effort to aware on the approaches of SCFDCS intervention, the beneficiaries are not understand the issue and still expecting external support rather than accepting what the staffs justified to convince them engaging on alternative income generating activities. The main reasons for this most orphan children are living with guardians who themselves often need care and support, they are also living with poor relatives struggling to meet their children's needs and otherwise orphans themselves are in most cases female child orphan-headed households.

Another participant from SCFDCS program staff who has 8 years' work experience (**respondent - 13**) said that;

The organization has no consistent a guideline on how volunteers and community committee members can participate in different activities under this program (lack of policy). Sometimes there is biasness during OVC selection for required support and service provision. Finally what I strongly suggest is that, continuous awareness creation and sensitization session is required in solving such types of perception and minimizing the expectation of beneficiaries as well.

As the respondent described above SCFDCS Volunteers and community committee members are the one who involved in selection of OVCs for required services. In particular cause, they identify caregivers who are living in well economic status instead of identifying OVCs living in extreme poverty and OVCs in need. The participant also strongly suggested that, it needs guideline that used by volunteers and community committee member to remove such biasness. Despite this, the

respondent stated that, the expectation of the beneficiaries also one of the bottleneck of SCFDCS.OVC. For this the respondent justifies that, continuous awareness creation and sensitization program to be required in solving such types of perception and minimizing the expectation of beneficiaries. In addition, the study participant described that, the importance of securing additional grant fund by preparing concept notes.

Furthermore, SCFDCS Volunteers and Community committee members explained during FGD and interview sessions, most of the orphan's guardians have no permanent source of income. They are engaging themselves in hand to mouth activities such as daily labor and petty trade. According to data extracted from them during interviews, expectation of beneficiaries is found be high there is unmet need most of the OVC guardians have no regular or sustainable sources of income to sustain their lives for children, I think this is the reason why they always expecting support from the organization instead of changing their life as expected by SCFDCS.

4.2.3 Sustainability Challenges

The finding revealed that, the organization shifted its approach from direct provision to sustainable development. Based on the participants of the research, even if there is a limited resource to provide adequate financial support to families who engaged on income generating activities, the organization is trying making families or caregivers economically self-reliant and enables them to full fill their children's basic needs through provision of startup capital, vocational skill training, and different capacity awareness raising trainings. However, the beneficiaries always expecting direct provision support from the organization instead of changing their life in sustainable way using the support they have got like vocational skill training, startup capital and awareness creation education.

In this regard, study participant from SCFDCS staff (**respondent -1**) said that; *The challenge I observed was, most of the targeted OVCs caregivers is extremely poor. Children from economically poor families faced a number of economic and livelihood crises. Such type of living condition also forced them engaged in daily labor work which is not earning sufficient income, paying house rent also another burden on significant number of OVC caregivers which share their little income that they may allocated for household consumption. I think this situation forced to them to looking for direct provision support”*

4.2.4 Participants views on the challenges of OVC screening

The research participants explained as a challenge on service provision for OVC at SCFDCS is that, identifying the needy OVC demands some sort of criteria that ensures to identify the poorest of poor among the many more society that need support. Fortunately the respondents explained that “the project site society normalized and cultured that the charitable society support who ever want it and there is inappropriate resource utilization with this regards. To overcome this problem according to the study participants, the OVC’s respective kebeles ’ID card is essential to get detail of the needy individual. However, the majority of vulnerable and orphan children as well as children living with extremely poor caregivers have no access to ID. No and permanent residence due to the problem of bureaucracy for getting house. According to the respondents, mostly, the problem of housing forced them to displace to adjacent areas like Sululta town and Burayou (Oromoia region). Accessing and providing support for these children also another difficulty. Mostly there are minimal supports from the government to provide them with ID and which didn’t answer the needs of many OVC living in a challenging situation.

Table 3. Background information of study participants for individual interview (Respondent) from Volunteers and CC members.

Code	Sex	Age	Education status	Responsibility	Religion
Respondent -14	M	55	12	CC member	Orthodox
Respondent -15	F	38	12	CC member	Orthodox
Respondent -16	M	22	Diploma	Volunteer	Orthodox
Respondent -17	F	23	Diploma	Volunteer	Orthodox
Respondent -18	F	32	12	CC member	Orthodox
Respondent -19	M	28	12	Volunteer	Orthodox
Respondent -20	F	22	Diploma	Volunteer	Orthodox
Respondent -21	M	24	12	Volunteer	Orthodox
Respondent -22	M	24	Degree	Volunteer	Orthodox
Respondent -23	F	25	Degree	Volunteer	Orthodox
Respondent -24	F	26	12	Volunteer	Orthodox
Respondent -25	F	29	Diploma	Volunteer	Orthodox
Respondent 26	F	31	12	Volunteer	Orthodox

As shown in the above table, three members and ten volunteers of the organization also participated in the study. Accordingly, participant's opinion on the problem of identification of OVC for support was presented below.

Regarding the problem of screening and identifying OVCs for support one of respondent from community committee member (**respondent -18**) said that;-

The problem I observed was one of the eligibility criteria for screening and identifying OVCs for support is the presence of ID and known residence, mostly there are minimal supports from the government to provide them with ID and which didn't answer the needs of many OVC living in a challenging situation.

Here eligibility criteria mean criteria to be fulfilled by the OVC to be enrolled by the organization or to be supported by the organization (Bureaucracy).

The study disclosed that, the project site government officials did not gave emphasis for this issue and very needy OVCs miss this ID card and on the other hand the one who is believed to be self-sufficient even on learning at private school sponsoring own self have been identified as a needy and being supported by the organization. This brings the organization to utilize a resource to less needy OVC while there is severely affected and helpless OVC exist in the project site.

Study participants from organization volunteers (**respondent - 22 and respondent - 25**) were pointed out that;-

The initial requirement for OVC screening and providing support is families or OVC caregivers who have ID.No and from respective residence or district and who are living with in the operational area of the organization. However, the majority of vulnerable and orphan children as well as children living with extremely poor caregivers have no access to ID.No and permanent residence due to the problem of housing. Hence, the criteria to be fulfilled for registration the organization may exclude such types of children.

From the respondents view, it is observed that, OVCs who have no permanent residence and have no access to ID has not get the required support from the charitable society even if he or she has serious problem and living in any difficult circumstance. So due to lack of attention and support from Government offices they have not got ID and a chance to get access to the required support for Sheger CFDCS.

One respondent from the Community Committee member (**respondent- 15**) said that;

The other concern is during OVC screening, children above age 10 also excluded by the eligibility criteria. I can mention, so many vulnerable children who want the

support but excluded due to eligibility criteria. But, their problem was heart breaking and needs immediate attention.

Similarly, one of the community committee members of the organization also stated that with regard to the identification criteria of OVC for service, the age of the children also one of the criteria for identifying OVCs. Which mean, children above age 10 also excluded due to the eligibility criteria even if the child is in difficult situation and in need .

Table 4. Background information of study participants for KII

Code	Sex	Age	Educational status	Occupation	Religion
KII-1	M	45	MSc	Executive director of SCFDCS	Orthodox Christian
KII-2	F	34	BA	Gullele sub city WCSAO department coordinator	Orthodox Christian
KII-3	F	36	BA	Gullele sub city WCSAO head	Orthodox Christian
KII-4	F	37	BA	Gullele sub city WCSAO team leader	Orthodox Christian
KII-5	M	43	BA & MSc	Gullele sub city WCSAO Project planning, monitoring & evaluation team leader	Orthodox Christian

KII- 2 and KII- 5 are key informants from Gullele Sub city women’s children’s and social affair’s office and they were described that:

Lack of updating on the written eligibility criteria for OVC enrollment by the donor and keeping it in line with organization; The eligibility criteria is guidelines that describe characteristics that must be considered during the identifying of OVCs for support, The major eligibility criteria for screening or criteria to be fulfilled for

enrollment of needy children and identifying OVCs for support is, priority is given for under the age of 5 children.

This show that other vulnerable children who are living in difficult situation and orphan children may not access to support due to their age and eligibility criteria already set by the organization. But, there are a number of children are who needs external support.

So,the screening criteria that used for identifying and supporting OVC excludesmost vulnerable children and needs special attention.The key informants, added that, Sheger CFDCS need to work on updating the OVC screening criteria’s, exerting its maximum efforts on awareness enhancement for volunteers, community committee, beneficiaries and care givers of OVC addressing unmet need regarding what are charitable society mean and the extent of support and care given for OVC in order to balance or correct their expectation and minimize the existing biasness.

Table 5.Back ground information of FGD study participants

Code	Sex	Age	Educational status	Responsibility in the organization	Religion
FGD-P1	F	25	Diploma	Volunteer of SCFDCS	Orthodox
FGD-P2	F	27	12	Volunteer “	Orthodox
FDG-P3	F	22	12	Volunteer “	Orthodox
FGD-P4	M	24	Diploma	Volunteer “	Orthodox
FGD- P5	F	43	12	CC member	Orthodox
FGD-P6	M	55	12+1	CC member	Orthodox
FGD-P7	F	37	12	CC member	Orthodox

After the researcher introduces on the objective of the research first, the researcher was provided FGD guide orientation, the participants were selected one person as a moderator, to lead the group. Based on discussion point check lists, the members were undertaken their group discussion with regard to the problem on service provision OVC and screening related issues, in

the cause of SCFDCS. Accordingly, during their discussion all of them pointed out about the selection criteria of OVC and limitation of resources to address the need of OVC and the existence of high expectation of beneficiaries.

According to focus group members (FGD-P1 and FGD-P6) described as:

The majority of vulnerable and orphan children living with extremely poor caregivers have no access to ID.card and stable residence due to the problem of housing. Hence, the criteria to be fulfilled for registration the organization may exclude such types of children.

As described above participant's opinion shows that beneficiaries high expectation for external support, complain on the screening and service provision create burden on the charitable society staffs. They also mentioned that the beneficiaries always expecting direct provision support from the organization instead of changing their life. Finally, all the FGD (From FGD-P1-P7) members put their general comments on the intervention practices of SCFDCS.

CHAPTER FIVE

Discussion, Conclusion and Recommendation

5. Discussion

In this section, the researcher has tried to associate the study finding with the previous

researches based on the research question as themes. This research has two major themes. The first one is the major challenges of the organization SCFDCS in service provision to OVC and the second one is its causes for the challenges. So the following discussion is given based on the research questions. Besides, the finding of this study about challenges of service provision to OVCs in the cause of SCFDCS was described from different dimensions as follows:

5.1. Major finding on challenges during service rendering process

5.1.1. Budget Scarcity

One of the major findings of this research described that, the main problem and concern on providing service for OVC at SCFDCS is that limitation of resource to fit the beneficiaries need to make the resilience households among the project enrolled children's of families (care givers). This can be associated to different factors as respondents view, amongst there is no new donor or sponsor to fulfill the need of either the newly being enrolled OVC or existing previously. The other problem that worsens this condition is the beneficiaries' attitude towards NGOs generally and that of SCFDCS specifically that they expect the organization as it stands on behalf of their every-thing or any of their need through their life long.

Each of the respondents directly or indirectly agreed on this point that creates a great challenge during service provision for their beneficiaries' (OVC) care givers. It was described that even some parents inherited their grandparents under the organization but still they are needy and under cyclic poverty which strongly opposes the vision of any charitable organization if their true vision is to eradicate poverty of their enrolled beneficiaries' in sustainable manner. This finally brings unmet need complication among the beneficiaries which prolong the life of dependency among the care givers and families of OVC.

The study conducted by Tibebe et al. (2014), also revealed that, NGO's involved in supporting orphan and vulnerable addressed limited number OVCs. Similarly, the finding of this study also indicated that, deficiency of budget, shortage of man power and the existing organization approach as well as the exiting eligibility criteria's (bureaucracy).hinders to address all needy children in its operational areas as per the expectation and current needs and extents of the problem of the beneficiaries were identified as the major problems during service provision to OVCs. In addition, according to the key findings of Rapid Country Assessment, Analysis, and Action Planning (RAAAP) Report of (2005) Ethiopia, global and national OVC response efforts are often hindered by staff shortages, scarce resources and expertise to increase capability, and unwillingness among financially competitive OVC service providers at all levels to share information and "best practices." Similarly, the finding of this study also shows that, shortage of skilled man power and financial limitation has been identified as the major problem. In line with this, various study findings, Example (Abebe 2008), Bethlehem Abraham (2011) and AselefechBekele, specified that NGOs are involved to change the lives of orphan hood having limited impact and for being partial, cost ineffective, unsuccessful and not reaching the poorest of the poor. While the reson why and their challenge was not yet explored adequately. This also needs attention.

5.1.2. Donor Driven Approach of Service provision for OVC.

The finding of study realized that "majority of, the program intervention is based on Donor (sponsor's) interest and the mechanism they want to reach the beneficiaries and in what means to support them. ; This means the program implementation approach is based on the interest of the supporter/sponsors. Not emphasized into what OVCs or beneficiaries actually want and what really bring a change on the life of these communities based on the reality of the physical environment of the beneficiaries'. For example as mentioned by study participants the services are not provided

based on the need of the OVCs it is donor centered and most of the activities that planned by the organization is based on the activities that standardized by donor but the reality on the ground demand that someone need to be flexible based on the time and location value. This can be explained as the activities budgeted and addressed by the organization are not feasible in the environment of some beneficiaries' while some other beneficiaries have some entrepreneur (business idea) but not supported adequately by the organizations financial low to get money for that business.

Generally, the findings indicated that SCFDCS is commonly implementing on the sponsorship funds and the interventions are accomplished based on the interest and preference of the donor but not based on the needs of orphan and vulnerable children. While, the Rapid Country Assessment, Analysis, and Action Planning (RAAAP) finding (2005) suggested that, it is essential issue that must shift the approach from “top down” donor and government disbursement of project funds to community-led and community-centered mobilization.

5.1.1.3 Bureaucracy of the project site government officials

The other challenge on service provision to OVC at SCFDCS is that, identifying the needy OVC demands some sort of criteria that ensures to identify the poorest of poor among the many more society that need support. Fortunately the respondents explained that “the project site society normalized and cultured that the charitable society support who ever want it and there is inappropriate resource utilization with this regards. To overcome this problem according to the study participants, the OVC’s respective kebeles ’ID card is essential to get detail of the needy individual. However, the majority of vulnerable and orphan children as well as children living with extremely poor caregivers have no access to ID. Because no and permanent residence due to the problem of bureaucracy for getting house. Mostly, the problem of housing forced them to displace to adjacent areas like Sululta town and Burayou (Oromia region). Accessing and providing support for these children also another difficulty. Mostly there are minimal supports from the government to provide them with ID and which didn’t answer the needs of many OVC living in a challenging situation.

Even though having ID is the right to all citizen legally, the project site government officials did not gave emphasis for this issue and the study disclosed that, very needy OVCs miss this ID card and on the other hand the one who is believed to be self-sufficient even on learning at private school sponsoring own self have been identified as a needy and being supported by the organization. This brings the organization to utilize a resource to less needy OVC while there is severely affected and helpless OVC exist in the project site.

This study found that, there are no controversies that care and support for orphans is not an easy task. Some of the problems can be solved easily, if the various actors establish or form a network, while others may require laborious/difficult effort. Other studies also shown that family

members are currently taking care of over 90% of OVC is under extreme pressure, and unless governments and international development partners redouble their current efforts to increase the capacity of the families to cope, the quality of lives of foster OVC and all children in vulnerable households remain in danger (DorcasNthenyaMutiso and Dr. Pius MutukuMutie, 2018). With this respect the finding is in line with Rapid Country Assessment, Analysis, and Action Planning (RAAAP 2005) assessment report of Ethiopia (USAID, 2005) which explicitly indicated that, the scale up multi-sectorial national responses to the OVC crisis is very crucial.

Similarly, the finding of this study showed that, the organization lacks experiences in linking and networking with other NGOs and associations to address the needs and concerns of orphan children. According to the finding, there is deficiency of communication, the services and the supports being provided are not integrated and lack coordination and timely updating between concerned stake holders, donors and service providers on the service provision for OVC, for updating eligibility criteria for enrolling new orphan and vulnerable children as well the burden of acceleration of number of OVC from time to time. With this regard the finding is in controversies with main objective addressed by (UN Integrated Regional Information Networks (2003).

5.1.1.4 Low awareness/attitude of beneficiaries

The other finding of this study was the existence of low understanding and awareness of the beneficiaries on the approach of the organization. The finding of the study conceptualized based on the respondents view that majority of the beneficiaries did not know what is “charitable society generally and its mission specifically”. They believe that the organization is somewhat which is utilizing a money due to its richness or as if it is the “(yeferenj birr)”therefore it is allocated for every lucky individual who get the chance to join the institution. The participants considered that not only beneficiaries but also even some government employee perceived that every NGO has no

financial problem and can utilize budget for who ever wanted it and they do not expect little money from it. This brings the sustainable dependency among the beneficiaries and fails to accomplish its vision and mission by the charitable organization.

5.1.1.5 Lack of collaboration among service providers:-

This study found that there are no controversies that care and support for orphans is not an easy task. Some of the problems can be solved easily, if the various actors establish or form a network.

5.1.1.6 Absence of standard service delivery guideline

The finding of the study described as, the organization, Sheger CFDCS has no standard service delivery guideline that may developed or adopted that help to measure how well the needs of children are being meet by services rendered by the organization. Similarly, the program has no clear departure guideline for departing children from the program support that show significant change & replace the needy who left the program.

This finding is in contrast with that of (HAPCO, 2010: 6) Standard Service delivery for Orphan and vulnerable children. Aiming to standardize the services offered to OVC by government, non-governmental and community-based organizations, the Ministry of Women's and Children's Affairs (MOWA) and HIV/AIDs prevention and control office (HAPCO) has developed Standard Service Delivery Guidelines for orphan and vulnerable children, (MOWA and HAPCO 2010) that offered seven core service provision areas; however SCFDSC services don't meet and measure the core services of the guidelines. The reason why is due to the program approach. But, if service quality is not measured, there will be no future improvement in the life of the beneficiary (OVCs). Measuring delivered services quality helps to coordinate and direct an organization's activities to meet target recipients, (HAPCO, 2010: 6).

5.1.1.7 Gaps in screening of OVC:-

The finding of this study also approved that, there is deficiency of communication and timely updating between concerned stake holders, donors and service providers on the service provision for OVC, eligibility criteria for enrolling new orphan and vulnerable children.

According to the finding, the other major challenge in OVC screening as well as service provision is the presence of large number of OVCs. It can be concluded that, the way to identify OVC (eligibility criteria) is a full of bureaucracy by the organization and government body, but it was noticed that the existing monitoring, evaluation and follow up of the organization and the support as well as commitment of concerned government body found low. Accessing ID for OVC caregiver's is found challenging due to lack of their own residence (house) which is one of the criteria for eligibility to get support. B/C one of the major difficulties for vulnerable family is housing.

5.1.1.8 Sustainability Challenges

The finding revealed that, the organization changed its approach from direct provision to sustainable development or hand out support. Based on the finding, even if there is a limited resource to provide adequate financial support to families who engaged on income generating activities, aiming to economically strengthen OVC caregiver's and enabling them to full fill their children's basic needs, the organization is trying making families or caregivers economically self-reliant and enables them to full fill their children's basic needs through provision of startup capital, vocational skill training, and different capacity awareness raising trainings. However, the beneficiaries always expecting direct provision support from the organization instead of changing their life in sustainable way. This also, developed dependency syndrome among the OVC caregiver's.

CHAPTER SIX

6. CONCLUSION AND RECOMMENDATIONS

6.1 Conclusion

This study suggests that resource limitation or scarcity, expectation of care givers unmet need and organization approach(donor driven) are major challenges to address appropriate service for orphan and vulnerable children in such a way that life changing and internationally accepted standard services is met. On the other hand, it can be concluded that the way to identify OVCs is a full of bureaucracy by the organization and Government body, but it was detected that the existing monitoring, evaluation and follow up of the organization and the support as well as commitment of concerned government body(miss used opportunity) found low.

6.2 Recommendation

Sheger child and family development charitable society need to work hard to avail optimum resource (avoid Scarcity) by designing grant projects and resource mobilization strategy to provide appropriate service for orphan and vulnerable children and redesigning its approach (shifting donor driven approach) focusing on changing life of orphan and vulnerable children. Sheger CFDCS need to work on awareness enhancement for beneficiaries and care givers of OVC (talking unmet need) regarding what are charitable society mean and the extent of support and care given for OVC in order to balance or correct their expectation.

The charitable societies, SCFDCS, better to design the strategy and other mechanism than being donor driven organization for support and care of OVC in changing the life of beneficiaries in a sustainable manner. Besides, the Standard Service Delivery Guidelines serve as a tool

for improvement of services and is recommended to be used by policy makers and program managers, Stakeholders working on OVC programs at all levels, Community members and beneficiaries. While, the organization does not use the guideline, so the organization should prepare or adopt the existing service guideline that help to measure how well the needs of children are being met by the services. An accordance with and guide lines will prepare for the service provision to OVCs.

Moreover, government need to do hard in suggesting amending the law of Civil society organization specially those which relying on their own resilience/ existence than changing the life of OVC as per their vision and mission addressed at their establishment. The finding of this study also indicated that, the coordination and networking of Sheger CFDCS with similar service providers which found in the operation areas found low. So, the organization should create strong linkage and establish partnership with other service provider to address the need of OVCs through referral and linkage.

The other important issue is ensuring sustainability of OVC life through strengthen the economic status of their caregiver's. The finding indicated that, the beneficiaries always expecting direct provision support from the organization instead of changing their life in sustainable way. Basically, the organization is trying making families or caregivers economically self-reliant and enables them to full fill their children's basic needs through provision of startup capital. Accordingly SCFDCS should strongly work on capacitating OVC caregiver's based on their capacity and interest through engaging them to alternative income generating activities.

6.3 Implication for social work

The finding of this study has various implications for the need of social work practices to assess the extent of service provision to OVCs and challenges associated with service provision to

OVC. Furthermore, in order to alleviate the problems mentioned in the finding, it needs to advocate and design community initiative projects. Despite this, it needs to measure, monitor and evaluate the progress or changes on the OVCs due to the NGOs and GOs intervention and identifying gaps through concerned bodies to gathering relevant facts on Orphan and vulnerable children as well as children living in difficult and different circumstance. This means measuring the extent of services that offered by the organization and measure weather it meets the needs of OVC or not in line with Standard Service Delivery Guideline (SSDG) that developed in 202 by Ministry of Women's Affairs (MoWA) and Federal HIV/AIDS Prevention and Control Office (FHAPCO, 2010).

On the other hand, it is important to conduct further investigation on OVC situation and their existing problems in providing responses at all level, Government, NGO and faith based and the like. Accordingly, Social workers and other relevant professionals should advocate about orphans and vulnerable children and their parents who are living in problematic situations to be recognized by government bodies and addressed in country policies and social welfare systems. Moreover, Social work professionals would support this through guiding and further by conducting research with regard to the crises of OVC for effective programs designing and implementation of interventions and actively involving in promoting activities to influencing policy makers through advocating of representative office could ensure the inclusion of children in need, orphans and vulnerable children in every phase of OVC strategic planning, implementation, and evaluation and create supportive environment for orphan and vulnerable children.

Furthermore, in order to meet the need of OVCs and responding to their multidimensional issue, the social worker must be aware in capacitating the community to mobilize resources to address the need of OVC. In line with this, in order to alleviate the problem of OVC in sustainable manner strengthening the capacity of the community and enabling them to mobilization resources, to design projects, implement, and monitor their own OVC support programs. Because the role of social work professional is

helping disadvantage individuals, groups and community and to work researching and advocating for appropriate public assistance resources for clients. Generally, social workers and other concerned bodies should advocate that orphans and vulnerable children and their caregivers who are in difficult circumstances are recognized and get priority by global bodies and addressed in Ethiopian institutions, legislations and social welfare systems.

6.4 Implication for policy

From the policy point of view social worker need to advocate on the service provision, care and support of OVC in sustainable manner through conducting research, supporting and alleviating service providers' problem in service provision. Social workers should work on community imitative projects, NGOs, the government and at grass root level as well as advocate for establishment of strong collaboration among all service providers at all levels to be benefited the OVCs. Basically, the Government of Ethiopia has formulated a comprehensive National Children's Policy in 2017 to sustain its commitment to, protect and fulfill children's rights and enhance the family and community's role in the healthy growth and personality development of children giving attention to vulnerable children. One of the pillars that sated in the policy statement was providing rehabilitation, care and support for children in difficult circumstances, Federal Democratic Republic of Ethiopia National Children's Policy (2017). The policy was placed a direction to integrate the efforts of all stakeholders, at all level from regional and international organizations.

Despite this women's, children and social affair office is the main government sector which is responsible to look in to the issues of OVC and has the legal structure from Sub city to Woreda level. In line with this, to address the need of the OVC, designing appropriate strategic plan to alive the problem of OVCs is the mandate of the office. But the protection and care of orphan and

vulnerable children is not given attention. The government should create conducive environment for OVC service providers, take the leading role to identify their challenges and support service providers at all level to reach their intended objectives and to provide especial focus and attention for orphan and vulnerable children.

The other concern that need attention is problem of inappropriate global, donor driven policies and programs that waste crucial resources at the expense of children's wellbeing and limit the scope of the service providers (implementers) and hinders them to address the issue based on felt need of OVC. It is known that, donor-driven model was itself being predictable as problematic for having limited impact and for being partial, cost ineffective and not reaching the poorest of the poor. Similarly, the finding of this study described as one of the challenges of the service provider (SCFDCS) in addressing more vulnerable and children living with disability due to the existing donor driven approach which contradicts a rights based approach that takes in to account the rights of all children who are excluded and who are not protected.

On the other hand the standard service delivery guidelines for orphan and vulnerable children was developed by the former Ministry of Women, Children and Youth Affairs and Federal HIV/AIDS prevention and control office (HAPCO, 2010). It contains seven core service areas which are considered critical components of a set of services for programming targeting orphan and vulnerable children. The seven service areas include shelter and care, economic strengthening, health care, education, psychosocial support, legal protection, food and nutrition. However the relevant Government body dos not follows the implementation of the guideline as well.

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Annex-1

Addis Ababa University

College of Social Sciences

School of Social Work (MA) Graduate studies

Interview Questions to Sheger Child and Family Development Charitable Society

staffs/employees/

The purpose of these questions is to gather information for exploring the challenges of Sheger Child and Family Development Charitable Society in service provision to orphan and valuable children (OVC). Hence, the questionnaire is accordingly designed to obtain information about your opinion, perceptions, experience and comments regarding the challenges that you have faced in providing different services to targeted OVCs and finally indicating the problem areas, gaps and providing appropriate recommendation.

All information given will be confidential and you are expected genuine and honesty. Hence, I would like to thank you in advance for giving me your valuable time to fill this questionnaire.

I) Background of the respondents

1. Sex : -----
2. Age: -----
3. Educational status _____
4. Religion _____

5. What is your role and responsibility in the organization? _____
6. Experiences you have in the organization (service year)_____

II) Questions related to service provision

1. What are the major challenges you faced during service provision to targeted OVCs? In terms of accessibility, resource, suitability, effectiveness and the like? Please, can you specify

2. Do you describe the causes for the challenges?_____
3. Do you think that, the services that provided by the organization are need based

4. Would you mention the challenges that may hinder the organization in addressing the need of OVC?_____
5. Do you think that, the organization program intervention will bring significant change or improved the life of the targeted OVCs? Pleases state you opinion

6. What do you suggest on the overall intervention of the organization?

III) Questions related to targeted orphan and vulnerable children (OVC) screening

1. Are there eligibility criteria for screening the OVC for support?

Can you List the criteria's

2. What are the major challenges and gaps during the identification or screening of OVCs? (List the challenges you faced)

3. What are the causes for the challenges? Describe

4. What possible solutions do you propose for solving the above challenges? (state) , If you have any comments on the organization approach in OVC screening, please state your comment

Questions for Community Committee (CC) members and volunteers of the organization

I) back ground of the respondents

1. Sex : _____
2. Age- _____
3. Level of education : _____

Questions related to service provision

4. What kind of supports/services/ that the OVCs get from organization?

Please describe the types of services

-
5. What do you feel about the beneficiary's perception and opinion on the support? state based on your observation _____

6. Do you think that, the need of OVCs/beneficiaries/ addressed by the organization?

-
7. What change do you observed on children/beneficiaries due to the organization intervention/ support? _____

Questions related to eligibility criteria

8. Do you aware on the OVC screening eligibility criteria? What is your comment on the criteria?

-
9. Do you think that the screening is based on the criteria?
-

10. What challenges do you observe during OVC screening? Please, describe the challenges/gaps you observed?

11. Is there a problem during the service provision? Can you specify the problems?

12. Do you have any general comments on the organization approach (please state your comments)

Thank you again!

Annex-2

አዲስአበባዩኒቨርሲቲሶሻልሳይንስኮሌጅ

ሶሻልወርክት/ቤት

የመጠይቁሳማ:

- ለሁለተኛ ደረጃ ግሪም ማህያዳራዊ ወልጥናት ለማካሄድ የሽገር የህፃናትና ቤተሰብ ልማት በጎ አድራጎት ማህበር የማህበረሰብ ኮሚቴ አባላት እና በጎ ፍቃደኞች በፕሮግራሙ /በጎ አድራጎት ማህበሩ/ አገልግሎት አቅርቦት ላይ ያሉትን ችግሮች እና ክፍተቶችን ለመዳሰስ፤
- በአገልግሎት አቅርቦት ወቅት የሚታዩ ችግሮችን ለመለየት፤
- ይህ መጠቅ የተዘጋጀው /የተቀረፀው/
 በአገልግሎት አቅርቦት ላይ የድርጅቱ የማህበር የማህበረሰብ ኮሚቴ አባላት እና በጎ ፍቃደኞች ያላቸውን ሃሳብ፤ አመለካከት እና ያላቸውን አስተያየት እንዲሁም ያዩ አቸውን ችግሮች/ክፍተቶች/
 መረጃ ለመሰብሰብ ታቅዶ ነው። በዚህም መሠረት ተጠያቂዎች ጠቃሚና ገንቢ የሆነ አስተያየታቸውን እንዲሰጡ እየጠየኩ ለሚያደርጉት ትኩረት በርከው ዲሁ ላመሰግን እወዳለሁ።

መመሪያ

1. ይህንን መጠይቅ መጠየቅ ያለባቸው የፕሮግራሙ የማህበረሰብ ኮሚቴ እና በጎ አድራጎት ማህበሩ በጎ ፍቃደኞች ሲሆኑ ተጠያቂው /ዋ/ ኮሚቴ ወይም በጎ ፍቃደኛ መሆኑን /ዋን/ አረጋግጥ/ጭ
2. መጠይቁን ከመጠየቅህ /ሽ/ በፊት የተጠያቂውን /ዋን/ በጎ ፍቃደኝነት ማግኘትህን /ሽን/ አረጋግጥ /ጭ/
3. የጥናቱን ማሳያ እና አሰፈላጊነት ለተጠያቂው /ዋ/ አብራራ /ሪ/
4. ተጠያቂው የሚመልሱትን መልስ /መረጃ/ በተቀመጠው ባዶ ቦታ ላይ ይጻፉ
5. ለተጠያቂው /ዋ/ ለሚያደርገው /ምታደርገው/ ትኩረት ምስጋና አቅርቦ /ቢ/

ሀ. የተጠያቂው /ዋ/ ግለሰብ አጠቃላይ መረጃ

1. ስም: _____
2. ዕድሜ _____
3. የትምህርት ደረጃ: _____

ለ. አገልግሎትን በሚመለከት

4. ሸገር የህፃናትና ቤተሰብ ልማት በጎ አድራጎት ማህበር ለወላጅ አጥናሎች ግርተኛ ላይ ለሆኑ ህፃናት የሚያደርገው ድጋፍ ምን ድንገት ነው ?

5. በለሚሰጠው ድጋፍ /አገልግሎት/ ላይ ያለው ምልክታዎች ምን ድንገት ነው?

6. በድርጅቱ የሚሰጠው ድጋፍ በህጻናት ላይ ለውጥ አምጥቶ አልብለው ያስባሉ? ለውጥ ያለ መጣከ ሆነ ምክንያቱን ቢገልጹ፤ -----

7. ድርጅቱ ወላጅ አጥናሎች ግርተኛ ላይ ለሆኑ ህፃናት አገልግሎት ሲያቀርብ በአገልግሎት አሰጣጡ ላይ ለውጥ አልባሉ ?

ካለቢያ ብራሩ

8. በፕሮግራሙ አገልግሎት አሰጣጥ

/ከተደራሽነት፣ ከህፃናት ደህንነት፣ ፍላጎትን መሠረት ከማድረግ አኳያ እና ከቀጣይነቱ አንጻር ያለው ስጦታ ላይ አስተያየት ወይም ምልክታዎች ምን ድንገት ነው ?

9. ለአገልግሎቱ ለሚመረጡ ወላጅ አጥናሎች ግርተኛ ላይ ለሆኑ ህፃናት የመምረጫ መመዘኛ /መስፈርት/ መኖሩን ያውቃሉ ?

መረጣው በመመዘኛው /መስፈርቱ/ መሠረት ነው ብለው ስያምናሉ?

10. ወላጅ አጥናሎች ግርተኛ ላይ ለሆኑ ህፃናት መረጣው ቅትት ግርጌ እና ክፍተት አልባሉ? -----

የመረጃው ስብሰባ ቢወጣ /ዋ/ ሥም ----- ፊርማ ----- መረጃው የተሰጠበት ቀን ---

----- ወር ----- ዓ.ም -----

ANNEX -3

Key informant interviews (KII) that are done with relevant Government workers such as Gullele Sub Sub City Women's children and social affairs office, Gullele Sub City Woreda 7 Women's Children and Social Affairs Office on the challenges and gaps of Sheger Child and Family Development Charitable Society in service provision to targeted OVCs.

The final result of the research will be benefiting both the organization and its beneficiaries by indicating the problem areas and providing recommendation. So, your collaboration and right response will contribute a lot for the success of this objective. Thank you in advance for your willingness and cooperation.

Key informant interview guide (questions) for Government representatives;-

I) Back ground of the respondents

1. Sex : _____
2. Age: _____
3. Level of education _____
4. Religion _____
5. Organization _____
6. What is your role and responsibility in the organization? _____

II) Questions related to targeted orphan and vulnerable children (OVC) service provision and screening

- What do you observe challenges on service provision by the organization?
- Is there the service provided by the organization is need based?

- Do you think that the organization program intervention or service provision will bring significant change or improved the life of the targeted OVCs?
- What is your office contribution in the program implementation?
- What is your general comment on the program approach?
- What is the role of the respective woreda offices on targeted OVC screening?
- Do you observe problems during OVC screening?
- What kinds of problems or challenges do you observe on OVC screening?
- Do you think that the organization's volunteers are applying OVC screening criteria effectively?
- What do you suggest over all on the screening of OVC?

Thank you for your corporation!!

ANNEX -4

Focus group discussion points(checklist)

During the focus group discussion (FGD) with study participants from Community Committee (CC) members who represented from targeted community and volunteer of the organization the following key points will be addressed.

- The major problems & constraints that the group members observe during service provision by SCFDCS to OVC.
- Discussion and reflection on the organization strategy/approach towards service provision
- General comments on the intervention practices of SCFDCS
- What is the group opinion/views on OVC selection criteria
- What is their contribution in the organization sheger CFDCS intervention practices as a volunteer and CC

ANNEX -5

Observation Checklist

1. The researcher will observe service recipients during service provision.
2. The researcher will observe recipients (OVC guardians) condition when they will receive services from SCDFCS,