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Student No.2620037



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being

Department of Social Work

School of Human and Community Development

Faculty of Humanities

University of Witwatersrand

In partial fulfilment of the requirements for the degree Master of Arts by Course Work and Research Report in the field of Social Development

By

Thihangwi Josephat Makhale

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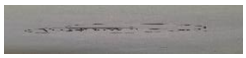
February 2025

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Declaration

I **Makhale Thihangwi Josephat** student number **2620037** declare that the research report is my work and has not been previously submitted to any institution before for assessment purposes.

Student's signature:  **Date: 28 February 2024**

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ABSTRACT

This study took place at Ekurhuleni, East Rand corridor of Gauteng province in South Africa. Therefore, this study aimed to explore those NPOs experiences which include their perception on the provision of psychosocial support services, their role in rendering psychosocial support services to enhance Ekurhuleni people' well-being, challenges that they face while rendering psychosocial support services as well as their coping strategies within those challenges. The aim was reached through different NPOs staff members interviewed. System theory was applied by the researcher in understanding how NPOs work with different stakeholders as well as the relationship between NPO staff members together with their clients. This theory clarified that NPOs function within a system made up of its own staff members, beneficiaries and other stakeholders. The researcher also adopted a strengths-based approach to bring to consciousness the strengths that NPOs use to cope with different issues they face, it also helped NPOs to be aware of the inner power they have that keeps them going. The study was conducted using a qualitative research approach which allowed the researcher to study people's behaviours and experiences. Descriptive and exploratory research designs were adopted to describe and explore more information on the NPO's experiences. The study used a purposive sampling procedure whereby the researcher visited different known Ekurhuleni NPOs to get five social workers, five social auxiliary workers and five managers to be research participants. Therefore, semi-structured interviews were conducted by interviewing five managers and five social auxiliary workers individually using an interview guide. Meanwhile, one focus group discussion conducted with five social workers using a focus group discussion guide. Furthermore, the thematic analysis method was applied in analysing the collected data and the research findings confirmed that different NPOs in Ekurhuleni are providing similar psychosocial support services with the same mandate to benefit people's well-being. They face challenges that make it impossible to completely enhance the well-being of people such as lack of resources, funding, proposal skills, and staff supervision. The study recommends South African government to create new policy that will support NPOs more on overcoming their challenges. The police need to embrace government funding in a form of land and buildings, ensure the fulfilment of people's needs that NPOs cannot meet, provide supervision to NPO staff, capacitate NPOs on proposal skills on the regular basis and also taking over specific NPO's clients if that NPO happened to lose its funding by any reason.

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Keywords: Non-profit Organisation, Psychosocial support, well-being, Challenges, Experiences, Rendering, Role.

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CHAPTER ONE

INTRODUCTION

1.1 Introduction

Different terms have been used to describe Non-Profit Organisations (NPOs). Those terms include people's organisations, grassroots organisations, voluntary organisations, development organisations and non-governmental organisations. The term non-profit organisation is used to incorporate and mean the different terminologies used for such organisations (Modi & Mishra, 2010). Non-Profit organisations are independent embodiments voluntarily constituted and engage both their constituency and supporters due to values, concerns, or shared interests, and they have a public benefit purpose. They are normally registered by the state and embrace peaceful approaches to their work (Kilby, 2006). The purpose of the NPOs as indicated by Rebetak and Bartosova (2020) is to deliver services in the domain whereby those services are not being provided by the government, services are provided with the goal of making society a superior place. Particularly, non-profit organizations perform a relevant role within society by seeking to satisfy human needs in various ways and an addition to governmental activities. NPOs are also an eye opener to the government in formulating new policies for the best interests of the citizen's well-being. Similarly, Verschure and De Corte (2014) state that due to the proletariat bottom-up kind and rather small-holder of operation, NPOs become engaging partners for public policy formulators. Ozer et al. (2016) emphasised the core characteristics that NPOs adopt, and these include that NPOs serve as private, and they are institutionally apart from the government and public sector. Furthermore, they are non-profit distributing, which implies that they do not receive any profit in return for the services they provide. They are self-governing, meaning that they are in control of their own functioning while recognising those that are outlined by the law and NPOs are a unit of other organisations. They are voluntary and are with the intensity of voluntary input in their management and activities. Lastly, NPOs are informal or formal systems with some expressive standards of permanence and structure, whether legally formed and registered or not. While operating without charging in return for the services they provide, NPOs rely on donations and funding coming from different institutions depending on the services they are providing to people. In their study, Rebetak and Bartosova (2020) indicate that NPOs' donations come from firms, individuals or other entities which appreciate the social value that comes about with the missions of that specific NPO. Donations support NPOs' activities in a form of various assets including money, or volunteer work from a donor. Candler and Dumont (2010) state that both donors and government are

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important NPO's financial stakeholders, although government agencies become key financial stakeholder funding with the amount of money in the form of contracting and through the impact of tax policies on donation. However, NPOs regularly initiate communication with both government and donors in requesting funding and donation. The aim of this study therefore is to explore the experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being.

1.2 Statement of the problem and rationale for the study

South Africa is known to have a broad and animated non-governmental sector with roughly 100,000 registered NPOs and an estimated 50,000 unregistered ones (Stuart, 2013). Activities for those NPOs as indicated by Heintz (2006) include, providing services to people to self-regulate by encouraging problem-solving and initiative around a batch of fields such as the environment, gender equality, education, disaster risk reduction, poverty alleviation, health, arts, and culture. Du Plessis (2021) confirms that thousands of NPOs in South Africa are involved in providing various social services focusing on enhancing both the psychological and social well-being of the people which the government fails to address, services such as implementing aftercare educational programmes for children, providing daily meal through food parcels and community kitchens to both children and adults, providing counselling and skills development programmes to unemployed people, helping them to prepare their curriculum vitae and job readiness preparations. With all the mentioned, the country is still having high numbers of people experiencing social problems including unemployment and people living in poverty with the shortage of food.

Walters (2021) found that most NPOs face challenges such as the lack of formal assessment and evaluation, regular external communication, volunteer and staff recruitment, resources and minimal formal planning which make it hard for them to meet some of people's needs. NPOs' purpose include delivering services in the domain whereby those services are not being provided by the government, services which are provided with the goal of making society a superior place (Rebetak & Bartosova, 2020). One can agree that from all thousands of NPOs, only a few people succeed in their programmes and that it is undoubted that there is a gap/problem that needs to be investigated. Since that cannot be regarded as the challenges for all NPOs, it is then clear that a lot still needs to be found especially on experiences and challenges without forgetting their coping strategies. Therefore, it is necessary for this study to investigate the support that the Department of Social Development provides to NPOs, to determine whether it is still relevant and benefits societies accordingly. The findings in the

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study will indicate if what is happening on the ground is aligned with the policy and if not, then recommendations will be made on the changes needed that will lead to policy fulfilment in implementation. The researcher believes that NPOs' activities, challenges and coping strategies cannot remain the same forever, they change depending on the environment or circumstances around them. The researcher's intention is for the government to consider the findings and recommendations of this study while creating and amending their social and NPO policies for the best interest of the people.

1.3 Contextualisation of the study within the South African arena

South African Government (2024) orders all NPOs functioning within the country to be abided by Non-profit Organisation Act 71 of 1997. The Act intends to lay out directions as well as guidelines and procedures of NPOs' registration on the territory within where NPOs can grow and also set up directorial together with ruling structure where they can perform their events. Furthermore, South Africa has a broad and animated non-governmental sector with roughly 100,000 registered NPOs and an estimated 50,000 unregistered ones (Stuart, 2013). Similarly, Du Plessis (2021) confirms that thousands of NPOs in South Africa are daily involved in providing various social services focusing on enhancing psychosocial well-being of the people which the government fails to address. Those services include implementing aftercare educational programmes for children, providing daily meal through food parcels and community kitchens to both children and adults, providing counselling and skill development programmes to unemployed people, helping them to prepare their curriculum vitae and job readiness preparations. With all the mentioned above, the country is still having high numbers of people experiencing social problems including unemployment and people living in poverty with the shortage of food. Statistics South Africa (2019) shows that six in 10 children are multidimensional poor while 1,7 million households are experiencing hunger with almost 20% of households having harshly inadequate access to food since 2017. In addition, a quarterly labour force survey done during the third quarter of 2021 indicates that 46, 5% of South Africans are unemployed and without any source of income (Stats South Africa, 2021). It is therefore undebatable that South African NPOs are struggling to completely meet the psychosocial needs of the people. Therefore, this study explains the experiences of South African NPOs in rendering psychosocial support services. It also investigates the perceptions of South African NPOs in rendering psychosocial support to enhance people's well-being. It further describes the role of those NPOs on the provision of psychosocial support services, and also the issues that they are facing while providing psychosocial support services, which are

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the reason why South Africa is still having lot of people with unmet psychosocial needs. Their coping strategies were also investigated.

1.4 Purpose of the study

The purpose of this study was to explore the experience of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being.

1.5 Brief description of research methodology and methods

The study was conducted using a qualitative research approach. Two types of qualitative research design were adopted which is exploratory and descriptive research designs in exploring and describing NPOs' experiences. The sample of the study was made up of fifteen participants which were selected using purposive sampling procedure from the NPOs observed by the researcher. Data were collected using semi-structured interviews whereby ten participants interviewed one on one using interview guide while another five participants interviewed in a form of focus group discussion where focus group discussion guide was used. The pre-testing of the data collection instruments was conducted with 4 participants and this allowed them to have input on whether the question arranged are non-threatening and easy to answer. Data analysis conducted using thematic data analysis methods and the six steps of thematic analysis presented by Braun and Clarke (2013) were followed. In ensuring data trustworthiness, the researcher applied credibility, transferability, dependability, confirmability and reflexivity techniques. The researcher ensured that the study is ethically conforming, she avoided harm during the study by interviewing participants in their respective NPO premises, she asked permission to conduct study from both Wits University Human Research Ethic Committee as well as NPO manager/directors for interviewing their staff members. The participants were allowed to sign or not sign the consent form depending on whether they are willing to be part of the study or not. Meanwhile privacy, anonymity and confidentiality were applied when the researcher kept all the confidential information within herself and only shared it with the supervisor. She also avoided using their real names while presenting findings in this report.

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1.6 Limitations of the study

1.6.1 Limitations and delimitation

Miles (2019) define limitations as uncontrollable restrictions to the research which negatively affect research methods and designs. While Akanle et al. (2020) define delimitation as a limitations regulated and controlled by the researcher within the specific study such as research questions, theory used and objectives of the study. While collecting data, the researcher made an appointment with one of the NPO managers who agreed that she will be interviewed on the certain date and time using virtually teams meeting as she does not prefer the researcher to come to her NPO and she did not show up on that meeting and not answering her phone, no formal permission letter were given though. Therefore, the researcher had to identify and approach another NPO manager to replace that one so that she can move on with her data collection.

Another challenge that the researcher faced was for the NPO manager who agreed verbally to say the researcher can come and interview him and when is time to give out the formal permission letter he kept on postponing and said he is busy. Since the researcher was running out of time, she ended up approaching another NPO manager who willingly participated in the study. Furthermore, one NPO manager gave permission letter and during data collection manager indicated that she is sick, and her social auxiliary worker cannot be interviewed without her as a manager being on duty and the researcher replaced that NPO as well. It was hard to maintain confidentiality while interviewing manager and social auxiliary workers from same NPO as they indicated that their rules say all management team must be present while interviewing any of their members. Therefore, interview conducted with other management team member being present however consented participants were the one answering the questions. Eight participants signed consent forms before the interview date while other seven participants consented telephonically and signed consent forms during interview date.

In addition, qualitative research approach was adopted since it was found to be the best approach to study NPOs' employees conduct, and the quantitative approach or mixed approach omitted were omitted. Since quantitative approach focuses much on collecting and analysing numerical together with technological data, this study puts people's experiences at the centre with no interest on the statistical as well as systematically approaches to NPOs. Data were collected from limited number of only fifteen (15) participants with the awareness that enough data would be collected with that fifteen participants to understand the patterns and themes in the data set and draw conclusions. Similarly, the Ekurhuleni Department of Social

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Development shared spreadsheet in 2024 indicating that more than fifty NPOs are funded in Ekurhuleni and this study only focused on six of them, interviewing not even quarter of those NPOs' staff members. Moreover, the study focused only on the experiences of known Ekurhuleni NPOs without any interest on the experience of NPOs rendering psychosocial support services at other municipalities within Gauteng province or even South Africa as a whole. From the researcher's observations, most of NPOs in Ekurhuleni do not have professionals such as psychologist, community developers and nurses which is the reason why the researcher decided to target social workers, social auxiliary workers and managers as the professionals working in most of the Ekurhuleni NPOs.

1.7 Definitions of key concepts

The following are the key concept and their meanings as they were used throughout this research:

- **Experience**

An experience is an event occurring or occurred with a specific impression on someone. It is the symbol of the condition of knowledge and therefore depends on a different order of elements from knowledge itself (Ross, 2020). Experience in this study refers to different occurrence within the NPOs while rendering psychosocial support services to enhance people well-being.

- **Challenges**

Calikoglu (2019) defines a challenge as a situation that arouses a person to apply a conscious effort on the opportunity to progress with uncertainty concerning whether the wanted end will be accomplished. Therefore, a challenge is a situation that tests a person's ability to achieve the desired goal, it needs more focus and thinking for one to keep on striving towards the purpose. In this study, challenges are the difficulties that NPOs are facing while rendering psychosocial support services to enhance people's well-being, and those difficulties disturb them in reaching some of their psychosocial support programme objectives.

- **Non-Profit Organisation (NPO)**

NPO refers to a confidence, enterprise or difference people's partnership widely accepted for civic aim with its revenue and equity not circulatable to its representatives or administrators excluding for a logical reparation of provided services (NPO Act, 1997). The researcher regard

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NPO as an organisation rendering psychosocial support service to enhance people well-being without expecting any rewards or payment from their beneficiaries.

- **Psychosocial support services**

Hlalele (2012) defines psychosocial support as a continuing operation of meeting social, emotional, spiritual, and mental needs, which measure important components of meaningful and favourable human development. Therefore, in this study psychosocial support services are quality services which do not only focus on meeting people's physical needs but highly put emphasis on people's emotional and psychological development and their need for social interaction.

- **Well-being**

Li (2023) states that well-being refers to a condition that present absolute functioning of all elements of a person which include tangible, emotional as well as communal characteristics. This research regard well-being as a complete operation of Ekurhuleni people which involve better functioning emotional, appearance, mental and interacting well with the society and resources around them.

1.8 Organization of the report

Chapter 1: Introduction

This chapter provides an overview of the research topic, its significance and rationale, as well as the specific purpose of the study. It sets the context and outlines the structure of the report.

Chapter 2: Literature Review and Theoretical Framework

This chapter reviews existing literature related to the research topic, while also identifying gaps the study aims to fill. It also presents the theoretical framework that underpins the study, explaining key concepts and the theory that guide the research project.

Chapter 3: Research Design and Methodology

This chapter details the research design, methods, and procedures used to collect and analyse data. It covers the study's approach, sampling techniques, data collection instruments, and analytical methods, ensuring transparency and trustworthiness in the research.

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Chapter 4: Results and Discussion

This chapter presents the findings of the study, using narratives from the participants of the study. It also interprets these results in the context of the research questions and the theoretical framework, discussing their implications and relevance.

Chapter 5: Main Findings, Conclusions, and Recommendations

This final chapter summarises the key findings of the research, draws conclusions based on these findings, and provides recommendations for practice, policy, or further research. It highlights the study's contributions and suggests areas for future inquiry.

1.9 Conclusion

This chapter clarified the statement of the problem on the study. It emphasised how the study fits in South African arena. The purpose of the study explained as well as research methodology applied in this study are discussed in the chapter. The limitations and delimitations of the study are explained as well as the definition of concepts in relation to the study. The details on how the chapters are arranged in this report were also given as report directive.

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CHAPTER TWO

LITERATURE REVIEW AND THEORETICAL FRAMEWORK UNDERPINNING THE STUDY

2.1 Introduction

This chapter focuses on the perceptions of social workers on NPOs' provision of psychosocial support services. The section also includes the role played by NPOs as well as the challenges that these NPOs face together with their coping strategies in addressing those difficulties. It further explains theories that underpinned this study. Theories include systems theory that helped the researcher to understand NPOs as subsystem functioning within the bigger system and also explain the impact of those subsystem's interaction in rendering psychosocial support services to enhance people's well-being. Since system theory does not describe the capacity that NPOs have to keep themselves moving even within different challenges they may come across, the researcher adopted strength-based theory to explain those capacity. Strength-based theory assisted the researcher to explore strategies that NPOs use in surviving various challenges they come across.

2.2 The role of social workers in the NPOs' provision of psychosocial support services

Gumede (2020) indicates that different staff members within one NPO explain psychosocial support differently according to their own experiences and knowledge, though they are all working towards fulfilling the same mission and goals of that specific NPO. Social workers clarified that, in rendering psychosocial support services they get training and information through self-initiatives and self-education to better their service delivery and become experts when intervening with different clients (Rivera-Moret, 2019). Their interventions include cognitive psychotherapy, conflict management, crisis management, psychological well-being interventions, continuing strength calmness, and organised therapy interventions to assist on dealing with different problems. Their duties also include community education and outreach programmes, behaviour wellness management, case management, networking and referrals to different institutions, providing help on issues such as financial, housing, transport, insurance and lawful resources (Zebrack et al., 2016). Moreover, Bopape (2022) emphasises that the social work profession's central directives which impact psychosocial support services involves encouraging social cohesion, social development, social change, deliberating and empowering people. The Love Trust (2023) states that within different susceptible communities, social workers have a fundamental task in helping households to advance

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comprehensive children's psychosocial health, promoting children's rights, and encouraging their safety. It further says that social workers also conduct school health and life skills talks on difference social and health topics. Furthermore, U.S Bureau of Labor Statistics (2023) presents the roles that social workers play which include analysing communities and people in need of care, appraise people's needs, conditions, inner force and supportive resources to resolve their purposes, assist people in adjusting with changes and difficulties such as sicknesses, relationship ending and job loss, investigating and advocating for people's resources, react to mental balance, crisis resolutions, conducting follow-ups in ensuring clients' improvement, as well as maintaining filling and recording of beneficiaries' information, establish and assess programmes and benefits to meet beneficiaries' basic needs and also assist in providing psychotherapy benefits.

The U.S Bureau of Labor Statistics (2023) identifies the different types of social workers and their impact within different communities, and these include:

Family and child social workers- with the impact on strengthening household system and being supportive to household needs as a whole including protecting children from being isolated and all things that can violate their rights.

School social workers-with the impact on providing psychosocial support to learners and their families conducting connections between schoolteachers, learners and their households and also responsible in linking them with different resources within the community.

Health social workers- They provide intervention to patients in need of social work intervention which involves improvement on their mental and physical wellness and resolve psychosocial challenges taking part on patients' deteriorating health.

Clinical social workers- They assess, diagnoses, treat and prevent mental health challenges and different disorganised behaviour.

Older person's social workers- They work together with the household care givers in providing both health and social wellness support to pensioners.

Race and ethnicity social workers-They focus on completion for racialism and prevent inequality by implementing programmes promoting equality within the society.

LGBTQ social workers-They promote equality and wellness of Lesbians, Gays, Bisexual and Transgender community. On a larger scale they also advocate for this community's rights, programmes and policies that support and value them.

It is therefore clear that social workers play critical roles that bring positive impact to people's lives. Virginia Commonwealth University (2022) states that social workers convert people's living, develop communities, their services assist the whole nation and also encourage people

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to collaborate in building a better world. In addition, NPO workers interviewed in Hungerford et al. (2016) study indicate that applying the principle of recovery in rendering psychosocial support services leads to the considerable difference in their clients' lives. Nevertheless, other social workers stated that providing psychosocial support from an early stage of development is also for paramount importance as it helps children to practice empathy and care for others, it also helps them to be aware of their rights which ensures their wellness and safeness (The Love Trust, 2023).

However, although they love their work and feel proud about their positive impact to clients, they still face ungovernable situations which become a problem and sometimes prevent them from providing necessary services to their clients. Those situations include lofty caseload, high risk working environment, shortage of resources, shortage of organisational support, unknowledgeable and unhelpful partners (Bopape, 2022). Acker and Lawrence (2009) state that NPO social workers working within the less caring environments show less feelings of competency, high burnout and stress symptoms while those interviewed from the well-controlled caring circumstances outlined less level of burnout and stress. It is therefore clear that there are gaps disturbing social workers' daily interventions that need to be investigated further. In addition, Rivera-Moret (2019) state that most NPO social workers clarified that they are responsible for their own professional growth to boost their expertise when intervening with different clients since most NPOs do not provide such trainings. Funding/donation agreements between NPOs and their funders also has an impact in the high level of social workers' stress since it mostly leaves them without control on the services, they provide to their clients but putting more attention on meeting the funders' expectations, however, with supportive NPOs, social workers cope better with such situations (Kim & Stoner, 2008).

Billings et al. (2021) expresses that, social workers provided psychosocial support services during covid-19 pandemic did not have any other choice than to work so that they can get their salaries regardless of fearing for themselves and loved ones. The descriptive assessment conducted by Mrhalek and Kajanova (2018) shows that 4.62 percent of social workers were not satisfied with their work due capacity building issues; while 56.1 percent has uncertain issues caused by salaries, workers benefits, not being appreciated at work and poor work environment; and 39.3 percent shows that they are satisfied with their work influenced by good management team and colleagues. With that say, it is therefore clear that impact of social workers on the provision of psychosocial support services to enhance people's wellbeing also depend on their NPOs' conditions.

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2.3. The roles of NPOs in providing psychosocial services

NPOs play an important role in community blueprint structure within divergent circumstances they are operating in (Nwauche & Flanigan, 2022). They provide different psychosocial support as holistic services to different age groups in various communities (Luthuli, 2022). Paxton et al. (2020) states that NPOs provide services to vulnerable people, deploy combined activities and uphold human rights. While Skhosana (2020) emphasises that NPOs employ a broad range of programmes to address the rights and the needs of disadvantaged or vulnerable groups such as preventive, institutional and advocacy measures. NPOs respond to refugee emergencies as a humane emergency and not as a governmental or lucrative emergency (Waerder et al., 2022). This shows that NPOs operate as a rights mediator for both original citizen and migrants (Bruzelius, 2020).

Gumede (2020) mentions that the role of NPOs include but not limited to facilitating support groups to people experiencing difficult situations, counselling, bereavement support, community mobilisation to assist on adoption of positive thinking and behaviour. They provide emotional support service to all people regardless of their citizenship (Waerder et al., 2022). They further provide basic needs to disadvantaged groups. In this instance, basic needs are people's recovering circumstances, healthiness or fundamental independence. Waerder et al proposing that imperfectly attained needs forbid people to function positively physically and psychologically (Sadick et al., 2019). NPOs render materialistic services to people such as nutrition, food parcels, clothes, shelter and more materialistic required for day-to-day functioning (Ngwara, 2020).

Liu and Van de Walle (2023) state that networking is the partnership started between NPO and other stakeholders for better service delivery. They further say that those relationships show upgraded results to clients which is the outcome of NPO workers working together with the stakeholders in a process of providing their different services to the clients. Zebrack et al. (2016) emphasise the excellence of the official contract being signed between NPOs and other stakeholders that allows them to share client's information during service delivery which encourages them to work well together in helping clients rather than depending on kindness of workers to reveal client's information which is for the best interest of the clients. The collaboration on aspiration, confidence, self-determination and alternatives shared by NPOs rendering psychosocial support services and its stakeholders brings the best amount of stability on the manner in which clients are being supported (Zebrack et al., 2016).

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NPOs also focus on community wellness determinative such as homes, transportation, recreation and jobs (Zebrack et al., 2016). They are concerned about people's lives besides being good helping hands and their social effects to people yet due to constructive economic effect to natives (Nahrkhalaji, 2018). They are providers of paying jobs which contribute to social and economic growth of the countries they are functioning at (Nahrkhalaji, 2018). NPOs are viewed as well-spring of change in bringing answers to social issues in a greater way due to their compact scale considerable closeness to people (Arranz et al., 2020). Moreover, NPOs play the same part as regime and manufactures to different communities as well as rendering perfect seedbed towards change and provide peoples benefits projects that attract government to support them (Sullivan, 2018).

Gumede (2020) indicates that NPOs have specific involvement to children such as life skills, peer education, dialogues, debates and camps or outings which are part of the aftercare programme. The Early Childhood Development (ECD) programmes are rendered to support children's development and respond to their needs within interdependent development areas such as emotional, language, physical, educational, and cognitive. Furthermore, Non-profits organisations provide teaching revolution of different types, there are NPOs that specifically help children and learners to upgrade maths while others assist deprived and splinter groups together with disadvantaged leaners on their way to tertiary and also assist in growing teaching reform designs and educational staff and take them to different learning institutions (Zucker, 2009). During maritime climate in Norfolk, NPOs assisted resilient citizens with educational programmes on live shorelines to both citizens together with states employees, they provided accredited certificates for both greenish architecture and countryside white-collar (Saitgalina et al., 2022).

Barhate et al. (2021) states that, NPOs in India demonstrated their ability to respond to natural disasters by better railing together with reaching affected people remotely, in their communities, implementing relief engagement and rehabilitating disadvantaged people. In doing that, they found victims and placed them in places of safety, supplied them with basic needs, assist them in soon recovery and healing, responded to short and long-term necessity and stability restoration and also participated on the prevention of more crises (Barhate et al., 2021). Meanwhile Mathias et al. (2022) emphasise that during cataclysm situations NPOs put cataclysm interchange repossession in the centre of their goal even if they did not include cataclysm functioning in their actually goal. However, they provide their same services to benefit people affected by disaster such as places of safety to be used by those whom their

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houses are affected, toll free lines for community help while other assist with case handling and lawful matters (Mathias et al., 2022). NPOs mostly respond immediately to disaster since they are functioning within the communities (Dvornicich, 2022).

Shum et al. (2018) show that NPOs strengthen living world with conveying and addressing shortage of environmental requirements within places such as waterfront sections, upholding along with rendering assistance in protecting the living world. Moreover, NPOs encourage resilience within living world by assisting societies to regularly strengthen waterfront usability and flexibility than seeing it as a threat to their well-being (Grant & Langpap, 2019). NPOs focusing on the living world can secure as well as advance fulfilment of living world merit that assist sections regularly increase maritime together with flexibility (Robinson et al., 2018). Similarly, Morris et al. (2014) mentioned that NPOs in the United of America conduct factory merit on clean water act through gathering data, training, observations as well as imposing. Saitgalina et al. (2022) states that NPOs supporting living world work in partnership with the states involving affected people and volunteers on dealing with living world matters and such partnership led to accomplishment operation together with cooperation on maritime matters through structuring associations as well as interchanging polices and assets over departmental borders.

It is therefore clear that, South African together with entire African NPOs has the same impact as global NPOs. They all bring positive effects to people through direct service, indirect services by promoting environmental healthy and collaborating with government. Nevertheless, NPOs in South Africa also focus on disadvantaged community to improve people's well-being and promote equality (Choto et al. 2020; Dineo, 2019). South African NPO Act assist government to monitor and support NPOs in ensuring their positive benefits to citizens (NPO Act 71 of 1997). Psychosocial support services provided to disadvantaged schools by South African NPO, resulted in over nighty percent matric pass rate per school (Trevor Noah Foundation, 2025). Meanwhile income generating project established by NPO in Western Cape of South Africa benefited different participants in starting their own businesses (Grandmothers Against Poverty and Aids, 2025). Although other NPOs from different African countries are controlled by different government policies, people beneficiary is for paramount important (Mandevere, 2022; Mshayi,2025). Zimbabwean NPOs enhance people well-being through teaching them different skills, decrease poverty as well as assisting in different aspect of everyday living (Kabonga, 2023). Meanwhile Zambian citizens attended capacity building and athletic development programme from NPOs, shows strong individual

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creativity as well as soccer skills (Workaway,2025). With that, NPOs provision of psychosocial support worldwide lead to better living condition.

2.4 Challenges confronting NPOs in rendering psychosocial support services

2.4.1 Lack of resources

The need for efficient resources has been indicated to be priority for many NPOs since most funding and donations from both national and global are drying out and that forces some NPOs to close their doors as they find it difficult to render service without adequate budget (Gumede, 2020; Van Dyk & Fourie, 2015). Although other NPOs do not completely shut down due to lack of funders, they suffer complex issues caused by lack of resources. Consequently, Barhate et al. (2021) indicates that during the crisis relief in India it was difficult for some NPOs to deliver groceries and cooked food due to the shortage of transport to deliver them to beneficiaries. Due to lack of resources, sometimes NPO lose their focus on their main objectives and focus on what the proposing funder want them to do (Maboya & McKay, 2019). Zhu (2021) mention that NPOs face crucial problems such as lack of power to stand for themselves, lawfulness together with liability difficulties. In addition, digitized conversion is another problem with the NPOs, digital transformation helps in making NPO tasks simpler and partnering absolute, however, it comes with issues that include lack of assets, capacity and expertise to interact with technology, difficulties to involve staff members while clients and other funders are willing to intact through digitize services (Nahrkhalaji, 2018).

2.4.2 Inefficient government support

NPOs express that they are experiencing slow response from government in most of the cases they refer, such as child abuse or neglect, whereby they find that children are still at the very same condition after referring the matter to government departments while NPO staff cannot remove them as limited by NPO constitution and resources (Gumede, 2020). During COVID-19 pandemic, NPOs in Hong Kong experienced challenges such as inability to respond effectively due to restricted workforce and assets and they did not have proper guidelines to guide them on how to respond strategically (Chui, 2022). NPOs' onsite services were suspended since Hong Kong state did not assign funds for NPOs throughout the first few months of the COVID-19 pandemic while at the same time there was a high need of personal protective equipment and psychosocial support for community members (Chui, 2022). Meanwhile, Japanese NPOs are belittled within global NPO networking due to a lot of government rules that do not support them (Siliquini-Cinelli, 2019). In the same way, Maboya

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and McKay (2019) state that the weakness of South African financial system left most NPOs economically disadvantages which threaten organisation's survival. Australian NPOs also faced issues such as establishing disaster administrative measures urgently, vague rules as well as clear instructions from the states which endangered people at workplace together with keeping up hope as well as emotional wellness for both workers and beneficiaries (Stotzer et al., 2022).

2.4.3 Poor cooperation with stakeholders

It is difficult for NPOs to maintain liability and control their stakeholder's expectations due to lack of skills and knowledge (Van Dyk & Fourie, 2015). Some NPOs join stakeholders' meeting because they want to receive or offer support to other NPOs and that is another aspect that encourages poor cooperation within stakeholders (Zeimers et al., 2019). Meanwhile Weaver et al. (2019) mentioned that some stakeholders come with the offers that are not in other organisation's favour and push those organisations away.

2.4.4 High caseload and shortage of staff

NPO staff experience high case load influenced by elements such as due to lack of funding, rising of social problems and change in policies and laws (Zimbayi, 2020). Skhosana (2020) found that high workloads sometimes force some staff members to go for other careers that they view as demanding lower input of energy and time since there is much work to fulfil in time attainable with limited resources, which results in burnout. Van Dyk and Fourie (2015) added that NPOs find it hard to get and keep employees and members of the board because of employees' cultural differences and the point that they are unable to provide competing remuneration to them.

2.4.5 Noncompliance with monitoring and evaluation conditions

NPOs find it difficult to precisely account for the resources, directions, evaluating progression of the funded projects and be liable to their funders (Luthuli, 2022). Similarly, it is hard for NPOs to explain comprehensible strategic plan and control the procedures to achieve the agreed objectives with their funders (Van Dyk & Fourie, 2015). Some NPOs find it difficult to adjust with different requirements and reporting procedures from different funders especially those that are having more than one funder since different donors expect them to report in different ways (McGill, 2020). Similarly, Masilo (2024) states that the increment of funders affects the way the NPO is conducting its monitoring and evaluation. The impact can be negative or positive depending on whether the NPO is adopting different monitoring and evaluation

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systems or whether the NPO is struggling to adapt. Botana (2022) indicated that, Lack of strong leadership and liability are some of the reasons why Botswana NPOs struggling with monitoring and evaluation compliance.

2.4.6 Contradiction between government policies and public servant response

Sometimes it is difficult for NPOs to reach their aim of reducing poverty and enhance people's well-being due to the contradiction between government policies and the way NPO beneficiaries are being treated at the government department (Gumede, 2020). For instance, lack of legal documents such as birth certificates, passports and identity documents for both South African citizens and foreigners is another challenge presented that delays NPO clients to access social grants and schooling for children (Gumede, 2020). Whereas Regulation 11 of the Social Assistance Amendment Act No.5 of 2010 provides for grant application without abridged birth certificate. Bernam et al. (2021) in their study conducted in United State mention that public services are not always delivered successfully, there is a lot of reported cases on its failure caused by the public servants. Meaning that public servants are not always in line with the policies created for them to implement and that negatively affects NPOs since their mission is to enhance people well-being while the policies were also created to put the very same well-being at stake. In addition, Maynard-Moody and Musheno (2022) state that even though it is not all public servants mistreating society, there are some public servants reported to be judgemental and end up not practicing social policies as expected. With that regards, South African NPOs are facing very serious challenge with government as they are not considered important during policy formulation. Nwauche & Flanigan (2022) indicates that, NPOs were supposed to get involve on social policy creation. However, South African NPOs are isolated due to majority of people in power viewing them as low-profile agents.

2.4.7 Environmental issues

Another challenge that hinders NPOs' success is the unstable environment most NPOs are operating that involves separate geological environments, rapid changes substitute and dualism on sponsor environment, and unsteady and political friction environment (Van Dyk & Fourie, 2015). Stotzer et al. (2022) indicate that Australian NPO staff experienced worldly circumstance very traumatic and demanding during the COVID-19 since they were working abnormal hours and spending most of their time at work than with their families. Some NPOs faced living world enforcement caused by high number of people in need of their services while others are being challenged with existence of other NPOs within the same demarcation

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providing same services (Nahrkhalaji, 2018). Most West Africa NPOs showed delicacy and high sensitiveness towards different environmental challenges (Diaw, 2021).

2.4.8 Lack of fundraising skills

Another main challenge of NPOs is the funding cut and lack of fund-raising skills to meet people's needs (Nahrkhalaji, 2018; Makwatikizo, 2023). In support, Maboya and McKay (2019) mentioned that other countries' law enactment governing NPOs are confining and hindering their fund-raising capacity. Meanwhile some NPOs cannot use the standard economic model to raise income due to their lack of skills and clear knowledge (Van Dyk & Fourie, 2015). The NPO managers' lack of income generating skills to increase their resources is one of the main challenge faced by NPOs Mirville (2021). While Betzler and Gmür (2016) emphasised the need for NPOs to gain more fundraising skills since they mostly experience lack of funders and donors to boost their resources.

2.5 Coping strategies of NPOs rendering psychosocial support services

NPOs that fortunately embrace uttermost circumstances are luckily capable of modifying as well as keep going even within unfavourable circumstances and are being regarded as strong (Waerder et al., 2022). There are still NPOs functioning regardless of the different challenges they face. Statistics South Africa (2017) shows that other NPOs survive from government subsidies which comes in a form of funding or sponsorship while others rely on donations they receive from local government and their own sources. Similarly, the American government funds for NPOs on services they provide is above three trillion seven hundred ninety-nine billion three hundred ninety-two million ninety-seven thousand two hundred sixty-four (R3 799 392 097 264) in South African Rand which helps those NPOs to survive (Sullivan, 2018). NPOs also have different ways of making income like households donating money in multiplicity settings such as from street attraction to collect plates at bequests and churches (Sullivan, 2018). NPOs' engagement in institutions may involve a benefaction through membership or subscription fee, which both measured transfers because the services that members may get from the NPOs are doubtful to fit a strong relationship to the paid amount (Statistics South Africa, 2017). However, most NPOs worldwide also get involved in civil businesses as well as marketing for income generating (Maboya & McKay, 2019).

Network HIV and AIDS Community of Southern Africa (2016) on its tips for NPOs' sustainability shares some of the strategies it uses, and these include, developing living policies

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and procedures which contribute to good performance to keep finding flows, policies and procedures that cover specific grounds of expertise, for instance learning programmes and child protection. Furthermore, organisations including the (Network HIV and AIDS Community of Southern Africa, 2016; Hungerford et al. 2016; Chui, 2022) emphasise the importance of forming collaborative and creative networking with other NPOs to support and strengthen one another for a common goal since one NPO can have core competency which can be useful to another NPO in applying for funding or other programmes that can benefit both.

Furthermore, Liao and Huang (2016) state that the use of alternative strategy model helps NPOs to survive as it pays its focus to civil goals and mobilising community to participate in civil goals than funding purpose such as putting services on sale. Managers interviewed in Marren (2021) mention that one of the reasons why their NPOs have been standing for much long is the ability to lead in various circumstances which help in NPOs' ongoing adjustment, reassessment, redirecting and is all motivated by managers' willingness to offer themselves for the sustainability of the organisation. In other words, human central abilities are another segment of resources contributing to bouncing back (Veldsman, 2019). Therefore, NPOs' sustainability is also strengthened by personal ability within staff and management which includes sharing creativity as well as merit, powerful dedication towards NPOs' purpose, economic power and cooperation, encouraging connections together with one's possessions (Stotzer et al., 2022). Chui (2022) state that in responding to the COVID-19 pandemic, NPOs adjusted their service provision replica, embrace regular bounce back gathering with employees to write down barriers as well as favourable outcomes while providing different support to community members. Moreover, they intentionally embrace teaching in execution style, analysing surviving master plan, write down considerable records to be frequently referred to by employees, and coaching stuff to train their employees. This brought a positive development within their capacity while responding to the pandemic. In dealing with lack of power to stand for themselves, lawfulness and liability difficulties, NPOs used mediator policy towards reducing power disparity, finding middle ground to allocate lawfulness in company of district dedication, starting white-collar identification, structuring society together with gathering high and low responsibility (Zhu, 2021).

2.6 Theoretical Framework(s)

Varpio and Paradis (2020) mention that theoretical framework is a rational developed, combined set of premises and conception developed from one or different theories that a

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researcher conceives to stand a study. Therefore, theoretical framework is an idea of the effort the researcher appoints to use a theory in a certain study. This section explains systems theory and strengths-based perspective as the theories adopted by the researcher in getting to understand experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being.

2.6.1 System theory

Systems theory is a contextual framework that is established on the rule that the component parts of a system can be best understood in the condition of its relationships with each other than in separation (Whitchurch & Constantine, 2009). Adams et al. (2014) state that systems theory views one aspect as interdependent than lonesome. For researcher to understand the NPOs operation, she had to view and understand it as a system functioning within the environment with other systems having influence on its operation. Non-profit organisations are systems in an environment and with that, they need organizational support such as funding, partnerships, etc that allow them to handily programme towards achieving their comprehensive mission (Walters, 2021). Therefore, the impact of NPO relationship with other systems such NPO sponsors, staff members, funders and beneficiaries have been considered in this research since those relationships provide greater beneficial perceptions to the issues of social collaboration and benefits the society and if the society is not benefiting then the relationship is negatively affected. Likewise, Luhnmann et al. (2013) say that within a generous community, the gifted does not crave for their super gain except if those gains commit to the interest of lesser fortunate. In addition, Wiggill (2011) states that beside sponsors, NPOs retain different partners, like government and beneficial community, strain body, clients and other official jurisdiction. He further says that NPOs' partner is very much important than partners in trading businesses due to the fact that they frequently have involved relationships with the NPOs and much collaboration on the accomplishment of organisational objectives. In that regard, NPO partners are the interdependent parts of the NPO, and it is hard for NPOs to function and reach their goals without interacting with those parts and that made it suitable for systems theory to be adopted in this study.

2.6.1.1 Operational parts

Operational parts in a system are sub-systems fulfilling main duties on the interest of the enterprise which execute paramount input-process of conversion-output (Rice, 2013). In like manner, ideas, funds and donations from different stakeholders, funders and donors are regarded as input; the way NPO is using the funds, ideas and donations for the gain of the

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beneficiaries is the process of conversion; and the evidence gains of the beneficiaries is the output of the operational parts of the systems. Adams (2014) adds that systems reach particular objectives through determined conduct utilising path and signifies. Therefore, it is essential for NPOs to share their goal and objectives to all partners including staff members and beneficiaries for the best achievement of those objectives and goals since all systems are responsible in reaching the NPO's goals. Staff members are responsible to ensure that the input is being used for the fulfilment of the specific goal (conversion) and positive changes within beneficiaries must be visible and confirmed (output). At any rate, communication and feedback is of paramount importance for all partners to know if the services provided are for the best interest of the goal accomplishment or whether there are some changes needed to be considered for the fulfilment of the particular NPO's goals. For this purpose, Wiggill (2011) states that in the absence of relationship and communication handling, it becomes hard for most NPOs to accomplish their goals and mission.

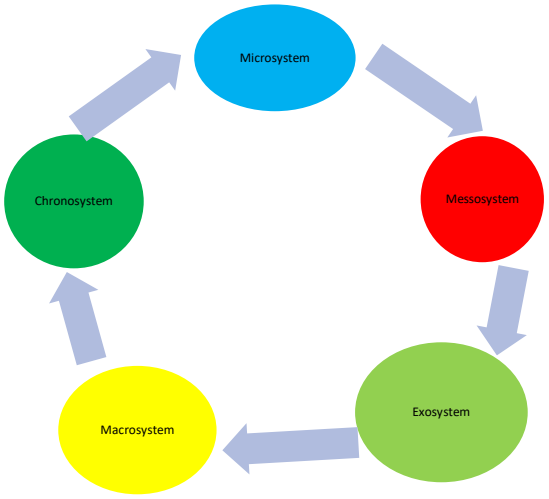
2.6.1.2 Managing system

Managing system is a system outside the above operational systems which is responsible for controlling and servicing the operational system which is the whole enterprise (Rice, 2013). In the same way, for an NPO to function effectively it is fundamental for it to have a manager who controls the functioning of the different systems. In supporting this, Wiggill (2011) states that, it is also the manager's responsibility to implement and prepare connection on organisation strategies and policies in clear communication to organisation's partners. Meaning that NPO managers need to ensure good communication within the systems for instance approaching different funders, reporting back to the funders on how the funding was used and also conducting communication between the NPO and the beneficiaries to hear and ensure that right services are provided to beneficiaries for the accomplishment of the particular NPO's objectives. For this purpose, Wiggill (2011) mentions that in the midst of everything, donors and funders require conduct for their funding, need evidence that NPOs are using their funding/donations accordingly and board members want defined results in place on how the funding was used as well as general NPO conduct. Therefore, NPO managers are also responsible to control communication between the NPO and the board members discussing NPO's issues, progress and also suggestions on the best accomplishment of the NPO's objectives. This is the reason why NPO managers and staff members were interviewed as part of the NPO systems.

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2.6.1.3 Ecological System Theory

Ecological system theory is the theory which support the system theory by emphasising the interconnection between microsystems, mesosystems, exosystems, macrosystems and chronosystem within the development of an individual (Guo & Lee, 2023). Therefore, the researcher considered all five subsystems to understand the impact of different systems on the functioning of NPOs.



Microsystem

Buehler (2024) indicates that microsystem is the territory in which the individual function on a daily basis including people that individual interacts with such as household associates. Wuryaningrum (2023) talks about two parts of microsystem, that include the virtual part which is a design of pursuit, communal part, and personal relationships participated by an individual electronically which summon, allow or hinder close involvement with the territory. Also, the physical microsystem a design of pursuit, communal part, and personal relationships participated by an individual eye to eye which summon, allow or hinder close involvement with the territory. Therefore, this study took into consideration the experience of NPOs on the interaction of their employees working together on a daily basis towards achieving the NPOs' objectives. The study also considered finding out NPOs electronically relationships that they maintain regularly.

Mesosystem

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Mesosystem focuses on the interconnection allying different microsystems whereby the functioning of single microsystem also affects the functioning of another microsystem within the development of an individual (Gonzales, 2020; Reeb et al., 2017). The researcher adopted mesosystem by looking at the impact of NPOs employees' relationship on their clients and their funder whom they mostly communicate with electronically.

Exosystem

Exosystem talks about the impact of systems that indirectly influence the development of an individual such as states, physical environment and other social resources around (Hodge & Raymond, 2023; Alvi & Gillies, 2020). The researcher looked at the impact of states and the role of different stakeholders together with community resources on the NPOs' operation.

Macrosystem

Wuryaningrum (2023) states that macrosystem is composed of government policies, peoples' heritage, beliefs, lifestyles and other aspects such as norms and merit where an individual is functioning. This proposition affects the whole relationships within every parts of the system. Jus like the exosystem, this subsystem does not directly affect individual (Herselman et al., 2018). The impact of government policies and country's economy on the NPOs' operation were considered as well as the experiences on the interaction of NPOs and different communities they are functioning in. Similarly, Buehler (2024) emphasises that macrosystem constitutes the impact of wide communal territory which embraces people's diversity, ministerial as well as wealth to the high or low level.

Chronosystem

Chronosystem focuses on the changes in the environment that affect individual progress and functioning where the individuals are the core being affected by what is happening around them (Guo & Lee, 2023). Those environmental changes affect biological aspects of an individual while influencing their functioning (Buehler, 2024). Samsudin (2021) indicates that chronosystem emphasises the impact of time in every subsystems, functioning as well as development taking place in individual's life. This study views how the time-to-time changes on the environment where the NPOs are operating affect their functioning. Similarly, Samsudin (2021) adds that chronosystem focuses on both previous and current changes happening in the lifetime of an individual.

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2.7 Strengths-Based Perspective

Smith (2006) indicates that strengths-based theory is an approach constituted on the assumption that people are resilient, they bounce back from life's misfortune, regardless of what appears to be an overwhelming situation. The approach enables us to understand human characters and answers the questions such as what strengths did a person use to deal fruitful with life? and what are the introductory strengths of people? It provides a theoretical and practice framework intended to engage practitioners in assets and capacity around a client's lifespan. Smith further states that strength-based approach differs from other theories in that it perceives strengths as a basic therapeutic intervention. Practitioners should enter each therapeutic relationship wearing magnifying glasses targeting on exposing and using clients' strengths. Exposing clients' ability constructs feelings of power, motivation, and confidence. Therefore, adopting a strength-based theory in this research, the researcher view NPOs' representatives as clients. Similarly, Jones-Smith (2013) states that for people to be successful, they need to put much focus on what they do best than focusing on what they are finding hard to do because what they do good can help them manage what they are finding hard to do.

2.7.1 Individual collaboration

Kong (2008) speaks about core competence within a group which presents that the prize of the gifted society within the organisation is much valuable because it is the important component of an organisation. For this reason, I brought individual talent/strengths in conscious level to explore how the collaboration of each employee's skills impacts the NPOs' functioning. Similarly, Jones-Smith (2013) states that strengths-based theory focuses on what works for people than what does not work for them, what people have than what they need and also emphasises people's strengths within their battle. Furthermore, this research also explored the impact of NPO staff members' strengths to each other with the point that each strength motivates other one's strength and that is another aspect that keeps their NPO moving. Jones-Smith (2013) added that people's strengths give inner consistence concerning their self-identity, provide meaning to their lives, combine their different related identities and express nature of interconnections they have formed with other people.

2.7.2 Organisational strength

Organisational strength refers to organisation's capacity to attend to clients' needs, managing resources efficiently, improve and encourage staff conduct through remaining in advance of

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competition (The Taplow Group, 2022). To get to understand organisational strengths, this research gave participants an opportunity to explain their NPOs' objectives, their impact as employees in the provision of psychosocial support, NPOs' impact in poverty reduction, how networking with other stakeholders assists in reaching NPOs' objectives and how the supervisor-supervisee relationships help in accomplishing NPOs' mission. Crotty & Ljubownikow (2020) emphasise that an everyday task in the NPO is a good way to show its organising strength. Demerouti and Bakker (2011) present that organisational strengths can be conceived as work resources since it conducts extraneous employee motivation and condition whereby individuals acquire their packed efforts and accessible strengths to ensure task fulfilment. In addition, Stander and Mostert (2013) state that organisational strengths help in providing good task-related results, decrease workers' turnover and enhance work enjoyment. Meanwhile Cameron et al. (2011) found that the outcome of organisational strengths includes high production and gainfulness within the organisation. Saleebey (2013) speaks about the six principle of strengths-based approach which were adopted in this study:

Principle one- every individual, group, family and community has strengths. This principle applied by the researcher while considering that every NPO has strengths and brought their strengths forward which were viewed as their coping strategies in challenges they faced.

Principle two- trauma and abuse, illness and struggle may be injurious, but they may also be sources of challenge and opportunity. The researcher contemplated that the struggle that the NPOs face may be seen as a difficult experiences while they can also appear to be a chance for them to get what they have been wishing for such as more donation or funding as an assistance during that difficult times.

Principle three- assumes that you do not know the upper limits of the capacity to grow and change and take individual, group and community aspirations seriously. This principle implies that NPOs have strengths that one cannot even imagine, strengths that allow NPOs to grow as higher as they want and also to adapt with different situations. NPOs were not judged during the study, they were treated as unique as they are with their different potential to progress and adapt to changes.

Principle four- we best serve clients by collaborating with them. The researcher worked together with NPO staff members during the study whereby she facilitated all the discussion using different skills to make them feel safe to cooperate. The researcher was mindful that NPOs collaborate with their clients while rendering services and that is the reason why she gave NPO employees an opportunity to explain their role as well as that of a clients during service delivery.

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Principle five- every environment is full of resources. This principle was applied in this whereby the study explores different resources and stakeholders which NPOs are working with in order to reach their goals. This principle applied with the knowledge that NPO cannot provide all services alone in rendering psychosocial support to enhance people's well-being. NPOs need other stakeholders to provide services that the specific NPO cannot provide, that include government departments for public services.

Principle six- caring, caretaking and context which implies that people need to be taken good care of and be informed about the condition of the services being rendered to them. In this study, the nature of the research was explained to all NPOs' participants, and they were also allowed to decide whether they want to participate or not while safe environment created for those participated. The study also explored the impact of Ekurhuleni NPOs to Ekurhuleni community members where it explained how psychosocial support services are being rendered to people and the context in which they are being informed about those services.

2.8 Conclusion

Psychosocial support services are of paramount importance in benefitting both community and social work profession. Although NPOs providing those services face challenges which mostly revolve around lack of back-up, different resources and skills. Their passion and different strategies keep them going. More information to support that has explored on this study. In conducting the study, theories such as system theory and strength-based perspective found to be suitable theories to apply for exploring, describing and investigating experience of Ekurhuleni NPOs in rendering psychosocial support services to enhance human well-beings. Similarly, Jones and Alony (2011) say that the use of theory is a critical way of contemplating social existence matters.

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CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

This chapter explains the research questions, aim and objectives. It also focuses on the research approach and research design that the researcher adopted during this study together with the procedure on how the population was identified and sampled. The chapter further explains the instruments used during data collection, how data was collected and analysed. Data trustworthiness and how it was maintained during the course of the study is also presented in this chapter. This chapter also presents the ethical considerations adopted.

3.2 Research questions

Research questions for this study are:

- What are the perceptions of Ekurhuleni NPO's employees on NPOs' provision of psychosocial support to enhance people's well-being?
- What are the roles of Ekurhuleni NPOs in rendering psychosocial support services?
- What are the challenges encountered by Ekurhuleni NPOs?
- How do NPOs of Ekurhuleni cope with the challenges that they face?

3.3 Aim of the study

The aim of this study is to explore the experiences of Ekurhuleni NPOs in rendering psychosocial services to enhance people's well-being.

3.4 Objectives

- To explore the perceptions of Ekurhuleni NPO's employees on NPOs' provision of psychosocial support to enhance people's well-being.
- To describe the role of Ekurhuleni NPOs.
- To investigate challenges faced by Ekurhuleni NPOs.
- To investigate how Ekurhuleni NPOs cope with challenges they face.

3.5 Research approach and design

Munene et al. (2019) states that a qualitative research approach is an approach for understanding and exploring the meaning groups/individuals attribute to a human or social problem. While Tracy (2024) adds that a qualitative research process includes arising

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procedures and questions, typically collecting data in the participant's context, reasonable build data analysis from individuals to general content, and the researcher interpreting the meaning of the data collected. This research approach supports honouring an inductive style, focusing on the importance of rendering the complexity of a situation and the individual meaning (Creswell, 2014). Therefore, in this research, the researcher used a qualitative research approach because this approach aims to study participants' experiences and perceptions of their social world and at this point, researcher focused on participants' experience in rendering psychosocial support services to enhance people's well-being. Moreover, Nowel (2017) states that qualitative research aims to bring about knowledge based on human experiences. The researcher collected data in a form of textual data rather than in a statistical form.

The advantages of the qualitative research approach include that it provides a detailed explanation of participants' opinion, experiences, feelings, and elucidate the connotation of participants' actions (Rahman, 2020). Corbin and Strauss (2008) state that qualitative research allows the researchers to determine the participants' internal experiences together with interpreting how participants shape those experiences. Rahman (2020) says that in data collection, the researchers collaborate with the participants straightforwardly in using methods such as interviews, participants-observations, and direct observation and that makes the collected data detailed and subjective.

Qualitative research approach has disadvantages such as leaving out circumstantial sensitivities and spotlight the participant experiences and the meanings (Adhabi & Anozie, 2017). In this regard, this research approach limited the researcher to focus on the experiences of Ekurhuleni NPOs in rendering psychosocial support services to enhance human well-being but bypassing the impact of South African cultures on Ekurhuleni NPOs in rendering psychosocial support services to enhance human well-being. According to Harry and Lipsky (2014), in the matter of research method, a smaller sample size elevates the matter of generalisation to the whole research population. The small sample size used in the qualitative research approach makes it difficult for the researcher to recommend the findings as a conclusion, but it always led to more research being needed on the same topic. Meaning more research is still needed on the experiences of NPOs in rendering psychosocial support services to enhance human well-being, even after conducting this study. In addition, policymakers may distrust merely qualitative research results due to the limited number of participants and generalisations (Rahman, 2020).

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3.5.1 Exploratory research design

Akhtar (2016) defines research design as the strategy, plan, investigation, and structure designed to obtain confident on controlling variance and search question. He further presents the following two types of research design that were used in this research exploratory research design is the constitutional stage of research (Yao & Lie, 2019). Its purpose is to accomplish a new perception of a phenomenon being studied, formulating a problem for the development of a hypothesis or more authentic investigation and this applies mostly when there is no or few earlier research to refer to for data (Akhtar, 2016). There is little knowledge available on the experiences of Ekurhuleni NPOs rendering psychosocial support services to enhance people's well-being and the researcher applied exploratory research design to gain more insights to add to the little knowledge available.

Kalu and Bwalya (2017) indicate that the advantages of exploratory research are that it aims to replicate new information than repeating what is already known. They further state that it gives a first tentative analysis to study a topic which never been studied before and it allows studying topics which already exist to produce new ideas and hypotheses. Meanwhile its disadvantages include risky as it makes it impossible to know in advance if something novel will come out of the whole process (Voxco, 2021). It becomes very broad and hard to handle with the notion that it should be done with the ambition to say something new is imperative and it also has no proper way of verifying the findings from exploratory research (Swedberg, 2020).

3.5.2 Descriptive research design

Descriptive research design portrays phenomena as they are and obtains and identifies data on characteristics of a specific matter such as people, groups, and communities (Remler & Van Ryzin, 2021). This means that this research design describes the social situation, social events, and social structures (Akhtar, 2016). It gives answers to questions such as when, how, where and what and it is also used to examine the current circumstances, broadly and commonly used in natural science. Similarly, Gephart (2018) states that in descriptive research design, the researcher observes the social world and describes the participants' sense of construct and biased meaning. Therefore, after having the perceptions of the experiences of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being, the researcher provided a detailed description of the participant's responses.

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Sloman (2010) indicates that the advantages of descriptive research design are that it directs the observation of the participants' behaviours in a common setting and that brings a channel to collect guidelines of behavioural issues. It can be useful in establishing a practical interpretation of behaviour instead of only depending on verbal reports from participants (Siedlecki, 2020). It can also be useful in analysing specific consequences or anterior to absorb towards functional analyses (Avella, 2016). However, Radhakrishnan (2013) mentions that disadvantages of descriptive research design are that data turn to be superficial, the researchers ought to be skilled in interviews, sampling methods, data analysis and tool creation to produce a decent convincing study; the design is also time consuming especially while having a large number of samples.

3.5.3 Population, Sample and Sampling procedures

Asiamah (2017) indicates that in researchers' journey to commit to educational knowledge and debate, they collect data from participants and these participants are called the research population which is the collective individuals holding characteristics of concern. In addition, Majid (2018) states that the research population are the people of interest which are the researche's target people that it aims to study. While investigating the experiences of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being, the population were social workers (Social workers), social auxiliary workers and NPO managers.

Majid (2018) defines a sample as a collective object, item, or people chosen from a broad community for measurement. He further indicates that the sample is an agent of the population to assure the generalisation of the research findings from the research population involved in the study. In this case, the study used a sample of fifteen participants, which comprised five social workers, five social auxiliary workers and five NPO managers.

According to Sharma (2017), the sampling procedure is a strategy used by the researchers to comprehensively select a small number of agent individuals from the agreed population to present as a data source for observation as per the aim of the study. While Majid (2018) explains the sampling procedure as a process of choosing an analytical agent sample of participants from the chosen population. This means that the adoption of the best sampling procedure is very important to avoid confusion since the chosen population usually has a lot of people that cannot be included in the study. This research adopted purposive sampling procedure while selecting participants.

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Andrade (2021) indicates that the purposive sampling procedure is also known as selective, subjective, or judgmental sampling, relies on the researcher's judgement while selecting participants or units to be researched. Furthermore, Etikan and Bala (2017) emphasise that while using purposive sampling, the researcher needs to target people with the opinion on the data required and, be in a position to share it. Therefore, the study used purposive sampling in selecting suitable participants in this research whereby the researcher targeted the six NPOs rendering psychosocial support services she observed within Ekurhuleni South communities having social workers, social auxiliary workers and managers as their staff members. Similarly, Patton (2014) says that purposive sampling is a general approach in a qualitative approach that focuses on identifying participants having the same experience on the topic of the study. Thus, targeted NPOs allowed the researcher to reach participants with experiences that contributed to the shared understanding of NPOs' experiences in rendering psychosocial support services to enhance people's well-being. Five social workers from the same NPO1 were approached and they gave consent for participating in the study, three social auxiliary workers and one manager from NPO2 also approached and consent for participation in the study, while one manager and one social auxiliary worker from NPO3 approached and consent. Additional two managers identified from NPO 4 and 5 meanwhile other manager and social auxiliary worker participated from NPO6. Since the researcher is currently working for the Department of Social Development (DSD) and some of the observed NPOs are funded by DSD, she dealt with participants' selection bias by emphasising verbally and on their information sheets that their participation on the study will not by any chance affect their current or future benefits from the department. However, it will only help on better understanding of NPO experiences in rendering psychosocial support services to enhance people's wellbeing.

Regoli (2019) asserts that the benefits of purposive sampling procedure include that it gives an opportunity to generalise the data collected, it is advantageous for different qualitative research designs, it also saves money and time during data collection. It helps the researcher in targeting participants with shared attributes like the same monthly income and emotions towards the topic (Andrade, 2021). It further provides the researchers with a chance to establish much insight as possible into the topic being studied (Apostolopoulos & Liargovas, 2016). Cooksey et al. (2019) further explains that its disadvantages include that with the idea that the sample is created by the researcher's judgement when they finally make ill-conceiving or poor judgement it then becomes a problem that can be a roadblock towards results. Most readers doubt achieved generalisations even though the logical, analytical, or theoretical structure is presented

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(Sharma, 2017). Participants may also exploit the information they are giving to the researcher for the researcher to reach the conclusion that participants need (Kandola et al., 2014). This design is effective when used with a small number of participants and becomes ineffective when used in a large population group and there is commonly no way to assess the dependability of the control included or the experts performed the purposive sampling and with that, it is impossible to know if there is a sampling error in the information presented (Acharya et al., 2013).

3.5.4 Research instruments and pre-testing of the research instruments

An interview guide and a focus group discussion guide are the research instruments used in this study. Therefore, this section defines them, explains the reason for them to be adopted and how they were used in this research. It further points out their advantages and disadvantages. In addition, this chapter explains the pre-testing of data collection instruments, as we as the study procedures that were adopted in this research.

3.5.4.1 Interview guide

An interview guide is a set of questions directory which explicit a conversation beneficial to the topic of the research during participants' interviews and is more useful for a one-on-one interview (Kallio et al., 2016). In the same way, this research used an interview guide having questions which were helpful to get relevant data from the participants to answer the research questions. This interview guide directed the interview between the researcher and the NPO managers together with the social auxiliary workers and the researcher since the NPO managers and social auxiliary workers were interviewed individually by the researcher.

Advantages of interview guide are that it asserts frequency over various interviews since the same interview guide can be used to interview more than one participant on the same research topic (Roulston & Choi, 2018). A good interview guide equips the researcher with a good way to objectively assess the data provided by each interviewee throughout the interview and it provides the researcher with a mode to provide feedback to participants and gain a better understanding of the participants' experiences, expertise, and characters during an interview though it is well-organised questions and the researcher's probing of participants' responses (The Indeed Editorial Team, 2022). However, it has disadvantages such as that its quality may negatively affect the interview implementation especially if it is considered loose and causes analogy during the interview (Irvine et al., 2013). If it is used without being pre-tested, it can demonstrate inappropriate and ambiguous questions that will lead to irrelevant data collection

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(Kallio et al., 2016). In addition, Turner and Hagstrom-schmidit (2022) indicate that the manner in which the questions are potentially declared leans on the researcher who is facilitating the interview, for this reason, it is obvious that another serious issue is the lack of solidity in the manner in which the questions are presented since the researchers can interchange the manner in which they presented them. Therefore, the participants will not constantly respond to the same question(s) as it depends on the manner in which they are presented to them.

3.5.4.2 Focus group discussion guide

The focus group discussion guide is a crucial document particularly blueprint questions that the researcher inquires group participants to answer (Goodell et al., 2016). The researcher interviewed one group of five social workers and in doing that she used a focus group discussion guide which was having questions that she would like to discuss with the group of participants. She encouraged participants to open up by addressing the issue of confidentiality with them, encouraging them to respect each other as they respect their clients, by not sharing any information shared by other participants in the group with anyone outside the focus group as that may cause discomfort/conflicts in their social life or working relationships.

The benefits of focus group discussion guide are that it is a cost-effective instrument to collect data from a considerable number of people in a short time (Nyumba et al., 2018). Hennink (2013) states that it is a functional instrument to collect data, it can be used in a group of the researcher's choice and administered in a different manner whereby the researcher can choose which questions to put in and in which format. It helps to canvas all aspects of the research topic since it allows the researcher to safely probe participant answers to get a clear explanation to answer the questions (Stefan, 2022). Meanwhile, its disadvantages include the point that senseless data may be collected if the researcher makes questions too confusing and difficult to answer (Stefan, 2022). Incorrect questions can result in inadequate data collected which will be hard to analyse and if it includes many positives in questions, participants may be dishonest in answering the questions due to social advisable bias and protecting privacy (Krueger, 2014).

3.5.4.3 Pre-testing of data collection instruments

Pre-testing is a process of verifying the relevance and coverage of the satisfaction of the defined, initial guide and identifying possible requirements to redefine questions and test their implementation (Kallio et al., 2016). Thus, testing the interview and focus group discussion guides helped the researcher to identify problems that may arise during the actual interview

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and make possible changes to avoid those problems such as changing interview questions, interviewing style and time allocated to improve data collection quality. However, internal testing methods were adopted where the researcher interviewed four (4) participants, of which two (2) participated in the interview guide, one (1) manager and one (1) auxiliary worker and two (2) social workers in the focus group discussion guide. They had a discussion on the quality and suitability of the questions for the required data and then possible changes were adopted.

3.5.5 Methods of data collection

Flick (2018) emphasises that, qualitative data collection is the production and selection of visual materials for understanding and evaluating phenomena, social fields, collective experiences and subjective and related social meaning processes. Data collection can be done based on different methods including listening, talking, analysing and observations (Daher et al., 2017). It can also be done using single or multiple methods aiming to arrive at the conclusion allowing the production of generalizable statements (Ngulube, 2015). Therefore, this section discusses semi-structured interviews and focus group discussion methods as the main methods used to collect data, the researcher also indicates how she applied them in this research.

3.5.5.1 Semi-structured interview

Roulston and Choi (2018) indicate that the semi-structured interview is a method of data collection that includes asking participants formulated open-ended questions and following them with other probe questions in exploring more of their views on the research topic. They further confirm that in qualitative research, semi-structured interviews are mixed with unstructured and structured interview questions. In like manner, the researcher used semi-structured interviews while separately conducting one-on-one interviews with five (5) managers from different five NPOs and five (5) social auxiliary workers, three from one NPO where their manager also interviewed and two from different NPOs where their managers were also interviewed. Participants' consent was requested in allowing the researcher to take notes and use tape recorder during the sessions as part of a data collection tool. Appointments were set with each and every one of them before the interview to prepare them and interviews took place in their respective NPOs for a maximum duration of 45 minutes each interview. Whilst interviewing them, the researcher asked questions on the interview guide with other necessary probing questions which were needed to explore relevant concepts coming up during the interview. In supporting this method, Mclntosh and Morse (2015) emphasise that a semi-

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structured interview is purposefully used to determine abstractive answers from participants concerning specific phenomena they are experiencing.

Kallio et al. (2016) explain advantages of semi-structured interviews which include that it is useful in enabling cooperation between the participants and the interviewer since it allows the interviewer to probe participants' responses. It is a common method of data collection which confirmed to be adaptable and resilient (Adeoye-Olatunde, 2021). Furthermore, it can used in association with both group and individual interview methods (Kallio et al., 2016). In contrary, Mclntosh and Morse (2015) indicates that its disadvantages include that participants may feel prohibited while enquiring to answer sensitive questions in a face-to-face interview and that may lead to socially advisable answers than while using self-administered questions. Moreover, hated interviewer simulation is maximized which may negatively affect participants' answers and the method can also be expensive and time-consuming since most one-on-one interviews go beyond the given time (Adams, 2015).

3.5.5.2 Focus group discussion

A focus group discussion is a qualitative data collection method that congregates participants together to discuss a specific research topic by answering open-ended questions aiming at stimulating participants' informal discussion to understand their experiences, beliefs, and thoughts regarding the research topic (Tam et al., 2022). With this, the researcher had one focus group discussions made up of five social workers from one NPO. Mishra (2016) also emphasises the importance of not mixing participants with different experiences in one focus group discussion since that will encourage them to share their experiences openly without being pressured or threatened by others with far different experiences. In this research, a focus group discussion took place at participants' respective NPO, appointments were made with group participants to prepare them, and the discussion took a duration of 90 minutes. Participants' consent was requested in allowing the researcher to take notes and use tape recorder during the sessions as part of a data collection tool to refer to even after the session though non-verbal responses were also observed.

Advantages of using a focus group discussion are that it is specifically appropriate for identifying unexpected conditions of the social events since it focuses much more on the group's point of view than that of a researcher (Acocella, 2012). According to Zwaanswijk and Dulmen (2014) focus group discussion helps in analysing less known events as it is skilful to give adequately detailed data at a lower period of time and less expensive. Additionally,

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Nyumba et al. (2018) emphasises that the discussion among participants assists them in becoming more predisposed to put into consideration aspects of their daily life which they previously took for granted. However, Hennik (2013) says focus group discussion has disadvantages and these include individuals not being in control of their answers even if their aim is to give an honest answer since other participants can dispute the given answer. Moreover, cognitive problems may occur during the discussion, the point that information will be shared beats information which is not agreed on by all group participants (Koskan et al., 2014). For example, when an individual decides to share deeper personal information or another person's experience, and other group members may not participate due to dominant members or being shy/ashamed to share their views in front of other members.

3.6 Method of data analysis

Qualitative data analysis is a process of classification, interconnection and description of phenomena with the concepts of the researcher (Graue, 2015). The researcher is required to understand, explain and interpret the data collected in relation to the purpose of the study (Mayer, 2015). This means data analysis is an outlined emphasis movement from data collected to its meaning regarding the research questions to be answered. Flick (2014) supported this by saying that data analysis is the paramount part of qualitative research, regardless of what the data is, it is the analysis which figures out the research outcomes.

Clarke and Braun (2013) outline the thematic data analysis method that the study adopted. They explain that thematic data analysis is a method that identifies, analyse and report's themes within the collected data. Since the researcher had notes and audio recordings taken during both one-on-one interviews and focus group discussions, she then applied the thematic data analysis method as it is a suitable method to identify, analyse and report the data and interpret the findings of this study. According to Clarke and Braun (2013) the following six phases need to be followed while using the thematic analysis method and they were applied during the analysis stage of the research report.

- **Stage one: Getting familiar with the data collected**

This stage means that the researcher needs to familiarise his/herself with the data. This includes read and re-reading it, listen and re-listen to the audio recordings and transcribing the data. In this stage, the researcher started by transcribing the whole interview conversation for each and every one of the 15 participants interviewed. She therefore read and re-read the transcripts to familiarised herself with the data.

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- **Stage two: Generating of codes**

This step implies that the searcher brings about basic codes by coding fascinating aspects of the data using an efficient style throughout the whole data, and collating data applicable to each code. In doing that, the research highlighted different responses provided by participants on difference research question from the transcripts.

- **Stage three: Putting together codes to make themes**

Themes are logical and meaningful designs relating to the research questions and that design is made of the relevant codes the researcher identified. The researcher grouped all the codes according to how they relate to each other on each and every research question.

- **Stage four: Review of themes**

This step involves evaluating if the code grouped together relate to each other for them to be called one theme or if they are meaningful to the data collected. The researcher can re-shift them or even put one or more together to make one theme in order to get them persuasive to the data collected and research questions. In this study, the researcher went back and recheck the themes she created, some themes were collapsed as their codes were taken to join other themes to make more convincing story about the data.

- **Stage five: Determine significance of themes**

Here the researcher is expected to perform a comprehensive theme analysis and come up with the conclusion meaning of the theme in relation to the specific research question. The researcher analysed the themes and gave them relevant informative names in relation to answering specific research question the theme allocated for.

- **Stage six: Reporting of the research findings**

In this phase, the defined theme needs to be communicated whereby the researcher write a research funding to tell the readers logical and convincing story about the data collected in relation to research question. The research adopted this step by including a chapter in this report which is presenting research results and discussion as well as presentation of research findings and conclusion.

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3.7 Data trustworthiness

Trustworthiness of the data is used for data verification. Trustworthiness of data in qualitative research implies the degree of assurance in data, methods and interpretation used to guarantee the quality of a study (Pilot & Beck, 2014). Similarly, Stahl and King (2020) explain that qualitative research strives for the explicit intention of data trustworthiness, which means trustworthiness of data directs the researcher to ensure that data being collected will be trustable to the readers and help them gain alert confidence in the research report. Korstjens and Moser (2018) recommend the following five criteria in approaching the trustworthiness of data which the researcher followed to ensure that data is trustable to the readers:

Credibility- It describe the trust ability of the research findings and demonstrates if the outcome presented is from the actual information given by the participants. The researcher targeted NPOs that she knows they are rendering psychosocial support to Ekurhuleni community members. Questions asked to the participants were relevant to the purpose of the study and participants also requested to elaborate more on their answers to ensure that information provided answers the research questions. Participants were the NPO workers on the provision of psychosocial support services to Ekurhuleni communities. More than one researcher was involved such as the actual researcher, research supervisor and researcher attended the webinar with Human Sciences Research Council (HSRC) team of researchers on the discussion of how best the data can be analysed. The researcher also conducted data check while sharing the research transcripts with specific participants for them to confirm if she interpreted them correctly.

Transferability- This is the level in which the research funding can be transmitted to other circumstances with other people except the actual context were the study was conducted, and the researcher can adopt this process through broad explanation of research participants and research procedures. The researcher explained the broad version of descriptive information which includes the circumstances were the research was conducted, research fixtures, sample, sample size, sampling procedures, data collection methods and instruments, research questions and data analysis procedures.

Dependability- focuses on the facet of constancy whereby the researcher needs to ensure that the methods used correspond with the research design adopted for the study. The researcher's supervisor was involved throughout the study, and she ensured that the researcher adopted the recommended analysis procedure for qualitative study. The supervisor was involved within the

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entire researcher process to evaluate and guide in a process of ensuring that every methods and instruments used are corresponding with qualitative design.

Confirmability- This is the level whereby the research outcome can be firmed by other researchers and that helps to ensure that the finding is not the researcher's assumption however is from the correct data collected from the participants. Data transcript and participants' confirmation as well as audio recordings were shared with the supervisor for her to assess the process and confirm if data were analysed honestly from the participants' perspectives.

3.8 Ethical considerations

Ethical considerations are research morality intended to act as a safeguard in protecting participants within the study while also focusing on professional quality that certify goodness of the research as well as public accountability (Pietila et al., 2020). Similarly, Arifin (2018) state that applying research ethics is of paramount importance in every study since they ensure people's protection. He further said that ethical consideration in qualitative research is for a very serious sound due to the point that disadvantaged people are being interviewed and they may be emotional while sharing their experiences. With that being said, it is clear that ethical considerations are the oaths set by the researcher to help in protecting participants from physical and emotional harm during the study. They also assist in preventing the self of the researcher from hurting or violating people's rights while conducting the study as that can result in a consequential offense. In this study the researcher set the following ethical considerations in order to protect herself and that of the participants:

3.8.1 Avoidance of harm

Markett et al. (2016) state that avoidance of a harm is a natural knowledge conceived from matter at stake, and it shows biological tendency to act potentially in preventing/hindering hurt or suffering to happen. In this research the researcher ensured that participants were safe and free from physical and emotional harm always while taking part in a study. Participants were interviewed within their NPO's premises for them to feel free and safe, empathy was adopted while interviewing them to protect their emotions. In that regards, Cacciattolo (2015) indicates that the researcher must make sure that their participants are protected from physical harm and redundant tension. However, if any of the participants experience any stress during the study, the plan was to refer such participants to Ekurhuleni Lifeline for counselling however the researcher did not come across such incident.

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3.8.2 Permission to conduct the study

The permission is the act of giving somebody authority to conduct specific activity (Cambridge dictionary, 2024). To ensure that permission is granted, the researcher wrote letters for permission and access to the NPO managers/directors. They were provided with information about the study, including the questions that will be used to interview managers, social workers and social auxiliary workers. The research proposal was also sent to Human Research Ethics Committees (HREC) for Non-medical research for permission to conduct the study and the study was conducted after the approval and permission from the committee, with the ethical clearance number: SW23/02/03.

3.8.3 Informed consent and voluntarily participation

Arifin (2018) states that informed consent and voluntarily participation in a research study imply that participants must be appropriately informed about the study and allowed to choose whether they what to be part of the study or not. Similarly, the researcher provided informed consent containing all the comprehensive information about the study to the chosen population and emphasised to them that they can sign the consent form only if they feel like they want to participate in the study, if not they must not sign, and nobody is going to get angry with them. Moreover, participants were given an opportunity to ask questions whereby honest answers were given to them before they voluntarily signed or rejected the consent forms.

3.8.4 Privacy, anonymity and confidentiality

Privacy, anonymity and confidentiality are what we use to save our participants during data collection, data analysis and report writing of the specific study (Hoft, 2021). Th researcher applied anonymity by not disclosing participants' and NPOs' names on the research report, during data collection and analysation since disclosing their names may cause social distractions on their lives due to different responses from community members who may get in touch with the research report. It was explained to them that the interview discussion will remain confidential between the researcher and without telling anyone outside the interview about what we spoke about, participants were encouraged to respect each other as they respect their clients, by not sharing any information shared by other participants in the group with anyone outside the focus group as that may cause discomfort/conflicts in their social life or working relationships. Not only that but also their privacy was respected by interviewing them in a safe room within their NPOs where nobody can hear our discussions. In addition, Polit and

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Beck (2014, as cited by Connelly, 2014) emphasise that in qualitative research whereby the participants are known by the community, it is the researcher's duty to protect their names.

3.8.5 Avoiding deceptive practice

The research report must be understandable and truthful, with no deception to the reviewer and this is the reason why the research report must be evaluated by the peer before being published in order to see the uncertainty that may cause issues. Therefore, obstructive results must also be reported, and research conclusions must be carried out with evidence (Connelly, 2014). In this regard, the researcher avoided deception by clearly and honestly using quotations in her report while interpreting all the themes presented by the participants during data collection.

3.8.6 The right to withdraw

The researcher respectfully provided participants with an information sheet which included information such as clarifying that they are allowed to withdraw from the study whenever they feel like they do not want to be part of it anymore. Equally important, Arifin (2018) indicates that research participants have the right to withdraw whenever they want to withdraw even after they signed the informed consent to participate.

3.9 Conclusion

Aim and objectives of the study were clearly explained in this chapter as well as research questions needed to be answered. Adopted qualitative research methodology, data trustworthy techniques as well as ethical considerations discussed lead to the successfulness of the study. Hansen (2020) state that, prosperous use of qualitative methodology enhances reliability of data collected. And with that in mind, the following chapter outlined the discussion of the data collected during the study.

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CHAPTER FOUR

RESULTS AND DISCUSSION

4.1 Introduction

The previous chapter presented the methodology that was employed in this study. The main aim of this chapter is to provide insights on the perceptions of Ekurhuleni NPO's employees on NPOs' provision of psychosocial support to enhance people's well-being, to describe the role of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being as well as to investigate challenges faced by Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being. The current chapter presents and discusses the results of the study in accordance with the objectives of the study. Data obtained through interviews with the participants is presented in this chapter. The first section is on demographic information of NPO managers, followed by the demographic information of the social workers. The chapter further presents the demographic information of the social auxiliary workers. Furthermore, themes and sub-themes are supported by verbatim quotes from the interviews and focus group discussions.

4.2 Demographic information of the participants

This study took place at the Southern side of Ekurhuleni whereby 95% of citizens are black people. Hence all participants interviewed were black.

Table 4.1: Demographic information of the NPO managers

Participant number	Race	Age	Gender	Qualification	Work experience	Position
Manager 1	Black	71	Female	Grade 12	22 Years	Manager
Manager 2	Black	65	Female	Grade 11	15 Years	Manager
Manager 3	Black	52	Male	Grade 12	22 Years	Manager
Manager 4	Black	64	Female	Grade 7	20 Years	Manager
Manager 5	Black	44	Female	Social Auxiliary Work certificate	9 Years	Manager

Five managers from different NPOs were interviewed. Four of them were female with one male. Four managers indicated that they are the founder of their NPOs hence they appointed

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themselves as NPO managers. While only one of them stated that she started as a community care giver in the organisation, became poverty alleviator practitioner thereafter social auxiliary worker and currently a manager of the same NPO. Their age range is between 44 to 71 years old meanwhile their work experiences within the social service profession ranged from 9 to 22 years. One of them has a post matric qualification which is social auxiliary work certificate. Two of them have matric certificate as their highest qualification. One is holding a Grade 11 report while other one ended at primary level grade 7. However, all of them indicated that they also did short courses certificates related to the work they do such as project management, basic counselling, Early Childhood Development (ECD) and HIV/AIDS care.

Table 4.2: Demographic information of the social workers

Participant number	**Race**	**Age**	**Gender**	**Qualification**	**Work experience**	**Position**
SWK 1	Black	31	Male	Bachelor of Social Work	3 Years	Social Worker
SWK 2	Black	33	Female	Bachelor of Social Work and Honour's in Psychology	5 Years	Social Worker
SWK 3	Black	52	Female	Bachelor of Social Work	5 Years	Social Worker
SWK 4	Black	29	Male	Bachelor of Social Work	4 Years	Social Worker
SWK 5	Black	35	Male	Bachelor of Social Work	3 Years	Social Worker

A total of five (5) social workers with three male and two females participated in the study. Their age ranged between 29 to 52 years old. Four of them hold a Bachelor's Degree in social work as their highest qualification except for one participant who is also having a Bachelor's Degree in Social Work and Honours in Psychology. Their work experience ranges from three to five years and they were all working for the same NPO during the study. During focus group discussion they clarified that two of them are employed as social workers while three of them are volunteer social workers, working normal NPO functioning hours like other employed staff members.

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Table 4.3: Demographic information of the social auxiliary workers

Participant number	Race	Age	Gender	Qualification	Work experience	Position
Auxy 1	Black	40	Female	Social Auxiliary Work certificate	16 Years	Social Auxiliary Worker
Auxy 2	Black	58	Female	Bachelor of Social Work	13 Years	Social Auxiliary Worker
Auxy 3	Black	45	Female	Social Auxiliary Work certificate	18 Years	Social Auxiliary Worker
Auxy 4	Black	43	Female	Social Auxiliary Work certificate	10 Years	Social Auxiliary Worker
Auxy 5	Black	42	Female	Social Auxiliary Work certificate	12 Years	Social Auxiliary Worker

All five social auxiliary workers interviewed were female aged between 40 to 58 years old. Three of them were employed in the same NPO while two were working for different NPOs. Four social auxiliary workers hold a social auxiliary work certificate as their highest qualification while one is a qualified social worker with a Bachelor of Social Work as her highest qualification. Their work experiences ranged from 10 to 18 years of working within social services field. Three of them only had experience on social auxiliary work. One started as a community care giver, moved to orphan and vulnerable coordinator and during the study was working as social auxiliary worker while volunteering as a social worker. The other one stated that she started as community care giver, then community care giver's supervisor, thereafter project administrator and interviewed while on social auxiliary work position.

4.3 Themes and subthemes emerged from the data

Table 4.4: Themes and subthemes: Perception and understanding of Ekurhuleni NPOs on the provision of psychosocial support services to enhance people's well-being

Main-themes	Sub-themes
Services for people in need	• Individual • Families
Holistic support	• Full package of services

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4.3.1. Main-theme 1: Services for people in need

NPO employees understand psychosocial support services as services provided to people who are in any kind of need emerged as a main theme from participants interviewed. Individuals and families were two sub-themes that emerged from this main theme.

4.3.1.1 Sub-theme 1: Individual

Data collected indicated that NPOs understand psychosocial support as services that can be provided to any person for the benefits of his/her emotional and social interaction well-being. All participants showed that different individuals are coming to their centres in need of different support whom they cannot turn them back regardless of their age, gender, race and other kind of uniqueness. The need is impacted by different individual vulnerability due to various challenging situations. Participants believe that psychosocial support is for everyone.

One of the managers mentioned that:

Psychosocial support is when we provide counselling sessions to individuals whom their emotional and mental condition is unstable because of different circumstances. (Manager 1)

Social worker stated that:

Psychosocial support is not only about providing emotional support, but also much about providing what a person need by that time. (SWK 3)

Social auxiliary worker indicated that:

Psychosocial support is about giving services to people who are in need. Both disadvantaged and advantaged. (Auxy 5)

Based on the study findings, most participants understand that psychosocial support services are services that are provided to vulnerable individuals to cope with their different challenges. Olatunbosum et al. (2024) mentioned that psychosocial support services provided in an educational organisations benefitted individual students emotional as well as on their interaction with teachers and fellow students. However, Cohen and Yaeger (2021) indicated that, psychosocial support services rendered to refuge individuals improved their entire well-being including their freedom of ethnic expression, reduce suicidal thought as well as signs of sorrow. Cancer rescuers received psychosocial support services showed constructive emotional well-being and capacity to look for help whenever they feel stressed than those who did not receive psychosocial support services (Matsui & Taku, 2024). Moreover, Chellappa (2024) recommended psychosocial support services as services that need to be provided to individuals exposed to uncontrollable catastrophe. Those services were recommended in order to prevent

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post negative behaviour. According to strength-based theory by Dubord and Forest (2023) strength-based theory is much about focusing on what one can do than what one is incapable of doing. Therefore, NPOs are using their funded programmes which is what they have, to help individuals in overcoming their different challenges.

4.3.1.2 Sub-theme 2: Families

It was emphasised that most of Ekurhuleni families are receiving different psychosocial support services from NPOs. Those families are identified during door-to-door conducted by NPOs looking for families who are in need. Some families are going to the NPOs to explain their problem and request for help. It was indicated that while working with most individual client, NPOs automatically attend to the need of everyone staying in the same house with that client. Participants showed that families function as a system and if one family member is not okay therefore the entire family members are negatively affected which cause family dysfunction.

Social auxiliary worker said that:

We assist children with behaviour modification while at the same time putting their parents on parental enrichment sessions. (Auxy 2)

Manager stated that:

We see impact mostly though changes within the families, positive changes in the way they are raising their kids and unit within different families. (Manager 3)

Social worker emphasized that:

They also focus on providing offender rehabilitation support while assisting victim of domestic violence. (SWK 4)

According to participants' point of view, successful psychosocial support requires the whole family to be considered whenever providing service to any member of that specific family. Providing psychosocial support services to families of individuals experiencing dementia helped the success of early intervention services provided to those patience (Whitlatch & Orsulic-Jeras, 2018). Likewise, Jimenez et al. (2019) indicated that provision of psychosocial support services to parents of children with behavioural challenges resulted in good parenting and children's positive behaviour. Moreover, Derakhshanpour et al. (2017) stated that providing psychosocial support services to family as a unit improve parent-children relationship as well as their mental well-being. Psychosocial support service rendered to the refugees experiencing post-trauma disorder had capacity to give comfort to their entire households (Fegert et al., 2018). Similarly, Teater (2019) in his system theory define family as

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a system made up of sub-system which are family members whereby if one sub-system is not well therefore the entire system get affected. NPOs ensure the well-functioning of family systems by attending to needs of every family member and balance family well-being.

4.3.2 Main-theme 2: Holistic Care

Holistic care is one of the main theme emerged from the data collected. It was identified with full package of services as its sub-themes.

4.3.2.1 Sub-theme 1: Full package of services

Most participants understood psychosocial support as holistic care to beneficiaries. They see psychosocial support as uplifting the entire well-being of a person. Not only attending to one need of a client and neglect the others. They believe that if one need of a person is not met therefore the whole well-being is critically affected. It was indicated that one NPO can rarely met the entire needs of a clients and with that, they rely on other services providers for the rest of services that specific NPO cannot provide. However, no client has been discharged with unmet needs.

One manager said:

I view psychosocial support as extra care that one has to receive. We are actually adding wherever there is a need, not only focusing on one services to client. (Manager 1)

Social auxiliary worker stated:

In psychosocial support, we talk about the well-being of a person. Can be emotionally, physically, intellectually. We make sure that their whole well-being is right. Because we don't believe that people can survive only with one met need. (Auxy 3)

Social worker mentioned that:

Since people are facing different social issues, we also refer our cases to other service providers for other relevant resources such as South African Security Agent for social grant, Department of Home Affairs of vital documents, Clinics, South African Police Services and other NPOs rendering different services. (SWK 3)

Data collected showed that NPOs network with different stakeholders in order to meet entire needs of their clients. NPOs build relationship with other NPOs for teamwork as well as joint efforts on their service delivery (Fu & Cooper, 2021; Ozman & Gossart, 2024). However, Dong et al. (2023) mentioned that NPOs maintain relationships with government for their clients' benefits. Also, Liu and Van de Walle (2023) mentioned that NPOs provide clients access to more services through networking with different service providers. According to Teater (2019) system theory, a component is well understood when it is viewed within its relationship with

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other components than being viewed in isolation. NPOs are functioning within the networking system with other stakeholders in order to render full package of their clients' needs.

Table 4.5: Themes and subthemes

4.4 The role of Ekurhuleni NPOs on the provision of psychosocial support services

Main-themes	**Sub-themes**
Poverty alleviation	• Food parcels • Food gardening • Clothes donations • Economic Empowerment Programme • Job creation
Educational support	• Awareness campaigns • Post matric studies • Day/After care services
Emotional support	• Counselling • Therapeutic support group
Social and Behaviour Change facilitation	• Chommy • YOLO (You Only Live Once) • Boy Championing Change • Men Championing Change

4.4.1 Main-theme 1: Poverty alleviation

The main theme on poverty alleviation emerged from the data that was collected. Five sub-themes emerged from this theme, and these are food parcels, food gardening, clothes donations, economic empowerment programme as well as job creation.

4.4.1.1 Sub-theme 1: Food parcels

From the data collected, it was found that most NPOs are funded by the Department of Social Development on food parcels and are funded with different numbers of food parcels. Some NPOs are also sponsored with food parcels by retail food outlets such as Woolworths, Pick'n'Pay and Shoprite. Other sponsors are also funding food parcel projects in a form of money for NPOs to buy food and package for their needy households. Therefore, most of

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Ekurhuleni families are receiving uncooked food from the NPOs for them to cook and share as a family unit.

One of the managers mentioned that:

We are funded by the Department of Social Development with 100 food parcels monthly. (Manager 5)

Social auxiliary worker said:

We received money from our local tavern to buy food parcels for our families. (Auxy 5)

One of the social worker emphasised:

Our nutritional support plays a big role in the households. (SWK 1)

Findings clarified that Ekurhuleni NPOs provide food parcels to their household beneficiaries. Efrati et al. (2018) stated that NPOs receive food from food banks to give to their clients in alleviating poverty. They provide food in a form of packed food parcels for their beneficiaries to cook and eat at home (De pieri et al., 2017). Similarly, Wonci (2020) mentioned that during COVID-19 pandemic NPOs used vans and private cars to deliver food parcels to needy households. In addition, Musasa et al (2022) emphasised that NPOs raise funds to collaborate in food security where they buy food to give out to their vulnerable family beneficiaries. NPOs receiving food parcels from different funders is an input, their food parcels distribution to clients is an output and that demonstrate their good working relationship with the funders. Similarly, Ivanov (2018) said that operational system is a sub-system in a bigger system that translate input to output results within the functioning of different system.

4.4.1.2 Sub-theme 2: Food gardening

Most NPOs indicated that they are having their organisation's food gardening which helps them in providing organic fruits and vegetables to their beneficiaries. They are also assisting their beneficiaries to have their own food gardening at their yards especially those who are not renting their residential spaces. NPOs' food gardens are mostly benefitting those who cannot plant where they stay. Participants indicated that their food gardening project plays a vital role in their client's health by providing different fruits and vegetables with various vitamins that keep their body functioning well. Some NPOs are conducting their food gardening within their NPO premises while others are doing at other available space within the community due to not having enough space at their operational yard.

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Manager said:

We have also have food garden in a local clinic that we have initiated, of which also assists members of the community to come and plant their food. (Manager 2)

Social worker stated:

We have food gardening in our local school whereby we plant lot of vegetable to give to our clients while also assisting them in starting their own food gardening at their yard for those having space. (SWK 2)

Social auxiliary worker mentioned

We are doing our best to teach our families to do food gardening in their yard to be able to have their own healthy food since they cannot only rely on the NPO. (Auxy 1)

Most households in Ekurhuleni are benefiting from NPO food gardening through provision of food as well as learning to plant for themselves. Shimpo (2021) stated that NPO for physical challenged people used the available land to plant vegetables for their clients and different family members were invited to come learn how to plant for the benefits of their own households. However Stern (2019) indicated that other NPOs conduct food gardening for their own organisation profit whereby they sell fruit and vegetables to local food retails for their financial sustainability. NPOs gathered different community members to come and participate in food gardening which resulted in poverty alleviation through food production and job opportunity to those participating (Bykowa et al., 2024; Tigere & Moyo, 2022). Meanwhile Corcoran (2021) said NPO in the United States conduct food gardening to promote environmental health as well as distribution of food to disadvantaged citizens. Therefore, it is clear that NPOs worldwide are participating on the provision of organic food for people's survival.

4.4.1.3 Sub-theme 3: Clothes distribution

Data collected showed that, other NPOs provide clothes to different families while helping on their basic needs. NPOs' provision of clothes depends on the affordability of that specific NPO. Other NPOs are receiving clothes from community members as a donation to give to their clients who are in need. Some NPOs receive clothes from different clothing outlets and also sponsored by various companies/institution with money to buy clothes for their beneficiaries. It was indicated that the distribution of clothes makes a huge different to both children and adults who cannot afford to buy.

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Manager said:

One of the national banks donated R20 000, 00 which we used to buy school shoes for our children's beneficiaries. (Manager 5)

Social worker mentioned:

Another company gave us money to buy blankets for all of our elderly beneficiaries while clothes retail stores gave us clothes for both males and females suitable for different age groups. (SWK 4)

Social auxiliary worker stated:

We are known and supported by the community, and they even give us old and new clothes to give to our needy beneficiaries. (SWK 4)

Findings confirm that NPOs provide clothes to needy beneficiaries. Zhuravleva and Aminoff (2021) spoke about European NPOs receiving donated clothes from different companies for them to give out to disadvantaged people in various countries. While NPOs in the United State network with different clothes wholesalers to receive unsold as well as rejected clothes for them to distribute to disempowered citizens (Duggan et al., 2024). Also, Deleu and Schrooten (2022) mentioned that NPOs play vital role by providing clothes to homeless society. In addition, NPO distributed free clothes to more than one-thousand-six-hundred disadvantaged clients within the period of less than two years (Pathari et al., 2024). Clothes wholesalers, private companies as well as other individuals donating clothes have positive impact on the functioning of sub-system NPOs. Their capacity to donate clothes makes it possible for NPOs to meet clothing needs for their clients. In support, Reeb et al. (2017) confirmed that Mesosystem is a sub-system within system theory that explain the impact of other systems in the functioning of another system.

4.4.1.4 Sub-theme 4: Economic empowerment

Different participants indicated that their NPO helps beneficiaries to start their own income generating activities. Although their empowerment services are different, they all aim to empower people to be independent and not relying on NPO or others to provide for their basic needs. There are NPOs which capacitate beneficiaries with skills on certain activities that will help them to generate income and thereafter give them money to start their businesses. While some NPOs help clients to start income generating using what they have than relying on money which they do not have.

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Social worker said:

We empower them to have spirit of doing things for themselves. Not to depend on others. Not to be beggars. (SWK 3)

Manger stated:

Others were given money to start farming businesses, others tuck shops. However, we equipped them with the skills before we sponsor with the money for the tools of trade. (Manager 4)

Social auxiliary worker:

We have other beneficiaries who are surviving from recycling projects that we encouraged and assisted to initiate and maintain. (Auxy 1)

Data collected showed that NPOs also help community members in starting small businesses that assist them to get their own income and provide for their own needs. NPOs play an energetic part in community income generating development (Mpanza & Mashau, 2019). Yone (2017) confirmed the ability of NPOs to empower women in starting their own income generating projects which also resulted in high self-esteem and capacity to stand up for themselves. Sa'Ar (2016) mentioned that most NPOs in Israel conduct economic empowerment through capacitating community members with different enterprise trainings, different employment trainings together with placing them in various workplaces. , Hamunakwadi (2021) indicated that most NPOs in South Africa have focused on providing economic empowerment programmes to youth.

4.4.1.5 Sub-theme 5: Job creation

From the data collected it is clear that NPOs also participate on job opportunity in various communities. Most of the employees used to be members of the household beneficiaries of that specific NPO while others are community members who used to participate on NPOs voluntarily works. NPOs prefer hiring people from their beneficiary list and demarcation of work as part of poverty reduction. Recruiting beneficiaries helps them to be able to provide for themselves together with their family members while also assisting the NPO in exiting that family from beneficiary's list and focus on helping others who does not have a reliable income.

Manager said:

We take people's curriculum vitae, when we have space for Extended Public Works Programme (EPWP) we choose from those curriculum vitae and most of them started by volunteering first. (Manager 2)

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Social auxiliary worker mentioned:

We have community care givers who started as beneficiaries and due to financial challenges and not qualifying for post high school studies, we employed them as community care givers so that they can have own income. (Auxy 5)

Study results showed that NPO clients end up being NPOs' employees as NPO financial support to their household beneficiaries and most of those beneficiaries start by volunteering on NPO duties. Benjamin (2021) stated that NPOs view their clients as major participants on their functioning who also have communal effect which is the reason why they end up hiring them as part of their employees. Kulshrestha et al. (2024) emphasized that NPOs allow people who are voluntarily willing to work for them and capacitate them on how to do the work as well as providing them with necessary available equipment to support their work. NPOs also recruit their volunteers more because they are already familiar with the NPO duties than hiring someone from outside who will still need to be trained on doing the work.

4.4.2 Main-theme 2: Educational support

Educational support emerged as a main theme with its own sub-themes awareness campaigns, post matric bursaries as well as day/after care services.

4.4.2.1 Sub-theme 1: Awareness campaigns

Participants indicated that they conduct different awareness campaigns in a form of door-to-door and community functions where they educate communities about different social issues. They also target places where they know that community members will be meeting for a specific reason and request a slot to present certain issues and how to deal with those issues. Participants see a strong impact to Ekurhuleni community since they do not only attend to their planned presentations for the awareness campaigns. They also attend to any issues rising from any community member even if it is not relevant to specific topics of the awareness.

One social auxiliary worker said:

Whenever we do our awareness campaigns, we are not only focusing on our beneficiaries. We are focusing on the community at large. So, we do our awareness campaigns to reach the whole community out there. It can be about HIV prevention or STIs. It can be about a lot of topics. (Auxy 3)

A social worker mentioned:

We also have preventative services where we go to the clinics and educate people about domestic violence and other social issues. (SWK 1)

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NPO manager said:

The awarenesses that we conduct also move people from one negative behaviour to positive one. (Manager 5)

Findings revealed that Ekurhuleni NPOs facilitate awareness campaigns to discuss various social illnesses with community members and advise on how to go for help. Mental health awareness campaign conducted by NPO in Malaysia left most citizens with good understanding of mental wellness as well as its effects on a person's entire well-being (SAMAD & Husain, 2023). Similarly, Bünzli and Eppler (2019) mentioned that NPOs hold huge responsibilities of addressing social illness through community awareness campaigns to discuss and assist people in dealing with those issues. Dos Santos (2018) said that South African NPOs are available resources within the community to respond to social problems experienced by the community members and also communicate with them about trending issues. However, Gunawan (2021) stated that NPOs campaign not only for social issues, but they also campaign via social media for their unfunded programme to be funded.

4.4.2.2 Sub-theme 2: Post-matric studies

It was indicated that NPOs play a special role to school children whose their families cannot afford to pay for their post-matric studies. Even though NPOs do not have money to directly pay the fees. They rely on sponsors and donations to pay for post-matric fees for the identified children in need. The support provided depends on the child's grade 12 results or highest grade passed at the high school level. Others are being sent to college or university while others are going for different trainings in an identified institution to provide trainings.

Manager said that:

I have a lot of children who have completed their studies with our assistance, I even have three doctors who were supported here in my centre. There is a college which I will never forget as it trained a lot of youth from this centre of most of them opened their own workshops. (Manager 4)

One of the social workers indicated that:

We also have sponsors that are paying for our beneficiaries' university fees and help them to find employment afterwards. (SWK 5)

NPOs have different ways of supporting disadvantaged youth on their post-matric studies. Mokoena (2022) mentioned that some of the South African NPOs conduct study programmes whereby a student is being assisted in his/her secondary school studies and get donation on his/her tertiary studies with the agreement that after tertiary he/she will come back to be the

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teacher on the same learning programme. While Mathebula and Masutha (2021) said that NPOs and post-matric institutions collaborate well with the help from government in assisting disadvantaged youth to access tertiary education. Stoffel (2023) also said that some NPOs provide basic education on various courses to post-matric students.

4.4.2.3 Sub-theme 3: Day/After care services

The other NPOs' role presented is taking care of children from morning until late and also caring for children after school hours to late. It was stated that some parents requested NPOs to take care of their children while they go for job hunting and fetch them when they come back. Meanwhile other parents are relying on NPOs to take care of their children after school while they are at work with no one to look after them. Aftercare programme includes providing daily meals and also assist with homework supervision. Unlike day care which provides daily meals and teach children different activities based on their different developmental stages.

Manager said that:

We also help with homework supervision for those parents who don't have time with children to do their homework. (Manager 2)

Social worker stated:

We have a day care centre where we help families with taking care of their children for the whole day and let fetch them when they come back from wherever they went to. (SWK 3)

NPOs are providing both day care and after care services to orphan and vulnerable children in Ekurhuleni. Pennerstorfer and Pennerstorfer (2021) indicated that some NPOs provide day care services, however, their services sometimes differ from that of a profit-organisation due to lack of funding. Olivier (2021) said that although some government departments and schools are also rendering after care and day care services, most of them are being rendered by the NPOs. Grand Mother Against Poverty and Aids Aftercare (2024) confirmed that they are providing after school services to more than one-hundred beneficiaries aged between five to thirteen years where they assist with their schoolwork as well as creating a safe environment for beneficiaries to play and share their ability with other children. Moreover, Children's Act 38 of 2005 section 197 emphasised that all day care and after care centres must be registered with the Department of Social Development to ensure compliance on the best interest of the children.

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4.4.3 Main-theme 3: Emotional support

Emotional support also emerged as one of the main themes on the roles of NPOs in rendering psychosocial support services. It was identified with its two sub-themes which are counselling and therapeutic support groups.

4.4.3.1 Sub-theme 1: Counselling

Most of the social workers and social auxiliary workers interviewed mentioned counselling as one of the services they are providing to people of Ekurhuleni. Most of social auxiliary workers indicated that they only provide basic counselling except for those who are also qualified social workers are facilitating in-depth counselling. Some social auxiliary workers are also handling special counselling they are trained on such as bereavement and trauma counselling. However, social workers showed that they attend to any kind of counselling needed and only refer for further emotional support when is on the best benefits of the clients.

One social auxiliary worker said:

We've got people referred to us for counselling. I do basic counselling and family conferencing. You find that in a family there is conflict, and I conduct family conferencing. (Auxy 2)

Social worker mentioned:

We do different individual counselling including couples counselling where we fix marriages and live happily ever after. (SWK 1)

Findings showed that NPOs provide difference basic and professional counselling to their beneficiaries. NPOs in Hong Kong employ both unskilled and skilled people to provide different kinds of emotional support to clients (TSE, 2021). However, Mpekana (2022) stated that Love Life Trust is an NPO in South Africa providing counselling to its beneficiaries through one-on-one physical setting as well as telephonically. Likewise, Deysel (2017) mentioned that other NPOs are having toll-free numbers which people call for emotional support where they are being attended by NPOs' staff members such as volunteer professional counsellors who approached NPOs with their accredited counselling certificate. In addition, Carelse and Green (2019) indicated that some NPOs focus on providing one-on-one individual emotional support to people seeking help on substance abuse issues. Meanwhile Australian NPOs provided counselling to community members as a services helping them to bounce back from the traumatic catastrophe (Roberts & Spencer, 2021).

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4.4.3.2 Sub-theme 2: Therapeutic support group

NPOs' employees mentioned that they conduct different therapeutic support groups. People with same problems meet, share their issues and support each other with NPO employee as their facilitator. Before starting with support group, social workers and social auxiliary workers go through their caseload and identify clients with similar problems. Thereafter those clients will be requested to be part of the support group. One NPO can have more than one therapeutic support group depending on the identified clients experiencing similar issues. The support groups mentioned to be helping a lot of clients by sharing their issues with someone who is at the same position. Some of them already passed there and sharing how best they dealt with the issues assist those who are still struggling with the problem.

Manager stated that:

By looking at the caseload, we can see that there is a high number of people who have a similar problems. So, by that we create a group for those people who share the similar problem and then start a therapeutic group going forward. (Manager 4)

Social auxiliary worker mentioned:

We have support groups for children living with HIV and the other one for their parents/guardians. Then we also have other support groups for adults living with HIV. (Auxy 3)

Social worker said that:

When it comes to domestic violence, we are making an impact whereby we have women who have been abused by their partners. They come, then we end up forming groups for them so that they can support each other. (SWK 5)

Data collected showed that NPOs conduct different support groups for their client to support and assist each other on how best they can overcome their challenges. Starshinova and Borodkina (2022) indicated that NPOs purposefully facilitate support groups to vulnerable people such as facilitating support group of people abusing substances and people who live on the streets. Carelse and Green (2019) said NPOs render therapy and teaching sessions through group work that they conduct with their clients. Furthermore, some NPOs focus on having positive impact to specific groups of community members who are in conflict with the law (Yngve & Kassman, 2024). In support, Bruzelius (2020) mentioned that NPOs can act as a peace maker by helping citizens to accept emigrant and conduct therapeutic groups for incomer's emotional support. Krasnopolskaya and Meijs (2019) stated that providing monetary as well as knowledgeable assistance to NPOs can possibly profit vulnerable groups within different communities.

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4.4.4 Main-theme 4: Social and behaviour change facilitation

Social and Behaviour Change (SBC) facilitation emerged as main-theme number four with Chommy, You Only Live Once (YOLO), Boy Championing Change (BCC) and Men Championing Change (MCC) as sub-theme programme being facilitated.

4.4.4.1 Sub-theme 1: Chommy

Chommy has been mentioned to be one of the SBC programme being facilitated in most of the NPOs in the study. It is the programme for both male and female children aged between 10 to 14 years. It is presented to be HIV and teenage pregnancy prevention, encouraging high self-esteem, substance abuse prevention and encourage positive social interaction. The programme contains eleven (11) interconnected sessions facilitated in a closed group. Some NPOs are facilitating this programme in their NPOs with their child beneficiaries while other NPOs are facilitating at their nearest primary schools with grade 5 to grade 7 leaners.

Social auxiliary worker said that:

We facilitate Chommy programme during school holidays with our beneficiaries. However, we also accommodate other children visiting our household beneficiaries for holidays. (Auxy 4)

Manager mentioned that:

We facilitate social and behaviour change programmes. Those programmes are within psychosocial support services. Our staff were trained, and they are implementing them. (Manager 2)

Social worker stated that:

We have a very good relationship with our primary schools where we are even given an opportunity to facilitate Chommy programme to help with children's behaviour modification. (SWK 4)

Ekurhuleni NPOs facilitate Chommy programme to promote positive behaviour to children. Mbongera (2020) indicated that NPOs conduct different social and behaviour change programmes to modify children's behaviour. Other NPOs conduct parental modification programmes as an indirect way of promoting positive social behaviour to their children (Haffejee, 2024). Chommy programme helps children mostly in taking good decisions based on their informed knowledge of decision consequences (Grossmann, 2022).

4.4.4.2 Sub-theme 2: YOLO

You Only Live Once (YOLO) presented to be a social and behaviour change programme aimed to reach children and youth aged 15 to 24 years with the very same purpose as Chommy

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programme mentioned above. It is mentioned to be Chommy's elder sister, changing its language from that of a young child to an adolescent and youth language. However, this programme is consisting of 12 sessions unlike Chommy which is having 11 sessions. Participants showed that they are implementing this programme within their NPOs as well as at their demarcated high schools.

Social worker mentioned that:

We are funded by the Department of Social Development on SBC programmes. We have youth participating on YOLO programme and they are very excited about topics being discussed which talk to their experiences while interacting with others within the community. (SWK 2)

Social auxiliary worker stated that:

We do not have much of youth within our caseload, however, we work with our nearest high schools to facilitate YOLO programme created by the Department of Social Development to benefit youth behaviour. (Auxy 4)

NPOs in Ekurhuleni presented that they facilitate YOLO programme to modify youth behaviour. Moroke (2019) emphasised that there are NPOs relying on their youth empowerment programmes to modify youth behaviour without any additional programme focusing only on behaviour change. Some NPOs use sports programmes to promote positive youth behaviour (Kozera, 2017). However, Shamu et al. (2020) said the use of social media applications in creating HIV/AIDS awareness to youth resulted on the adoption of positive behaviour among youth. In addition, Chinosengwa (2020) mentioned that youth attended YOLO programme in North-West province at Bojanala district showed high self-esteem and good understanding of their self-value. This shows that this programme is somehow effective in positively changing youth behaviour.

4.4.4.3 Sub-theme 3: Boy Championing Change (BCC)

BCC also mentioned to be one of the programmes implemented within different NPOs in Ekurhuleni. The programme is being implemented with only boys aged 14 to 18 years with the aim to prevent gender-based violence, substance abuse, HIV and STIs, boosting boys'self-esteem as well as empowering them to start small businesses. The programme is consisting of 22 sessions and is facilitated by NPO employees after capacitated by the Department of Social Development on how to facilitate the programme. Participants indicated that they see strong positive impact of this programme on the boys attending it.

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Manager said:

We are taking boys out of the street with our BCC programme. They are now talking good about women and worse about drugs. (Manager 5)

Social auxiliary worker indicated that:

We facilitate Boy Championing Change at our local soccer teams to up bring non-abusive men of tomorrow. (Auxy 5)

NPOs have specific programmes focusing on changing boy children's behaviour and most of Ekurhuleni NPOs are conducting what they call "Boy Championing Change". Meanwhile there are other NPOs facilitating different programmes in modifying boys' behaviour. Abuya and Muhia (2020) stated that boys who attended life skills programme showed positive impact on expressing their feelings, not interested in alcohol as well as putting more focus on their dreams. Developed programmes for boys bring positive impact to different families and within different residential sections (Cavill et al., 2018). Also, Abuya and Muhia (2020) mentioned that boys programme attended by boys who were in dispute with the authority helped them to reunite with their families, go back to school as well as respecting the state rules. South African National Aids Council (2019) indicated that Boy Championing Change programme reduce gender-based violence within various communities.

4.4.4.4 Sub-theme 4: Men Championing Change (MCC)

MCC mentioned to be another programme created by the Department of Social Development to prevent HIV and STI, prevent domestic violence, prevent substance abuse, boost men's self-esteem and also empower men to generate money in a positive way. The programme is attended by any interested man who is beyond the age of 18. This programme is being implemented mostly at Ekurhuleni hostels facilitated by NPO employees. Some NPOs are also facilitating the programme in their respective NPOs with their male adult beneficiaries. Other participants indicated that they were scared to approach men's during recruitment stage, however, found it easy and enjoyable during the implementation.

Social auxiliary worker said:

We are conducting MCC with our adult male beneficiaries. They are enjoying the programme. Some days we allow them to free float with their different issues while most days we are only relying on what the programme facilitator guide is directing. (Auxy 4)

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One of the social worker emphasized that:

We discussed condom use during previous session with our MCC participants at the hostel. They enjoyed the topic and to realised that we still have men who do not know how to use a condom. People real need these kind of programmes. (SWK 4)

Ekurhuleni NPOs facilitate Men Championing Change as a programme focusing on positive changes to men's behaviour. Men Championing Change programme also promote men's responsibilities on dispute resolution as well as promoting peace within different communities (ZA, 2023). Programme initial introduced to direct better behaviour towards communal and constructional power towards health behaviour (South African Aids Council, 2019). In addition, Department of Social Development (2025) mentioned that it developed Men Championing Change programme to promote men's good behaviour as well as engaging them more on HIV/AIDS reduction.

Table 4.6: Themes and subtheme

4.5 Challenges encountered by Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being

Main-theme	**Sub-theme**
Lack of resources	• Shortage of staff • Transport issues • Lack of office equipment
Shortage of funding	• Unsatisfying services • Unsatisfying salaries • Dry season
Non-cooperative stakeholders	• Poor clients' collaboration • Not receiving enough government support
minimal support to employees	• Lack of debriefing sessions to staff • Lack of superiors support

4.5.1 Main-theme 1: Lack of resources

Lack of resources emerged as the main theme with shortage of staff, poor operational environment and lack of office equipment as its three sub-themes.

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4.5.1.1 Sub-theme 1: Shortage of staff

Most of the participants interviewed were not happy with the number of staff who are expected to perform the duties that need to be done in the entire organisation. Some employees felt that beneficiaries are far more than the staff members who are servicing them. This challenge lives most staff members with high number of cases which lead to frustration and burnout. It was indicated that, this problem is being caused by lack of money to hire and pay more staff members. Most NPOs depend on DSD for funding of the salaries and once it funds the specific number of people for salaries therefore NPO have to depend on those people for all the work. It was also emphasised that most people no longer want to volunteer and work for free. They always want stipend which is the same as the one that DSD is funding for and the NPO cannot afford to pay that. Only one NPO is having social workers from all six NPOs interviewed. The rest are relying on social auxiliary workers and community care givers for attending the case while their duties are limited from that of a social worker.

One of the managers said:

It's a challenge that we try to address on a regular basis, on a daily basis. How can 15 care givers funded to service 100 families. (Manager 3)

Social auxiliary worker indicated that:

We do not have social workers, and we need them in our centre because when we refer to social workers, we find that they have other caseloads, and the process becomes slow since they have to deal with that before our referred clients so having social workers in our centre can make things easy for our clients. Since they will be attended within the centre as soon as possible. This thing of us working without social workers is just somethings else. (Auxy 1)

Another social auxiliary worker added:

As a social auxiliary worker, I'm not allowed to remove the child from a certain household to another. I have to refer to the social worker. And if I don't get the social worker, it's a challenge. (Auxy 5)

Data collected showed that NPOs are in short of staff members which is negatively affecting quality of their psychosocial support services delivery. Skhosana (2020) said that there is a lack of social service practitioners in South Africa, which not only affecting NPOs service delivery. This also affects the state capacity to come up with different strategies to deal with social problems. Similarly Zulu (2017) mentioned that shortage of staff in NPOs affects both their service delivery as well as different ways to keep themselves going. NPOs have a lot of clients' needs that they cannot meet due to shortage of staff members who can contribute to meeting

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those needs (Walton-Good, 2021). Meanwhile, the current employees carry limited skills that do not allow them to attend to other beneficiary challenges (Muzambi, 2019). Moreover, Chick (2019) emphasised that financial challenges are mostly the reason that make it impossible for NPOs to hire more staff as well as training current staff for better service delivery.

4.5.1.2 Sub-theme 2: Transportation issues

Transport mentioned as another challenge that NPOs are facing. Most NPOs participated in the study do not have cars while there are other duties that need transport to complete them. It was mentioned that there are other clients that need to be transported or provided with transport money whenever they refer them. Those clients are clients that cannot afford to pay for their transportation and for NPOs not to afford either it becomes a challenge to both worker and the clients. Same issue also affects workers when it comes to conducting direct follow-up such as home visit and visiting stakeholders to discuss challenges reported by the clients.

One social auxiliary worker indicated that:

Even if you've referred the cases, you can't sit and say, I've referred to this person and leave it like that. You need to follow-up and then find out if clients were helped or not. But our resources are like zero. (Auxy 2)

One of the managers funded by the department of social development on transport indicated that:

We transport clients to different stakeholders to get comprehensive services and some need to be accompanied by our staff members. Five hundred per month for transport that we are getting from DSD is far from being enough. We actually need a car to do all those things. (Manager 1)

Social worker working for organisation having cars said:

Caseload is higher and the resources are limited. Because sometimes you can find out that you have to do a home visit for a whole week. It cannot be possible because sometimes cars went for services or cars are not working. So sometimes we get limited when it comes to that. We are many, sometimes others book before us then they cannot give us because they already booked. Then you have to re-book. (SWK 2)

Ekurhuleni NPOs face challenge of transportation for their clients and employees to access different resources. NPOs operating in rural areas presented transport issue as one of the main problems they are facing in meeting their clients' need (Walters, 2021). With that regard, Walton-Good (2021) said beneficiaries faced with mental health challenges are struggling to access NPOs and hospitals for their mental health services due to lack of transport. Meanwhile NPOs in Canada had capacity to transport their beneficiaries to access different resources (Al-

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dimashki, 2024). Fraze et al. (2016) stated that some NPOs approach different transport institutions for their clients to get free transport to different resources.

4.5.1.3 Sub-theme 3: Lack of office equipment

Data collected showed that NPOs do not have enough office material to accomplish their tasks. Most participants mentioned the shortage of computers, printer, cartridge, telephones, airtime and office desk. The issues of telephone affect mostly the relationship building/maintenance between NPO and other stakeholders, follow-ups as well as conducting successfully referrals. Meanwhile other office equipment issues affect their report writing to their funders together with other stakeholders.

Social worker indicated that:

Also, phoning is another problem as we do not have any funding for telephone and airtime, and we need to call stakeholders before we refer clients to be sure if the client is going to get help there. (SWK 4)

One of the social auxiliary workers said:

So, it's challenging to write a report without resources. Sometimes the care workers end up referring cases to us verbally due to shortage of papers to complete a referral form or hand write it to other stakeholders due to shortage of cartridge. (Auxy3)

Manager emphasised:

We don't have enough resources. For example, the department is giving us two hundred and something to buy stationery while cartridge alone is around nine hundred rand. On the other hand, our social auxiliary workers do not have their own laptop, they are sharing with administrators. (Manager 3)

NPOs presented that they do not have enough resources to support their administration work. Noor and Tunnufus (2024) indicated that another frustration that NPO staff face is having an inadequate workplace where they are short of tools of trade. NPOs are functioning within an environment where they are short of necessary equipment and that hinders their sustainability (Samad & Ahmad, 2022). Similarly, Healing Hands Foundation published its need for office equipment requesting for donation (Forgood, 2025). Chikwanda (2020) mentioned that NPOs are much more reliant on funders which makes it difficult for them to afford some resources that funders do not include in the funding.

4.5.2 Main-theme 2: Shortage of funding

The shortage of funding is another main-theme emerged with three sub-themes that include unsatisfying services, unsatisfying salaries and dry season.

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4.5.2.1 Sub-theme 1: Unsatisfying services

Unsatisfying services were mentioned to be one of the challenges faced by most NPOs participated on the study. Participants indicated that their NPOs are having a high number of beneficiaries in need of their services while their funding and donations are not enough to cater for those people. Other participants think this issue is caused by the lack of funders as well as not having enough skills to write convincing proposals. It becomes hard for some beneficiaries to receive some services on a monthly basis due to lack of sustainable funding. Services are being rotated monthly to cover all clients. While others are receiving service on the certain month, those who are not receiving are suffering waiting for their turn.

Social auxiliary worker said that:

The Department of Social Development is funding 200 children while we are having 380 children with 190 families. (Auxy 3)

Another social worker mentioned:

I think other challenges may be in terms of searching for sponsors. I believe if we were having different sponsors, things were going to be easy for us to render more services like providing school uniforms to the children in need and also help with some of their needs. (SWK 3)

One of the managers stated that:

Lack of skills is a problem and I've seen that very close, that we also need external support from professionals. Another example is that to write a proposal, for example, that has to go to PEPFAR, is hard and it's not a joke. (Manager 4)

NPOs' shortage of funding leads to inadequate services to their clients. Mobiny and Ramos (2020) said that some NPOs cannot meet the needs of their clients due to lack of funding to those needs. Also, Mclntyre (2021) stated that the effect of NPO funders is mostly seen on the NPO's affordability to meet their clients' needs. Similarly, Reficco et al. (2021) mentioned that shortage of funding and struggling with sustainability are other reasons why NPOs struggle to meet other beneficiaries' needs. In addition, Foroni (2020) clarified that the purpose of NPO is to meet people's need that states could not meet, however NPOs are currently struggling to meet those needs due to short of funding.

4.5.2.2 Sub-theme 2: Unsatisfying salaries

None of the participants interviewed were happy with their salaries. They all felt that the salaries they are getting is not enough for the work that they are doing. However, some of those in senior positions still felt sorry for those on the lower positions. Managers, social workers

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and social auxiliary workers felt that even though they are not getting enough, they are still better than community care givers who are earning very little. All NPOs that participated rely on DSD for their staff salaries and participants felt unfortunate that they are struggling to find other sponsor to better their salaries.

Social worker mentioned:

As NPO social workers, we don't get what DSD social workers get. I think they give us half of what they are getting. Then they tell NGOs that they must fundraise for the rest. (Manager 2)

Social auxiliary worker said:

For me I am rating my salary 5 out of 10 shame. (Auxy 2)

Manager emphasised that:

Last year we did get the once off funding from Anglo-American, we increased staff salaries maybe for six months and after that, the money did not continue. (Manager 1)

NPO staff members working for Ekurhuleni NPOs are not happy with their salaries. Slatten et al. (2021) emphasised that NPOs rely on what the funder is giving their employees and that is the main course of losing most of their staff members to other field of work. Due to lack of funding most NPOs in Spain hired more workers who offered themselves for voluntarily work with a smaller number of those in need of salary, however, that brought salary dispute due to equal work they had to do (Lopez et al., 2020). Furthermore, Bashir et al. (2019) stated that most employees conducting home visits are frustrated with their very low salary while they cannot get promotion due to lack of skills on NPO work.

4.5.2.3 Sub-theme 3: Dry season

Participants presented that there is a time where they function without funding for both services and salaries and they call such time “dry season”. This is the time whereby DSD as the main funder is busy with the administration work preparing to fund NPOs qualifying for funding on that specific year. NPO employees view this time as a very stressful one since they have to work without getting paid and put on hold all the services that need money to accomplish.

Social auxiliary worker said that:

The issue of dry season is also another challenge. We have only one main funder which is the Department of Social Development and usually during April and May every year, the funding delay and we have to work without salaries. We are just broke employed people, having personal responsibilities and at the same time expected to help others and meet the set target regardless of the point that we are having financial and personal stress. (Auxy 1)

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One of the social workers stated:

When it's dry season, we have to wait for funding so that we can transport a person to different stakeholders if the client doesn't have money. (SWK 4)

Ekurhuleni NPOs find themselves operating for couples of months without any form of income while looking forward to their main source of income "DSD" to refund them. Sharma et al. (2021) called this type of funding "Payment for Results" whereby NPOs are being funded after delivering certain services. They further said that it is also a risky way of funding because if NPOs happen to function out of the funder's requirements or not meeting certain funder's expected goals then they may not get their pay back. Devalkar et al. (2017) said that this kind of funding is better for NPOs having funders who fund them before they start with the programme since they can use that funding to implement programme under "Payment for Results. However, risk remains the same with "Pay for Results" programme. Moreover Gunnerson (2019) mentioned that most NPOs happened to shut their service down due to this kind of funding since they could not afford operating without funding while those who tried did not comply to get their refund. In addition, Dadic and Ribaric (2021) stated that NPOs that keep on digging for more funders and different ways of making income turn to be safe from operating without money. According to systems theory, the chronosystem puts attention on differences in the functioning of other system that affect the operation of the entire system (Yang & Sanborn, 2021). If the funder stops funding a certain programme in NPO, the workers for that programme lose their job with the beneficiaries losing their services as well as NPO existing those beneficiaries from their clients list.

4.5.3 Main-theme 3: Non-cooperative stakeholders

Other challenges faced by the NPOs is non-cooperative stakeholders which emerged as a main-theme with sub-themes poor clients' collaboration as well as lack of government support.

4.5.3.1 Sub-theme 1: Poor clients' collaboration

Data collected showed that NPO employees are experiencing frustration caused by the clients who do not want to cooperate while being assisted on their issues. Participants explained the difficulties of helping clients who do not want to play their role in a helping process. NPO workers may give their all to beneficiaries' issues, but the beneficiaries are expecting them to do everything including what the law does not allow them to do. With that, other clients end up not being helped while the law enforcement takes place on other cases.

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One social auxiliary worker said that:

We have beneficiaries who are not cooperative. Some do not want to apply for birth certificates for their children and some we even call police for them sometimes. Some are misusing children's grant by paying loan sharks and we end up involving the police. (Auxy 4)

One of the social workers illustrated:

If you work with clients, it's a 50-50 goal for us to reach wherever we have to reach. I'll make an example, sometimes you give your all, and then the client puts like 0%, no cooperation from the client and you get frustrated. Like we've got a case now, whereby the grandmother is staying with the children in the absent of a mother who is staying somewhere else and within the household there is an issue of the elder son who is taking drugs. Then grandmother is frustrated in the manner that is like she is even losing her mind. She is saying she is overwhelmed.

The same social worker continues to say:

If you say to her, please come, let's sit and talk about these issues and then she doesn't come, how will you feel? She will come on the day of food parcel distribution and starts crying again. It's frustrating because you cannot help the child without cooperation of the guardian. If the parent is okay, the child will be okay automatically. But if the parent is not okay, the child will never be okay, so, it's 50/50. (SWK 1)

There is an issue between social service practitioner-clients relationship. Practitioners find themselves being dedicated alone in finding solutions while clients does not show their willingness to play role on their own problems. Rollins (2020) said that social service practitioner-clients relationship has to focus on the centre of client problem's solution. Meaning whenever there is no mutual focus, there is a problem to that working relationship. This relationship can take place on physical one-on-one setting and also done online; however, the main purpose remains, ''the solution'' (Nordesjo et al., 2022). Marc et al. (2019) mentioned that it is the practitioner's duty to promote enabling relationship towards solution to client's problem. In support, Walsh (2021) presented different ways that a social service practitioner can use to strengthen relationship with their clients. Therefore, social service practitioners need to adopt different theoretical strategies in dealing with their relationships with clients (O'Leary & Tsui, 2019).

4.5.3.2 Sub-theme 2: Not receiving enough government support

Participants indicated that they are not getting enough support from some of the government's departments. Some departments are not helpful to clients. Clients are being referred and not being helped accordingly. Other government departments are being invited to events such as community awareness campaigns to come and present their services and requirements and they do not attend or send any representative.

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Social auxiliary worker said that:

When doing awareness campaigns, we invite different government departments and some attend while others do not come. (Auxy 5)

Social worker stated that:

As we are also working with people who are living with HIV, the clinics do not give them information on their viral load and CD4count, and clients do not understand why they are not being given. Other clients are saying nurses told them that information on their viral load and CD4count is private. How can it be private to the owner? That makes it difficult for us to help client to monitor and boost their CD4count. (SWK 4)

Findings showed that Ekurhuleni NPOs are not receiving enough support from government departments especially on the services that government itself has to directly provide to clients. Bannink and Trommel (2019) emphasised that public servants are capable of failing to deliver certain policy in practice (implement policies) while sometimes policy itself fails the public. Report on the implementation of Batho Pele Principle (2008) indicated that every person has a right to be given information regarding the services provided to them. However, that is not what is happening on the ground with Ekurhuleni NPOs beneficiaries. Government blueprint issues are being viewed as a matter which is hard to resolve (Daviter, 2019; Head & Alford, 2015).

4.5.4 Main-theme 4: Minimal support to employees

Minimal support to employees emerged as another main-theme. It came with two sub-themes which are lack of debriefing session for staff and lack of superiors' support to workers.

4.5.4.1 Sub-theme 1: Lack of debriefing sessions to staff

Participants are working with lot of social issues without any debriefing to freshen their minds. Many NPO employees believed that it is the responsibility of DSD to organise debriefing session for them since DSD is their main funder knowing that NPOs cannot afford to do debriefing for themselves or pay for external services. They felt that working without debriefing is negatively affecting their NPO productivity. Some employees end up taking client issues as their own which stops them from performing the real helping part especially for the community care givers who were not professionally trained for care giving.

Social worker indicated that:

The Department of Social Development is failing us. They are expecting us to attend to social problems without supporting us on debriefing. (SWK 5)

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One of the managers who was not receiving any funding from DSD during the study said that:

At some point, social auxiliary workers used to attend debriefing with DSD social workers while we were still being funded by them but as for me, I haven't attended any and this is sad. (Manager 4)

NPO employees sometimes find it difficult to maintain the helping position due to lack of emotional support to assist in overcoming clients' issue presented to them. Kew (2021) stated that this kind of stress leads to poor service delivery, different mental health issues as well as nonappearance to work. The study conducted in Johannesburg showed more than twenty percent (20%) of NPO workers who were experiencing mental health challenges caused by lack of psychological support on their work (Makina-Zimalirana et al., 2023). Similarly, Cayir et al. (2021) mentioned that lack of regular debriefing sessions and employees' emotional support has been found to be the main cause of mental challenges experienced by NPO employees rendering psychosocial support services to victim of domestic violence. Furthermore, Locklear (2019) said that work related mental health challenges are not only being experienced by social service practitioners, but health care workers also practice without getting emotional support regarding health matters they attend to.

4.5.4.2 Sub-theme 2: Lack of superiors' support to workers

Most social auxiliary workers interviewed complained about a lack of support from their supervisors and managers. Some felt that their managers do not care about what is needed for service delivery, all they want is to see service being delivered. Others think that their managers are just people who are there on the organisation structure to occupy positions. Like with the supervisors, other social auxiliary workers even forgotten that they have supervisors since there is no day-to-day role played by the so-called supervisors on the work that they are doing. They mostly feel that they are on their own to get their clients assisted.

One social auxiliary worker said:

With the challenges we face, we get more support from the staff, we don't get the support from the supervisors. The only thing they do is to make sure that we deliver the reports. Monthly statistics are very important for them, but they don't give us any support. (Auxy 1)

Another social auxiliary worker mentioned that:

I don't have a supervisor, and this is not my first time working without a supervisor. Ooh, we have a supervisor which I even forgot about. I can say she's there and I can just say she is also busy. She does not attend our cases; she just goes like "even you, can do this". And that is not

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support. But anyway, for it means I just need to be creative and find other ways to get the service done. (Auxy 2)

Another social auxiliary worker puts it clear that:

I don't have any support from my manager. He is physically here. Present parent is better than the parent who is not there at all. (Auxy 5)

Most participants complained about not being supported by the superiors both emotionally and materialistically. NPO management negligence of employees' well-being is leading them into quitting their jobs due to feeling worthless (Renard & Snelgar, 2016). Wang and Seifert (2021) indicated that lack of transparency from NPO management to workers negatively affects the entire staff relationship and worker's productivity. Lopez et al. (2023) added that some NPOs management provide support to certain groups of employees and neglect others which leads to conflicts between staff members as well as poor service delivery. Conaty and Robbins (2021) said another reason for NPO management not to be supportive to staff is lack of understanding towards stakeholders working with their employees on service delivery. However, Domiter and Marciszewska (2018) found that NPOs' lack of workers management skills is a huge problem which misleads the entire organisation goal. Employee's lack of support from management demonstrates the misfunctioning of microsystem within the bigger system which is the NPO. Berger et al. (2018) emphasised that microsystem explains the effort taken by different members within the system.

Table 4.7: Themes and subthemes:

4.6 Ekurhuleni NPOs' coping strategies on the challenges that they face while rendering psychosocial support services to enhance people's well-being

Main-themes	**Sub-themes**
Sponsorship	• Funding • Donation
Income generating	• Fundraising
Passion	• Positive mind set • Supernatural believe
Available stakeholders support	• Good relationship with other stakeholders • Support from the community
Available employee's support	• Sharing with other colleagues

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	• Available management support

4.6.1 Main-theme 1: Sponsorship

Sponsorship is one of the main themes identified from the data collected. It came with the sub-theme funding and donation.

4.6.1.1 Sub-theme 1: Funding

All NPOs participated in the study depend much on the main funder which is the Department of Social Development. The department is funding most of their services including psychosocial support as well as salaries. Without DSD they will not be able to pay their employees, rendering some of psychosocial support services as well as buying food parcels for their beneficiaries. Although they felt that government is not supporting them enough, participants still appreciate the department for being the pillar of their survival.

One of the managers who were not funded by the department during the study indicated that:

Ever since DSD stopped funding us, we are suffering with our beneficiaries. They can't get most of the services including home visits to check them and give them emotional support. Employees stopped working saying they can't work without salaries; people no longer want to volunteer. (Manager 4)

One of the social workers stated that:

The Department of Social Development supports us with funding for over 95 percent of our services. They also support us with trainings and skills on other programmes. (SWK 5)

Ekurhuleni NPOs survival is mostly on the regular funding they are receiving from the Department of Social Development. Burde et al. (2017) said that NPOs depend on funding they receive from different institution and having few funders put most NPOs at risk. With Gunnerson (2019) who stated that some districts in United Nation have adopted multiple ways of getting more funders which is working for their survival. Ye and Gong (2021) mentioned that NPOs having management team composed of people with different skills and professions tend to be successful as they come up with different sources of funding. Moreover, Llyas et al. (2020) indicated that most NPOs' focal point is to get more funders that depend on one source of income. It is the NPOs culture to always look for more funders (Seo, 2020). According to Perera (2023) regarding the systems theory, exo system is about the indirect influence that other system has in the progress of another system. NPO manager indicated that DSD stopped funding them and that lead their NPO beneficiaries into suffering without receiving services that NPO used to give them. On the other hand, DSD cuts the funding due to NPO non-

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compliance without any direct intention for clients to suffer. This also shows the effect of government compliance policies which indirectly hindered NPO progress. Crawford (2020) said that the way things are authorised and legalised to be done is the vital point of the macro system.

4.6.1.2 Sub-theme 2: Donation

Participants indicated that their main funder gives them funding with the attached breakdown to direct how the money must be used. The breakdown tells which amount of money to use for which services. The money does not cover for all the services needed by the clients as well as other NPOs' operational needs. Therefore, NPOs depend on donations to meet those needs which are not covered by the funding. The donation proposals are sent to different institutions and donations are received in the form of money or certain material to give to their clients as well as assisting on the NPOs' day to day functioning.

Manager emphasised that:

Boxer gave us food last year which we gave to our beneficiaries who sometimes do not receive monthly food parcels due to its short. Other banks gave us twenty thousand last year and say we must buy things for children's school holiday programme. We bought things like gazebos, different things like balls and school shoes for our child beneficiaries. Another company gave us cosmetics, and we gave our child beneficiaries in a pack during December time while we were about to close. (Manager 5)

One social auxiliary worker explained that:

South African Lottery once funded us with money that we used to buy the furniture. Even companies once sponsored us with money, and we bought this file storage. (Auxy 5)

Findings confirmed that Ekurhuleni NPOs also depend on donations from different institutions to cover clients' needs which are not covered by funding provided. Study by Reficco et al. (2021) indicated that twenty-three percent (23%) of NPOs survival worldwide comes from donations. Finley et al. (2021) mentioned that donations from companies or big institutions have more effect to NPOs service delivery than personal donations. Song and Kim (2020) found that NPOs receive donations based on how they sold themselves to the donor as well as how donors feel about that specific NPO. In addition, Minguez and Sese (2022) found that although most NPOs depend on funding for their major income, there are still NPOs that depend on donations as their major income provider.

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4.6.2 Main-theme 2: Income generating

Income generating emerged as main theme on the NPO coping strategies. It emerged with only one sub-theme which is fundraising.

4.6.2.1 Fundraising

Although NPOs participated did not have much of fundraising skilled employees. There is little that they are doing in their organisation as a way of generating money. Some are selling fruits and vegetables from their food gardening as well as clothes left after distributing to needy beneficiaries. Jumble sale day is organised to sell clothes for the financial benefits of the NPO.

One manager said:

We have food gardening aimed to benefits our clients as well as selling fruits and vegetables to community members who can afford, and that's for our NPO's profit. (Manager 2)

Social worker mentioned:

Last month we had a jumble sales where we sold clothes and got one thousand- and seventy-eight-rand profit. (SWK 4)

Ekurhuleni NPOs are trying some few fundraising strategies to boost services that they are not receiving funding and donations for. Mirville (2021) emphasised that most NPOs are struggling to provide important services to their clients due to lack of fundraising skills. Similarly, Nageswarakurukkal et al. (2020) emphasised that NPOs need to have various ways of fundraising to enhance their ability to provide more social services with less dependence. Some NPOs are using social media as their fundraising strategy such as opening a social media page where they post their services and requesting for online sponsors (Di Lauro et al., 2019). In the study, Watanabe (2023) found that NPOs using online fundraising strategies usually fundraise more that those who do not use social media for fundraising. With that, multiple ways of fundraising are of paramount importance for every NPO's sustainability (Warren, 2024).

4.6.2 Main-theme 3: Passion

Passion emerged as a main-theme with its sub-themes positive mind set and supernatural believe.

4.6.2.1 Sub-theme 1: Positive mind set

Positive mind-set is helping most of the NPO employees. Most participants feel better by comparing themselves with employees of other organisations. Some situations are the same while some show them that they are much better than other employees from other

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organisations. Their positive mind-set helps them to move calmly knowing that they are not alone, and they are even better than others. Most participants believed that they are just getting experience, and they are still going to get better positions and salaries either within their organisations or other institutions like government. Sometimes they rely on a bit of alcohol to refresh their mind after work knowing that they will wake up feeling much better the following day.

One of the volunteer social worker who is earning social auxiliary worker's salary stated that:

I am not looking for better a position far from my NPO since even the ones that are complaining are receiving salary which is far more than what I am is receiving. I can be happy to get a social worker's salary even in this organisation. (SWK 3)

Another social worker receiving stipend due to lack of salary funding said:

I don't feel good but there is still hope because here in our NPO, posts are advertised internal. So, there is going to be a time when posts will be advertised, and I will apply. Step by step, I believe there is time for everything. (SWK 4)

Social auxiliary worker mentioned that:

We have qualified social auxiliary workers who are not receiving any salary. They are sitting at home without even knowing what they are going to eat tomorrow. So, I have a feeling of gratefulness and also with the caseload and resources it's like everywhere they don't have enough. (Auxy 1)

Another one of the social workers indicated that:

Sometimes having two or three alcohol drinks after work helps. (SWK 2)

While another social auxiliary worker said:

One glass of wine or two beers can do wonders, don't take them for granted. They help us to sleep at night. (Auxy 1)

Findings showed that NPO employees are passionate about their work, and they have adopted positive mind-set that helps them to overcome most of their overwhelming work experience. Kaltenbrunner et al. (2022) found that NPO workers who were working during COVID-19 pandemic demonstrated same mindset whilst telling themselves that "it is well, this too shall pass" which encouraged them to feel hopeful. While Kew (2021) also found that NPO staff members being positive about their wok mentioned to be another way helping them to coupe with work difficulties. Mer et al. (2024) in their study found that NPO workers felt good about their work more because of the love they have in helping people. However, NPO management have a responsibility to provide enough resources to maintain workers passion about their work (Park et al., 2018).

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4.6.2.2 Sub-theme 2: Supernatural belief

Most participants indicated that praying, worshiping and praising God is another way for them to cope in their stressful working environment. They get frustrated and traumatised with client issues as well as other work challenges and they ask God for strength to go on helping people. They believed that they are working for God's people and God's power must win for them. Some even go for consultation with their pastors for spiritual counselling whenever they feel overwhelmed. Sometimes they use their own salaries and equipment to get the work done believing that God is watching and will refund their good work.

One of the managers mentioned that:

I believe in God, and I believe that in his power one day we will win this journey. We will have our big space to operate all our projects. I even encourage my staff to keep the sprit and not allow people to discourage them. (Manager 3)

Social auxiliary worker stated:

Sometimes I pray about it, sometimes I worship, sometimes I share with my spiritual fathers or church mates. (Auxy 4)

Social worker said:

For me, my religion helps a lot. So, I praise and praise a lot. I sing a lot and then feel better. We are doing this for God. (SWK 3)

Another social auxiliary workers mentioned that:

I sometimes feel bad and take from my little salary and give to the client. Sometimes you just feel like you are not doing your job if the client is not getting help. (Auxy 3)

Meanwhile another one of social workers said that:

I am using my own laptop that I bought with my own salary. We have only one computer which is being used by the administrator and otherwise I will end up not writing the reports or writing referral letters for my client if I am to rely on that computer. Otherwise even that laptop is a gift from God. (SWK 4)

Participants pray whenever they feel discouraged and ask God to give them strength to go on with their work. NPO employees interviewed in Ugur (2024) mentioned that they pray mostly when they feel overwhelmed with their work-related issues. Religious people believe in praying to reduce their level of stress (Montaldo, 2016). Jiang et al. (2022) indicated that care workers used prayer to cope with work related stress in one of the dementia care centre in China. In a study by Zimunya and Alpaslan (2022), social service practitioners who experienced mistreatment from clients stated that they prefer praying for them to feel safer from clients' attacks.

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4.6.3 Main-theme 4: Available stakeholders' support

Available stakeholder's support emerged as a main-theme with its two sub-themes that include good relationship with other partners together with support from the community.

4.6.3.1 Sub-theme 1: Good relationship with other partners

A good relationship with other partners has been mentioned to be another source of NPO's strength to survive. NPOs learn a lot from other stakeholders. What other NPO is not good at, the other NPO/institution can be best at, and their good relationship opens a platform for them to help each other where they are lacking. Their good relationship also helps them to fulfil holistic services to their clients. NPOs refer clients to each other as well as to other service providers depending on the services that the third party is providing which the referring NPO does not provide. Therefore, NPOs relationship with other service providers benefits both clients and NPOs themselves.

One of the managers who founded the organisation said that:

Other stakeholders support us a lot, like some of us do not have even matric certificates, but they provided us with skills and workshops on how to manage an NPO. (Manager 1)

Social worker alluded that:

That's where we can wrap up all the services for complete support to our clients through our different stakeholders. (SWK 5)

One of the social auxiliary workers said:

If we get referrals from other stakeholders or NGOs, it makes it easier for us to know which cases to refer to them and for them to know which cases they should refer to us. (Auxy 2)

Different stakeholders bring various strength within NPO's functioning. According to Zeimers et al. (2019) NPOs collaborate with each other in conducting joint projects to address social issues. Some partnerships directly benefit NPOs through funding, donations and people offering themselves to do organisation work for free (Mato-Santiso et al., 2021). Similarly, Al-Tabbaa (2023) emphasises that NPOs should also network for profit institutions in order to learn different ways of making income to sustain their service delivery as well as their NPO vision. Mayer and Barker (2020) highlighted that NPOs must continuously assess and strengthen their relationship with stakeholders. The lasting of NPO-stakeholder relationship depends on how they meet each other's expectations (Heikkinen et al., 2019).

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4.6.3.2 Sub-theme 2: Support from the community

Most NPOs are receiving support from community members within and outside their service demarcation. There are community members coming in offering different kinds of help depending on the needs of the organisation. Some are assisting with one day or few days' volunteer work while others are providing materialistic things. Participants indicated that NPOs also receive support from other institutions within the community such as churches. All the support received from the community plays a huge role in the survival of many NPO.

Manager said:

Churches and municipality offices give us free venue for our events as well as letters to support our funding applications. (Manager 4)

Social auxiliary worker stated:

Community members are giving us beneficiaries clothes and they even provide us with wood to help cooking since the money DSD is giving us for electricity is very little and gas is expensive which forces us to cook with fire for our daily meal services. (Auxy 2)

Ekurhuleni community also plays a vital role on the NPOs survival. Harp et al. (2017) confirmed that community members approach different NPOs to assist in their daily work in enhancing society's well-being. Meanwhile Roza et al. (2017) highlighted that NPOs also receive support from local enterprises in a form of voluntarily work on certain activities as well as donations. Community participation in the NPO operation depends on how attracted they are with the NPO's objectives (Nencini et al., 2016). Also, both community members and local private enterprises are important mechanisms for NPOs survival and without their support many NPOs may collapse (Crittall et al. 2017; Gershun, 2013).

4.6.4. Main-theme 5: Available employees' support

Available employees support is another main-theme emerged with sub-theme sharing with other colleagues together with available management support.

4.6.4.1 Sharing with other colleagues

NPO managers and social auxiliary workers indicated that although they do not get proper debriefing sessions, they have some meetings that they use as informal stress relieving sessions. Social auxiliary workers indicated that they attend supervision meetings with their senior staff members. In those meetings they also discuss different challenges they are facing, console and advise each other on how best they can deal with those challenges and move on with helping their clients. While managers are attending monthly manager's meetings discussing the same challenges and various ways to overcome.

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Social auxiliary worker indicated that:

In our organization as social auxiliary workers we do supervision sessions with child and youth care workers and community care givers to discuss different challenges we are facing and help each other to cope. (Auxy 5)

One of the manager indicated that:

Fortunate enough, we meet with other managers on a monthly basis and speak about challenges and also learn from our colleagues as well since we discuss our challenges and ways to deal with them. It's more of a support than anything else. (Manager 2)

The study findings indicate that Ekurhuleni NPO staff members mostly debrief through informal discussions with their colleagues. Social service practitioner rendering psychosocial support services indicated that they received emotional support from their work peers as well as from friends and families while socialising with them about their work-related experience (Kalterbrunner et al., 2022; Simon, 2022). Similarly, Morningstar (2022) said NPO workers confirmed that they mostly relieve their work stress through discussions with their colleagues on the same discipline within and outside their workplace. NPO staff working for United Nation Development Programme indicated that they use social media to provide support to each other even though they are working in different countries (Boucquillon, 2024). (Krywucky, 2023) indicated that other NPO staff does not feel free to share their work stress with colleagues due to unintended offenses from their colleagues. According to Frey (2019) mesosystem focuses on how people's relationships affect the functioning of each other. The emotional support that NPOs employees give to each other encourages them to do their best for clients. It also talks to strengths-based theory whereby the strengths of one employee collaborates to another and result to employees' strength within the organisation (Saleebey 2013, Smith 2013).

4.6.4.2 Available management support

Although most social auxiliary workers presented lack of support from their senior staff. Some participants presented supportive management within their workplace. All social workers interviewed showed happiness when it comes to their supervisor/managers support. They receive almost all the resources and emotional support they need from their superiors and that makes their work environment less stressful. Their supervisors sometimes book them for counselling or even give them day off to rest as a way of refreshing their minds.

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One of the social auxiliary worker indicated that:

Our manager is very supportive, even if is not financial support, the emotional support she provides is very helpful. We usually meet with her and other staff members on Mondays. Support from the manager is not all about the challenges that we are facing at work, even outside, in the case of life issues, family issues, she's very supportive to us and our family issues. Recently, one of our child and youth care workers and community care giver lost their mother during the dry season and our manager was there to support towards the funeral. She even provided financial support. Things were so bad, and it was very tough. (Auxy 3)

Social worker mentioned that:

There is always guidance and support when we need one. Like when we need advice, especially when it comes to caseload. Maybe there is a case which maybe requires a different strategy or maybe that is challenging. We go to our supervisor and get support. Our case manager is also our supervisor, and she is always there for us. (SWK 4)

NPO employees receiving support from their superiors felt more motivated compared to those who are not receiving any support from their managers. Boucquillon (2024) indicated that workers who received support from their manager felt valued, included and appreciated. Staff members for managers who received management training perform better than those directed by manager who did not receive training (Mikova et al., 2019). With that, Kew (2021) said that employees from NPOs conducting structured workers engagement and work management felt good about their work and did not complain about lack of reporting channels. Findings fro a study by Slatten et al. (2021) revealed that workers grow in both distinctive as well as career wise through their good relationship with management. Also, Reinhardt (2021) emphasised that NPOs require management capacity that can have positive impact on staff encouragement and growth.

4.7 Conclusion

This chapter outlined fulfilment of the study objectives. Participants interviewed and the information given helped in answering all the research questions formulated. It also illustrated how the theory chosen by the researcher integrate with the findings. Therefore, the study reached its own purpose. However, the following chapter will talk about main findings of the study, conclusions as well as recommendations.

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CHAPTER FIVE

MAIN FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 INTRODUCTION

This chapter focuses on the summary of main finding whereby different sub-themes are summarised in accordance with specific research objective they are giving answers to. It also presents conclusions which outlined from different main themes emerged during data collection. The section further indicates the recommendations with regard to social work theory, social work practice, social work policies as well as future research.

5.2 SUMMARY OF THE MAIN FINDINGS

The following are the main findings concluded from the sub-themes emerged during data collection. Each theme is summarised in line with the main objective it talks to.

5.2.1 Perception and understanding of Ekurhuleni NPOs on the provision of psychosocial support services to enhance people's well-being

Psychosocial support services believed to be services that need to be rendered to any individual experiencing different challenges that disturb their well-being. Those services benefit people's emotional and social wellness and they can be provided in various institutions such as schools, hospitals, refugees centre as well as NPOs. Furthermore, psychosocial support is explained as services provided to families with different challenges. The challenges may be experienced by the entire family or one/few family members. The view is that if one family member is experiencing challenges then the entire family needs to be emotionally supported so that they do not get negatively affected by other member's disturbing experience. Also, NPOs view psychosocial well-being as attending to every needs of a person/ family. They are working with different stakeholders including government departments in ensuring full package of services since one NPO cannot directly attend to all the needs. Therefore, clients are being referred to other stakeholders who can provide what the referring NPO does not render.

5.2.2 The role of Ekurhuleni NPOs on the provision of psychosocial support services

NPOs give out food parcels to households in need of food. NPOs' provision of food is being supported by different institutions through funding and donations. The support is given in a form of money for NPOs to buy food for their clients. They also receive food from different stores to pack and give to their clients. Moreover, NPOs are playing vital role by teaching

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community members how to start and maintain food gardening. This is being done for beneficiaries to be able to provide organic fruits and vegetables for themselves. Some NPOs conduct food gardening as a job opportunity for community members where they employ them to work on the garden and get paid with the income generated by that garden. While other NPOs conduct food gardening to benefit both people's health as well as keeping the environment clean.

Community members and different clothing stores are donating clothes to NPOs for them to give to their needy beneficiaries. Some NPOs receive money as a donation to buy clothes for their clients. Meanwhile in various countries NPOs rely also on other NPOs which are only collecting clothes from different retails and individuals to give to NPOs working directly with the needy people.

5.2.2.1 Economic and Empowerment Programmes

- **Jobe creation**

Most NPOs worldwide are helping community members to start their own income generating projects. They are also teaching people certain skills and help them to find job while others are training and helping them to be self-employed. They further create jobs for community members by hiring people who use to volunteer in their work as well as people from their beneficiary list. They use their recruitment procedure to also benefit their client as well as volunteer's need.

- **Awareness campaigns**

NPOs address different social issues through community door-to-door awareness as well as organised community meetings. Some NPOs also use social media to make people aware of their different services together with alerting world about their need for sponsors.

- **Post matric studies**

Youth educational support is being provided by different NPOs. Sponsors are being proposed to pay for youth beneficiaries for post-matric studies. Other NPOs are directly paying for post matric studies on the agreement that specific beneficiary will come work for that specific NPO after completing his/her studies.

- **Day/After care services**

There are NPOs conducting registered day care and after care services to help with taking care of the children while their parents/guardian are not around. Children are being assisted with

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different social and psychological benefits including schoolwork for those attending after school programme.

- **Therapeutic services**

Different counselling sessions are being provided by NPOs to their beneficiaries. Some NPOs are hiring trained people to render counselling support to clients while others also recruit those who are not trained and train them to provide different counselling support. Counselling is offered in a physical one-on-one setting as well as telephonically depending on the organisation procedure together with clients' condition. NPOs conduct different therapeutic support groups for people with similar challenges to support each other with assistance from NPO representatives. Those groups include support group for people addicted to drugs and alcohol, groups of convicts and ex-convicts, groups of immigrate, groups of people living with certain sickness or affected by certain sickness as well as groups of people experienced gender-based violence.

- **Behaviour modification/ change programmes**

Chommy is one of the Department of Social Development programmes being implemented by Ekurhuleni NPOs to help in both male and female children's behaviour modification. Meanwhile NPOs worldwide are also using other types of programmes created by governments or NPO itself to help children change their bad behaviours. Other NPOs work directly with parents as an indirect way of changing their children's behaviour.

YOLO is another DSD programme being implemented by Ekurhuleni NPOs to change both youth and adolescent behaviour. This programme confirmed to have very positive impact to youth attending it. Most NPOs have different programmes to support youth positive behaviour. Others are conducting sports programmes to encourage youth and adolescent behaviour change and others prefer social media where they upload different post that lead to behaviour change.

Participants mentioned that they are implementing Boys Championing Change (BCC) programme with adolescent boys to help in their behaviour change. The programme helps to reduce negative behaviours such as gender-based violence as well as substance abuse. There are NPOs that are conducting life skill programmes to encourage good behaviour among boys as well as NPOs conducting group discussions with boys who are in conflict with the law, to encourage better behaviour.

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Ekurhuleni NPOs are also implementing Man Championing Change (MCC) to modify men's behaviour. This programme was created by DSD with South African Aids Council in believing that it will also help to reduce HIV infection and create peace within different communities. Every men over the age of 18 is encouraged to attend this programme.

5.2.3 Challenges encountered by Ekurhuleni NPOs in rendering psychosocial support

- **Shortage of staff**

NPOs participated in the study are experiencing a shortage of staff. Five in six NPOs interviewed do not have social workers and are only relying mostly on care givers and social auxiliary workers. This challenge also affects government's capacity to amend their social policies to meet people's needs since South Africa as a whole is experiencing a shortage of social service practitioners. Furthermore, NPOs' provision of psychosocial support services is negatively affected due to current staff not having capacity to perform some of the activities towards successfulness of the programme. Financial issues also mentioned to be one of the causes for this problem as NPOs are finding it difficult to pay for staff training due to lack of income.

- **Transport issues**

NPOs and beneficiaries are facing an issue of transport employees. Beneficiaries who stay far are finding it difficult to reach NPOs and other resources which are far from the residential area. While most NPO employees find it hard to conduct home visits to clients who stay far from their NPOs as well as difficulties in visiting other far stakeholders to advocate for their clients. However, some NPOs are approaching different transport companies to provide free transport for their staff together with their beneficiaries.

- **Lack of office equipment**

A shortage of office resources to support NPOs is an issue that most NPOs are faced with. They sometimes function without necessary equipment such as papers, enough computers, printer cartridge and telephones or airtime. It is a serious challenge affecting their service delivery since employees are finding it difficult to communicate with other service providers, writing proper reports and referrals as well as calling their clients.

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- **Unsatisfying services**

Employees within the NPOs felt that the services that they are providing to their beneficiaries are not enough mostly because of shortage of funding. It is hard for them to provide some services such as food parcel distributions on a monthly basis to all clients due to high number of clients compare to NPO's capacity. Most NPOs are funded for a few number of clients while having high number and that lead them into having monthly rotation schedule for their clients.

- **Unsatisfying salaries**

NPO employees were not happy with their salaries. They depend on one funder for salaries and if they find another one it is mostly the temporal increment that they cannot sustain when the funder leaves them. Most NPO employees are frustrated due to this problem and this causes staff turnover.

- **Dry season**

Ekurhuleni NPOs sometime operate without funding. However, hoping for promising DSD to repay them after few months of operating. This way of funding is called "Payment for results" in other countries and it has found to have issues that lead to NPOs' service shut down when the promising funder fails to pay that specific NPO.

- **Poor clients' cooperation**

NPO employees showed frustration caused by clients who do not want to cooperate in a helping process. It is a serious problem because their work ethic does not allow them to do certain things for clients. Due to that, they end up not helping other clients while adopting law policies help in some of the cases.

- **Not receiving enough government support**

NPO employees complained that government employees do not show up to other events where they call them to come and represent their services, while other clients are not receiving services after they have been referred to government departments. Various authors confirmed government policies failing people with some public servants practicing opposite from good policies created to benefits people. This issue mentioned to be one of the problem most countries are struggling to solve.

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- **Lack of debriefing sessions to staff**

Most NPOs did not have staff members qualified to conduct debriefing session while they cannot afford to pay outside facilitator. Workers felt overwhelmed, mental challenged and no longer being fruitful to clients as they are supposed to be. This is the challenge which is not only experienced by social service practitioners, health care workers confirmed to be experiencing the same with their patience issues.

- **Lack of superiors' support**

According to data collected most NPO staff members are not receiving support from their superiors. They felt like they are on their own in service delivery. Lack of superiors' support is causing conflicts between workers, mental problems for other workers while others are even leaving their jobs. Short of management skills as well as not clearly understanding the relationship between workers and stakeholders is another influence for this challenge.

5.2.3 Ekurhuleni NPOs' coping strategies on the challenges that they face while rendering psychosocial support services to enhance people's well-being

- **Funding**

NPOs' survival is on their funder's hands. Without funding, it is usually hard for them to implement their different programmes. Both their programmes and salaries are paid by funders with very little contribution from themselves. The more the funders, the less chances of shutting down. NPOs consist of board members with different talents and skills turn to have more funders than those composed of ordinary board members. Therefore, it is for paramount importance for NPOs to keep on digging for more funding.

NPOs also depend on donations to cover most services which are not covered by the received funding. Financial and materialistic donations received help them on their operation. Institutions are also helping with donations than individuals. However, they are receiving this support based on how they represented themselves on their proposals. Meanwhile we still have some NPOs depending on donation without any or with little funding coming in.

Most Ekurhuleni NPOs are selling things they harvest from their food gardening while others are selling donated clothes. NPOs also use different fundraising strategies including their social media pages to request for money. However, Ekurhuleni NPOs are still struggling with fundraising strategies as most of the NPOs worldwide. NPOs need to improve their fundraising skills to enhance sustainability.

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- **Positivity**

Participants interviewed demonstrated positive mind set which is motivated by comparing themselves with others as well as comparing their current situation with their future. This mind set helps them to survive most of the stressful work events and continue with positive energy in helping people. Nevertheless, workers' positive spirit needs to be supported by NPOs' management team to keep up the attitude. Most NPO workers believe in God. They are sure that they are helping God's people, also working for God, and not real for beneficiaries. Moreover, they pray whenever they face challenging work related conditions and feel better afterwards.

- **Good relationship with other stakeholders**

NPOs are having working relationships with other NPOs as well as different service providers. This relationship helps in assisting each other towards meeting clients need as well as on daily NPO operations. Meaning the relationship need to be strengthened at all time. Similarly, they need to always consider what they are benefiting from each other to sustain their relationship.

- **Support from the community**

Ekurhuleni NPOs receive different kinds of support from community members as well as from different local structures. Local enterprises across different countries are always interested in helping NPOs to meet their clients' needs. However, NPOs objectives as well as activities need to be smart enough to attract community members.

- **Sharing with other colleagues**

Since NPOs do not have structured debriefing sessions, they decided to have their own colleagues' meetings where they informally give emotional support to each other. They share their work and personal problems at their workplace as well as outside through different social media private pages they have. However, some colleagues do not feel comfortable with sharing with others which remains a challenge for them to overcome some of their stresses.

- **Available management support**

All social workers participated in the study showed high level of excitement when it comes to management support especially that concerns their work stress. Different author confirmed that superiors' support has a positive impact to workers. That impact includes feeling good

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about their work, feeling encouraged as well as bringing more professional and personal growth. Meanwhile, management training plays a huge role in exercising positive management skills.

5.3 CONCLUSIONS

NPO employees have related view and understanding of psychosocial support services. They see it as holistic support that needs to be provided to every person experiencing challenges. Meanwhile their role on the provision of psychosocial support services focuses on alleviating poverty, providing various educational support to different age groups as well as providing emotional support to all. NPOs are also responsible of facilitating different social and behavioural change programmes aimed at modifying both male and female children's behaviour, parenting skills as well as changing men's behaviour to promote peaceful environment that can also easily adopt to gender equality laws.

Findings also showed that NPOs experience challenges while providing psychosocial support services to enhance people's well-being. Those challenges include lack of resources to support different activities they are undertaking towards meeting their programme objectives as well as lack of funding. Lack of funding also leads to shortage of staff together with less salaries for few available staff members. Not forgetting non cooperative stakeholders that they trusted at the beginning of the relationship that they will help in meeting beneficiaries' needs which that specific NPOs cannot afford. In addition, minimal support to employees hinders their fruitfulness within the organisation.

NPOs have different coping abilities that help them to overcome most of their challenges. They apply for different sponsorships that come in a form of funding or donations in order to get their programmes running. Funding and donations maybe not enough, however, they appreciate the little they get since it is balancing programmes that they can afford with it. Although they have limited fundraising skills, NPOs also try different ways to generate income. Their staff members are much passionate about their work which is another thing that keeps them going even in the mist of stressful work events they come across. Meanwhile, the available stakeholder's support they are getting from limited supportive stakeholders helps them in providing holistic services to their clients. Similarly, NPOs' management team that is supportive to employees encourage worker's passion and growth.

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5.4 RECOMMENDATIONS

5.4.1 Recommendations for social work theory

Most social auxiliary workers showed difficulties in handle their relationship with clients especially in a situation where clients seem not to be interested in playing their role within the relationship. Therefore, the researcher is recommending that social auxiliary work curriculum within different institutions to be amended on client-social service practitioner relationship. For instance, to make it a module on its own and not a chapter within other modules. Since that will equip social auxiliary workers with more skills to handle various relationships with different clients.

All participants demonstrated lack of fundraising skills. With that, every social work-related training institution needs to have both short and long courses on fundraising strategies. Those strategies must also be included in social work, social auxiliary work as well as management courses curriculum as a module on its own. That will help most social service practitioners to acquire fundraising skills which will help in uplifting NPOs' sustainability rather than relying only on funding and donations.

5.4.2 Recommendations for Social work practice

It was clarified that NPO workers were not happy with the way most of their managers and supervisors are treating them. Therefore, DSD monitoring social workers must be responsible to assess NPOs' working relationships and organise different trainings/workshops that will develop positive working relationships. DSD is an umbrella to NPOs operational system and therefore, it must take responsibility to ensure that NPO structure is functioning accordingly. Also, the point of being a manager because you are a founder needs to be revisited considering that a person may be a manager and not having capacity to manage an NPO.

DSD must also be responsible for service delivery matters such as staff ongoing trainings and workshops on different matters affecting clients to ensure comprehensive skills for service providers. Similarly, DSD must take over the provision of psychosocial support services to clients who used to receive services from certain NPO whenever they stop funding that NPO, especially if there is no other NPO appointed to take over those clients and that support needs to be done as soon as after cutting the funding. DSD must prioritise people's needs.

None of the managers interviewed were having post-matric qualification neither project management qualifications. Only two of the manager participants had a matric while the rest

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were holding below grade 12 qualifications. Therefore, NPO managers need to also strive to get project management qualifications to enhance their performance as leaders since that has an impact on their staff service delivery.

There was an issue of NPO reliance on only DSD funding and few donations they receive once in a while. With that, NPOs need to consider people with certain skills in their board members team. This must be done with the belief that board members' skills will enhance their proposal strategies as well as getting more funding and donations.

5.4.3 Recommendations for Social work policy

The researcher is recommending that South African government to come up with policies that will embrace government responsibility to allocate resources that NPOs are in short of during their psychosocial support service delivery to enhance people's well-being. That will include allocating satellite DSD offices within each and every community so that community members will rely on that office for services that NPOs cannot provide. It will also help community members to easily get hold of social workers since most NPOs presented do not have social workers but are relying on social auxiliary workers who have limited skills.

NPOs are receiving their DSD funding on a quarterly basis which does not guarantee if they will receive it during the next three months and that disturbs their service delivery confidence. Therefore, government needs to amend their funding policy to be more reliable where NPOs will be signing Service Level Agreement (SLA) covering the next five years. However, the SLA must indicate that it is active as long as the NPO is not misusing the funding. International partnerships with global organisations and access to global funding also needs to be strengthened for NPOs to be able to have direct access to those fundings.

South African government is not advocating for NPO workers' salary while it is also failing to hire them as its staff members to serve NPOs from government offices. With that, guidelines and standards regarding staff salaries and caseload are needed. NPO staff salaries need to be regulated to that of government employees which will also help the country not to lose its own social service practitioners to other countries or fields due to less salaries.

5.4.4 Recommendations for future research studies

Further studies are still needed. Only fifteen participants from seven NPOs were interviewed in this study while Ekurhuleni is having more than fifty NPOs. With that, we cannot conclude that the data collected here is solid enough to speak for all Ekurhuleni NPOs and their

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employees. Therefore, more studies are recommended in Ekurhuleni, other South African provinces and municipalities as well as in other countries to confirm the similarities together with different NPO experiences in rendering psychosocial support services. In addition, another study is also recommended for the same NPOs interviewed with the believe that their experiences change day by day depending on their daily functioning as well as stakeholders regulation.

This study only adopted a qualitative method. Thus, make it possible for researcher to confidently recommend more future research which may focus on applying other research methods. Those methods include quantitative research methods as well as mixed methods which will assist in sampling high population number which will result in rigid generalisation of funding.

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APPENDICES

Appendix A:
Participant Information Sheet (PIS) for NPO manager



Title of the study: Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being.

Participant Information Sheet (PIS) for NPO manager

Dear Sir / Madam

Re: Request for your participation in research

My name is Thihangwi Makhale. I am a Masters student in the field of Social Development at the University of the Witwatersrand, Johannesburg. My supervisor is Dr Zintle Ntshongwana. I am conducting a research study about NPOs. The study title is Experiences of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being".

I am inviting you to take part in an interview. If you decide to take part, your participation in this research study will last about 45 minutes on a one-on-one interview. The interview/research activity will take place at your workplace (NPO) from 10:00 am to 10:45 am.

With your permission, I would like to audio record the interview. This data
will be stored in a password-protected file on a password-protected computer for 6 years. Only the researcher will have access to the data.

During the research activity, I will need to ask for some personal information about you, including your age. The interview will be confidential and anonymous. When I share the results of the research study, I will not include your name or anything else that could identify you.

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With your permission, other researchers may use the data collected from this research study, but your name and any personal information will not be used or passed on.

If you decide to take part in the research study, it should be because you want to volunteer. You do not have to take part. You can stop being in the study at any time. You do not have to answer any questions if you do not want to. You will not get any direct benefits if you choose to join the research study. You will not lose any services, benefits, or rights you would normally have if you decide not to join. Taking part in the research study will not cost you anything. You will not be paid for being in this research study.

The risks for this research study are no more than what happens in everyday life. OR Some of the questions asked may make you feel sad or upset. If this happens, I will stop the interview and continue another time. If you need some support or counselling services following the interview, these are available free of charge at Benoni. The name of the organisation is Lifeline and the contact details for the counselling service are 011 422 4242. This research study will be written up as a research report. The report will be available on the University library website. If you would like to receive a summary of this report, I will be happy to send it to you.

If you have any questions during or afterwards about this research study, feel free to contact me on 2620037@students.wits.ac.za or my supervisor Zintle.ntshongwana@wits.ac.za. If you have any concerns or complaints about the ethical procedures of this research study, you are welcome to contact the University Human Research Ethics Committee (Non-Medical), telephone +27(0) 11 717 1408, email hrecnon-medical@wits.ac.za.

Yours sincerely,

Thihangwi

Researcher:

Makhale Thihangwi Josephat, 2620037@students.wits.ac.za, 072 732 1917

Supervisor:

Dr Zintle Ntshongwana, Zintle.ntshongwana@wits.ac.za, 011 717 74482

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Appendix B:

Participant Information Sheet (PIS) for Social Auxiliary Worker



Title of the study: Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being

Participant Information Sheet (PIS) for Social Auxiliary Worker

Dear Sir / Madam

Re: Request for your participation in research

My name is Thihangwi Makhale. I am a Masters student in the field of Social Development at the University of the Witwatersrand, Johannesburg. My supervisor is Dr Zintle Ntshongwana. I am conducting a research study about NPOs. The study title is Experiences of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being".

I am inviting you to take part in an interview. If you decide to take part, your participation in this research study will last about 45 minutes on a one-on-one interview. The interview/research activity will take place at your workplace (NPO) from 10:00 am to 10:45 am.

With your permission, I would like to audio record the focus group discussion. This data will be stored in a password-protected file on a password-protected computer for 6 years. Only the researcher will have access to the data.

During the research activity, I will need to ask for some personal information about you,

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including your age. The interview will be confidential and anonymous. When I share the results of the research study, I will not include your name or anything else that could identify you. With your permission, other researchers may use the data collected from this research study, but your name and any personal information will not be used or passed on.

If you decide to take part in the research study, it should be because you want to volunteer. You do not have to take part. You can stop being in the study at any time. You do not have to answer any questions if you do not want to. You will not get any direct benefits if you choose to join the research study. You will not lose any services, benefits, or rights you would normally have if you decide not to join. Taking part in the research study will not cost you anything. You will not be paid for being in this research study.

The risks for this research study are no more than what happens in everyday life. OR Some of the questions asked may make you feel sad or upset. If this happens, I will stop the interview and continue another time. If you need some support or counselling services following the interview, these are available free of charge at Benoni. The name of the organisation is Lifeline and the contact details for the counselling service are 011 422 4242. This research study will be written up as a research report. The report will be available on the University library website. If you would like to receive a summary of this report, I will be happy to send it to you.

If you have any questions during or afterwards about this research study, feel free to contact me on 2620037@students.wits.ac.za or my supervisor Zintle.ntshongwana@wits.ac.za. If you have any concerns or complaints about the ethical procedures of this research study, you are welcome to contact the University Human Research Ethics Committee (Non-Medical), telephone +27(0) 11 717 1408, email hrecnon-medical@wits.ac.za.

Yours sincerely,

Thihangwi

Researcher:

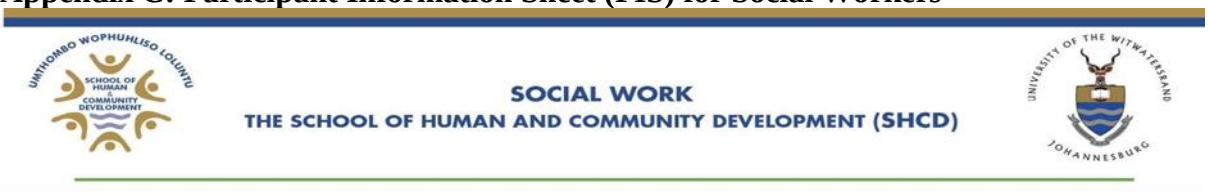
Makhale Thihangwi Josephat, 2620037@students.wits.ac.za, 072 732 1917

Supervisor:

Dr Zintle Ntshongwana, Zintle.ntshongwana@wits.ac.za, 011 717 74482

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Appendix C: Participant Information Sheet (PIS) for Social Workers



Title of the study: Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being

Participant Information Sheet (PIS) for Social Workers

Dear Sir / Madam

Re: Request for your participation in research

My name is Thihangwi Makhale. I am a Masters student in the field of Social Development at the University of the Witwatersrand, Johannesburg. My supervisor is Dr Zintle Ntshongwana. I am conducting a research study about NPOs. The study title is Experiences of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being".

I am inviting you to take part in a Social Workers focus group discussion. If you decide to take part, your participation in this research study will last about one hour and 30 minutes. The discussion/research activity will take place at your workplace (NPO) from 10:00 am to 11:30 am.

With your permission, I would like to audio record the focus group discussion. This data will be stored in a password-protected file on a password-protected computer for 6 years. Only the researcher will have access to the data.

During the research activity, I will need to ask for some personal information about you, including your age. The focus group discussion will be confidential and anonymous. When I share the results of the research study, I will not include your name or anything else that could identify you. With your permission, other researchers may use the data collected from this research study, but your name and any personal information will not be used or passed on.

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If you decide to take part in the research study, it should be because you want to volunteer. You do not have to take part. You can stop being in the study at any time. You do not have to answer any questions if you do not want to. You will not get any direct benefits if you choose to join the research study. You will not lose any services, benefits, or rights you would normally have if you decide not to join. Taking part in the research study will not cost you anything. You will not be paid for being in this research study.

The risks for this research study are no more than what happens in everyday life. OR Some of the questions asked may make you feel sad or upset. If this happens, I will stop the focus group discussion and continue another time. If you need some support or counselling services following the discussion, these are available free of charge at Benoni. The name of the organisation is Lifeline and the contact details for the counselling service are 011 422 4242. This research study will be written up as a research report. The report will be available on the University library website. If you would like to receive a summary of this report, I will be happy to send it to you.

If you have any questions during or afterwards about this research study, feel free to contact me on 2620037@students.wits.ac.za or my supervisor Zintle.ntshongwana@wits.ac.za. If you have any concerns or complaints about the ethical procedures of this research study, you are welcome to contact the University Human Research Ethics Committee (Non-Medical), telephone +27(0) 11 717 1408, email hrecnon-medical@wits.ac.za.

Yours sincerely,

Thihangwi

Researcher:

Makhale Thihangwi Josephat, 2620037@students.wits.ac.za, 072 732 1917

Supervisor:

Dr Zintle Ntshongwana, Zintle.ntshongwana@wits.ac.za, 011 717 74482

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Appendix D: Consent Form for interviews



Title of the study: Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being

Consent form for interviews

I, ……..agree to participate in this research project.

I agree to the following:

(Please circle the relevant options below)

The research study was explained to me. I understand what this study is about.	YES	NO
I understand that I can volunteer to take part in the study	YES	NO
I agree that the interview/focus group may be audio recorded	YES	NO
I agree that direct quotations from my interview may be used by the researcher in their research report/ manuscript/book chapter	YES	NO
I agree that my participation will remain anonymous (my name will not be used by the researcher in their research report.	YES	NO
I agree that other researchers may use the information I provide in my interview	YES	NO

…… (signature)

…… (name of participant)

…… (date)

…… (signature)

…… (name of researcher)

…… (date)

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Appendix E: Consent form for focus group discussion



Title of the study: Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being

Consent form for focus group

I, ……..agree to participate in this research project.

I agree to the following:

(Please circle the relevant options below)

The research study was explained to me. I understand what this study is about.	YES	NO
I understand that I can volunteer to take part in the study	YES	NO
I agree that the focus group may be audio recorded	YES	NO
I agree that direct quotations from my focus group may be used by the researcher in their research report	YES	NO
I agree that my participation will remain anonymous (my name will not be used by the researcher in their research report)	YES	NO
I agree that other researchers may use the information I provide in my focus group (depending on their own ethics clearance being obtained) but my name and any personal information will not be used or passed on	YES	NO
I agree that confidentiality of the participants' responses cannot be guaranteed throughout the data collection processes.		
I agree that anonymity can be guaranteed in resulting research reports or publications.		
Can **anonymity** be guaranteed in **resulting research reports** or publications?		

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…… (signature)

…… (name of participant)

…… (date)

…… (signature)

…… (name of researcher/person seeking consent)

…… (date)

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Appendix F: Interview guide for NPO managers



Title of the study: Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being

Interview guide for NPO managers

This research is being conducted on "Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being" at Ekurhuleni NPOs. Furthermore, the study aims to explore the experiences of Ekurhuleni NPOs in rendering psychosocial services to enhance people's well-being. All the information that you will disclose will only be used for the purpose of this research and will not be revealed and released with anyone who is not part of this research. Furthermore, the researcher will make sure that your identity is protected and anonymous.

This interview guide is designed to explore experiences of Ekurhuleni NPOs in rendering psychosocial services to enhance people's well-being**.**

Section A: Demographic information

Age:

Gender:

Race:

Highest Qualifications:

Years of experience:

Position in the NPO:

Section B: Perceptions of Ekurhuleni NPO's employees on NPOs provision of psychosocial support to enhance people's well-being.

- Please explain what psychosocial support is according to your understanding.
- What are your NPO's objectives?

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- How is your relationship with other government departments assisting in rendering psychosocial support services?
- Who are the other stakeholders you work together with in rendering psychosocial support services to the Ekurhuleni community?
- What are the positive impacts of working with the above-mentioned stakeholders?
- Please explain the impact of your organisation's psychosocial support programmes on the well-being of the Ekurhuleni community.

Section C: The role of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being.

- Please explain the impact of your organisation's psychosocial support services on Ekurhuleni families.
- Please explain the impact of your organisation's psychosocial support services within the Ekurhuleni community as a whole.
- What is your NPO impact on poverty reduction issues?
- What is your NPO impact on the issue of unemployment?
- What are the other services you are rendering which are within the psychosocial support package?

Section D: Challenges encountered by Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being.

- How is the number of your NPO's community caregivers compared to the work that they must do for the organization to reach its objectives?
- How is the number of your NPO's Social Auxiliary Workers compared to the work that they must do for the organization to reach its objectives?
- Please explain how you feel about the staff salaries, including yourself, compared to the work that you do.
- What are the other resources issue you are facing in your organization?
- What are the other difficulties, in general, you are facing as an organization?

Section E: Strategies used by NPOs of Ekurhuleni to cope with challenges that they face.

- How are you coping with the above-mentioned difficulties?
- What support do you get from the government?
- What support do you get from the community?

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- What support do you get from your employees?
- Who else is providing support to your organisation to help it cope with difficulties?
- Where do you go for debriefing?
- What spirit keeps your NPO going even with the difficulties you face?

THANK YOU!

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Appendix G: Interview guide for Social Auxiliary Worker



Title: Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being

Interview guide for Social Auxiliary Worker

Introduction

As a Social Work Masters student in the School of Human and Community Development at the university of Witwatersrand, I am conducting an academic research study entitled "Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being". The main goal of the research study is to explore the experiences of Ekurhuleni NPOs in rendering psychosocial services to enhance people's well-being. The information to be gathered by this focus group discussion schedule is highly private and confidential and is going to be used for academic purposes only. You are, therefore, kindly requested to feel free to participate in the focus group discussion. Your participation is voluntary, and you may withdraw at any time during the process. Any participation is much appreciated, as the completion of this study will result in obtaining my qualification.

Section A: Demographic information

Ages:

Gender:

Race:

Highest Qualifications:

Years of experience:

Positions in the NPO:

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Section B: Perceptions of Ekurhuleni NPO's employees on NPOs provision of psychosocial support to enhance people's well-being.

- Please explain what psychosocial support is according to your understanding.
- What are your NPO's objectives?
- How do you work with other NPOs?
- How does your relationship with other NPOs assist in reaching your NPO's objectives?
- As a social auxiliary worker in this organization, how is your relationship with government departments?
- Who are the other stakeholders you work together with in rendering psychosocial support services to the Ekurhuleni community?
- What are the positive impacts of working with the above-mentioned stakeholders?

Section C: The role of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being

- Please explain the impact of your psychosocial support services on Ekurhuleni families.
- Please explain the impact of your duty/duties in rendering psychosocial support services to the Ekurhuleni community as a whole.
- What is your role in this NPO as a social auxiliary worker on poverty reduction issues?
- What are the other roles you play within the psychosocial support programme?

Section D: Challenges encountered by Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being.

- Please explain how your caseload is monthly.
- How is your caseload quarterly?
- How can you describe your caseload compared to the resources available?
- How can you describe your caseload compared to the salary that you receive?
- How do you feel about the caseload, salaries that you are getting and the available resources?
- What are the other difficulties you are facing in rendering psychosocial support services to enhance people's well-being?

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Section E: Strategies used by NPOs of Ekurhuleni to cope with challenges that they face.

- How are you coping with the above-mentioned difficulties?
- How do you usually cope with other difficulties you face?
- What support do you get from your manager while rendering psychosocial support services to enhance Ekurhuleni people's well-being?
- What support do you get from the supervisor while rendering psychosocial support services to enhance Ekurhuleni people's well-being?
- What support do you get from the government while rendering psychosocial support services to enhance Ekurhuleni people's well-being?
- What spirit keeps you focused on providing psychosocial support to Ekurhuleni community even within the difficulties you face?

THANK YOU!

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Appendix H: Focus group discussion guide for Social Workers



Title: Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being.

Focus group discussion guide for Social Workers

Introduction

As a Social Work Masters student in the School of Human and Community Development at the university of Witwatersrand, I am conducting an academic research study entitled "Experiences of Ekurhuleni Non-Profit Organisations in rendering psychosocial support services to enhance people's well-being". The main goal of the research study is to explore the experiences of Ekurhuleni NPOs in rendering psychosocial services to enhance people's well-being. The information to be gathered by this focus group discussion schedule is highly private and confidential and is going to be used for academic purposes only. You are, therefore, kindly requested to feel free to participate in the focus group discussion. Your participation is voluntary, and you may withdraw at any time during the process. Any participation is much appreciated, as the completion of this study will result in obtaining my qualification.

Section A: Demographic information

Ages:

Gender:

Race:

Highest Qualifications:

Years of experience:

Positions in the NPO:

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Section B: Perceptions of Ekurhuleni NPO's employees on NPOs provision of psychosocial support to enhance people's well-being.

- Please explain what psychosocial support is according to your understanding.
- What are your NPO's objectives?
- How do you work with other NPOs?
- How is your relationship with other NPOs assist in reaching your NPO's objectives?
- As social workers in this organization, how is your relationship with your supervisor?
- Who are the other stakeholders you work together with rendering psychosocial support services to the Ekurhuleni community?
- What are the positive impacts of working with the above-mentioned stakeholders?
- Please explain the impact of your work in enhancing the well-being of Ekurhuleni community?

Section C: The role of Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being.

- Please explain the impact of your role in providing psychosocial support services to Ekurhuleni families.
- Please explain the impact of your psychosocial support services on the Ekurhuleni community as a whole.
- What is your impact as social workers on poverty reduction issues?
- What are the other roles you play within the psychosocial support programme?

Section D: Challenges encountered by Ekurhuleni NPOs in rendering psychosocial support services to enhance people's well-being.

- Please explain how your case load is monthly.
- How is your caseload quarterly?
- How can you describe your caseload compared to the resources available?
- How can you describe your caseload compared to the salary that you receive?
- How do you feel about the caseload, salaries that you are getting and the available resources?

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Section E: Strategies used by NPOs of Ekurhuleni to cope with challenges that they face.

- How are you coping with the above-mentioned difficulties?
- How do you usually cope with other difficulties you face?
- What support do you get from your manager while rendering psychosocial support services to enhance Ekurhuleni people's well-being?
- What support do you get from the supervisor while rendering psychosocial support services to enhance Ekurhuleni people's well-being?
- What support do you get from the government while rendering psychosocial support services to enhance Ekurhuleni people's well-being?
- What spirit keeps you focused on providing psychosocial support to the Ekurhuleni community even within the difficulties you face?

THANK YOU!

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APPENDIX I: ETHICAL CLEARANCE CERTIFICATE, TRAINING CERTIFICATE AND PERMISSION LETTERS


Makhale, JT, 2620037, signed ethic


Makhale, TJ, 2620037, Ethics traini


permission letter from Katleho.pdf


Permission letter from Lotsha.pdf


Permission Letter to Conduct Research Int


Letter for Thihangwi from Sikhulasonke.pd


NPO's letter from Katha.pdf


Permission letter from Boksburg child v

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