

https://dspace.org/

Stakeholder perceptions on the role and effectiveness of networking forums in promoting partnerships' and integrated service delivery between government and non-profit sector organisations : the case of Nelmapius Forum in the North Rand Region Pretoria.

Mafetsa, Sarah Moyagabo

2012-08-27
http://hdl.handle.net/10539/11836

Downloaded from a DSpace repository. https://dspace.org/

ABSTRACT

This study sought to explore the perceptions of stakeholders on the role and effectiveness of networking forums in promoting partnerships and integrated service delivery between government and non-profit sector organisations using the Nelmapius forum as a case study. The research adopted a qualitative research method and a case study research approach was utilized. The research population consisted of social workers and social work supervisors in both government and NGOs who participated in the Nelmapius forum. Purposive sampling which is a type of non-probability sampling was utilized to draw participants for the study. The sample consisted of 11 social workers and 4 social work supervisors who participated in the Nelmapius forum. Data was collected using semi-structured interviews. Thematic content analysis was used to analyze the data. The findings reveal that participants understood the primary reason behind the establishment of the Nelmapius forum as to strengthen the relationship between the government and the NGOs in Nelmapius. It was also revealed that the Nelmapius forum was a platform for NGOs and the DHSD to share service delivery information. Findings of the study show that the forum is an effective platform for enhancing partnerships' among organisations which enhanced integrated service delivery. The forum created a platform which enabled organisations to work cooperatively. This led to capacity building among participant members and their organisations. The forum also enabled organisations to work together to share service delivery channels and processes as well as demarcation areas of service which benefitted the community members. The forum did experience few challenges in its later stages of functioning such as poor attendance, lack of new member integration, and failure to honour commitments by some organisations which led to low of morale amongst forum members. As a way of invigorating the forum participants suggested that: All stakeholders should participate actively in the forum, facilitation of the forum should rotate among members, the forum must be open to all stakeholders, the forum must be attended by senior officials, meeting venues should rotate in different organisations and that there should be monitoring and evaluation systems in place. It is hoped the study will have impact positively on the functioning of networking forums.

KEY WORDS: Partnership, Integrated service delivery, Non-governmental organisations, Networking, Developmental social welfare.