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THE ROLE OF NON-GOVERNMENTAL ORGANISATIONS AS CHANGE AGENTS: THE CASE OF NGOs PROVIDING CHILD PROTECTION SERVICES IN EHLANZENI DISTRICT, MPUMALANGA.

By

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Of

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Dedication

In loving memory of my sister, Sithabisiwe Patience Siziba.

Declaration

I hereby declare that this research report is my own work and that I have given full acknowledgement to the sources that I used.

_____

SikholiweSiziba

_____

Date

Acknowledgements

I would like to first and foremost thank God almighty who gave me strength to work on this project and finish it.

I would like to sincerely thank my supervisor Professor E. Kaseke for his patience, guidance and support throughout the process of this research.

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May God richly bless you all.

Abstract

Child protection refers to the systems put in place to prevent child abuse and maltreatment and to promote and enhance the well-being of children. Child protection has been basically a constitutional issue for the state to protect children. Existing civil society organisations emerged as community collective organisations that were meant to voice out the concerns and demands of the public to their governments with regards to some problematic issues in their communities. Gradually, NGOs shifted their focus from reactive approaches to be more proactive in the manner they addressed the community issues and hence they incorporated child protection activities in their programmes. However, they are faced with criticism in focusing more on preventative and early intervention measures in child protection. The aim of the study was to investigate the role of NGOs as change agents in child protection. The study was qualitative in nature and used a multi-case study design. The study population consisted of 4 Directors /Managers from the 4 NGOs for the study as well as 6 Social Workers from the 4 NGOs, 3 councillors and 1 chief from the district and 2 key informants from the Department of Social Development and the South African Police Services. Semi-structured interview schedules were used to get the information from the respondents through face to face interviews.

The findings from the study are: NGOs contribute to the social protection of children by preventing child abuse, promoting the wellbeing of children and protecting their rights, building of resilience in children and their families and creating partnerships with other role players toprovide holistic child protection services. The findings also revealed that revealed that communities perceive NGOs as the immediate service providers in their communities and promoters of child well-being and better social functioning of children. The findings from the study also revealed that NGOs are seen as change agents in terms of socio-economic development of communities. However, the study showed that communities perceived that NGOs render poor service and also that their programmes had a negative impact on children and their families. The findings of the study identified the following challenges faced by NGOs in their work of child protection which are role confusion, lack of cooperation, malfunctioning child protection systems and lack of resources.

The study recommends that child protection policy and processes around prevention, early intervention, statutory services and continuum of care be relooked and be improved and that programmes of child protection be child centred and yet be inclusive of parents as well. The study suggests that the child protection role players need to be capacitated and funded more to improve service delivery in child protection.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

This chapter introduces the study and it presents the statement of the problem and rationale of the study, the aims and objectives of the study, an overview of the research design and methodology and finally the organisation of the research report.

Non-governmental organisations (NGOs) play a pivotal role in the social protection and promotion of well-being of people in communities. NGOs work with individuals, families or groups and communities at large. Child protection is one of the major components of their work. Children are the most vulnerable individuals in societies on account of their age and what happens in their lives or what they do is predominantly controlled by the older group in society who sometimes tend to misuse that power they have over children. Therefore children need extra care and protection. This means that strong child protection systems must be put in place in society so as to protect children from any harm and to promote their wellbeing. September (2008, p. 155) sums it up by saying "Every country that is serious about its children must be very serious about intervention in instances of child abuse and exploitation".

In South Africa, "numerous civil society organisations as well as the National Children's Rights Committee(NCRC) and UNICEF supported South Africa's post apartheid government to institutionalise children's rights as a fundamental pillar of the new democracy" (September, 2008, p. 143). This means that NGOs as part of civil society

contribute in the institutionalisation of children's rights and drafting policies around them . September (2008, p. 155) goes on to state this about the new policies "the scope and formalisation of the child protection system as provided for in the New Act implies extensive resources, both human and infrastructure". This then shows that there is a need of expansion of the resources element in child protection work in South Africa. However, much of the financial responsibility in terms of resourcing child protection work for role players lies within the government. September (2008,p.155) observes that "If the government's intention is to continue to use non-governmental designated child protection agencies, then the funding formula and agreements with these important role players must be based on the premise that the government is the primary duty bearer. In this capacity the government must then take full responsibility for child protection services and must provide the full extent of the costs for such services if it chooses to involve non-governmental service providers" .This statement reflects that NGOs are the service providers at grass root levels in child protection. Hoschfeld &Patel (2008, p.193) observe that "South Africa has a vast network of network of non-governmental organisations (NGOs) delivery welfare services on behalf of government. These organisations provide regular statistics to provincial and national governments on the nature and scope of service delivery".

1.2 Statement of the Problem and Rationale of the Study

Children in South Africa face a number of challenges that undermine their welfare or well-being. These challenges include all kinds of abuse, neglect, poverty and exposure to domestic violence. As a result of these challenges, child protection services are being offered by both government and non-governmental organisations. The child protection services are rooted within the social development paradigm and encompass four broad

categories, namely, prevention, early intervention, statutory services and aftercare/ continuum of care and family reunification. Ideally, all organisations involved in and providing child protection and welfare services must be informed by the social development paradigm and provide all those four broad services. There has been also a shift of emphasis in interventions from reactive to proactive approaches. Reactive intervention focuses on addressing present circumstances, situations and problems whilst proactive intervention focuses on prevention. However, most non-governmental organisations are implementing mainly the first two categories of child welfare services, namely prevention and early intervention services. The major reason behind this is the limited organisational capacity in terms of finance as well human resources. The focus of most non-governmental organisations is hugely determined by the availability of funds and the level of human resource capacity. As a result of insufficient funding and inadequate human resources, most NGOs working in the field of child protection opt to focus on the two aspects of prevention and early intervention. The reasons for choosing these two activities are that these activities are less costly and less human resource intensive as the activities are mainly awareness campaigns, identification and referral of cases.

However, in the process of rendering prevention and early intervention services to communities, some NGOs find themselves in a dilemma in that they are criticised and blamed by beneficiaries and communities for providing incomplete and inadequate services. They are blamed for neglecting other statutory services of child protection such as removal and placement of children in places of safety and foster care. Consequently, there is doubt about the utility of NGOs as change agents. It is for this reason the

researcher has chosen to investigate how NGOs are contributing to the social protection of children.

The researcher was motivated to undertake this study because of her observation that there is no appreciation of the role of NGOs as change agents in Ehlanzeni District in Mpumalanga. The researcher was not aware of any previous studies on this subject matter that have been carried out in the province. The study will contribute to the knowledge on child protection and specifically on the role of NGOs as change agents. The results of the study will thus contribute to the understanding of the type of work done by NGOs. The study may also assist in determining the kind of support required by NGOs in order to strengthen and improve the quality of their services with the aim of linking child protection systems to the broader social protection systems. The study thus is well placed to inform policy in the area of child protection.

1.3 Aims and objectives of the study

Aim:

The aim of the study was to investigate the role of Non –Governmental Organisations as change agents in child protection.

Objectives:

(a) To investigate how NGOs are contributing to the social protection of children.

(b) To establish the perceptions of managers of NGOs, social workers and community leaders about the impact of the interventions of NGOs on the protection of children.

(c) To explore the challenges faced by NGOs in their interventions to protect children

1.4 Research questions

The study was guided by the following questions:

- How are NGOs contributing to the social protection of children?
- What are the perceptions of managers of NGOs, social workers and community leaders about NGOs intervention efforts in protecting children
- What are the major challenges faced by NGOs in their work of child protection

1.5 Theoretical framework of the study.

The study on child protection was informed by the Social Development approach. Midgley (1995, p.25) defines social development as "a process of planned social change designed to promote the well being of the population as a whole". The overall objective of social development is to improve the quality of life. In child protection, the quality of life of children is improved through preventive measures, early intervention, provision of statutory services and continuum of care. The interventions in child protection are meant to meet a variety of needs ranging from material to non-material needs. The focus of child protection is, therefore, on enabling children to realise their full potential. As Midgley (1995) points out, social development is interventionist and thus in child protection the state intervenes with support from other stakeholders, notably non-governmental organisations. goals. Patel (2005) also supports this by saying that non-governmental organisations and other civil society organisations are involved in addressing key priority areas such as promoting the needs and rights of children.

1.6 Brief overview of the research approach

The study investigated and evaluated the role of NGOs as change agents in the communities particularly in the field of child protection .The study used a qualitative approach that allowed the researcher to have face to face contact and to conduct face to face interviews with NGO personnel and members of the communities on the subject of child protection and the role of NGOs in child protection. The study used a multi-case study and it was conducted in Ehlanzeni District with the study population consisting Directors /Managers and Social Workers from NGOs in the district working particularly with children and community leaders. Semi-structured interviews were used by researcher to collect data.

1.7 Definition of Key terms

a) Child protection

Winder and Ya-blonski (2009, p.53) define child protection as "a set of usually government-run services designed to protect children and young people who are underage and to encourage family stability".

b) Social protection

According to Devereux &Sabates-Wheeler (2004) cited in Tlhaole(2011, p.12) social protection is " the set of all initiatives, both formal and informal, that provide: social assistance to extremely poor individuals and households ; social services to groups who need special care or would otherwise be denied access to basic services; social insurance to protect people against the risks and consequences of livelihood shocks; and social equity to protect people against social risks such as discrimination and abuse".

1.8 Organisation of the research report

The research report has five chapters. Chapter one is the introduction of the study focusing on the statement of the problem and rationale of the study, the aim and objectives of the study, definition of key terms and a brief overview of the research methodology. Chapter two focuses on the review of literature or the theoretical framework on social protection and child protection in South Africa. The third chapter discusses the research methodology used in the study. Chapter four presents and discusses the findings of the study. Chapter five presents summary of findings, conclusions and recommendations.

CHAPTER 2

LITERATURE REVIEW

2.1 Introduction

This chapter reviews literature on child protection. The chapter begins by defining the concepts of social protection and child protection and examines how social protection and child protection are interlinked. It then examines the current role of NGOs in child protection globally and in South Africa. The chapter also examines the key factors that enhance child protection in communities.

Most children around the world experience a lot of unpleasant circumstances in their lives when growing up like child abuse, neglect, abandonment, lack of basic needs (poverty) and exposure to domestic violence and family instability. Therefore there has been some efforts made and structures put in place by governments as well as civil society to protect children. Globally non-governmental organisations have been established as part of the efforts to strengthen child protection systems in communities.

NGOs are established in communities as part of the civil society to facilitate development and respond to the needs of communities. They are establishments that are found on most parts of the world. In South Africa, NGOs fall under the umbrella of bodies like The National Council for Social Services (NACOSS) which is a body for civil society organisations that provide social welfare services in the country and "acts as an advocacy, lobbying, and communications body for 19 NGO bodies (National Councils) in South Africa, who, in turn, represents over 2000 affiliated service organisations"(Patel &Hochfeld, 2008, p. 192).

According to Patel(2005) cited in Green(2008, p.180), " Social Workers and other occupation groups like community development workers and child care workers employed in the non-profit welfare sector render welfare services in fields such as child and family welfare, mental health, disabilities, substance abuse, crime prevention, rehabilitation and restorative justice and chronic illness". Green (2008, p. 180) goes on to specify the different levels of welfare services in the following statement " these social welfare services are classified in terms of levels of intervention such as prevention, early intervention, statutory services, residential and alternative care, and reconstruction and aftercare services". NGOs promote safety, well being and the healthy development of children through prevention awareness programmes and statutory services through provision of services like psychosocial support, alternative care, legal assistance and social welfare. NGOs also work towards enhancing and empowering communities in issues around child protection and child well being. Green (2008, p.186) says "these social welfare programmes should aim to enhance the skills of poor people, grow their confidence and provide opportunities to alleviate poverty. The non-profit sector should be involved in both types of social welfare programmes".

2.2 Child Protection

Child protection refers to prevention and response to violence, exploitation and abuse against children (UNICEF, South Africa. 2007). Winder and Ya-blonski (2009, p.53) define child protection as "a set of usually government-run services designed to protect children and young people who are underage and to encourage family stability". Child protection entails the provision of social services aimed at protecting children and promoting their well being. Children are basically protected from harm or anything that can cause harm to them.

Child protection is all about enhancing child well being that promotes their social functioning and reduces their chances of becoming victims of different social ill. In child protection the set of usually government-run services designed to protect children and to encourage family stability include foster care services, adoption services, services aimed at supporting at risk families so that they can remain intact, and investigation of alleged child abuse (Winder &Ya-blonski 2009).

Save the Children Fund (2007) states that, child protection is one of the most important roles of a community which is to ensure that all children with whom they have contact are safe within the interventions being implemented and that these interventions remove children from any form of harm. Child protection entails the formulation of child welfare law which specifies minimum rights for the child, putting minimum responsibilities on the family, and allocates powers and duties to the state to be exercised in the event of family failure. It is networks of rights, duties and powers which both create and reflect the relations between child, family and state (Wilson & James, 1995).

There are various components of child protection and these include Criminal justice system, statutory services and foster care, child participation and the child justice system. These systems are put in place so as to make sure that children are protected from any forms of violence and injustice.

2.2.1 Child Protection and Social Protection

Child protection is interlinked to social protection concept because the former forms part of the latter in the sense that child protection is one of the components of social protection. Social protection is the general or umbrella term that refers to the protection and

promotion of wellbeing of people. Social protection addresses economic and social vulnerabilities to poverty and deprivation (Winder &Ya-blonski 2009). According to Winder &Ya-blonski (2012), there is a clear overlap between UNICEF's definition of social protection, which emphasizes the need to prevent and reduce economic and social vulnerabilities, and UNICEF's child protection strategy which refers to laws, services, behaviours and practices that are put in place to minimize children's vulnerability and to address known risk factors, and strengthen children's own resilience.

Child protection addresses specific social vulnerabilities that may lead to exposure to violence, and creates protective environments, where girls and boys are free from violence, exploitation, and unnecessary exploitation, abuse and neglect and unnecessary separation from family. With complementary objectives, social protection and child protection can mutually reinforce desired impacts and outcomes. Child protection mechanisms and services can directly prevent and protect children from harmful practices. In this context, social protection can contribute to both preventive and protection functions, addressing some of the underlying risk factors of abuse, violence and exploitation while at the same time increasing families' and communities' resilience and capacity to respond to external stresses (Winder &Ya-blonski ,2012) . For instance, poverty and social exclusion can be the drivers of family separation and children going into institutional care. Social protection interventions such as social transfers can enhance household capacity (financial and human) to take care of children, preventing separation or contributing to family reunification(Winder &Ya-blonski ,2012), Moreover, UNICEF approach to child protection has increasingly moved towards the creation and strengthening of systems to support prevention and response to risks(Winder &Ya-blonski, 2012).

According to Devereux &Sabates-Wheeler (2004) cited in Tlhaole(2011, p.8) social protection is " the set of all initiatives, both formal and informal, that provide: social assistance to extremely poor individuals and households ; social services to groups who need special care or would otherwise be denied access to basic services; social insurance to protect people against the risks and consequences of livelihood shocks; and social equity to protect people against social risks such as discrimination and abuse". This reveals that social protection can be rendered by institutions and by communities using formal and informal approaches respectively. Social protection is basically resources mobilised for assisting those who don't have access to resources due to several reasons which include poverty, special needs like disabilities and victims of natural disasters like famine.

Social protection can play a key role in many aspects, for example, it can contribute to promoting and ensuring access to basic social services by removing financial and social barriers; enhance the capacity of caregivers to care for children in terms of financial assistance, work flexibility and protective legislation; and promote anti-discrimination legislation and policy reform linked to access to services to transform discriminatory attitudes towards vulnerable children and their families (Winder &Ya-blonski 2009). " Social protection can be delivered to those who need it through a variety of mechanisms, including unemployment benefits, pensions, child support, housing assistance, national health insurance, job creation schemes, retraining programmes, agricultures insurance and so on" (European Report on development, n.d).UNICEF (Social Inclusion, Policy and Budget, n.d) goes on to state this to show the broadness of social protection" making social protection more child sensitive has the potential to benefit not only children, but also their families,

their communities and national development as a whole. Child sensitive social protection systems mitigate the effects of poverty on families, strengthen families in their child care role, and enhance access to basic services for the poorest and most marginalised. Since many at-risk children live outside family care, child-sensitive social protection systems must be responsible to this vulnerable group as well as to children facing abuse or discrimination at home".

According to Winder &Ya-blonski (2012), UNICEF has identified the following programmatic linkages between child protection and social protection; mechanisms and interventions, explicit integration/ linking of services, contact points for identification and referral, social welfare systems and dealing with barriers of access to social protection programmes. This means that in the event of implementing social protection programmes in communities child protection is incorporated as well in those programmes. For example with social assistance programmes which assist impoverished communities with services like housing, food aid, free health and education services, children in those communities benefit as well and are cared for. "Child protection is therefore a responsibility which crosses all services and all hierarchies. It places equal value on each person's contribution to the process of protecting children and its guidance is designed to inform everyone working in the health service as well as workers in their agencies, as it is estimated that between 2 and 4 children die every week as a consequence of abuse and / or neglect and many more suffer irreversible long-term effects"(Barker & Hordes 2002, p.13-14).

The above discussion shows that child protection is a subject that involves the child, family and the state. All of them have to play their part and contribute to the system to ensure

that child protection takes place. It is therefore not solely the responsibility of the state to protect children, but families play an important part as well as children themselves in their protection.

2.2.2 Child Abuse

Child protection efforts and systems are put in place to prevent child maltreatment and abuse and to deal with the effects of child abuse. Children are exposed to all sorts of abuse ranging from physical abuse, emotional abuse, sexual abuse, neglect, child labour and exploitation. According to the World Health Organisation (World report on violence and health, 2002: Geneva) in Thurman & Kidman (2011 p.1) "physical maltreatment of a child is defined as those acts commissioned by a caregiver can cause actual physical harm or have a potential for harm and emotional maltreatment includes the failure of a caregiver to provide an appropriate and supportive environment, and includes acts that have an adverse effect on the emotional health and development of a child. Reliable global estimates of child maltreatment are non-existent and available data represent only a small portion of the true magnitude of the problem".

The other component of child maltreatment is 'child labour' which refers to children who are engaged in an economic activity and who are below the minimum legal age of employment in a particular country (Winrock International, 2008). It involves work that enslaves children, separates them from their families, and condemns then and their families to a downward spiral of poverty and deprivation. It is work that, by its nature or the conditions under which it is carried out, harm, abuses and exploits the child or deprives her or him of an education or requires them to assume the dual burden of schooling and work. It impedes their growth and development and in many cases do them harm. The work

damages them physically and psychologically and deprives them of their childhood (Winrock International, 2008).

“Child maltreatment has serious immediate and long-term consequences for children’s healthy development. Maltreated children may experience a myriad of adverse emotional, cognitive, academic, and social impacts in childhood and suffer from long term effects on adult functioning and mental health” (Garbarino, J & A. Garbarino, 1994) in Thurman and Kidman(2011, p. 1).

Winrock International (2008) stresses that children are more vulnerable than adults to physical, sexual and emotional abuse and suffer worse psychological damage from being derogated, humiliated or oppressed and from being exposed or working in environments that are exploitative, dangerous and isolating. Children who suffer ill-treatment, abuse and neglect find it very difficult to form attachment with and have feelings for others. “They may have problems interactating and cooperating with others and attaining a real sense of identity and belonging. They often lack confidence and have low self–esteem” (Winrock International, 2008, p. 13)

There are however myths on child abuse that somehow overshadow the extent and implication of child abuse as cited in an article shared by Child Welfare Whiteriver in the local community newspaper entitled ‘ Busting the myths on child abuse’ which include the following among many others: “Its abuse only if there is physical abuse, only bad people abuse- good people don’t, many children do not know their abusers, child abuse don’t take place in “good” families or wealthy households, many adults who suffered abuse in childhood are not affected by it in adult life, abused children will definitely grow up to be

abusers, a child is responsible for the abuse that he/she suffers, children lie about being sexually abused"(Lowvelder 2013, p.33).

Children need to be protected from other social ills which include starvation, lack of access to health services, education services and other basic services especially in income poverty households and child headed households with absent or deceased parents. Government departments and NGOs in communities work tirelessly to put systems in place to address these problems. In most countries in the world, the governments have the responsibility to take care of the disadvantaged which includes children living below the poverty line or living in poverty and it is in usually in form of social assistance that includes grants and material assistance.

The issue that children have rights dates back to as early as 1924, when the first International Declaration on the Right of the Child was adopted by the League of Nations (O'Donnell, 2004). After that, it becomes each and every continent, nation's duty to take responsibility and come up with strategies and put systems in place for child protection. In most countries around the world, the governments work hand in hand with their local and international non-governmental organisations in child protection.

The policy frameworks and civil laws around child protection globally are influenced by these international laws and policies that include The United Nations Declarations on the Rights of the Child; Universal Declaration of Human Rights that proclaimed that children are entitled to special care and assistance for example; the Geneva Declaration on the Rights of the Child; the Convention on the Rights of the Child and the African Charter on the Rights and Welfare of the Child. Social legislation shows more direct intervention of the state in the

lives of children and families unlike before the industrial revolution where direct contact between a child and the state existed in theory not in practice (Wilson and James, 1995). The rights of children include among others the right to education, health care, to be cared for and loved, to stay in a safe environment and be protected to harm, to be listened to, to have a name and citizenship, to own beliefs. These rights are there to protect children from any harm and abuse and they encourage children to be responsible as well.

2.2.3 Criminal justice and child protection policy

According to Redparth (2007) "Criminal justice policy is a crucial component of the justice system that ensures the safety of children who are living in social context that predisposes them to both victimisation and offending. A system that can respond appropriately to the needs of children who have suffered criminal victimisation can prevent further harm where the victimisation is on-going, and may also minimise any collateral secondary trauma". Redpath (2007, p.41) goes on to expand on this concept by saying that "appropriate response to children suffering violence and abuse is also relevant from a social crime prevention perspective, because children suffering violence and abuse generally acknowledged themselves to be at risk of becoming future offenders. Child protection policy is crucial to this endeavour of protecting children in our communities.

According to Ann Skelton in the Community Law Centre (2004), the child justice system is a tool that is used to enhance the capacity and use of programmes for diversion and appropriate sentencing of children, to increase the protection of young people in detention, to strengthen the implementation of child justice legislation, to raise awareness about transformation of child justice among professionals in the criminal justice system and the general public and to establish a monitoring process for child justice. It provides some

guiding principles around the following aspects in the work on juvenile justice which are the arrest and interrogation, age of criminal responsibility, diversion, pre-trial detention, alternative sentences, youth courts, custodial sentences, detention facilities, inspections and family links (Community Law Centre, 2004).

2.2.4 Statutory Services and Foster Care

The United Nations Convention on the Rights of the Child promotes child well-being, and recent advancements in developmental theory and research methods offer new opportunities to understand the need for and outcomes of foster care. Initiatives to monitor children's well-being also stem from accountability and outcome oriented public policy schemes that require accurate representations of situations of children and interventions designed to address their needs (Fernandez & Barth 2010) .Understanding of child well-being and what raises or lowers it has become more focused on protective factors and adversities, current and future well-being, placement types and the incorporation of children's perspectives in addition to adult evaluations (Bradshow, Hoscher& Richardson, 2007) in Fernandez & Barth (2010, P.36)

Empirical studies on children in care have shown that the care system has become increasingly concentrated on maltreated children. However, children may be less likely to enter care because of parental hardships, but for emotional and behavioural problems (Fernandez & Barth, 2005). Challenges to the foster care system are also posed by the changing availability of residential care provision (Courtney &Iwaniec, 2009). Fernandez and Barth (2005) substantiate this by the following statement "This has resulted in children and young people who would have been placed in residential care now being fostered in different kind of care provision such as kinship care treatment foster care and shared family

care. This means that family based foster care remains the dominant form of out of home care for maltreated and dependent children in the developing countries. Hence policy makers have begun drawing on different initiatives to reduce the use of foster care by placing children with relatives in kinship care and to reduce all forms of out of home care by expanding intensive placement prevention services.

2.2.5 Child participation

Ensor & Gready (2005) state that 'until the 1990s, most child welfare agencies treated children largely as immature, passive and vulnerable beings in need of protection. They further mention that'Children were not consulted or given a platform to participate in decision making with regards to issues that concern them'. This view of children was challenged by the UN Convention on the Rights of Children (UN-CRC) "which gave birth to a number of influential publications about childhood that confronted widely held assumptions about children and recognised children's contributions to their families and communities at large" and this had a profound impact on child welfare organisations which then recognised children as active participants in society (Gready&Ensor, 2005).

"Participation is an instrument to realise other rights such as the rights to information, expression, decision-making and association that affirm children as rights holders and are instruments for demanding and realising children's rights to survival, development, protection and participation (Gready& Ensor, 2005).

2.3 NGOs' work in Child protection at a global level

Non-governmental organisations around the world are doing and involved in numerous projects and activities aimed at combating child abuse and maltreatment and promotion of

the well-being of children around the world. These are prevention strategies that include awareness raising projects, advocacy and education(Winrock International,2008), and intervention strategies or approaches that include identifying and registering vulnerable children, helping children directly by providing material support, providing emotional or spiritual support and psychosocial support (Save the Children Fund,2007).

The first arm of child protection efforts done by most NGOs is the preventative strategies which involve awareness raising projects , advocacy and education that are basically aimed at putting preventative measures in place so as to prevent any form of abuse or maltreatment of children. It is crucial in child protection work.

According to Winrock International (2008) 'awareness raising is a two way process, fostering communication and information exchange in order to improve mutual understanding and mobilising communities and wider society to bring about the necessary change in attitudes and behaviour'. The basic forms of awareness raising are information provision, communication, education and training, preferable with the direct involvement of the target audience, and even though it refers to mobilisation on the cognitive or emotional level, by increasing people's knowledge and skills, it can contribute to practical changes too (Winrock International, 2008)

In terms of advocacy, NGOs aim to mobilise political decision makers at all levels in order to bring about social change by having an impact upon relevant policies and programmes. They assist Governments to recognise the interrelationship between policies and programmes relating to quality of life and access to basic needs and take that into account in their decision making so that strategies adopted to ensure the wellbeing of children is sustainable

and responsive to the needs of children in or at risk of maltreatment and abuse. Advocacy is however linked to awareness raising which is the vehicle to disseminate the message, while the end goal is to influence political decision making (advocacy) (Winrock International, 2008).

In addition to the above strategies of child protection, education (both formal and informal) is key to child protection as it ensures that it keeps children in school and keep them away from any form of child labour and exploitation. Peer education also contributes to child protection as it helps to build resilience in children.

Most NGOs that are involved in child protection services play an advocacy role and are activists who advocate for the realisation of children's rights. At the present moment globally, NGOs are involved in various community work of which child protection is one of the field that they are involved in. NGOs align their work with other relevant government departments who work in the particular fields for example here in South Africa Childline and other welfare organisations that work with children align their work with the Department of Social Development.

This is the second arm of child protection efforts which involves helping children directly by providing material, emotional, psychosocial and spiritual support to them as cited in The Save the Children (2007) on the work done by various local NGOs in various countries around the world. This means that NGOs offer direct help to children at the grass root level and this involves needs assessments and then provision of the relevant services to children and their families.

2.4 Child Protection in South Africa

2.4.1 Background

During the apartheid years, the apartheid policy fragmented South Africa and did not provide systematic accounts of the situation of children during those years. At stage, from the 1920s to the early 1990s attention was paid to the health and educational circumstances of white children living in poverty and the same steps were not taken for impoverished black children (Human Science Research Council, 2007).

However, the first post- apartheid government made a range of commitments to all children and included the ratification of the United Nations Convention of the Rights of a Child and a promise to draw up and implement a National Program of Action (NPA) as a means of achieving both international and national goals for children's livelihoods and rights (Human Science Research Council, 2007). Both the interim and the final constitution of South Africa were to include specific provisions for children's rights which was aligned the United Nations Convention of the Rights of a Child (Human Science Research Council, 2007).

Article 19 of the UN Convention of the Rights of Children obliges governments to take all measures possible to protect children from violence and abuse. The South African constitution echoes Article 19 of the UN Convention of the Rights of the Child in placing an obligation on the state to protect children.

"South African child monitoring systems were aligned with both national and international priorities, for example, the Millennium Development Goals and the New Partnership for Africa's Development (NEPAD) goals to fulfil the children's rights" Human Science Research Council (2007: 29). According to the Human Science Research Council (2007) "South Africa uses the rights based approach to monitor the well-being of children and the millennium development goals indicators and the NEPAD peer review mechanisms indicators that apply to children's rights and well-being". These goals are MDGs which are among others, to

eradicate extreme poverty and hunger, achieve universal primary education, achieve gender equality in education, reduce child mortality, improve maternal health, combat HIV/AIDS, malaria and other diseases, improve access to basic services. The NEPAD indicators are the ones that apply to children's rights and promotion of well-being children and protection of the rights of the child and young persons which are effectiveness of constitutional provisions and institutions to advance the rights of children and young persons, accession to and ratification of the relevant international instrument on the rights of the child and young person, and the measures taken to implement them and the consequential steps taken to ensure the realisation on the rights of the child and young persons (Human Science Research Council, 2007).

2.4.2 Child Protection Domain /Policy Framework

In terms of the socio-economic rights of children, the state and the parents are the main players in translating the rights of children into reality. However, parents have the primary responsibility: they fulfil this responsibility by using their income to buy goods and services for their children. When parents are unable to fulfil the primary obligations (e.g. if they are too poor to meet their household basic needs), the state's role becomes prominent (Coetzee &Streak, 2004). According to Coetzee & Streak (2004), the state is legally obliged to provide for children's basic needs when their parents are unable to do so. This means that, the state lend a helping hand if it is proven that the parents of the child are not in a position to take care of the needs of the child.

The current child protection system in South Africa is also informed by the UN Convention on the Rights the Child and the Children's Act 38 of 2005 which is a guiding document on care, protection and maintenance of the wellbeing of children in South Africa. As a

legislative policy that is aligned to the Convention on the Rights of the Child, the Children's Act 38 0f 2005 is there to give effect to the rights of children as stipulated in the Constitution of South Africa, to set out principles of care and protection of children by defining parental responsibilities and rights, make further provisions regarding children's courts, provide for the issuing of contribution orders, make new provisions for adoption processes, prevent child abduction and to create new offences relating to children (Coetzee & Streak, 2004).

Currently, in South Africa the child social protection activities are run through the Department of Social Development and a number of local and international non-governmental organisations within communities. However, the Department of Social Development guided by the Children's Act 38 of 2005, plays the lead role and is the entity that sets standards for NGOs and other departments involved in child protection work and regulates their work in that field. The child protection work is in these four broad spectrums namely: Prevention, Early Intervention, Statutory Intervention and Continuum of Care. Child protection systems in South Africa are put in place protect children in different circumstances ranging from children in living in streets, child labour, trafficking, commercial sexual exploitation ,child abuse and neglect, children in statutory care, children in conflict with the law and orphaned and vulnerable children(Human Science Research Council, 2007). These interventions are further discussed and expanded below:

Children living in the streets

The South African government undertakes amongst other possible interventions to do outreach work on the streets to work with street children for example like going to where children are, befriend them and act as a resource. There are also non-residential facilities

like soup kitchen, drop in centres that provide food, washing and other services, skills training and alternative education programmes, intake shelters, intervention via the children's court and the children's homes that can cater for the specific need of ex-street children(Keen, 1991) in Human Science Research(2007).

Child labour, trafficking and commercial sexual exploitation

In terms of efforts to deal with child labour, trafficking and commercial sexual exploitation, the South African government legislation reflects the children's constitutional rights and obligations in relation to the international law which include the BCEA Amendment Act (No. 11 of 2002) which prohibit the employment of anyone under 15 years of age or who is over 15 years but under 18 years as per specific labour regulations, the prevention of organised crime Act (No. 121 of 1998), Common Law, The Sexual Offences Act (No.23 of 1957), 2004 Amendments to the publications Act (No.65 of 1996) and under the Drugs and Drug trafficking Act(No. 140(3) of 1992). The Children's Act (No. 38 of 2005) and the Children's amendment Bill (No.19 of 2006) provide an extensive legal framework for addressing harmful child labour, sexual exploitation and trafficking of children. (Human Science Research Council, 2007).

However, "the South African government and the International Labour Organisation make a careful distinction between problematic child and other forms of child work that most South African children engage in" (Human Science Research Council, 2007).

Child Abuse and Neglect

To protect children from abuse and neglect, the South African government uses the rights based approach to monitor that. This include articles from the Convention on the Rights of a

Child(1995) and the African Charter on the Rights and Welfare of the Child which are the foundation articles that give the historical and conceptual foundations of monitoring child wellbeing, the protection articles that ensure that children are protected and the treatment articles which stipulate that action should be taken in the best interests of the child, and the child has the right to treatment and rehabilitation(Human Science Research Council, 2007). The HSRC further stipulates that the National Department of Social Development has published a working document on the prevention and management of child abuse and neglect. The document provides the coverage of the legislative framework that applies to child abuse and neglect. Sections 28 of the Constitution outline the government's commitment to the fulfilment of children's rights and align with a number of provisions of the CRC. It also includes the aspect of mandatory reporting of child abuse cases and creation of the Child Protection Registers (Human Science Research Council, 2007).

Children in conflict with the law

In the South African constitution (Act No.108 of 1996) section 28 and 35 describe the rights of children as well as the rights of arrested, detained and accused persons. Out of those, three sections regulate the situation of children in conflict with the law, namely the Correctional services Act (No.111 of 1998), the Criminal Procedure Act(No.51 of 1977) and the Probation Services Amendment Act(No.35 of 2002) that establish a criminal justice process for children in conflict with the law (Human Science Research Council, 2007).

Orphaned and Vulnerable children (OVCs)

South Africa has a number of policies to address the situation of vulnerable children which include the Integrated Management of Childhood diseases, the National Integrated Plan for

Children infected and affected by HIV/AIDS and Sexually transmitted Infections, The Policy Framework for O.V.C and other children made vulnerable by HIV/AIDS and the DSD National Action Plan for OVC. These are aimed at facilitating the following strategic priorities: strengthening and supporting the capacity of families to protect and care for OVCs, mobilising and strengthening community based responses for the care, support and protection of OVC, ensuring that legislative, policy strategies and programmes are in place to protect the most vulnerable children ensuring access of OVC to essential services, raising awareness and advocacy to create supportive environments for OVCs (Human Science Research Council, 2007).

2.4.3 NGOs and Child Protection in South Africa

NGOs in South Africa operate and fall under the Department of Social Development non-profit organisation(NPO) umbrella which include Community Based Organisation(CBOs), Faith Based Organisations(FBOs) and the Child Protection Organisation(CPOs) (Department of Social Development, 2013). When an NGO is established, it needs to be put in the NPO register of the Department of Social Development with its services specification or scope of work which is within the DSD child protection scope of prevention, early intervention, statutory services and continuum of care and other identifying particulars for it to start operating. The Department of Social Development keeps the NPO as a tool used to administer NPO's registration. The register is a voluntary facility that enhances the credibility of the registered NPO as it reports to the public office which holds information about registered NPOs for the public access and this increases the transparency and accountability of organisations (Department of Social Development, 2013).

It is noted by Green (2008, p.182)that " The change in political ideology after 1994 necessitated structural changes within governance structures of non-profit organisation and a shift in the practice towards social development and social justice. Organisations were therefore legally obliged to transform their governance structure and approach to service delivery to reflect the democratic principles as found in the White Paper for Social Welfare (1997), Policy of Financial Awards and Service Delivery (2005) and the Integrated Service Delivery Model (2006)". This then means that service delivery approach and the functioning of NGOs is governed and guided by the South African national constitution and policies in all aspects of their work including that of child protection. They are also legally bound to operate within the confines of the constitution and in a certain manner. Organisation do child protection work aligned to the policies laid down by the government or the blue print of those policies and they work strictly and comply with government rules and regulations as well as keep updating themselves on the new policy amendments of Social Development and welfare policies in South Africa.

NGOs decisions in terms of the types of services to render in the communities is usually guided by the research, baseline studies and community profiles they are in which inform them of the needs of the community. Then they are able to draft business proposals to source funds for the specific services to address the identified need. These baseline studies are conducted by the NGOs themselves, government and other development agencies. NGOs apply for financial support from and are funded by various funders that can be one funder or more. The funders are the local business, national funders like LOTTO in South Africa, International donors like USAID, UNAID and so on and the government.

In terms of staffing, an organisation recruits the suitable personnel as per organisation's needs to deliver services. However, this is also monitored by the Department of Social Development to make sure that the organisation hires competent and qualified personnel. These include among others, Social Workers, Social Auxiliary Workers, Lay Counsellors and administrators.

"A South African government policy promotes the establishment of child care forums (CCFs) and offers guidelines on how they should be established" (The Save the Children Fund 2007, p.14). Most NGOs in South Africa, as in the other parts of the world also work hand in hand with the local community forums like the Child Care Forums (CCFs) regulated, guided and supported by the Department of Social Development as noted earlier on in the chapter. This simply means that the South African government strongly supports the organisations and departments' partnership with local CCFs in working in communities. CCFs consist of some of the following: councillors, or representative of the ward committee, members of women's groups, church groups, youth groups, home-based care groups, traditional leaders and healers, pre-school teachers, teachers or school governing body members (Save the Children Fund, 2007). Government stakeholders are included in the CCFs as well for example in Maluti in Phofung Municipality in South Africa, the Department of Social Development provides resources for a multi-sectorial OVC task team to meet regularly and the task team include the CCF representative. This has been a result of efforts by NGOs who convinced them of the potential that CCFs offered in supporting their work of child protection (Save the Children Fund, 2007).

Save the Children (2007, p.15) states that " as part of the humanitarian response , sometimes NGOs and United Nations(UN) Support the establishment of community level

groups as a way of managing humanitarian assistance or as a preventative measure to stop children being trafficked or being re-recruited, or to prevent them experiencing discrimination, as in the case of children returning from being involved in fighting force...". In South Africa, local, national and international NGOs support communities in child protection initiatives in various ways. For example local NGOs like Tswaranang in the Free State, supports members of the local Child Care Forum to cope with the emotional impact of dealing with OVC and the aftermath of HIV/AIDS (Save the Children Fund,2007). The importance of this kind of partnership and support is evident in the following statement "caring for highly vulnerable children is emotionally and physically difficult and it is imperative that community group members not only get training and support on technical issues, but that they are also supported to deal with the difficult issues they encounter in their work" Save the Children Fund (2007,p.37).

However, there are sometimes challenges in these kinds of partnership among local NGOs and CCFs which include insecurity and lack of trust as indicated in the following statement by The Save the Children Fund (2007, p. 36-37) from one of the CCF members who said "some NGOs thought that child care forums would take their work away. They did not want to work together with us. We solved the problem through meeting to explain what is planned with CCFs. People ended up understanding and are now working together".

2.5 Conclusion

In conclusion, it can be deduced that child protection is world social phenomenon as is evident in the international laws around child protection issues. Also that, in South Africa, the government together with civil organisations, is spearheading the implementation of

child protection strategies in the country in an effort to promote the welfare and wellbeing of children and prevent child abuse.

CHAPTER 3

RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction

This chapter describes the research methodology and design used in the study. It describes the area of study, the study population and sample. It discusses the research methods that were used and gives the reasons for choosing those methods as well as the possible limitations of the research methods and finally the ethical considerations of the study.

3.2 Research design

The study was qualitative in nature. The qualitative approach allowed the researcher to conduct an intense and prolonged contact with the NGOs and communities with regards to the subject of child protection so as to gain a holistic overview of the role of NGOs in child protection. Qualitative research methods enabled the researcher to solicit information on the contribution of NGOs in the child protection system.

The study used a multi-case study design. A multi-case design is an approach that uses several similar case studies to elicit information about a particular subject. Schram (2006) in De Vos, Strydom, Fouche&Delport (2011) state that the strategic value of a case study lie in its ability to adapt a wide range of methodological frameworks such as life history, phenomenology, grounded theory and ethnographic research as well as drawing attention to what can be learned from the single case.

3.3 Study area

The study was conducted in Ehlanzeni District which is one of the 3 Districts that make up the Province of Mpumalanga in South Africa. The area of study was convenient to the researcher as the researcher lives in the area currently. Ehlanzeni District stretches up to the borders of Mozambique and Swaziland. According to population 2011, the population size of the district is estimated to be 1 688 615 with 94 % of the population being Black Africans, 0.6 % Coloureds, 0.4 Indians/Asians and 4.7 Whites. There are four main languages spoken in the area which are Swazi, Tsonga, Northen Sotho and Afrikaans with the highest number being of Swazi speakers. The district has five local municipalities with the Mpumalanga Province capital town Nelspruit located in one of its local municipalities Mbombela(www.google.com)

3.4 Study population

The study population consisted of Directors /Managers and Social Workers from NGOs in the district working particularly with children and community leaders from areas serviced by the chosen NGOs for the study. According to the Children's Services Directory Mpumalanga (2011), there are approximately 87 organisations that provide services to the children in the district as per the Department of Social Development database. In addition, key informants were drawn from government departments, namely Department of Education, Department of Health, Department of Social Development and the South African Police Services that also work directly with children or deal with issues affecting children. Officials from these departments were deemed to be able to comment on the contribution of NGOs in child protection work.

3.5 Sampling

The study used purposive or judgemental sampling method to select five NGOs. Purposive sampling is a method based on the judgement of a researcher regarding the characteristics of a representative sample, having a sample chosen by researcher on the basis of being typical units and most common in the population under investigation (Bless et' al (2006). This means that the researcher used her own discretion in choosing the most relevant NGOs.

Purposive sampling was also used to select the Director/Manager and two Social Workers from each NGO to participate in the study. The Directors /Managers and Social Workers from NGOs are the people whom the researcher felt were in a position to give consolidated information on the organisation's activities and work in child protection. Community leaders comprising of three councillors and 1 village chief were purposefully selected. Finally, four key informants from the Department of Education, Department of Health, Department of Social Development and the South African Police Services were purposefully selected as well. The key informants were Managers who were in a position to give feedback on the interventions made by NGOs in child protection.

3.6 Research Instruments

1. Semi-structured Interview schedule

Data were collected using semi-structured interview schedules. There were three interview schedules; the first one was for the Directors /Managers, Social Workers/Psychologists, the second one was for community leaders and the third one for the key informants. The semi-

structured interview schedules had both closed-ended and open-ended questions. The closed ended questions were used to elicit direct answers on issues such as gender, age, race, and open-ended questions were used to obtain in-depth information about child protection services rendered by NGOs. Open-ended questions left the participants completely free to express their answers as they wished, that is, as detailed and complex, as long or as short as they felt appropriate. A cover letter introducing and explaining the purpose of the interview was included as well.

2. Official Documents

Official documents were used as secondary data sources. Annual reports, fact sheets and templates from organisations were used as secondary sources during the research. These enabled the researcher to get more information about the Non-governmental Organisations' activities and their role in child protection. This information supported and added value to the information collected during interviews with Directors/ Managers and Social Workers from the four NGOs.

3.7 Data collection

Data was collected through face to face interviews with participants. The advantages of using face to face interviews were that the researcher was in control of the interview process, was able to ask the main questions first, and to probe and pose follow-up questions so as to get in-depth information from respondents. The interviews were between 1 hour and 2 hours and took place in the participants' work place or offices. Face to face interviews have a high response rate as well. The researcher wrote down the responses from the

interviews. However, the researcher did not use a tape recorder as most of the participants were expressed feelings of being uncomfortable with being recorded during interview.

Semi-structured interviews assisted the researcher to get a detailed picture of participants' understanding and perceptions about the role of NGOs in child protection.

3.8 Data analysis

The collected data were analysed using thematic content analysis. Data collected were organised into themes and analysed and presented as per main themes that came out of the responses from participants in line with the objectives of the study. Qualitative analysis transforms data into findings (De Vos, Strydom, Fouche&Delport, 2011).Responses were both in both English and the local SiSwati/Ndebele language. Therefore the researcher had to translate the SiSwati/Ndebele responses into English and paraphrase the responses.

3.9 Data Verification

Lincoln and Cuba (1999)as cited in De Vos, Strydom, Fouche&Delport(2011) propose the following four constructs that they say reflect assumptions of the qualitative paradigm closely, namely credibility which is demonstration that the inquiry was conducted in such a manner as to ensure that the subject has been accurately identified , transferability where the researcher asks whether the findings of the research can be transferred form a specific situation to another case, dependability, which is checking whether the research process is logical, documented and audited properly and confirmability, which is the concept of objectivity.

To ensure credibility, the researcher interviewed community members as well as the NGO Directors or Managers so as to compare and contrast their responses. Complete analysis of

data was done by researcher to address the aspect of transferability. Clarification of research methods enhanced the research's dependability and high standards of data presentation were maintained so as to enhance confirmability of the study.

3.10 Ethical considerations

In conducting the study, the researcher took some ethical considerations into account. These are informed consent, avoidance of harm, confidentiality, respect and voluntary participation. The ethical issues are the concerns/ dilemmas, and conflicts that arise over the proper way to conduct to research. "Many ethical issues involve a balance between two values: the pursuit of scientific knowledge and the rights of those being studied or of others in society" (Neuman, 2006, p. 131).

Informed consent

This is a fundamental part in research that involves human participants. The researcher had to make sure that the participants were not deceived /coerced to take part in the research process. A consent form was readily available for respondents to sign before the whole process began if they agreed to participate in the study.

Avoidance of harm

Neuman (2006, p.132) states that "social research can harm a research participant in several ways: physical harm, psychological harm, legal harm and harm to a person's career or income". The researcher had to put it clearly for participants the fact that participation is voluntary and that they could withdraw whenever they felt uncomfortable to continue with participation.

Confidentiality

The researcher informed the participants that the research was done for study purposes and that anonymity and confidentiality would be maintained at all times. A participant information sheet (Appendix A) that had a section that explained the aspect of confidentiality was given to each participant to read and further explained by researcher to participants before they signed the consent form for the interview.

Voluntary participation

Participation was voluntary. The researcher explained what the study was all about). This was done through the participants' information sheet which explained aspects of the study to participants and asked for their voluntary agreement to participate before the study began.

3.11 Limitations and delimitations of the study

Time constraints paused as limitations to the study as most of the interviews with most participants were done in the midst of their busy daily work schedules. Employees from NGOs might also have exaggerated their involvement in child protection work so as to give their organisation a good name. Some respondents, especially the community leaders found it as a sensitive political issue that they were not comfortable to discuss in detail. There was some negativity from few respondents particularly those from the government sector as they felt that the questions about the work of NGOs were irrelevant to them and that their work was somehow being evaluated.

3.12 Conclusion

The study adopted approach and it was exploratory in nature. The study was conducted in Ehlanzeni District in the province of Mpumalanga in South Africa and it was aimed at exploring and investigating the role of NGOs in child protection. Face to face Interviews were conducted with people from the following sectors: the NGO, the community and government sector. The collected data were analysed thematically to present the main findings around the subject studied.

CHAPTER 4

PRESENTATION AND DISCUSSION OF FINDINGS

4.1 Introduction

This chapter presents and discusses the findings of the study. The aim of the study was to investigate the role of NGOs as change agents in child protection. The findings are presented and discussed as per the study's objectives. The chapter begins with the presentation of demographic data and then finally the presentation and discussion of findings.

4.2 Demographic data of participants

The study had 14 participants. Table 1 shows the distribution of the participants according to gender.

Table 1: Gender of Participants

Gender	**Frequency**	**Percentage**
Female	10	71.4%
Male	4	28.6%
Total	14	100%

Table 2: Distribution of Participants according to occupation

Status	Frequency	Percentage
NGO Manager/Director	4	28.6%
NGO Social Worker	6	43.0%
Community Chief	1	7.1%
Community Councillor	3	21.3%
Total	14	100 %

4.3 The Contribution of NGOs to the Social Protection of Children

The first objective of the study was to investigate how NGOs contribute to the social protection of children in the communities. The study revealed that NGOs contribute in the following areas of child protection: prevention of child abuse, promotion of the wellbeing of children and protecting their rights, building of resilience in children and their families and creation of partnerships with other role players to provide holistic child protection services.

4.3.1 Prevention of child abuse

The study revealed that NGOs contribute to the social protection of children by engaging in prevention programmes through offering various programmes ranging from life skills training, awareness programmes like school and media talks. Participant 2 reported that their organisation conducts life skills camps with youths from the areas they serve during school holidays. Participant 2 added that their organisation conducts child protection media

talks and awareness raising campaigns on national events days like the child protection week. The participant said: *"we conduct awareness campaigns during Child protection week and 16 Days of activism"*. Also as a prevention strategy, NGOs work with children through group work activities that include support groups, peer groups and child participation. This was revealed by participant 10 who indicated that they form child committees that are, for example, responsible for identifying other children at risk of committing crimes and they call that committee 'Safety Ambassadors'. Participant 10 said that "in *our organisation, we form child committees in school we work with called 'Child Ambassadors' who identify and assist other children who are at risk of committing crimes".*

Participants explained that with the prevention and awareness programmes done in the communities, cases of child abuse and neglect are reported by children themselves and by community members.

4.3.2 Promoting the wellbeing of children and protecting their rights

The study also showed that NGOs offer both material and non-material services to children. In terms of material support, some NGOs provide food parcels, clothing, housing or they link children and their families to those services. Participant 1 said that: *"our organisation help children strive and ensure that children's development needs are met through making referrals to, for example SASSA for Child Support grant accessing".* Participant 2 mentioned that, through community projects, they provide nutritional support to children by offering them cooked meals on certain intervals in the organisation. Participant 2 said *" through our community project, our volunteers and child caregivers identify children in the communities that need nutritional support and cook food and feed them"* This was also supported by participant 11 who mentioned that the organisations in their communities, particularly

establishments like drop in centres do provide nutritional support through giving children cooked meals and they also source and distribute donations to children ranging from clothing to food parcels. Participant 11 said that "*the drop in centres in our community provide cooked meals to children who come to the centre".*

The study also revealed that statutory services are one of the child protection services rendered to children by NGOs in communities. This involves foster care services, placement of children in children's homes and in industrial school, adoption processes through the court, family mediation and parenting skills as was noted by one participant from the NGO sector. NGOs provide those services directly or they link children to those services. This is evident from the information provided by participant 4 who mentioned that their organisation provides housing as places of safety or homes for children who are in need of such services. The participant had this to say "*Our organisation provides statutory and foster homes in several parts of the province, and we provide homes to homeless and abandoned children".*

This was confirmed by Participant 11 who said: *"in our community, we have several centres which are children's homes or shelters".*

Key informant 1 mentioned that centres in the communities serve as places of safety for abused women and their children. Key informant 1 said *"There are NGOs in the communities that are shelters that accommodate women and children who are victims of domestic violence and have nowhere to stay".*

4.3.3 Building resilience in children and their families

The study also found that NGOs work towards empowering communities in issues of child protection through services such as the child and family welfare, mental health, substance abuse, rehabilitation restorative justice fields. Participants mentioned that their work is also focused on providing emotional support and capacitate communities with skills to deal with social problems. Participant 3 said that: *"our organisation conduct awareness clubs for children and foster care groups for foster parents".* Participant 1 said that: "our *organisation offers counselling and therapeutic services to abused children or children struggling with emotions*". Participant 2 elaborated by saying: *"we do case work with children who have been victims of abuse and children struggling with emotions"* NGOs also work towards the rehabilitation of child offenders. Participant 8 mentioned that their organisation provide diversion programmes for child offender which becomes the initial intervention on children who commit crimes and stressing the fact that imprisonment of such children is not an option. Participant 8 further explained this process of intervention by saying that "*diversion programs ensure that children who have committed crimes receive rehabilitation and therapeutic services"* .This shows that, some NGOs work directly with children in conflict with the law and act at the best interest of the children and protect them when they have to face the criminal justice. Nicro (n.d) confirms the importance of diversion and observes that "Diversion programme is a specialist developmental, therapeutic intervention that diverts children, young people and adults in the pre-trial phase away from the formal justice system into a range of tried and tested programmes. These programmes empower participants with essential skills, attitudes, values and pro-social behaviour that prevent re-offending and reduce crime".

4.3.4 Creating partnerships with other role players to provide holistic child protection services

In the study it was found that NGOs contribute to the social protection of children by creating partnerships with several role players in the community. These role players are from the public and private sector, particularly those in the welfare sector. These include primarily the government departments such as the Department of Social Development, Department of Education, Department of Health and other relevant government departments and the NPO sector. Participant 3 stated that *"Our organisation has regular meetings with other role players who work in child protection to review their work and do strategic planning and involve them in the organisation's community projects like awareness raising activities".* Participant 4 supported this by saying that: *"we take part with other government departments and NGOs in national calendar events like child protection week".* Participant 9 added: *"our organisation in its work partner with role players like the Department of Justice (NPA), the Department of Correctional Services, Legal Aid and the Department of Social Development"*. However one key informant mentioned that although there is a working relationship between NGOs and the government it still needs to be strengthened.

NGOs also partner with local authorities as is evident from the response of participant 12 who stated that "*we as community authorities, we join hands with them and become members of the NGO forum".* The participant explained that by saying: "*we give them letters of proof of their existence for them to get donations".* The community leaders also listen to their needs and take them up with the relevant public and private offices for whatever support they might need for example assist organisations get land to build their facilities

from the municipality offices. In the same vein, participant 13 explained: "we *assist organisations in getting stands to build facilities to operate from and link them to the municipality to be assisted with resources".* The participants mentioned that local authorities take leadership and they facilitate the networking process. In this regard, participant 14 mentioned that "*community leaders call meetings for organisations and the community at large and create a platform for NGOs to make communities aware of the services they provide and for them to get to know the needs of communities"*. Community leaders make sure that NGOs working in their communities are visible and known to the public.

This confirms the observation by Green (2008, p.179) that " the provision of developmental social welfare services is the collective responsibility of various role players including the state, the non-profit sector and the private sector".

Similarly, Patel &Hochfeld (2008, p.199) drawing from the work of Mckendric(1990); and Potgieter(1973,) observe that " NGOs delivering welfare services have a long tradition of service delivery in partnership with government dating back to the 1930S when the first public welfare department was established in response to the 'poor white problem". According to a research done by Green (2008) on NGOs commitment to networking with other stakeholders to promote implementation of social development approach in South Africa, it revealed that NGO workers recognise the value of networking with other stakeholders in the community as it ensures comprehensive service delivery and a focus on social development goals.

Participant 4 mentioned that in their child protection work, they are mainly guided by the Children's Act. This compliance ensures that they provide quality services to children in a

more holistic manner. In addition to that they also hold case conferences with the Department of Social Development (DSD) and other relevant role players and in so doing put the best interests of children first. The participant went on to mention that their organisation uses the child protection register for DSD both Part A and Part B to make sure that high standards of child protection are maintained. This then shows that NGOs are guided by and operate within the national policies and guideline in their work. In summary the participant noted: *"when we do statutory work, we work within the DSD statutory mandate of which DSD does the canalisation of statutory cases of children"*. In addition participant 9 mentioned that in their work of child protection, the Child Justice Act guides them as well as the constitution of South Africa. Participant 9 had this to say *"In line with the Child Justice Act, our work acknowledges that even children who have committed crime must be treated as children".*

4.4 Perceptions of managers of NGOs, social workers and community leaders about the impact of the interventions of NGOs on the protection of children.

The second objective of the study was to establish the perceptions of managers of NGOs, social workers and community leaders about the impact of NGOs intervention in child protection. The majority of participants were of the view that NGOs are doing a good job in terms of child protection and that they do complement the government in service delivery in the area of child protection at the grass root level.

4.4.1Improved wellbeing and social functioning of children

Participants mentioned that NGOs are the immediate service providers in their communities as they are community based. They mentioned that they can see the results of the work

done by NGOs and these included the improved well-being of children especially those in the child headed households, increased resilience and knowledge among children on abuse, reduced criminal activities among young persons, behaviour problems and drug and substance abuse. Participant 12 pointed out that: *"NGOs contribute to crime prevention specifically juvenile crime prevention and also assist with child behaviour problems, substance and drug abuse. They build resilience in children"*

Participants mentioned there is improved emotional well-being among children who struggle with emotions or who have had traumatic experiences and are attended to by NGOs in their area. As part of service provision, NGOs provide services like counselling and therapy to those children and also link them with available resources as participant 1 mentioned that "*we refer children and families to specialists like psychologists for further assistance with psychological intervention and the children's emotional functioning improves".*

Participants observed that there is reduction in number of children living in streets or homeless children as NGOs provide residential and alternative care, and reconstruction and aftercare services. It was pointed out by participants that NGOs provide places of safety for children and even material support that include food and clothing which contributes to the reduction of malnutrition in children. Participant 4 stated that "*our organisation provides statutory and foster homes to children who are in need of alternative care and shelter around the province and there is a reduction in the number of children living in the streets and homeless children".*

4.4.2 Socio-economic development of communities

Participant 11 mentioned that the organisations provide educational support services and life skills education in the drop in centres and this educates and occupies children and at the same time keeps them away from being involved in activities that are harmful to them. Participant 11 mentioned that "*As a result of this, communities see children having more knowledge on issues of abuse, their development and improvement in their academic performances*. Participant 11 specifically mentioned that they have seen children who grew up in NGO children's homes doing well at school, completing their education both high school and tertiary education, involved in sports and having successful careers in sports. The participant observed that:"some *children who grew up in those centres completed their high school education and are in tertiary, some are involved in sports and other sectors".*

Participant 13 pointed out that as result of the life skills and awareness raising programmes conducted by NGOs, *"there is increased resilience and knowledge among children on abuse".*

4.4.3 Poor service delivery

Some participants were of the view that services rendered by NGOs were of poor quality. There were some concerns raised by participants in relation to the management of NGOs. Participant 13 mentioned that "*some centres are not well equipped and there is no enough space"* The participant was referring to some children's homes that are not conducive for children to live in and the people who run those services receive funds to maintain those centres but they eventually use the funds for their own personal gains and not for the intended purposes. The participant mentioned that due to the mismanagement of those centres, children are not well taken care of, some fall sick, some drop out of school, others

fall pregnant or even leave the centres and become involved in criminal activities and girls start prostituting to fend for themselves.Accountability issues may tend to develop in some NGOs depending on their governance. Some participants mentioned that some NGO staff fails to separate work and personal life and by so doing they are tempted to turn the organisation into a business institution and tend to move away from the non-profit approach to applying self-enrichment approach if not closely monitored and use the resources for their own personal gains at the expense of the intended beneficiaries. Another concern raised by participants was of illegal, unregistered organisations that were mushrooming in their communities that posed as a threat to the safety of the children and communities at large. Participant 12 pinpointed the educational centres such as child day care centres which are not clear whether they are legitimate or not and are presumably owned by foreign nationals The participant said that "there *are some organisation being established as day care centres and drop in centres mostly by foreign nationals which are not registered properly and children disappear from those centres and it's difficult to trace those people who were running those centres"*

Participant 6 mentioned that organisations and other role players don't know each other and don't have information on the services provided by other role players and they sit around with vague information about other role players in child protection and this make it difficult to make referrals for services to other role players. Participant 6 stated this "*one of the problems we face is that we don't have enough information on the services provided by other departments and NGOs. We have vague ideas about their services"* One key informant mentioned that the services rendered by NGOs are fragmented and therefore are not impactful enough for children.

4.4.4 Negative outcome

Participants felt that the work done by NGOs has also had negative outcomes. This was more so in the area of children's rights Participant 12 indicated that: "children *are not listening to parents as they say that they have got rights".* The participant mentioned that the children misbehave and when the parents reprimand them, they challenge them and tell them that they have got rights and would say that their parents are abusing them and they will report them. This is posing as a challenge in parents as they end up feeling powerless and not in control of their children. They end up saying that these organisations are making the upbringing of their children more difficult.

4.5 The Challenges faced by NGOs in their Interventions to Protect Children

The last objective of the study was to explore the challenges faced by NGOs in their interventions. The challenges that were identified by participants include role confusion, lack of cooperation, malfunctioning child protection systems and lack of resources.

4.5.1 Role confusion

When asked about communities having a clear understanding of the role of the organisation, participant 4 stated that sometimes the role has to be explained over and over again to beneficiaries and sometimes communities ask the organisations to render services which are not in their scope of work. Participant 4 said "*sometimes the role of the organisation has to be explained, and sometimes they ask organisation to do things not in their scope"*

Participants mentioned that the roles of NGOs are often misunderstood in the community. Consequently, they face resistance in communities as communities have their set

expectations about the role of NGOs. They mentioned that communities show signs of dissatisfaction if things are not done the way they expected them to be done in most instances. As participant 1 observed *"communities don't know the procedures to follow when cases are being reported".* Participants reported that NGOs have received criticism from the public for the way they approach service delivery in communities. This is so as many NGOs usually have a set of services that they render to communities. For example, you can find an organisation which works with children and have social workers but they are not doing adoption services as they will be not authorised to render those kinds of services by government. As mentioned earlier on in chapters 2 that NGOs operations are monitored by the government, they don't just render services anyhow, but rather have a defined scope of work that is known to the government.

So it becomes a challenge if an office with social workers is not rendering some of the services known to be rendered in the community by some social workers. Preconceived ideas by the public about roles of NGOs and social welfare procedures create problems if NGOs don't live up to the expectations of the community. For instance, Participant 1 reported that if Social Workers are not doing what communities or families want there is bound to be problems and resistance from the communities and feelings of being let down by the organisation. The participant observed that :*" families do not cooperate, they become aggressive because of the stigma around social work procedures"* To substantiate this, the participant mentioned that communities are not aware that roles of social workers differ from organisation to organisation and do not see the reason why social workers from different organisations have different mandates

4.5.2 Lack of cooperation

Another issue that was pointed out as a challenge facing NGOs was lack of cooperation from communities. Participants mentioned that resistance comes from community members as a collective or from individual beneficiaries. Role confusion was one of the underlying factors. If organisations did not work with beneficiaries as they expected, there is a tendency to shun away help offered by them. Participant 2 stated that "*communities complain about services and sometimes beneficiaries become aggressive and resistant"* The participant explained that sometimes clients do not come for sessions or to see the social worker as per agreement.

4.5.3 Malfunctioning child protection systems

Malfunctioning child protection systems was identified as one of the major challenges by most participants especially those who work in direct service delivery. The challenges are around the child protection legal procedures. Participants mentioned that the child justice system was not functioning properly in relation to child protection cases and hence that hampered their efforts in child protection. Participant 6 mentioned that "*In most instances police and courts personnel do not understand social work procedures".* Participant 6 mentioned that cases of children take a long time to be attended to and resolved due to the delays in the judicial systems, particularly those cases that have to go through the legal processes. Participant 6 further mentioned that assistance in statutory cases of children from the law enforcement and the justice system particularly the police is not enough and usually police and some judicial personnel do not understand and are not well informed of the social work procedures that need to be adhered to in those cases and that creates gaps in the intervention on those cases. Participant 6 stated that "the *child justice system is not*

working properly as it does not have part of its personnel with social work background" This was also supported by participant 9 who said that "*referrals of cases of children from courts like for example for diversion or child offender programs is going down which can mean that the law enforcement and judicial system are not implementing the processes as per what the Child Justice say about child offender reintegration".*

Participant 7 mentioned that cases of child molestation take years to be resolved as they are not prioritised in the courts. The participant remarked that *"In forensic assessment cases, courts take long time to finalise the cases and taking statements from children is not done properly, with state prosecutors not getting the right statements from children".* What the participant meant was that the prosecution process is not done properly as most of the state law enforcement agents such as the police are usually not well trained to work with children or minors in criminal cases. Another challenge alluded to by participants was the inability to serve children who do not have South African documents, notably birth certificates. These are usually children of foreign nationals who are not eligible for social assistance. This becomes a challenge as the child protection system cannot cater for their needs completely. There for it means that those who need assistance cannot be assisted holistically.

4.5.4 Lack of resources

Lack of resources was a universal challenge that was identified by all participants. Resources for NGOs' work include material and non-material which are essential for good service delivery. Participant 7 observed that: *"due lack of financial resources, we are unable to follow all the required processes in cases of abused children like recording of forensic assessments"*. Participant 1 mentioned that due to lack of funds they can't afford to pay for

trainings to improve the quality of services and to render more services in the communities. Participant 1 stated that *"we lack funds for doings courses for continuous professional development"*

In terms of lack of human resources, participants mentioned organisations employ a number of employees whom they will be able to pay salaries and usually the number is not enough to do the job. This is determined by the funds the organisation has, hence organisations end up having inadequate personnel which results in high workloads.

Lack of infrastructure was also a challenge in NGOs particularly those that provide statutory services as places of safety or children's homes are not there and the available ones cannot meet the demand. To this end, Participant 1 observed that: "*temporary shelters are always full"*. This means that organisations that deal with statutory cases of children are faced with problems in finding temporary safe shelters. This was also confirmed by Participant 2 who noted that: *"places of safety and children's homes are scarce and special schools as well".*

NGOs are funded by both the private and the public sector. However, the major funders of NGOs are donor agencies and this is not sustainable. This echoes the observation by Davids et'al (2009, p.71) that "NGOs have limited self-sustainability because their activities are financed mainly by grants from donors, with limited government funding".

4.6 Summary

NGOs do provide child protection services to the communities as it is evidenced in the results seen in the wellbeing of children in the communities they work in. However, there are some challenges that they face in their work and there is still room for improvement in terms of the service delivery approaches used.

CHAPTER 5

MAIN FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

The aim of the study was to investigate the role of Non-governmental organisation as change agents in child protection. This chapter presents the summary, conclusions and recommendations of the study.

5.2 Summary of the Findings

In relation to objective 1,the study revealed that NGOs contribute to the social protection of children by: preventing child abuse, promoting the wellbeing of children and protecting their rights, building of resilience in children and their families and creating partnerships with other role players toprovide holistic child protection services. The study revealed that NGOs contribute to the social protection of children by engaging in prevention programmes through offering various programmes ranging from life skills training, awareness programmes like school and media talks. Also as a prevention strategy, NGOs work with children through group work activities that include support groups, peer groups and child participation. In addition, NGOs promote the wellbeing of children by offering both material and non-material services to children. In terms of material support, some NGOs provide food parcels, clothing, housing or they link children and their families to those services. The study also revealed that statutory services are one of the child protection services rendered to children by NGOs in communities. This involves foster care services, placement of children in children's homes and in industrial school, adoption processes through the court,

family mediation and parenting skills as was noted by one participant from the NGO sector. NGOs provide those services directly or they link children to those services. Also the study found that NGOs work towards empowering communities in issues of child protection through services such as the child and family welfare, mental health, substance abuse, rehabilitation restorative justice fields. The study also showed that NGOs contribute to the social protection of children by creating partnerships with several role players in the community and thereby strengthening the child protection systems.

In terms of objective 2 on the perceptions of managers of NGOs, social workers and community leaders about NGOs intervention efforts in protecting children, they were both positive and negative perceptions uncovered by the study. The study revealed that communities perceive NGOs as the immediate service providers in their communities and promoters of child well-being and better social functioning of children. The study also revealed that NGOs are seen as change agents in terms of socio-economic development of communities. However, the study showed that communities perceived that NGOs render poor service and also that their programmes had a negative impact on children and their families. In terms of objective 3 which was on challenges faced by NGOs in their work, the study identified the following: role confusion, lack of cooperation, malfunctioning child protection systems and lack of resources. The study showed that the roles of NGOs are often misunderstood in the community. Consequently, they face resistance in communities as communities have their set expectations about the role of NGOs. Another issue that came out as a challenge facing NGOs was lack of cooperation from communities. The study revealed that resistance comes from community members as a collective or from individual beneficiaries. Role confusion was one of the underlying factors. If organisations did not work

with beneficiaries as they expected, there is a tendency to shun away help offered by them. In terms of malfunctioning child protection systems, the study showed that the challenges are around the child protection legal procedures, in particular the child justice system was seen as not functioning properly. Consequently, this hampered efforts in child protection. Then lastly with regards to resources, the study has shown that most NGOs struggle to mobilise resources needed to implement their programmes effectively.

5.3 Conclusion

The following conclusions are drawn from the study. NGOs do contribute positively to the social protection of children in the communities. However, NGOs are also perceived to be contributing negatively to the protection of children and child development. NGOs are also faced by different challenges in their work which are both organisational and societal ranging from lack of resources to organisation role confusion. This results in NGOs not being able to render services effectively.

NGOs are doing the best to their abilities to render services to children in the communities and the communities acknowledge that. However, most NGOs have limited resources and that determine the type of services they render to children in the communities they work in.

Also there is a gap in the child protection programmes in terms of inclusion of parents and bringing them on board concerning issues of protection of children's rights. Parents need to have the same understanding of children's rights as children do.

There is a lack of understanding of the roles of different NGOs among communities which result in dissatisfaction and resistance from beneficiaries. There is also lack of cohesion among child protection role players which then makes it difficult to provide holistic services

to children. Organisations and government departments working with children in communities are not networking enough and therefore hardly know of the services rendered by other role players.

5.4 Recommendations

The recommendations drawn from the findings of the study are on the intervention programmes of child protection, recommendations on policy and recommendations on future studies and research.

5.4.1 Recommendations on intervention programmes

- It is recommended that prevention programmes such as child abuse and children's rights awareness raising programmes should include parents and the community at large so as to promote understanding of the protection of rights of children among parents.

- It is recommended that support systems and capacity building for child protection teams especially in the child justice system need to be improved as well as partnership and network among the teams to be strengthened.

- It is also recommended that NGOs and other welfare departments need to educate communities on social work procedures and do road shows to explain their different roles in child protection.

5.4.2 Recommendation on policy

- It is recommended that partnership among child protection role players need to be strengthened in order to improve child protection systems.
- It is recommended that the child justice system and courts should employ social workers to work with cases of children.
- It is recommended that the state should increase its funding to NGOs in order to improve service delivery

5.4.3 Recommendation on future studies and research

- It is recommended that studies be conducted in future on the challenges faced by NGOs in rendering statutory services in communities.
- It is recommended that research be done on prevention, early intervention programmes and statutory, continuum of care services rendered by NGOs and the Department of Social Development in child protection.

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APPENDICES

Appendix A

Participant Information sheet

Goodday,

My name is SikholiweSiziba, and I am a Masters Degree student in Social Development at the University of the Witwatersrand. I am conducting a research as part of the requirement for the degree, on the role of NGOs as change agents in Child Protection in Ehlanzeni District in Mpumalanga, South Africa. It is anticipated that the findings of the research will contribute to the knowledge base on child protection issues in South Africa and globally.

You are therefore being invited to participate in this research study. Participation in this research project is entirely voluntary and you may choose not to participate. I will arrange time and place for the interview if you agree to participate. The interview will be between one hour and 1 and a half hours.

With your consent, the interview will be tape recorded as well. Information collected will be kept confidential and no one other than my Supervisor will have access to the tapes and its information. The tapes will be kept for two years if there is publication of the study or for six years if there is no publication of the study. The names and all other personal information of participants will be kept confidential and they will not be included in the study report.

As a participant, you are expected to give to give information on the subject the way you feel comfortable as some questions that you will have to respond to may touch sensitive areas and issues and the researcher will put every effort to minimise your discomfort. Should you, at any stage feel any discomfort or negativity, feel free to contact and discuss with researcher. My contact details are as follows: (+27)718515336 or (+27)137522770.

Research Title:THE ROLE OF NON-GOVERNMENTAL ORGANISATIONS AS CHANGE AGENTS: THE CASE OF NGOs PROVIDING CHILD PROTECTION SERVICES IN EHLANZENI DISTRICT, MPUMALANGA.

SUPERVISOR'S DETAILS

Name of Supervisor: Prof. E. Kaseke

Tel: 011 7174477

Cell: 076 5430 061

Email: edwell.kaseke@wits.ac.za

_____ _____

Name of Student Signature

_____

Date

Appendix B

Consent Form For Participants

I..... give consent to participate in the research study. The purpose and procedure of the study has been fully explained to me. I have understood that my participation is voluntary and that I may withdraw and refuse to respond to some of the aspects without any negative impact on me. I am also aware of the fact that the research process is confidential and that my personal details and responses will be treated as such and be kept confidential.

Research Title: THE ROLE OF NON-GOVERNMENTAL ORGANISATIONS AS CHANGE AGENTS: THE CASE OF NGOs PROVIDING CHILD PROTECTION SERVICES IN EHLANZENI DISTRICT, MPUMALANGA.

_____

Name of participant

_____

Signature

_____

Date

Appendix C

Consent form for audio-taping of the interview

I agree and give consent to tape recording of the study interview. I am aware that the tapes will be kept confidential and I understood that they will be destroyed after two years if the study is published and after six years if the study is not published.

Research Title: THE ROLE OF NON-GOVERNMENTAL ORGANISATIONS AS CHANGE AGENTS: THE CASE OF NGOs PROVIDING CHILD PROTECTION SERVICES IN EHLANZENI DISTRICT, MPUMALANGA.

_____

Name

_____

Signature

_____

Date

Appendix D

Semi-Structured Interview schedule NGO Directors/ Managers

1. What is your role in the organisation?
2. When was the organisation established?
3. How is the organisation structured, in terms of personnel?
4. What isthe core function or business/ mission of the organisation in the community?
5. What role does the organisation play in child protection?
6. How is the organisation involved in child protection?
7. Are the communities you are working in clear about the role and key functions of the organisation in the community?
8. In terms of child protection services what are the activities done by the organisation?
9. What type of services does the organisation render to children?
10. How does the organisation partner with other NGOs and government departments in their work to provide child protection services to communities?
11. Of the four broad spectrum of Social Development model, namely Prevention, Early Intervention, Statutory Intervention and Continuum of care, in which spectrum(s) is the organisation involved in?
12. What are the challenges faced by the organisation in its work in rendering child protection services?
13. What are the achievements and success stories of the organisation?
14. How do you align your work in child protection with government regulation and the constitution?
15. As an NGO who are the major funders of your work?
16. Do funders that fund the organisation dictate or outline to you the kind of activities and services that you have to render to children and their families in the community?
17. How do you report?
18. To whom do you report?
19. What do you report?
20. What are the timeframes of your reporting of your work?
21. Do you have a monitoring and evaluation system for your work?
22. If yes, how do you use the information from your monitoring and evaluation of your work?
23. On a scale of 1 to 10, how do you rate the impact of your interventions in child protection?
24. What are the major changes that reflect the effectiveness of your work in the communities and children you are working with?
25. Do you get any feedback from the communities you work with on your interventions? If any, what kind of feedback do you get?

Appendix E

Semi-structured Interview for Social Workers/ Psychologists

1. When did you start practising as Social Worker/Psychologists?
2. When did you start working in the organisation?
3. What is your role in the organisation or area of speciality?
4. What kind of services do you render to children?
5. What activities are involved in the services you render to children?
6. What are the challenges that you come across in your work of rendering child protection services in the communities?
7. In your own opinion, do you think that the organisation is doing enough to provide child protection services to the communities?
8. What are the reasons of your answer?
9. What kind of feedback do you get from the communities you work in with regards to your interventions?
10. In your own opinion, what do you think needs to be done to make sure that quality child protection services are rendered in the communities?

Appendix F

Semi-structured Interviews for Community leaders

1. What is your role in general as Chief/ Councillor in the community?
2. What is your role in the community in relation to child protection?
3. What are the organisations and government organisation known to you that are providing child protection services or that are working with children in the community?
4. According to your knowledge, what type of services is rendered by the NGOs working in your area?
5. How far do these NGOs contribute to child protection and what are the results of their services?
6. What are the successes of their interventions?
7. What are the challenges/shortfalls of their intervention in child protection?
8. As a community leader, what kind of support do you give to these NGOs in their work in the field of child protection?

Appendix G

Semi-structured Interviews for key informants

1. What is the name of your department
2. What is your position in the office?
3. What role does the department play with regards to child protection?
4. What kind of a working relationship is there between the department and local NGOs that are working with children?
5. What are the lines of communication between the department and the local NGOs doing child protection in your community?
6. Are there Memorandum of understanding(M.O.Us) signed between the department and the NGOs in the community working with children?
7. In your opinion, how are NGOs and the departments working with children complementing each other in child protection work?
8. With reference to the reports and what you observe in the community, do you think that NGOs working in the communities in Ehlanzeni District are rendering effective and sustainable child protection services to the communities? Explain your answer.

Appendix H

Participating Organisation/Department Information letter

The Director/Manager.

Dear Sir/Madam,

My name is SikholiweSiziba, and I am a Masters Degree student in Social Development at the University of the Witwatersrand. I am conducting a research as part of the requirement for the degree, on the role of NGOs as change agents in Child Protection in Ehlanzeni District in Mpumalanga, South Africa. It is anticipated that the findings of the research will contribute to the knowledge base on child protection issues in South Africa and globally.

Your department/organisation is therefore being invited to participate in this research study. Participation in this research project is entirely voluntary and the department/ organisation may choose not to participate. I will arrange time and place for the interviews with some of your staff members if given permission to conduct those interviews. The interviews will be between one hour and 1 and a half hours.

With your consent, the interview will be tape recorded as well. Information collected will be kept confidential and no one other than my Supervisor will have access to the notes and tapes and its information. The notes and tapes will be kept for two years if there is publication of the study or for six years if there is no publication of the study and then destroyed thereafter. The names and all other personal information of participants will be kept confidential and they will not be included in the study report.

As a participating department/organisation, you are expected to give information on the subject the way you feel comfortable as some questions that you will have to respond to may touch sensitive areas and issues and the researcher will put every effort to minimise your discomfort. Should you, at any stage feel any discomfort or negativity, feel free to contact and discuss with researcher. My contact details are as follows: (+27)718515336 or (+27)791824444.

Appendix I

Organisation/Department Permission letter

Organisation's letterhead

PERMISSION TO CONDUCT A STUDY

I, ... give permission for the department/ organisation to participate in the research study and give permission for the Student Sikholiwe Siziba to conduct the research on the premises of …….. and speak to the employees of the organisation/ department. The purpose and procedure of the study has been fully explained to me. I am also aware of the fact that the research process is confidential and that personal details and responses will be treated as such and be kept confidential.

_____	_____
Name: Director/Manager	Signature
_____	_____
Date	Place

NB: YOU CAN COMPLETE PAGE TWO IF GIVING PERMISSION AND PUT THE RELEVANT INFORMATION ON THE HIGHLIGHTED AREAS IN YELLOW, THAT IS THE ORGANISATION'S LETTER HEAD, YOUR NAME, DATE AND SIGNATURE. THE DOCUMENT CAN BE EMAILED BACK TO ME.

Appendix J

Permission request letter

Address.....

Date.....

The Head of Department

Mpumalanga

RE: REQUEST FOR PERMISSION TO CONDUCT A STUDY

My name is Sikholiwe Siziba, and I am a Masters Degree student in Social Development at the University of the Witwatersrand. I am conducting a research as part of the requirement for the degree, on the role of NGOs as change agents in Child Protection in Ehlanzeni District in Mpumalanga, South Africa. It is anticipated that the findings of the research will contribute to the knowledge base on child protection issues in South Africa and globally.

Your department is therefore being invited to participate in this research study. Participation in this research project is entirely voluntary and the department may choose not to participate. I will arrange time and place for the interviews with one key informant if given permission to conduct those interviews. The interviews will be between one hour and 1 and a half hours.

With your consent, the interview will be tape recorded as well. Information collected will be kept confidential and no one other than my Supervisor will have access to the notes and tapes and its information. The notes and tapes will be kept for two years if there is publication of the study or for six years if there is no publication of the study and then destroyed thereafter. The names and all other personal information of participants will be kept confidential and they will not be included in the study report.

As a participating department, you are expected to give information on the subject the way you feel comfortable as some questions that you will have to respond to may touch sensitive areas and issues and the researcher will put every effort to minimise your discomfort. Should you, at any stage feel any discomfort or negativity, feel free to contact and discuss with researcher. My contact details are as follows: (+27)718515336 or (+27)791824444.

My Research Title is:

THE ROLE OF NON-GOVERNMENTAL ORGANISATIONS AS CHANGE AGENTS: THE CASE OF NGOs PROVIDING CHILD PROTECTION SERVICES IN EHLANZENI DISTRICT, MPUMALANGA.

Below is a draft of the permission letter which can be used if granting permission.

Department Permission letter

Name of Department: ……

PERMISSION TO CONDUCT A STUDY

I, ... give permission for the department to participate in the research study and give permission for the Student SikholiweSiziba to conduct the research on the premises of ……..... and speak to the employees of the department. The purpose and procedure of the study has been fully explained to me. I am also aware of the fact that the research process is confidential and that personal details and responses will be treated as such and be kept confidential.

_____ _____

Name: Director/Manager Signature

_____ _____

Date Place

Yours faithful,

Sikholiwe Siziba

Cell: 0718515336

Email: ssskomlambo@gmail.com

Research Office

HUMAN RESEARCH ETHICS COMMITTEE (NON-MEDICAL)
R14/49 Siziba

CLEARANCE CERTIFICATE	**PROTOCOL NUMBER H13/09/09**
PROJECT TITLE	The role of NGOs as change agents: the case of NGOs providing child protection services in Ehlanzeni District, Mpumalanga
INVESTIGATOR(S)	Ms S Siziba
SCHOOL/DEPARTMENT	Human & Community Development/Social Work
DATE CONSIDERED	20/09/2013
DECISION OF THE COMMITTEE	Approved Unconditionally
EXPIRY DATE	14/10/2016

DATE 15/10/2013 **CHAIRPERSON** (Professor T Milani)

cc. Supervisor: Prof E Kaseke

DECLARATION OF INVESTIGATOR(S)

To be completed in duplicate and **ONE COPY** returned to the Secretary at Room 10003, 10th Floor, Senate House, University.

I/We fully understand the conditions under which I am/we are authorized to carry out the above mentioned research and I/we guarantee to ensure compliance with these conditions. Should any departure to be contemplated from the research procedure as approved I/we undertake to resubmit the protocol to the Committee **I agree to completion of a yearly progress report.**

Signature **Date** 18 / 10 / 2013

PLEASE QUOTE THE PROTOCOL NUMBER ON ALL ENQUIRIES