

AN EVALUATION OF THE SOCIAL AND ECONOMIC IMPACT OF NON-
GOVERNMENTAL ORGANISATIONS IN NAMIBIA: A CASE STUDY OF
KATUTURA YOUTH ENTERPRISE CENTRE AND WOMEN'S ACTION FOR
DEVELOPMENT

A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENTS OF THE DOCTOR OF PHILOSOPHY IN POLITICAL AND
ADMINISTRATIVE STUDIES

OF

UNIVERSITY OF NAMIBIA

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OCTOBER 2024

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ABSTRACT

Since gaining her independence, Namibia has witnessed steady growth in economic performance, expansion of industries and impressive expansion of social services. However, there remain wide disparities between income and wealth leading to extensive hunger and poverty. There has been an explosion of NGO activities aimed at alleviating poverty and reducing the gap between the poor and the rich, more importantly, shifting from welfare to sustainable skills development-oriented programmes directed at marginalised communities. Despite these developments, very little is known about the overall impact of NGO activities and very few details of specific project interventions are accessible in the public domain. This study is a meta-critical evaluation of the socio-economic impact of the Katutura Youth Enterprise Centre (KAYEC) and Women Action for Development (WAD) training programmes on targeted youth in Namibia.

This research unfolded within the context of the realisation that NGOs play a significant role in enhancing development among the youth in Namibia. A mixed methodological approach consisting of questionnaires, interviews and document analysis was employed to determine the effects of KAYEC and WAD training programmes on beneficiaries' socio-economic development. The intellectual premise of this research was buttressed by viewpoints solicited from a sample of 100 students, comprising 25 participants from each of the four regions selected for this study. Structured questionnaires were administered with the selected participants, based on course, gender and age. Interviews were used to understand the impact of the training programmes as well as the challenges faced by beneficiaries of the KAYEC and WAD training programmes. The research employed descriptive and regression analysis to analyse the data.

The results of the study established that KAYEC and WAD vocational and skills training programmes in bricklaying and plastering, ICT, office administration, needlework and tailoring contributed significantly to the socio-economic development of the beneficiaries. Moreover, the study reveals there is a significant improvement in financial status and improved access to social amenities (public buildings and other

infrastructural facilities which are shared and become convergence spots for the local communities) as a result of the beneficiaries' gainful employment after completing the training programmes. However, the results show a moderate impact on mechanic and horticultural skills.

Keywords: NGO, Socio-Economic impact, Beneficiaries improved Economic and Social status

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DEDICATION

I dedicate this dissertation to my family and friends. A special feeling of gratitude to my loving parents, FRIEDA MAGANO KEFAS and HEIKKI SHILILIFA, my sisters PENOSHINGE INAMVULWA SHILILIFA, KAIJA NELAGO SHILILIFA, KLERIA NANGOMBE SHILILIFA and my brothers PAULUS HARRY SHILILIFA and GIDEON ALWEENDO SHILILIFA. A whole-hearted dedication goes to my wife and assistant researcher, JESSICA ELISE RAMIRES DA CUNHA, my daughter ZENDAYA CHRISTY-OMAGANO SHILILIFA and my son WYCLIFF HAFENI SHILILIFA II whose words of encouragement and push for tenacity ring in my ears.

I also dedicate this dissertation to the staff and students of both KAYEC and WAD Centres who participated in this process.

All of you have been my best cheerleaders.

ACKNOWLEDGEMENTS

I would like to give thanks to the following people who were very influential in supporting me and who contributed greatly to making this study a reality:

To the Almighty God, for the spiritual guidance, strength and inspiration to believe in myself and have faith that with Him everything is possible. Without Him, I would not have been able to achieve this important milestone in my life.

My two supervisors Dr H. Riruako and Dr Simon Akpo, for their continuous support and professional guidance throughout the research process. Their advice and support in the early stages of the research and data interpretations have been of great help indeed and have contributed immensely to my growth as a researcher.

My dear family and friends for their abundant support, unconditional love and encouragement, words are not enough to express my appreciation.

ACRONYMS/ ABBREVIATIONS

KAYEC	Katutura Youth Training Centre
WAD	Women Action for Development
NGO	Non-Governmental Organisation
INGOs	International Non-Governmental Organisations
NDP4	Fourth National Development Plan
NECSSO	Namibia Education Coalition of Civil Society organisations
NANGOF	Namibia Non- Governmental Organization Forum
UTN	Urban Trust of Namibia

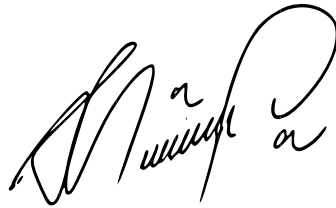
DECLARATION

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This research critically interrogates the socio-economic impact of two Non-Governmental Organisations (NGOs) namely, KAYEC and WAD in four regions of Namibia. The impact of NGOs in African societies remains a fiercely contested developmental terrain in political and administration circles, academia and the nation at large generating both negative and positive assumptive views. Therefore, this study has four goals. First, it highlights the socio-economic situation of youths in Namibia before introducing KAYEC and WAD vocational training programmes. Second, it explains the type of vocational training programmes offered by KAYEC and WAD. Third, it explains theoretical approaches that have been used to evaluate the impact of NGOs in previous research. Last, it seeks to develop a model to implement such socio-economic programmes. The study also reviews the most significant theoretical approaches that examine possible outcomes of NGOs' participation and apply their findings to create a framework which can contribute to a better understanding of the role of NGOs in socio-economic development.

1.2 Background of the Study

The lack of socio-economic development is a very common feature among developing countries. NGOs have become an extensively discussed theme in third-world nations and

have been flaunted as the saviour of people without employment, clothes, food and other basic health facilities (Chitongo, 2013; Nyang'au et al., 2016; Roy et al., 2017). These roles that NGOs perform vary from religious, cultural, social, humanitarian, economic and political advancements of societies where they operate, and have helped the existing political orders in actualising the goals of governance and in meeting the socio-economic needs of the people.

Edwards (2015) aptly postulates that the rise of NGOs is a phenomenon which has implications for the development prospects of poor, marginalised rural households. This edified the idea that NGOs in third-world countries are a vital mechanism towards the socio-economic development of a community.

One cannot develop a profound appreciation of the contributions of NGOs without a perspicacious as well as a conscientious exegesis of how NGOs advance the course of mankind, in terms of interest aggregation, projection and actualisation. Kegley (2007:27) defines NGOs as “Transnational organisations of private citizens maintaining consultative status with the United Nations; they include professional associations, foundations, multinational corporations, and internationally active groups in different states joining together to work towards common interests (p. 566).

As such, NGOs engage in a wide range of activities and take different shapes in different parts of the world. Some NGOs engage in charitable activities which aim to alleviate the needs of the poor across the world; others provide services such as financial assistance, family planning, education, and health, while others may work to empower people to develop skills that will help to improve their socio-economic conditions.

Previous researchers indicate that the contribution of NGOs in capacity building and public participation globally has increased over the past years. NGOs play a significant role in the empowerment of people, especially in the area of social and economic development (Ullerberg, 2018). Empowerment enables people to organise and influence change based on their access to education, political processes and financial, social and natural resources (Bodja, 2006).

The increased involvement of NGOs in the development processes has been observed in Namibia since independence when their focus changed from political advocacy to social empowerment. Owing to limited funding, NGOs in Namibia experience difficulties in carrying out their programmes (Unemployment and the Youth in Namibia, 2012). Further, NGOs have very little opportunity to improve their capacities, both human and material to enable them to operate efficiently.

Nonetheless, a growing number of critical assessments suggest that the operational impact of NGOs in community empowerment is less than claimed (Rahman, 2006). More often community resilience is not fostered and the need for socio-economy empowerment remains high. This is because there is generally a lack of after-intervention evaluation. Monitoring and evaluation are often carried out during programme implementation. Thus, in order to get a holistic picture of the impact of NGOs intervention, there is a need to carry out a follow-up assessment. This has been missing in many similar studies, hence the current study seeks to contribute to such knowledge gaps.

The Katutura Youth Enterprise Centre (KAYEC), one of the NGOs under study was founded in 1994 as a faith-based organisation in Windhoek. In 1999, KAYEC was

registered as a Trust and changed its focus to assisting those who failed in the mainstream schooling system. In 2002, KAYEC built a second Vocational Training Centre in Ondangwa (Oshana Region) to cater for the demand for vocational training in the northern parts of the country (Theophilus et al., 2017).

Women Action for Development (WAD) was established in 1994 focusing on helping women from previously disadvantaged communities to train them in social and economic projects to capacitate them in self-employment in order to uplift their living standards. However, in 2001, WAD noticed that there was a considerable number of marginalised men from previously disadvantaged communities and thus changed its policies to include men in their projects (Women's Action for Development, 2012).

According to the Unemployment and the Youth in Namibia Report (2012), Namibia has one of the highest rates of GDP per capita among the Sub-Saharan countries and yet it also ranks as one of the unequal societies in terms of distribution of income and wealth in the world. Furthermore, the economic status of 90% of the population in Namibia is said to be similar to that of their counterparts in the Least Developed Countries of Africa. Permeating from the highlighted Namibian socio-economic landscape is the fact that, both KAYEC and WAD were established to address the issue of socio-economic underdevelopment.

Nonetheless, little or no studies have been carried out to assess the perceived and actual impact of their projects and programmes on the targeted communities, Non-Governmental Trust Fund (NANGOF) (2015). It is against this background that, an empirical study which evaluates the implications of KAYEC and WAD's vocational training programmes

on the youth beneficiaries is indispensable. Worth mentioning is also the need to unravel the impact that both these NGOs made on the targeted groups regardless of the limited funding they received from Namibian NGO Forum Trust (NANGOF). This clarified the notion that NGOs have many challenges in carrying out their programmes in Namibia. Equally important, is that they have very little opportunity to improve their capacities, both human and material to enable them to operate full throttle. A growing number of critical assessments purport that the operational impact of NGOs in community empowerment may be actually less than acclaimed (Rahman, 2006).

1.3 Statement of the Problem

Allix (1998) holds the view that NGOs have a trait of facilitating development in various communities and their general belief is that people benefit if the resources are channelled towards community projects. With this intention, KAYEC and WAD, the Namibian NGOs under study, were established under the umbrella of NANGOF with the mandate of providing technical training to the trainees as per guidelines and curricula provided by the supervisory body of NANGOF.

In Namibia, there is a paucity of studies which assess the performance of the non-profit sector in the provision of socio-economic services. Available literature focuses on research which was conducted to compare the performances and effects of non-profits and the government, the competition among these players and factors influencing the growth of the non-profit sector (Corbin, 2016; Ben-Ner & Ren, 2006; Aldashev & Verdier, 2018). However, most of this work has focused on similar theoretical areas which include the government failure and the contract failure theories. Since the emergence of

these theories in 1977 by Weisbrod and in 1981 by Hansmann, there has been much debate around these theories with some modifications and extensions put forward to further expound on the existence of the non-profits through empirical findings.

Despite these empirical studies, there is a need for more empirical research because the current findings so far are limited and have produced mixed results which cannot clearly be generalised. Although quite a handful of studies on interrogating the impact of NGOs' roles in socio-economic emancipation have been done in affluent countries, the findings may not be applicable due to the differing contexts, specifically regarding the culture and beliefs within which these studies are conducted. For instance, to date, most of the research with a similar theoretical underpinning has concentrated in the USA and a few in Europe both of which are developed regions. These studies are yet to be conducted in developing countries. This could probably produce alternative insights of knowledge for future developments. It is therefore envisaged that this research will contribute to this debate from a developing world perspective, more specifically from Africa through empirical evidence generated by this study.

Although it is important to determine factors that influence the existence of NGOs, as most scholars have done, the question of NGOs' contribution to society is more critical even if research fails to fully establish the real cause of their existence and expansion. Since this sector does not operate in isolation as earlier alluded to, there is a need to understand the environment within which they operate and how this affects their performance in service delivery. More especially their resource base, because this is one of the most fundamental requirements for their functioning. This mostly hinges on their

interactions with donors and cannot fully establish the real cause of their existence and expansion.

According to the Non-Governmental Trust Fund (NANGOF) (2015), the role of NGOs in Namibia reveals that the NGOs have been engaged in activities such as vocational and skills training, and urban and rural development. These activities relate directly to the Fourth National Development Plan (NDP4) because it emphasises people-centred economic development. The Katutura Youth Training Centre (KAYEC) and Women Action for Development (WAD) have been engaged in vocational and skills training programmes with the youth, since their inception.

Nonetheless, available literature in Namibia seems to suggest that no study has been conducted to establish whether their training programmes had any impact on the youth. The NANGOF study of 2015 only focused on the activities of NGOs as well as challenges limiting their effectiveness. This study aims to fill that gap by determining its socio-economic impact.

1.4 Aim of the Study

The main aim of this study was to profile the activities of NGOs in Namibia and their engagement with the communities in which they deliver socio-economic programmes. The study further elucidated the implications and role(s) of non-governmental organisations in bringing about socio-economic change in Namibia. The research also critically reviewed the most significant theoretical approaches that will shed light on the possible results of NGOs' participation in the socio-economic development process. This

enquiry has been intended to create an inter-disciplinary analytical framework which can contribute to an understanding of the part NGOs play in the dynamics of socio-economic development. Thus, the motivation of this study has been to interrogate and evaluate the activities of NGOs in reshaping the socio-economic development of youth in Namibia with special reference to KAYEC and WAD.

1.5 Research Objectives

The objectives of this study are:

1. To identify the activities adopted by NGOs when implementing socio-economic developmental programmes in Namibia with special reference to WAD and KAYEC centres.
2. To evaluate the socio-economic impact of KAYEC and WAD implementation models on the beneficiaries.
3. To suggest a research-informed model that will yield and foster the desirable results.

1.6 Research Hypothesis

The research is guided by the following four major hypotheses:

1. There is a significant relationship between KAYEC vocational and skill training programmes and beneficiaries' improvement in accessing social amenities.
2. There is a significant relationship between KAYEC Vocational and skill training programmes and beneficiaries' economic status.

3. There is a significant relationship between WAD vocational and skill training programmes and beneficiaries' improvement in accessing social amenities.
4. There is a significant relationship between WAD vocational and skill training programmes and beneficiaries' economic status.

These hypotheses were further multiplied into 16 specific hypotheses, for instance, hypothesis number 1 is stipulated as there is no significant relationship between KAYEC Training Programmes (Bricklaying and Plastering and Beneficiaries improved economic status).

1.7 Significance of the Study

Non-governmental organisations have been in existence since the early 1700s in various configurations, and recent years have seen an escalation of such organisations, however, concomitant increases in the desirable outcomes have not been the case. The disintegration of the social fabric and the rising levels of unemployment are ever increasing especially in economically underdeveloped countries like Namibia. To harness the full benefits of NGO activities, there is a need for a model that can be used by NGOs in rolling out their socio-economic intervention programmes.

Thus, enabling interested people and research to develop universal models that are audience-specific and functional.

This is of particular interest given that the study applied Human Capital Theory and the four-level taxonomy of training evaluation to investigate the socio-economic development of beneficiaries among development NGOs in the non-profit sector.

The application of this theory deviates from the norm since human capital theory was mostly applied to determine economic growth rather than socio-economic development in combination. Therefore, the study confirms two theoretical contributions.

1.9 Rational of the study

This study is driven by a recognition of the intricate and diverse nature of the Non-Governmental Organization (NGO) sector, underscoring the crucial need for a nuanced understanding to inform policymaking and scholarly discussions. The challenges faced by the NGO sector originate from the absence of a universally accepted definition and categorization. Influenced by cultural, legal, and fiscal factors, existing definitions hinder the establishment of a consistent transnational and trans-historical understanding. In response to these definitional challenges, the study aims to navigate the complexities, opting to illuminate specific perspectives rather than adopting a generalized approach.

The diverse landscape of the NGO sector, characterized by varying ideologies, funding structures, and operational modes, necessitates a more nuanced analysis. The absence of consensus on categorizations poses a significant impediment to both theoretical and empirical advancements. Through a thorough exploration of the categorization of NGOs based on beneficiaries, activities, and geographical levels, the study seeks to contribute to a clearer and more comprehensive understanding of the sector. Recognizing the profound significance of relationships between NGOs and their partners, including governments, donors, and beneficiaries, the study acknowledges the lack of transparency within the sector, presenting challenges for research and making it difficult to assess the nature of these relationships.

By acknowledging these complexities in studying NGO-market relationships, the study aims to shed light on the intricate dynamics influencing NGO effectiveness.

The dynamic nature of the NGO sector, characterized by its ability to adapt to changing ideologies, global challenges, and donor interests, is a central focus of the study. Exploring how these shifts influence the roles and focus of NGOs, particularly in the context of increased donor funding and global changes, is deemed crucial for comprehending the evolving nature of the NGO sector. The study also zooms into the Namibian context to provide a localized understanding of NGO operations, recognizing the unique challenges, variations, and contributions within Namibia's specific NGO sector.

Furthermore, the study aims to evaluate the socio-economic impact of NGOs, with a specific emphasis on Namibia. By focusing on key areas such as education, policymaking, and gender-based violence, the study seeks to examine the activities of NGOs and their broader impact. This evaluation contributes to the broader discourse on the role of NGOs in socio-economic development. In essence, the study's rationale is deeply rooted in the imperative to address the complexities, challenges, and variations within the NGO sector, with a specific and insightful focus on the Namibian context.

Through an in-depth exploration of NGO operations, relationships, and socio-economic impact, the study aims to provide valuable insights for policymakers, researchers, and practitioners in the field.

1.8 Delimitation of the Study

The study was carried out in four regions: Khomas, Oshana, Omusati and Hardap, where the two NGOs have a high enrolment per course. As a consequence, this limited the researcher and the study with regard to national participation and representation across the country. This is because conducting any study comprising a large sample size and wider geographical area coverage requires a lot of time, financial assistance and supporting facilities. As such, this descriptive exploratory study was delimited to four regions.

1.9 Definition of Key Terms

Improved access to social amenities – it means that the beneficiaries of KAYEC and WAD vocational and skills training programmes have gainful employment either in the public or private sector or they are self-employed and can access social amenities.

Improved financial status – it means that the beneficiaries of KAYEC and WAD vocational and skills training programmes have gainful employment either in the public or private sector or are self-employed and they are earning an income to support themselves.

Socio-economic development – refers to the ability to produce an adequate and growing supply of goods and services productively and efficiently through cooperative activity, to accumulate capital, and to distribute the fruits of production in a relatively equitable manner after following the NGOs' socioeconomic and training programmes (Jaffee, 2015).

Health – is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity (Breslow, 1972; Callahan, 1973; Jadad & O’Grady, 2008; Saracci, 2017; WHO, 2015).

Education – the term education is framed differently by different peoples in development literature. Mr Kofi Annan, the former UN secretary-general, describes education as a human right with immense power to transform. He also claims that its foundation rests on the cornerstones of freedom, democracy and sustainable human development (UNICEF, 2016). Based on his claim, the discourse of education in developing countries is centred on two views. In one view, education is important for the socioeconomic development of developing countries focusing preponderance of freedom, democracy, and sustainable human development.

The other view regards education as a human right. The author, in this study, centred on the former perspective, that education is important for the socio-economic development of developing countries.

Income – it refers to the total compensation from several sources such as salaries, wages and bonuses received from employment or self-employment inter alia. In the present study, the beneficiaries’ personal income determines consumption or standard of living by which they are able to afford their cost of living for today and tomorrow as well as inflation (Mondy, 2008).

Training and Development – Training refers to the act of increasing the knowledge and skills of an employee for doing a particular job (Flippo, 1976).

Broadly speaking, training is defined as instructional experiences provided by employers for employees, designed to develop skills and knowledge that are expected to be applied immediately upon (or within a short time after) arrival on or return to the job. After any training is carried out, the performance of employees is evaluated to determine its effectiveness (Broad & Newstrom, 2015). In this study, the author defines training as a process of learning and acquiring skills and knowledge as well as some changes in behaviour. Development involves learning that goes beyond today's job and has more of a long-term focus (Mondy, 2008). It helps to prepare the employees to be ready to face the future job requirements.

Training evaluation – it refers to the process of collecting the outcomes needed to determine if training is effective and it includes measuring specific outcomes or criteria to determine the benefits of the programmes (Noe, 2020).

Development NGOs – it refers to a diverse set of institutions (from grassroots or community level to national, regional or international level) that operate on a non-profit basis, generally serve the public sector, and are engaged in long-term development work within the framework of international development cooperation (Kareithi & Lund, 2012).

NGO beneficiaries - In the present study, beneficiaries refer to the clients who are benefiting from the socio-economic (such as health, education, and micro-credit) and training programmes of the NGOs (Kareithi & Lund, 2012).

1.10 Format of the Study

This thesis is presented across five chapters.

Chapter One outlines the introduction of the research consisting of a brief summary of human resources development functions, socio-economic programmes, training and development programmes, statement of the problem, research questions, research objectives, significance of the study and contribution to knowledge.

Chapter Two reviews related literature, which describes the theoretical foundations of the research as well as the types of NGOs, and empirical literature on the socio-economic impact of NGOs in communities and developing countries.

Chapter Three focuses on the research methodology which consists of the research design, sample size, data collection methods, and instruments.

Chapter Four presents the data analysis and results.

Chapter Five is the concluding chapter and centres on discussions, the implications of the research, limitations, and suggestions for future research.

1.11 Conclusion

This introductory chapter has been concerned with providing the rationale behind this study which is an evaluation of the social and economic impact of the non-governmental organisations in Namibia with special reference to Katutura Youth Enterprise Centre and Women's Action for Development.

The prelude has identified that there has been an explosion of NGO activities aimed at alleviating poverty and reducing the gap between the poor and the rich, more importantly shifting from welfare to sustainable skills development-oriented programmes directed at

marginalised communities in Namibia. Despite these developments, very little is known about the overall impact that NGO activities have and very few details of specific project interventions are accessible in the public domain. Therefore, the background of this study, aim, objectives, significance, research hypothesis, statement of the problem and format of the study have been stipulated. Thus, Chapter Two gives a detailed review of the related theories and literature to this study.

CHAPTER 2

LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction

This chapter reviews the existing literature on non-governmental organisations and their roles in the socio-economic advancement of mankind. Researchers such as Chireshe and Makura (2013) hold that the review of related literature:

. . . identifies gaps in studies that were carried out before yours, as well as bringing knowledge and ideas by other scholars on the subject being investigated. The literature review justifies the need for a new investigation and assists with coming up with the methodology to be followed in the new study (p.187).

As a consequence, the literature review enables the researcher to undertake a critical re-examination of what other authors have written in the area that is under study (Obodoeze, 2016). In reviewing the literature, a researcher is able to identify knowledge gaps that exist and work towards filling those gaps and thereby contribute in advancing the frontiers of knowledge in the field under study.

This section is presented as follows, it contextualises the NGO sector by defining what NGOs are and describes their typologies, explaining NGOs activities and theories that elucidate the reasons for the establishment of the non-profit sector which are widely discussed including critiques that have been levelled against these theories by some scholars.

2.2 Origins of Non-Governmental Organisations

The first generation of NGOs can be traced back as far as 1647 when religious organisations sent food from Europe to North America to aid settlers. The first-generation of NGOs were involved in the direct delivery of relief and welfare services (Tandon, 2021). It was during the 1700s through 1800s that several international relief and missionary non-profit organisations were established in Europe and America. One of these first NGOs was the American Red Cross.

After World War I, many of these international non-profit organisations redirected their focus to aid war-torn countries (Korten, 2016). Many of today's NGOs were originally established after World War II to provide relief assistance to those in Europe (Sommer, 1977).

During the mid-1960s, NGOs began to distinguish themselves as either Northern or Southern. Southern Non-governmental Organisations (SNGOs) were usually affiliated with religious organisations. Historically, the Northern Non-governmental Organisations (NNGOs) provided direct service delivery to their Southern partners on behalf of communities in need. During that time, the core capability of NNGOs was logistics management and the services were not developmental but relief assistance, meaning that they were not providing training and development but rather delivery relief assistance to the affected communities (Smith, 1984; Landim, 1987).

In the 1970s, there was a debate over welfare-related strategies versus the developmental-related strategies of NNGOs. Adopting the latter, NNGOs focused on promoting the sustainability of the communities served by the SNGOs (Korten, 2016; Bombarolo &

Coscio, 2017). The intended results were to teach the communities to help themselves once the NNGOs withdrew support (Tandon, 2021). The NNGOs funded by donors worked to develop the core capabilities of financial and technical assistance to SNGOs. The core capabilities of these NNGOs were to act as mobilisers and to train the SNGOs to be self-reliant. Therefore, the NNGOs came under pressure to develop core capabilities of project management and partnering skills. This was usually tied to the funding at the donor's request (Korten, 2016).

In the second generation of NGO development 1970s to 1980s (Hill, 2004), the core capabilities addressed on the SNGOs were that of human resource development or empowerment. An ancient oriental proverb succinctly undergirds this focus: “give a man a fish, and you feed him for a day; teach him how to fish, and you feed him for a lifetime” (OECD, 1988, p. 20).

However, during this developmental phase, the prevalent mentality suggested that the best way to teach the SNGOs to “fish” was to demonstrate proper “fishing techniques.” Unfortunately, SNGOs could not sustain the techniques when the NNGOs removed themselves from the project. The third generation of NNGOs focused on “sustainable systems development” by creating policy and institutional building strategies (Blase & Blase, 1984). During the late 1980s and early 1990s, the goal was to strengthen not only the SNGOs but the institutions that supported them, so the SNGOs learned to build their organisational capacity (Korten, 1990). NNGOs need to work with SNGOs to help them build capacity “to achieve stakeholder satisfaction and the ability to relate, that is, to manage external interactions while maintaining autonomy” (Fowler, 1996, p. 179).

The previous three generations of NGOs focused on direct service delivery, community-building programmes and organisational capacity building of SNGOs. In 1990, Korten (1990) suggests that the fourth generation of NGOs would focus collectively on achieving people-centred development on a massive scale. This growth will cause the distinction between north and south to meld as NGOs will work towards the development from individual to community-based efforts, to regional, national level and ultimately global levels. Therefore, it is critical for all NGOs to understand how to build capacity at these different levels and what core capabilities are needed for them to exist and sustain themselves.

Furthermore, unlike their for-profit counterparts, NGOs are mission-driven. This mission is, in fact, the very essence of the organisation and the basis upon which it gains support and membership. In recent years, NGOs expanded their missions in maintaining, developing and rebuilding civil society as well as dealing with sustainable development issues (Korten, 2016; Collins, 2020; Levitt, 2016; Fisher, 2015; & Sohel et al., 2007). There are high-priority areas for NGOs to focus on including; environmental regeneration, poverty and income generation, decentralisation and democratisation, population stability and women's empowerment and well-being.

To understand the mission of NGOs, it is helpful to examine how these organisations interact with and support the efforts of international agencies whose roles are well-defined and understood. For instance, the UN is a multi-governmental entity which deals with a whole range of problems faced by humankind and operates on an estimated budget of over a billion dollars (Boulding, 2014).

To deliver the wide range of programmes developed by the UN, it must prepare generation after generation of internationally aware citizenry, scientists, scholars and international civil servants. In order to do this the UN recruits the assistance of numerous NGOs who assist them in transforming global plans into local action. An example of this global-to-local linkage is apparent in the development of the UN service called DESI Electronic Information Network. This network provides access to parts of the UN information system to local branches of NGOs that qualify formally as NGOs, under UN rules (Boulding, 1988).

For the purpose of this study, the definition of NGOs has been delineated to those organisations whose missions focus on either civil society and/or sustainable development activities. This was done for two reasons. First, to narrow the focus to organisations who share a common mission, and to separate others like churches and universities who may be considered as NGOs, but whose missions are sufficiently different to make generalisations regarding capacity building complex. However, as these organisations fall outside the scope of this study, it, therefore, will not be discussed. Second, the mass growth within NGOs has been in the areas of civil society and sustainable development activities (Carroll, 2015; Korten, 1987; Fisher, 2015).

Unlike their for-profit counterparts, NGOs are mission-driven. This mission is, in fact the very essence of the organisation and the basis upon which it gains support and membership. In recent years, NGOs have been found to expanding their missions in maintaining, developing and rebuilding civil society as well as dealing with sustainable development issues (Korten, 2016; Collins, 2020; Levitt, 2016; Fisher, 2015).

Today, high priority areas for NGOs to focus on include environmental regeneration, poverty and income generation, decentralisation and democratisation, population stability and women's empowerment and well-being.

To understand the mission of NGOs, it is beneficial to examine how these organisations interact with and support the efforts of international agencies whose roles are well defined and understood. For instance, the UN is a multi-governmental entity which deals with a whole range of problems faced by humankind and operates on an estimated budget of over a billion dollars (Boulding, 2014). To deliver the wide range of programmes developed by the UN, it must prepare generation after generation of internationally aware citizenry, scientists, scholars and international civil servants. In order to do this the UN recruits the assistance of numerous NGOs who assist them in transforming global plans into local action. An example of this global to local linkage is apparent in the development of the UN service called DESI Electronic Information Network. This explains how the network provides contact to parts of the UN information system to local branches of NGOs that meet the requirements formally as an NGO, under UN rules (Hill, 2004).

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While the researcher's findings may prove pertinent to these organisations, they are not the focus of this study, and therefore, will not be discussed. Second, the majority of growth within NGOs has been in the areas of civil society and sustainable development activities (Carroll, 2015; Korten, 1987; Fisher, 2015). In the following section, the study reflects on the reasons behind the formation of NGOs.

2.3 Social Cohesion and Demand Heterogeneity

According to Festinger et al. (as cited in Corbin, 2016), social cohesion is defined as “the total field of forces which act on members to remain in a group and as a basic bond or uniting force in a group” (p. 298). The understanding is that localities, where individuals are socially cohesive, have shared values which unite them into forming and maintaining non-profit organisations. Related to this concept is the social homogeneity phenomenon which is referred to as people who share the same social class.

Furthermore, there is the argument of demand heterogeneity which is part of the government failure theory. It explains that non-profits are on the supply side of the market chain as they respond to the demand for services from some sections of society. Demand heterogeneity is defined “in terms of income, education, religion and ethnicity (Weisbrod, 1977, p. 299). Corbin (2016) however, explains that Weisbrod’s empirical findings suggest that only religion and ethnic diversity are significant measures.

Further studies were conducted by (Lee & Weisbrod, 1977; James, 1987; Ben-Ner & Van Hoomissen, 2015) among others. Lee and Weisbrod (1977) use age, education, income, and religion as proxy indicators for heterogeneity to assess the proportion of non-profit hospitals across states in the USA. James (1987) found higher non-profit engagements in the education sector in areas where religious denominations were more diversified.

Similarly, Ben-Ner and Van Hoomissen (2015) also discover a positive relationship between racial diversity in the New York counties and the growth of non-profits in the provision of primary and secondary education. Oliver et al. (as cited in Corbin, 2016) further differentiate between heterogeneity of interests and resources. Corbin (2016) indicates that in a production function, interest heterogeneity would be equalled to the demand-side variable while resource heterogeneity would be regarded as a supply-side variable. Linking back to the social cohesion concept, the shared value would consist of certain interests which are the demand side. On the other hand, making contributions to support this cause makes them qualify as suppliers of the goods.

A good example is that of church contributions whereby church members are asked to contribute (suppliers) to establish schools that would answer their need to educate their own children (demand side). Along the same lines, Kingman (2017) also confirms the size and diversity of the non-profit sector in the USA which supports Matsunaga and Yamauchi (2004) who used panel data to test the heterogeneity theory derived from the government failure theory. They claim that inconsistencies that arose from the previous studies doubting the validity of the government failure theory were due to the models that were used in analysing the theory.

They further indicate that this is because these studies applied time series or cross-sectional data which was not able to control for unobservable heterogeneity factors of different localities such as “colonial history, religious affiliations and political regimes” (Matsunaga and Yamauchi 2004, p. 241).

The incorporation of the concepts of social cohesion and demand heterogeneity into the present study is substantiated by their notable impact on the dynamics of the Non-Governmental Organization (NGO) sector, particularly in the initiation and sustenance of non-profit organizations. Social cohesion, defined by Festinger et al. and referenced in Corbin (2016), acts as a fundamental force binding individuals within a group and is asserted to be pivotal in the establishment and continuity of non-profit organizations within localities. The shared values stemming from social cohesion are posited to play a crucial role in the formation and perpetuation of these organizations.

Furthermore, the notion of social homogeneity accentuates this idea, highlighting that individuals sharing common social class affiliations are more likely to collaborate in forming and upholding non-profit entities. This alignment of values and social class contributes to the cohesiveness requisite for the existence of NGOs.

Additionally, the study incorporates the concept of demand heterogeneity, rooted in the government failure theory, positing that non-profits operate on the supply side of the market chain by responding to specific demands for services from distinct segments of society. Demand heterogeneity is delineated in terms of income, education, religion, and ethnicity, with Weisbrod (1977) identifying religion and ethnic diversity as the more significant measures. The study acknowledges the nuanced nature of demand heterogeneity and its implications for the NGO sector.

Drawing on the empirical findings of scholars such as Lee and Weisbrod (1977), James (1987), and Ben-Ner and Van Hoomissen (2015), the study explores proxy indicators like age, education, income, and religion to assess heterogeneity and its impact on the

prevalence of non-profit organizations. These studies reveal positive relationships between heterogeneity in various dimensions and the growth of non-profits, particularly in sectors like education and healthcare.

The differentiation between heterogeneity of interests and resources, as indicated by Oliver et al. and cited in Corbin (2016), adds depth to the understanding of the demand and supply dynamics within the NGO sector. This distinction aligns with the production function, where interest heterogeneity corresponds to the demand-side variable, and resource heterogeneity aligns with the supply-side variable. By linking this back to the concept of social cohesion, the shared values within a community can be viewed as the interests on the demand side, while contributions to support these shared values represent the supply of goods or services.

Furthermore, the study incorporates the example of church contributions, illustrating how members contribute to establishing schools to meet their educational needs. This dual role of being both suppliers and demanders within the NGO sector is a crucial aspect that the study considers in examining the intricacies of social cohesion and demand heterogeneity.

2.4 Resource Dependency

It is inevitable to talk about donor resources in the discussion of NGOs' operations since most of the NGOs depend on donations. As Viravaidya and Hayssen (2019) state that most of the work that NGOs engage in, such as protecting the environment, assisting the sick and needy, and preserving culture and arts are traditionally non-profitable in nature. Hence, they rely on well-wishers for grants and donations to cover the costs of their activities.

However, the ever-increasing number of NGOs competing over the same scarce resources creates pressures on NGOs to survive as market trends tend to evolve. This entails producing and supplying services that have the highest potential of being funded by the donors.

Consequently, some trends are clearly notable in terms of what NGOs tend to supply in relation to donors' interests. As stated earlier, the funding procedure of proposal writing makes it possible for any NGO to simply become established and ask for donor funding which they can get as long as their proposal satisfies the donors' interests.

However, scholars show that this dependency on others for resources may limit the NGOs' capacity to supply goods and services both in terms of quantity and quality (Viravaidya & Hayssen, 2019). They also aver that donors have their own agendas and operational strategies and that the NGOs simply implement what the donors want because they do not have the power to decide how to use the money as the saying goes, "beggars can't be choosers" (Viravaidya & Hayssen, 2019, p. 1). Yet, this raises questions on the motives of the givers, whether or not their giving is out of altruism. Andreoni (2021) discusses a model of giving which he calls "impure altruism." In this model, he affirms that people give because of two reasons. First, it is because there is a need to give due to the demand for public goods; and second, they give because they get some private goods benefits from their giving which is known as a "warm glow." It is for the second reason which encompasses selfish motives that he calls the model "impure altruism" (Andreoni 2021).

It appears that most donors give resources based on “impure altruism”, therefore, this approach causes problems in the development cooperation arena including loss of ideological focus by the NGOs.

The Resource Dependency theory is highly relevant and suitable for the current study, as it provides a theoretical framework to understand the intricate dynamics of NGOs' operations, particularly their dependence on external resources, such as donor funding. The theory's applicability is evident in the context of NGOs, which rely heavily on donations to sustain their non-profitable activities, as highlighted by (Viravaidya and Hayssen, 2019).

The Resource Dependency theory posits that organizations, including NGOs, are influenced and constrained by their external environment, especially in terms of resource availability. In the case of NGOs, the primary resource under consideration is donor funding. The study acknowledges the inevitable connection between NGOs and donor resources, emphasizing that the majority of their work, including environmental protection, assistance to the sick and needy, and cultural preservation, is traditionally non-profitable. This aligns with the core tenets of the Resource Dependency theory, which asserts that organizations seek external resources to fulfil their needs and objectives.

Furthermore, the study recognizes the challenges posed by the increasing number of NGOs vying for limited donor resources. This competition creates pressures for NGOs to adapt and survive in a dynamic market, influencing their service offerings based on the highest potential for donor funding.

This strategic response to resource scarcity resonates with the Resource Dependency theory's premise that organizations must adapt to their environment to secure essential resources. The study delves into the funding procedures of NGOs, highlighting the significance of proposal writing and its role in establishing NGOs and securing donor funding. This process, as described in the study, aligns with the Resource Dependency theory's emphasis on organizations actively seeking and competing for external resources to maintain their operations.

The theory also sheds light on the potential limitations and challenges associated with resource dependency, as discussed by (Viravaidya and Hayssen, 2019). The study acknowledges that NGOs, dependent on external resources, may face constraints in supplying goods and services both in terms of quantity and quality. This insight corresponds with the Resource Dependency theory's recognition that organizations may have limited autonomy and decision-making power when reliant on external sources for resources.

Moreover, the study delves into the complex relationship between NGOs and donors, highlighting the potential consequences of this dependence. The assertion that NGOs may implement donor agendas due to their reliance on external funding resonates with the Resource Dependency theory's argument that organizations may be constrained by the interests and strategies of their resource providers.

Additionally, the study incorporates Andreoni's (2021) concept of "impure altruism" within the Resource Dependency framework.

This model of giving, where donors may have both altruistic motives and derive private benefits ("warm glow") from their contributions, aligns with the theory's emphasis on the multifaceted nature of resource dependencies. It provides a nuanced understanding of the motives behind donor funding, which can have implications for the ideological focus and autonomy of NGOs.

2.5 Contextualising the Non-Governmental Organisation Sector

The NGO sector is very heterogeneous in terms of its modes of operations, ideologies, size of funding, structure, level of operation and ownership (Ditchter, 2016; Valentinov, 2006). Anheier (2020) reports that definitions in the field of non-profits are highly deficient. He argues that non-profits have little consistent transnational and trans-historical meaning because the term is extremely dependent on culture, national legal systems as well as fiscal and corporate laws in particular (Anheier, 2020). As such, it is crucial to analyse the role of NGOs from a specific perspective rather than from a generalised point of view.

Although different definitions abound for NGOs offered by different scholars, certain characteristics and features remain consistent across all the definitions. These include; profitless, voluntarism and ideology. In some cases, it is the semantics of the definition and specific examples that differ. Therefore, in this study, the word NGO is used synonymously with the word non-profit.

Just as are many definitions of NGOs, so are the different categorisations of NGOs. So far there is no consensus on the actual categorisation of the different types of NGOs.

Instead, scholars use their own classification to suit their research needs or depending on the context in which they operate.

Vakil (2017) states that the lack of consensus on the definition and classification of NGOs has hindered progress in the development of both its theoretical and empirical understanding of the NGO sector. Other scholars such as Ng'ethe (2021) and Martens (2020) also share similar views.

Despite the lack of consensus on the definition of NGOs, certain characteristics remain consistent among all the definitions from various scholars. For the purpose of this study, three categories are used to describe NGOs: The one dimension classifies NGOs according to who benefits from their services namely, whether self-benefiting or other-benefiting organisations.

The other-benefiting dimension characterises NGOs by the type of activities they are involved in namely either advocacy or service delivery/operational and finally the level at which the NGOs operate in terms of physical boundaries namely at community, national or international level (Bratton, 2021; Vakil, 2017; Yaziji & Doh, 2018).

The self-benefiting organisations are those whose services are accessible by the members of the organisation only due to shared interests, while in the other-benefiting scenario, the benefits are open to anyone who deserves the service. In addition, the mode of funding between these two types of NGOs differs. While self-benefiting organisations finance their activities from member contributions, in the other-benefiting category, external sources are the major source of funding.

These sources may include individuals, governments, multilateral institutions and private foundations (Yaziji & Doh, 2018).

Steinberg (2017) also distinguishes between commercial non-profits and donative non-profits indicating that they have totally different management challenges. Yaziji and Doh (2018) report that there is high accountability among self-benefiting organisations compared to other-benefiting NGOs because the beneficiaries of the services in the self-benefiting NGOs are also the donors of the organisations. As such they have a keen interest in the day-to-day running of the organisation and would like to ensure that the benefits always supersede the costs of contributing their resources. If this does not happen, then the members mount pressure on the managers.

As it has been demonstrated from the literature above, there are many definitions and categorisations of NGOs such that one has to be very clear about what type of NGOs they want to analyse in order to come up with a fair analysis of the issues at hand. In that regard, different types of NGOs are essential in fulfilling certain developmental goals. As briefly outlined in the introduction, this research focuses on services which are other-benefiting and hence donor donor-dependent. It also focuses on NGOs operating at national and/or international levels.

An important feature that requires in-depth understanding when analysing NGOs, is their market structure.

This demands an understanding of the relationships amongst NGOs themselves, NGOs and governments, NGOs and donors and NGOs and beneficiaries.

This is necessary because the success of NGOs' work is to a large extent dependent on the environment within which they operate in terms of the type of relationships they have with their cooperating partners. Since most of the NGOs are donor-dependent, they are to a high degree at the mercy of the donors in terms of what they can and cannot do. This is likely to influence the extent to which they can effectively contribute to development through social service delivery.

However, the relationships between NGOs and their partners are complex to study due to a lack of data. Wallace et al. (2007) indicate that research on NGOs is difficult because they are not transparent organisations. They always request that discussions and issues concerning their funding and relationship with donors, partners and states should be kept behind closed doors for fear of losing funding. It is difficult to collect such data, and the same is true for donors as they also do not want to expose themselves too much on certain issues which are perceived as sensitive.

The market trends of the NGO sector have been shifting over time due to donor interests as well as global changes. These shifts are shaped by the ideological changes on how to combat poverty, achieve economic growth and of course unforeseen occurrences such as the HIV/AIDS pandemic and other global crises. The NGOs have been changing roles to suit the prevailing environment due to their flexibility since they are not restricted by any boundaries like what governments do. International NGOs are free to operate across borders with little aggravation. This also increases their chances of getting more funding as they are able to raise funds in countries other than their own countries of origin (Aldashev & Verdier, 2008).

With increased global as well as national challenges, NGOs and the for-profit sector have found more room to occupy and operate. As illustrated by Yaziji and Doh (2018), governments are shrinking in terms of their ability to provide sufficient basic social services to their subjects and the NGO and for-profit sectors are expanding their territory to fill this gap (Wallace et al., 2007).

Changing ideologies direct the financing of modern development agendas and funding trends and practices change according to political priorities, global strategies and current theories of how development should be best approached. This directly influences the roles and focus of NGOs as they strive to access funding from donors.

In summary, this section has attempted to contextualise the NGO sector by defining and categorising it and concluding that there are three major dimensions for defining the NGO sector. These include the type of activities they are engaged in, the beneficiaries of the NGOs' activities whether their own members or other people and finally the geographical level at which they operate whether local, national or international. Furthermore, major NGO market trends have been highlighted in terms of their increased engagement in development cooperation as a result of increased donor funding which has also inadvertently led to the expansion of the NGO sector. The next section outlines the major underpinning theories that explain the reasons for the existence and consistent proliferation of the non-profit sector.

2.6 Contextualisation of Namibian Non-Governmental Organisations

The definition of capacity employed by Silverman (1992) in relation to decentralised development is particularly pertinent to the Namibian NGO sector. Silverman () posits that:

From an institutional perspective, capacity is the ability to anticipate and influence change, make informed decisions, attract and absorb resources and manage resources to achieve objectives. The broader institutional environment within which organisations operate has a direct effect on capacity (p. 25).

There is a considerable body of literature devoted to NGOs and their role in development (Edwards & Hulme, 1995; Riddell et al., 1995; Farrington et al., 1993). In Namibia, NGOs are predominantly active in the four sectors of education, health, urban and rural development and social and economic justice.

Unfortunately, there seems to be a scantiness of research in Namibia that specifically focuses on variances in various NGO sectors and trainees' demographics such as gender, age and socio-economic background and how these relate to public participation and employability attributes. The current state of affairs in Namibia presents the assumption that there is a lack of monitoring of NGO programmes since it is not mandatory in the country for NGOs to register with the umbrella body, NANGOF (NANGOF 2013 Annual Report).

One of Namibia's NGOs, the Katutura Youth Enterprise Centre's (KAYEC) 2012 annual report, on trainees' capacity building, indicates that it has witnessed a tremendous demand for its vocational courses. Apart from these, KAYEC also works closely with the corporate world, as a broker-trainer, identifying employment opportunities for young people.

Women Action for Development (WAD) was established in 1994 focusing on helping women from previously disadvantaged and marginalised communities to train them in social and economic projects with the aim of capacitating them in self-employment to uplift their living standards. However, in 2001, WAD noticed that there was a considerable number of marginalised men from previously disadvantaged communities and amended its policies to include men in their projects. WAD has training centres in the 13 Regions of Namibia (2014 WAD Special 20 Years Anniversary Review Edition).

2.6.1 The Nature of NGOs Activities in Namibia

The NGOs in Namibia are engaged in relief and welfare activities (NANGOF, 2015). The top 10 activities that NGOs are engaged in, in Namibia as of 2015 are presented in the following table below:

Table 2.1: Top 10 Activities of NGOS in Namibia as 2015 (n=188)

Nature of activity	Percentage (%) of NGOs involved
Rural Development	37%
HIV/AIDS	31%
Education	31%
Health	30%
Urban Development	23%
Gender	22%
Vocational and Skill Training	21%
Child Care	20%
Agriculture	17%
Employment Creation	16%

Source: Adapted from NANGOF 2015

From Table 2.1 above, it is evident that of the 189 NGOs surveyed by NANGOF, 37% are engaged in rural development projects, followed by HIV/AIDs and Education both 31% and Health at 30%. Twenty-one percent of the NGOs are engaged in vocational and skill training programmes. Three of the activities (Vocational and Skill Training, Urban and Rural Development) relate directly to the government’s Fourth National Development Plan (NDP4).

2.6.2 The Socio-Economic Impact of NGOs Activities in Namibia

The main areas in which the NGOs' activities are focused are improving education and improvement in policy-making and practices in dealing with gender-based violence. The Urban Trust of Namibia (UTN) Language project worked with teachers to identify and find solutions to home language teaching and learning in primary schools. The UTN developed home language materials for teaching and learning in Namibian Primary schools (NANGOF, 2015).

The UTN and the Namibia Education Coalition of Civil Society Organisations (NECSSO) worked with stakeholders and made specific consultations on the role and value of home language learning. The recommendations of UTN and NECSSO led to the National Institute of Education Development (NIED) recommending a change of policy that extended the home language learning in schools through to Grade 5, with Grades 6 and 7 being transitional years with English as the medium of instruction from Grade 8 (NANGOF, 2015).

Gender-based violence (GBV) is an urgent challenge that faces nations. High levels of GBV are part of much broader challenges of endemic violence in Namibia to be found in schools, at home and in the community. Several reasons contribute to the development of this kind of violence. Many solutions are effective. Of itself, the Criminal Justice System is a costly response and one that does not appear to lead in lowering the high levels of GBV (NANGOF, 2015). The UTN in collaboration with The Open Society Initiatives for Southern Africa (OSISA) examined the experience of dealing with crime and violence beyond Namibia's borders in three different Namibian urban locations.

The UTN and OSISA found that crime and violence were significantly affected by social factors such as unemployment, income inequality, rapid social change, and a lack of access to education. The UTN and OSISA argue that the present rate of urbanisation is outpacing the local authorities' responses leading to high rates of urban stress expressed through violence and crime (NANGOF, 2015).

A preventive approach to the increasing levels of crime and violence would be to direct the national economic growth efforts towards turning Namibian towns and cities into local engines of economic growth using current capital spending programmes (NANGOF, 2015). The NANGOF argues that redirecting capital expenditure from high-profile developments and new head-quarter offices towards physical urban infrastructure (roads, electricity, sewerage and water) and local community facilities such as schools, health centres and community centres may lead to sustained economic growth by releasing the potential for growth with informal settlements. The NANGOF (2015) report maintains that revenue spending in education, health, safety and security should be targeted to ensure equal access and results.

The NANGOF (2015) report reveals that unmanaged high rates of urbanisation and rising inequality go hand in hand. NAGOF advises that timely, land release programmes can provide the resources on which private investments can take place for social infrastructure such as early childhood development centres and training and skills development centres for young people and adults.

2.7 Development and Socio-Economic Development

In measuring socio-economic development, several indicators prevail in development studies which constitute influence on the development of NGO beneficiaries. Beneficiaries refer to the clients who are benefited by the socio-economic and training programmes of NGOs. Davies (2015) defines development as outside intervention or “aided” development; and the definition of socio-economic development is given by Jaffee (2015) as the “ability to produce an adequate and growing supply of goods and services productively and efficiently, to accumulate capital, and to distribute the fruits of production in a relatively equitable manner (Jaffee, 2015). International bodies have drawn up some components or categories of development indicators; WHO promotes health, FAO agriculture, UNIDO industry, UNESCO education, and UNCTAD promotes trade. Consequently, several indicators have been considered by studies in common with socio-economic development such as income, nutrition, health, education, and housing (McGranahan et al., 1972; Rao, 1976; FAO, 1988).

2.7.1 Educational Development

Kofi Annan, the former UN Secretary-General, portrays ‘education’ as a human right having huge transformational power bases in freedom, democracy, and sustainable human development (UNICEF, 1999). In another view, Katayama (2007) also regards education as a human right. In this study, the former perspective of education development is utilised.

In Namibia, education plays a significant role towards the socio-economic development of its people. Denison (1996) empirically studied the economic growth of the USA ranging from 1929 to 1957 to examine the role of education as a determinant.

The findings suggested that during this period America's economic growth could not be explained by production factors in traditional economics (i.e., physical capital, labour, and land), rather, it could be explained by the advancement of knowledge through education or human capital (Denison, 1962). In a subsequent research finding, Denison expressed that from 1950 to 1962, 23% of America's economic growth was due to the improvement of education among labour forces (Denison, 1967).

Similarly, the economic growth in East Asia was due to the improvement of the educational level of the labour force, and the growth of capital rather than technological progress (Krugman, 1994). Using the rate of return analysis of education, the study also investigated the role of education pertaining to economic growth at the micro-level. The notion of human capital developed by renowned economists such as Schultz, Becker, Mincer, and Rees contributed to the evolution of the rate of return analysis of education. Schultz's conceptualisation of the private benefit of education in economic growth employed the cost of education as well as forgone earnings, an individual's income and the social benefit of education. Schultz (1963) is also supported by Rees, as Schultz's (1979) concept of private and social benefits of education is significant for developing countries. In the following year, based on Schultz's conceptualisation, Becker developed the theoretical framework of rate of return analysis of education in the form of private rate and social rate (Becker, 1964).

In a similar vein, Psacharopoulos (1994) opines that the best investment priority in developing countries is primary education and investment in women's education which is more profitable than that for men. Hence, educational development is the key to the socio-economic conditions of NGO beneficiaries in Bangladesh, one of the representative countries of the developing world.

2.7.2 Health

Almost half a century ago, the WHO defined health as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity (Breslow, 1972; WHO, 2006; Jadad & O'Grady, 2008). Health and poverty are closely correlated as illnesses can cause poverty through a downward helix of income loss, treatment costs and asset diminution.

This constitutes the single largest factor associated with descending households (Ravaillion, 2015; Sen, 2021). To what extent health expenditures can affect poverty, is well manifested in large and unpredictable health payments. This brings significant financial risk which, in turn, results in impoverishment also related to the triangle of poverty (Xu et al., 2021). Besides, the interconnected health and poverty regarding transitory poverty, health hazards can also cause chronic poverty if illness impacts the capacity of households to escape poverty (Wagstaff, 2020). Accordingly, the above factors limit the educational attachment of NGO clients.

2.7.3 Training

A Chinese proverb imparts that "To plan one year, sow seed; to plan ten years, plant trees; and to plan 100 years, develop human resources."

Implying thus, that the development of human capital through training is not a short-term strategy, rather it should be addressed from a long-term perspective (Dhakal & Nawaz, 2009). The definition of training does not vary so much from one researcher to another. Noe (2008) defines training as a planned effort by a company to facilitate employees' learning of job competencies.

These competencies include knowledge, skills and attitude (behaviour) that are critical for organisational success. Arend (2008) examines one of the biggest South African NGOs and declares that the organisation has focused predominantly on meeting the demands of its donors, and subsequently has had limited capacity to meet its growing needs in regard to human resources and organisational development. In a study on 20 development NGOs in Bangladesh, Huda et al. (2007) discover that NGOs were facing shortages of qualified candidates, inadequate qualified female candidates, and poor academic backgrounds of applicants in the suburban and rural areas. More significantly, a lack of training infrastructure and a paucity of training needs analysis which is directly concerned with the socio-economic and human resource development of their beneficiaries.

Human resource development is still an emerging area of research in third-world countries and has not received proper attention in Bangladesh (Mahmood, 2004). Surprisingly, an inadequate number of studies have been conducted in this area so far in the Bangladesh context (Mahmood, 2004; Absar & Mahmood, 2011), however, due attention to training and development is absent. This remains an unearthed area for research. Moreover, the few studies conducted by local researchers are not supported theoretically as well as empirically.

2.7.4 Kirkpatrick's four-level Taxonomy

Kirkpatrick's classic four-level training evaluation model has been examined often (Alliger & Janak, 1989; Holton, 2005; McLean, 2005). Kirkpatrick's (1998) four levels include (Level I-reaction: which measures how learners feel about learning/training; Level II-learning: which evaluates what was learned and retained from the learning experience; Level behaviour/application: which evaluates the degree to which learners apply what was learned on the job; and Level IV-results: evaluates the impact that transfer of learning has on the business. Krein and Weldon (2015) suggest that the four levels attempt to answer the following questions: Level 1: how the participants feel about the training; Level 2: what the participants acquired from the training; Level 3: how much participants applied what they have learnt, and Level 4: how much the company gains from this exercise (Khan & Ali, 2014).

Though, a three-dimensional criticism exists in the literature (Alliger et al., 2017; McLean, 2005), Kirkpatrick's model of training evaluation has had widespread and enduring popularity because of its simplicity and its ability to help people think about training evaluation criteria (Alliger & Janak, 2021). Training evaluation has been an important subject in management studies and research as it is related to the issues of efficiency, effectiveness, and impact (Rossi & Freeman, 1989; Kirkpatrick, 2005; Giangreco et al., 2010).

2.8 Challenges and Issues of NGOs

Watkins et al. (2012) maintain that NGOs face a range of uncertainties within their work environments. To succeed, their goals, and the social and material technologies they employ, need to match the realities on the ground. Similarly, development NGOs in Namibia must set goals and deploy social and material technologies which correspond with the extraordinary social, economic, political and cultural conditions of the country. One of the major issues NGOs confront is reconciling the expectations of donors with the challenges of their environments of operation. Often donors have little or no understanding of these environments and realities. Related to a gap in knowledge of the environment between donors and NGOs, effective responses by donors to problems encountered by NGOs are a rarity. After all, donors depend on second-hand information provided by NGOs about the specificity of the context. In any case, NGOs have their own agendas and interests which do not always match those of donors.

Addressing the gaps in knowledge of work contexts between donors and NGOs is a daunting task for several reasons. To begin with, communication between the two camps is not simply about getting donors to fully appreciate the challenges of the environment of operation, it is often circumscribed by funding and accountability issues (Jordan & Tuijl, 2007). Moreover, NGO-donor communication is mediated by power relations. More often than not, donor agencies and individuals are in a position of power because they hold the purse strings and are therefore in a position to withdraw funding (Rauh, 2010). Funders often set the agenda, conditions and terms of implementation. As a result of the power imbalance between funders and NGOs, the latter might not be very transparent about context, thus enlarging the gap in knowledge between the two.

The communicative processes at work between donors and NGOs are also mediated by a clash of Organisational and communication cultures (Tracy, 2016). The two camps might not share similar assumptions, values, beliefs and goals. Donors are very likely to operate based on a power culture which is often intertwined with having lots of money. Such a culture might produce individuals who make quick and dramatic changes based on intuition rather than knowledge of the facts on the ground where NGOs are doing development work.

A pertinent question to ask is: considering the unpredictability of the environments in which development NGOs perform their functions, what are some of the best ways of managing uncertainty? For Watkins et al. (2012), it is important to recognise that the uncertainty development NGOs confront operates at four levels, namely continuous availability of financial and material resources; potential misunderstandings between principal and agent; stability of the political environment in the country of operation; and finally, how best to monitor and evaluate projects for donor reports.

The funding issue is sometimes accompanied by excessive demands for accountability. For example, it is noted that Action Aid in Uganda is embedded in the kind of thinking that limits development activity and stifles creativity.

Its reporting system is taxing, as it demands lists, logical frameworks, quantitative analysis and reporting boxes, compartments and tables (Jordan & Tuijl, 2006). Presenting another uncertainty for development NGOs is the principal-agent relationship because the principal is far removed from the environment in which development work occurs, there is a potential for clashing expectations (Nelson, 2006; Watkins et al., 2012).

In any case, donors do not have direct control over what NGOs do on the ground. Not only does the principal lack knowledge about the environment of operation, the agent is faced with an unfamiliar cultural and institutional terrain. To clarify, the agent might face opaque systems of registration, inscrutable local politics, and a different work ethic for local employees, volunteers and beneficiaries.

Moreover, the organisational culture of the NGO might be at odds with the culture of the environment of operation. The willingness of an NGO to understand aspects of the context with a bearing on its work and success is critical. How an NGO marries its own ideologies and practices with the imperatives of the context, is key for effectiveness. However, this is not an uncertainty that applies equally to NGOs only. The example offered by Watkins et al. (2012) is that of global advocacy for NGOs who operate in highly predictable environments of world capitals.

The view of NGOs as organisations facing multiple uncertainties is a powerful lens through which to enhance an understanding of NGOs.

The conceptualisation of NGOs has not exactly been simplified by this discussion; rather, its complexity has been magnified. The study highlights a limited range of the approaches employed by scholars in their efforts to shed light on what NGOs are. Conceptualising NGOs based on organisation or based upon the challenges they typically face are a few of the multiple ways of comprehending these entities.

It is clear at this point that there are very strong views and debates among scholars and a diverse range of interested parties about the nature, work and impact of NGOs.

These views are not harmless; they play a political role and are influential in terms of the funding NGOs receive, the projects they assume, and the relationships they form with world bodies, governments and beneficiaries of their services.

2.9 The activities adopted by NGOs when implementing socio-economic developmental programmes

2.9.1 Education and Training Programs

NGOs often implement educational initiatives aimed at improving literacy rates, providing vocational training, and enhancing skills development among marginalized communities. Education and Training Programs play a pivotal role in the holistic approach of NGOs towards socio-economic development (UNESCO, 2020). Recognizing the transformative potential of education, NGOs channel their efforts towards providing equitable access to learning opportunities, particularly in marginalized communities (Save the Children, 2019). By doing so, they aim to address the root causes of poverty and inequality while fostering sustainable development.

In pursuit of this objective, NGOs design a variety of educational initiatives tailored to the specific needs and contexts of the communities they serve (UNESCO, 2020).

These programs encompass a wide range of activities, including formal schooling for children and youth, adult education classes for illiterate adults, vocational training courses for skill enhancement, and workshops focusing on topics such as agriculture, healthcare, and entrepreneurship (Save the Children, 2019).

Furthermore, NGOs often collaborate with local educational institutions, government agencies, and community-based organizations to leverage resources and expertise for the effective implementation of educational programs (UNESCO, 2020). This collaborative approach enhances the reach and impact of education and training initiatives, ensuring their relevance and sustainability in the long run.

By investing in education and training, NGOs contribute to building human capital, which is essential for driving socio-economic progress and fostering inclusive development (Save the Children, 2019). Empowering individuals with knowledge, skills, and capabilities not only improves their quality of life but also equips them to actively participate in the socio-economic transformation of their communities.

Therefore, Education and Training Programs emerge as a cornerstone subtheme within the broader spectrum of activities undertaken by NGOs in socio-economic developmental programs (UNESCO, 2020). Their steadfast commitment to education reflects the recognition of its pivotal role in unlocking human potential and creating pathways towards a more equitable and prosperous future for all (Save the Children, 2019).

2.9.2 Healthcare Services

NGOs may establish healthcare facilities, organize medical camps, and conduct awareness campaigns to address health issues such as HIV/AIDS, maternal and child health, and access to clean water and sanitation.

Healthcare Services constitute another vital component of the activities carried out by NGOs in the realm of socio-economic developmental programs (WHO, 2020). Recognizing the fundamental right to health, NGOs undertake various initiatives to improve access to quality healthcare services, particularly in underserved and remote communities (Doctors Without Borders, 2018).

One key strategy employed by NGOs is the establishment of healthcare facilities, including clinics, hospitals, and mobile health units, to provide essential medical services to communities (WHO, 2020). These facilities are often staffed by healthcare professionals and equipped with necessary medical supplies and equipment to diagnose and treat common health conditions (Doctors Without Borders, 2018). Moreover, NGOs frequently organize medical camps and health outreach programs to reach populations in remote or marginalized areas who may face barriers to accessing traditional healthcare services (WHO, 2020). These camps offer a range of medical services, including screenings, vaccinations, and treatment for prevalent diseases such as HIV/AIDS, malaria, and tuberculosis (Doctors Without Borders, 2018). In addition to direct service provision, NGOs conduct awareness campaigns and health education programs to empower communities with knowledge about preventive healthcare practices (WHO, 2020). These campaigns focus on topics such as hygiene, nutrition, family planning, and the importance of seeking timely medical care (Doctors Without Borders, 2018).

Furthermore, NGOs advocate for policy changes and resource allocation to address systemic issues affecting healthcare access and delivery, such as inadequate infrastructure, healthcare workforce shortages, and limited funding (WHO, 2020).

By engaging with governments, international organizations, and local stakeholders, NGOs work to create an enabling environment for equitable healthcare provision (Doctors Without Borders, 2018).

Healthcare Services represent a critical dimension of NGO activities aimed at promoting socio-economic development and improving the well-being of communities (WHO, 2020). Through a combination of service delivery, community engagement, and advocacy efforts, NGOs strive to ensure that all individuals have access to essential healthcare services and the opportunity to lead healthy and productive lives (Doctors Without Borders, 2018).

2.9.3 Livelihood Support

NGOs implement livelihood support programs by offering microfinance services, promoting entrepreneurship, and facilitating access to markets for locally produced goods. Livelihood Support is a cornerstone of the multifaceted approach adopted by NGOs in their socio-economic developmental programs (IFAD, 2020). These initiatives aim to enhance the economic well-being and resilience of communities by providing them with the means to generate sustainable incomes and improve their livelihoods (World Bank, 2019). One key strategy employed by NGOs is the provision of microfinance services, which involve offering small loans, savings accounts, and financial literacy training to individuals and groups, particularly those from low-income backgrounds (IFAD, 2020). These financial services enable aspiring entrepreneurs to start or expand small businesses, invest in income-generating activities, and build assets over time (World Bank, 2019).

In addition to microfinance, NGOs play a pivotal role in promoting entrepreneurship and small-scale enterprise development within communities (IFAD, 2020). They offer training programs, mentorship, and technical assistance to budding entrepreneurs, equipping them with the knowledge and skills needed to launch and manage successful ventures (World Bank, 2019). Moreover, NGOs facilitate access to markets for locally produced goods and services, thereby creating opportunities for community members to sell their products and generate income (IFAD, 2020). This may involve establishing market linkages, organizing trade fairs and exhibitions, and supporting value chain development initiatives (World Bank, 2019).

Furthermore, livelihood support programs often prioritize marginalized groups such as women, youth, and rural populations, empowering them to participate more actively in economic activities and decision-making processes (IFAD, 2020). By fostering inclusive and sustainable livelihood opportunities, NGOs contribute to poverty reduction, social empowerment, and community resilience (World Bank, 2019). Livelihood Support emerges as a critical component of NGO interventions aimed at promoting socio-economic development and improving the quality of life for communities (IFAD, 2020).

Through a combination of financial inclusion, entrepreneurship promotion, and market facilitation efforts, NGOs strive to empower individuals and households to achieve economic self-sufficiency and realize their full potential (World Bank, 2019).

2.9.4 Women's Empowerment

NGOs focus on women's empowerment through initiatives such as micro-enterprise development, gender sensitization workshops, and advocacy for women's rights and gender equality. Women's Empowerment stands as a fundamental objective within the holistic approach adopted by NGOs in their socio-economic developmental programs (UN Women, 2020). Recognizing the importance of gender equality and women's rights, NGOs implement targeted initiatives aimed at promoting the empowerment of women and girls across various spheres of life (UN Women, 2020).

One key strategy employed by NGOs is micro-enterprise development, which involves providing women with access to financial resources, training, and support to start and manage their small businesses (World Bank, 2018). By fostering entrepreneurship among women, these programs enable them to generate income, build assets, and achieve economic independence (UN Women, 2020).

Moreover, NGOs organize gender sensitization workshops and training sessions to raise awareness about gender-based discrimination, stereotypes, and inequalities (UN Women, 2020). These initiatives aim to challenge traditional norms and attitudes that perpetuate gender disparities and promote more equitable and inclusive societies (World Bank, 2018).

Furthermore, NGOs engage in advocacy and lobbying efforts to advance women's rights and gender equality at local, national, and international levels (UN Women, 2020). They work closely with governments, policymakers, and civil society organizations to enact

laws, policies, and programs that promote gender equity and protect women's rights (World Bank, 2018).

Additionally, NGOs provide platforms for women to voice their concerns, participate in decision-making processes, and access resources and opportunities (UN Women, 2020). Through leadership training, mentorship programs, and networking events, women are empowered to take on leadership roles and become agents of change within their communities (World Bank, 2018).

By focusing on women's empowerment, NGOs contribute to achieving broader development goals related to poverty reduction, health improvement, and social inclusion (UN Women, 2020). Empowered women are better equipped to contribute to the economic, social, and political development of their communities, leading to more resilient and sustainable societies (World Bank, 2018).

Women's Empowerment emerges as a crucial aspect of NGO interventions aimed at promoting socio-economic development and advancing gender equality (UN Women, 2020). Through a combination of economic, social, and political empowerment strategies, NGOs strive to create an enabling environment where women and girls can realize their full potential and lead fulfilling lives (World Bank, 2018).

2.9.5 Environmental Conservation

NGOs engage in environmental conservation activities such as afforestation, waste management, and promoting sustainable agricultural practices to mitigate the effects of climate change.

Environmental Conservation represents a vital focus area for NGOs engaged in socio-economic developmental programs, reflecting the growing recognition of the importance of environmental sustainability for long-term prosperity (UNEP, 2020). These organizations undertake a range of initiatives aimed at protecting natural resources, mitigating climate change, and promoting sustainable development practices (UNEP, 2020).

One key activity undertaken by NGOs is afforestation and reforestation projects, which involve planting trees and restoring degraded ecosystems to combat deforestation, preserve biodiversity, and enhance carbon sequestration (WWF, 2019).

By restoring forest ecosystems, these initiatives contribute to climate change mitigation, soil conservation, and water resource management (WWF, 2019).

NGOs also play a crucial role in waste management efforts, organizing clean-up campaigns, promoting recycling and waste reduction practices, and advocating for policies to address environmental pollution (UNEP, 2020). Through these activities, NGOs help mitigate the negative impacts of waste on ecosystems, public health, and the overall quality of life (UNEP, 2020).

Furthermore, NGOs promote sustainable agricultural practices among farmers and rural communities to enhance food security, preserve natural habitats, and promote resilience to climate change (FAO, 2020). These initiatives include training programs on agroecology, organic farming, and water-efficient irrigation techniques, as well as supporting the adoption of climate-smart agricultural technologies (FAO, 2020).

Moreover, NGOs engage in advocacy and awareness-raising campaigns to mobilize public support for environmental conservation and promote policy changes at local, national, and international levels (UNEP, 2020). By raising awareness about environmental issues and advocating for sustainable policies, NGOs empower communities to take action and contribute to positive environmental outcomes (UNEP, 2020).

Environmental Conservation represents a core area of focus for NGOs involved in socio-economic developmental programs, reflecting their commitment to promoting sustainable development and safeguarding natural resources for future generations (UNEP, 2020). Through afforestation, waste management, sustainable agriculture, and advocacy efforts, these organizations play a crucial role in addressing environmental challenges and advancing the global sustainability agenda (UNEP, 2020).

2.9.6 Community Infrastructure Development

NGOs contribute to community infrastructure development by building schools, health centres, roads, and water supply systems to improve living conditions in rural and marginalized areas. Community Infrastructure Development is a cornerstone of NGO efforts in socio-economic developmental programs, aimed at enhancing the quality of life and promoting sustainable development in underserved communities (UN-Habitat, 2019). NGOs engage in a variety of activities to address infrastructure gaps, focusing on building essential facilities and improving access to basic services (UN-Habitat, 2019).

One primary activity undertaken by NGOs is the construction of schools and educational facilities, aimed at improving access to quality education in remote and disadvantaged areas (UNESCO, 2020). By building schools, NGOs provide children with a safe and conducive learning environment, thereby promoting literacy, empowering youth, and fostering human capital development (UNESCO, 2020).

Similarly, NGOs invest in healthcare infrastructure by constructing health centres, clinics, and hospitals to improve access to essential medical services (WHO, 2020). These healthcare facilities play a critical role in addressing health disparities, reducing maternal and child mortality, and combating infectious diseases in underserved communities (WHO, 2020).

Moreover, NGOs contribute to the development of transportation infrastructure by constructing roads, bridges, and transportation hubs to improve connectivity and facilitate economic growth (World Bank, 2018). Access to reliable transportation infrastructure enables communities to access markets, healthcare facilities, and educational institutions, fostering socio-economic development and poverty reduction (World Bank, 2018).

In addition to education, healthcare, and transportation, NGOs also invest in water supply and sanitation infrastructure to address water scarcity, improve hygiene practices, and prevent waterborne diseases (UNICEF, 2020).

By constructing water supply systems, wells, and sanitation facilities, NGOs help communities access clean and safe drinking water, promoting public health and enhancing overall well-being (UNICEF, 2020).

Community Infrastructure Development represents a vital aspect of NGO interventions in socio-economic development, reflecting their commitment to building resilient and inclusive communities (UN-Habitat, 2019). Through the construction of schools, healthcare facilities, roads, and water supply systems, NGOs contribute to improving living conditions, promoting economic opportunities, and fostering sustainable development in marginalized areas (UN-Habitat, 2019).

2.9.7 Advocacy and Policy Influence

NGOs engage in advocacy efforts to influence policy formulation and implementation, lobbying for the rights of marginalized groups and promoting inclusive development policies. Advocacy and Policy Influence are integral components of NGO activities in socio-economic developmental programs, aimed at promoting social justice, human rights, and inclusive governance (UNDP, 2020). NGOs engage in various advocacy efforts to influence policy formulation and implementation, leveraging their expertise, networks, and grassroots connections to advocate for the rights of marginalized communities and advance pro-poor policies (UNDP, 2020).

One key aspect of advocacy work by NGOs involves lobbying policymakers and government officials to address systemic inequalities and prioritize the needs of vulnerable populations (Oxfam, 2020). Through strategic advocacy campaigns, NGOs highlight social issues, raise awareness about human rights violations, and mobilize public support for policy change (Oxfam, 2020).

Moreover, NGOs play a crucial role in conducting research, generating evidence, and producing policy briefs to inform decision-makers and shape public discourse on critical socio-economic issues (World Bank, 2019). By providing data-driven analysis and policy recommendations, NGOs contribute to evidence-based policymaking and promote informed decision-making at local, national, and international levels (World Bank, 2019).

Furthermore, NGOs engage in coalition-building and partnership initiatives to amplify their advocacy efforts and strengthen their collective voice in influencing policy outcomes (ActionAid, 2020). By collaborating with civil society organizations, grassroots movements, and other stakeholders, NGOs enhance their advocacy capacity and create synergies for social change (ActionAid, 2020).

Additionally, NGOs leverage digital advocacy tools and social media platforms to mobilize public support, raise awareness, and campaign for policy reforms (Amnesty International, 2020). Through online petitions, social media campaigns, and digital storytelling, NGOs engage diverse audiences and foster collective action for policy change (Amnesty International, 2020).

Advocacy and Policy Influence represent critical strategies employed by NGOs to address structural inequalities, promote social justice, and advance the rights of marginalized communities (UNDP, 2020). By advocating for inclusive development policies, lobbying for legislative reforms, and mobilizing public support, NGOs contribute to creating an enabling environment for sustainable socio-economic development and poverty reduction (UNDP, 2020).

2.9.8 Capacity Building

NGOs conduct capacity-building workshops, seminars, and training sessions to empower local communities with knowledge and skills necessary for sustainable development and self-reliance. Capacity Building is a fundamental aspect of NGO activities aimed at enhancing the knowledge, skills, and capabilities of individuals and communities to address socio-economic challenges and promote sustainable development (UNDP, 2020). NGOs recognize the importance of empowering local communities with the necessary tools and resources to become active participants in their own development processes (UNDP, 2020).

One of the primary approaches used by NGOs in capacity building is through conducting workshops, seminars, and training sessions on various topics relevant to community development (World Bank, 2019).

These capacity-building initiatives cover a wide range of areas, including entrepreneurship, agricultural practices, health education, financial literacy, and leadership development (World Bank, 2019).

Moreover, NGOs facilitate knowledge exchange and peer learning opportunities by organizing community forums, study tours, and skill-sharing workshops (ActionAid, 2020). These platforms enable community members to share experiences, learn from each other's successes and challenges, and collectively identify solutions to common problems (ActionAid, 2020).

Furthermore, NGOs collaborate with local educational institutions, vocational training centers, and government agencies to offer specialized training programs tailored to the

needs of target communities (Oxfam, 2020). By partnering with experts and practitioners, NGOs ensure the delivery of high-quality training and capacity-building initiatives that are relevant, context-specific, and sustainable (Oxfam, 2020).

Additionally, NGOs utilize innovative approaches such as e-learning platforms, mobile-based applications, and distance education programs to reach remote and underserved communities (Save the Children, 2019). These digital capacity-building initiatives leverage technology to overcome geographic barriers, enhance accessibility, and promote continuous learning among community members (Save the Children, 2019).

Capacity Building represents a proactive strategy adopted by NGOs to empower individuals and communities with the knowledge, skills, and confidence needed to drive sustainable development, foster resilience, and improve livelihoods (UNDP, 2020). By investing in capacity building, NGOs contribute to building human capital, strengthening social cohesion, and fostering self-reliance among marginalized populations (UNDP, 2020).

2.9.9 Humanitarian Assistance

NGOs provide humanitarian assistance in emergencies by offering relief aid, shelter, food, and healthcare services to communities affected by natural disasters, conflicts, or other crises.

Humanitarian Assistance plays a critical role in the activities of NGOs, especially during times of emergencies and crises (UNOCHA, 2020). NGOs are often at the forefront of providing rapid and effective humanitarian response to communities affected by natural disasters, conflicts, and other emergencies (UNOCHA, 2020).

One of the key components of humanitarian assistance provided by NGOs is the provision of relief aid to meet the immediate needs of affected populations (IFRC, 2019). This includes distributing essential items such as food, clean water, shelter materials, hygiene kits, and non-food items to ensure the survival and well-being of individuals and families (IFRC, 2019).

Moreover, NGOs deploy emergency response teams and mobile medical units to provide lifesaving healthcare services to affected communities (MSF, 2020). These healthcare services may include emergency medical care, vaccination campaigns, reproductive health services, and psychosocial support to address the physical and mental health needs of survivors (MSF, 2020).

In addition to direct assistance, NGOs play a crucial role in coordinating humanitarian efforts, facilitating partnerships, and mobilizing resources to support emergency response activities (OCHA, 2020). Through coordination mechanisms such as clusters and humanitarian networks, NGOs collaborate with government agencies, UN agencies, and other humanitarian actors to ensure a coherent and effective response to emergencies (OCHA, 2020).

Furthermore, NGOs engage in preparedness and risk reduction activities to build community resilience and mitigate the impact of future disasters (ICRC, 2020). These activities may include disaster risk assessments, early warning systems, capacity building, and community-based disaster management training to empower communities to better cope with and respond to emergencies (ICRC, 2020).

Humanitarian Assistance provided by NGOs is instrumental in saving lives, alleviating suffering, and restoring dignity to communities affected by emergencies (IFRC, 2019). By delivering timely and effective humanitarian aid, NGOs demonstrate their commitment to humanitarian principles and their solidarity with those in need (IFRC, 2019).

2.9.10 Social Mobilization and Community Organizing

NGOs facilitate social mobilization and community organizing activities to foster collective action, promote community cohesion, and empower marginalized groups to participate in decision-making processes. Social Mobilization and Community Organizing are fundamental strategies employed by NGOs to empower communities, foster social cohesion, and facilitate collective action for sustainable development (UNDP, 2020).

These activities aim to mobilize community members, build social capital, and empower marginalized groups to participate actively in decision-making processes that affect their lives (UNDP, 2020). NGOs engage in various social mobilization initiatives, including community meetings, awareness campaigns, and participatory workshops, to raise awareness about key issues and mobilize community members around common goals (UNICEF, 2018). These initiatives often focus on addressing social injustices, promoting human rights, and advocating for the needs and rights of marginalized populations (UNICEF, 2018).

Community organizing efforts by NGOs involve building local capacities, facilitating grassroots initiatives, and strengthening community networks to address social, economic, and environmental challenges (CIVICUS, 2019). Through community organizing, NGOs empower communities to identify their priorities, develop action plans, and implement solutions that address their specific needs and aspirations (CIVICUS, 2019). Furthermore, NGOs provide training, resources, and technical assistance to community leaders and activists to enhance their organizing skills and advocacy capabilities (Oxfam, 2021). By building the capacity of local leaders, NGOs enable communities to articulate their demands, negotiate with stakeholders, and advocate for positive change (Oxfam, 2021). Moreover, NGOs facilitate participatory decision-making processes that involve community members in planning, implementing, and evaluating development projects (World Bank, 2020).

Through participatory approaches such as community meetings, focus group discussions, and consensus-building exercises, NGOs ensure that the voices of all stakeholders, especially marginalized groups, are heard and considered in decision-making (World Bank, 2020). Social Mobilization and Community Organizing activities are instrumental in empowering communities, promoting social justice, and advancing sustainable development goals (UNDP, 2020). By mobilizing collective action and fostering community participation, NGOs contribute to building resilient, inclusive, and empowered communities that can drive positive change and achieve lasting impact (UNDP, 2020).

2.10 The socio-economic impact of non-governmental organisation activities on the beneficiaries

2.10.1 Employment Generation

NGO activities have resulted in increased employment opportunities for beneficiaries through skill development programs, job placement services, and support for small-scale enterprises. Employment generation is a significant socio-economic impact of non-governmental organization (NGO) activities on beneficiaries (Smith, 2018). Through various programs and initiatives, NGOs create opportunities for employment and income generation, thereby contributing to poverty reduction and socio-economic development (Johnson & Patel, 2020).

NGOs often provide vocational training, skills development programs, and job placement services to empower beneficiaries with the necessary skills and knowledge to secure employment opportunities (Jones et al., 2019). These programs may focus on specific sectors such as agriculture, handicrafts, healthcare, education, and technology, depending on the needs and resources of the community (Smith, 2018).

By facilitating access to training and employment, NGOs help beneficiaries enhance their employability and income-earning potential (Brown & Gupta, 2021). This not only improves the economic well-being of individuals and families but also strengthens local economies by creating a skilled workforce and promoting entrepreneurship (Johnson & Patel, 2020).

Furthermore, employment generated through NGO activities can have multiplier effects, leading to increased spending, investment, and economic growth within communities (Jones et al., 2019). As beneficiaries gain stable employment and financial stability, they are better able to meet their basic needs, access essential services such as healthcare and education, and contribute to the overall development of their communities (Brown & Gupta, 2021). Employment generation through NGO activities has a positive socio-economic impact on beneficiaries by promoting economic empowerment, reducing poverty, and fostering sustainable development (Smith, 2018).

2.10.2 Income Enhancement

NGOs have contributed to the economic well-being of beneficiaries by providing training in income-generating activities, access to microfinance, and support for entrepreneurship. Income enhancement is a crucial socio-economic impact of non-governmental organization (NGO) activities on beneficiaries (Smith, 2017). NGOs play a pivotal role in empowering individuals and communities to increase their income levels through various initiatives and programs (Johnson & Patel, 2019).

One way NGOs achieve income enhancement is by providing training and capacity-building opportunities in income-generating activities (Jones et al., 2020). These activities may include agriculture, livestock rearing, handicraft production, small-scale manufacturing, and service-based enterprises (Smith, 2017).

By equipping beneficiaries with relevant skills and knowledge, NGOs enable them to engage in productive economic activities and generate additional income for themselves and their families (Brown & Gupta, 2020).

Additionally, NGOs often facilitate access to microfinance services, such as loans and savings programs, to support income-generating ventures (Johnson & Patel, 2019). Microfinance enables beneficiaries, particularly those from low-income and marginalized communities, to start or expand small businesses, invest in productive assets, and smooth consumption during times of financial hardship (Jones et al., 2020).

Furthermore, NGOs provide support for entrepreneurship by offering mentorship, business development training, and access to markets (Smith, 2017). By nurturing entrepreneurship among beneficiaries, NGOs stimulate economic growth, create employment opportunities, and promote self-reliance (Brown & Gupta, 2020). Income enhancement through NGO activities contributes to poverty reduction, economic empowerment, and improved livelihoods for beneficiaries (Smith, 2017). By increasing household incomes and fostering economic resilience, NGOs play a vital role in promoting sustainable development and improving the well-being of communities (Johnson & Patel, 2019).

2.10.3 Poverty Alleviation

Through various interventions such as livelihood support, vocational training, and social protection programs, NGOs have played a significant role in alleviating poverty among beneficiaries.

Poverty alleviation is a fundamental socio-economic impact of non-governmental organization (NGO) activities on beneficiaries (Adams & Peters, 2020). NGOs employ a range of interventions aimed at addressing the root causes of poverty and improving the living standards of vulnerable populations (Smith & Jones, 2018).

One key strategy employed by NGOs is livelihood support, which includes initiatives such as agricultural development, microenterprise promotion, and skills training (Brown & Patel, 2019). By assisting beneficiaries in generating sustainable sources of income, NGOs help lift them out of poverty and reduce their reliance on external assistance (Adams & Peters, 2020).

Vocational training programs offered by NGOs equip individuals with marketable skills and increase their employability, thereby enabling them to secure stable and higher-paying jobs (Smith & Jones, 2018). These programs often target marginalized groups such as youth, women, and people with disabilities, providing them with opportunities to break the cycle of poverty (Brown & Patel, 2019).

Additionally, NGOs implement social protection programs that provide vulnerable populations with access to essential services such as healthcare, education, and housing (Adams & Peters, 2020). By addressing basic needs and protecting individuals from economic shocks, these programs help prevent households from falling deeper into poverty (Smith & Jones, 2018). Moreover, NGOs advocate for policy changes and social reforms aimed at reducing inequality, improving access to resources, and enhancing the socio-economic rights of marginalized communities (Brown & Patel, 2019). Through their advocacy efforts, NGOs contribute to creating an enabling environment for poverty

alleviation and sustainable development (Adams & Peters, 2020). Poverty alleviation remains a central objective of NGO activities, with interventions targeting both the immediate needs and long-term development aspirations of beneficiaries (Smith & Jones, 2018). By addressing poverty at its roots and empowering individuals and communities, NGOs play a crucial role in building a more equitable and prosperous society (Brown & Patel, 2019).

2.10.4 Education

Initiatives in education, such as school construction, scholarship programs, and literacy campaigns, have led to improved access to quality education and increased literacy rates among beneficiaries. Education initiatives implemented by non-governmental organizations (NGOs) have significantly impacted beneficiaries by improving access to quality education and increasing literacy rates (UNESCO, 2020). These initiatives encompass a range of activities aimed at addressing educational disparities and promoting lifelong learning opportunities (Save the Children, 2019).

One key aspect of NGO interventions in education is school construction, where NGOs build or rehabilitate schools in underserved communities, providing children with safe and conducive learning environments (UNESCO, 2020). By investing in infrastructure, NGOs help reduce barriers to education and ensure that children have access to basic educational facilities (Save the Children, 2019).

Additionally, NGOs implement scholarship programs that provide financial assistance to disadvantaged students, enabling them to pursue higher education and vocational training (UNESCO, 2020). Scholarships help alleviate the financial burden on families and increase educational opportunities for marginalized youth, particularly girls and children from low-income households (Save the Children, 2019).

Furthermore, NGOs conduct literacy campaigns and adult education classes to enhance literacy skills among beneficiaries of all ages (UNESCO, 2020). These programs target communities with low literacy rates and aim to empower individuals with essential reading, writing, and numeracy skills (Save the Children, 2019).

Moreover, NGOs collaborate with local educational authorities and community stakeholders to improve the quality of education through teacher training workshops, curriculum development initiatives, and educational resource provision (UNESCO, 2020). By building the capacity of educators and enhancing teaching practices, NGOs contribute to the overall improvement of educational outcomes (Save the Children, 2019). Education initiatives implemented by NGOs play a vital role in breaking the cycle of poverty, promoting social inclusion, and fostering human capital development (UNESCO, 2020). By expanding access to education, improving educational quality, and empowering individuals through literacy and scholarship programs, NGOs contribute to building more equitable and resilient societies (Save the Children, 2019).

2.10.5 Healthcare Access

NGOs have facilitated access to healthcare services by establishing health clinics, conducting medical camps, and promoting health awareness campaigns, thereby improving the health outcomes of beneficiaries.

NGOs have played a crucial role in facilitating access to healthcare services among beneficiaries through a variety of interventions, ultimately leading to improved health outcomes (WHO, 2020). These initiatives encompass a range of activities aimed at addressing healthcare disparities, promoting health education, and ensuring the provision of essential medical services (Doctors Without Borders, 2019).

One key aspect of NGO interventions in healthcare is the establishment of health clinics and medical facilities in underserved communities (WHO, 2020). By setting up these clinics, NGOs bring healthcare services closer to beneficiaries, particularly those residing in remote or marginalized areas (Doctors Without Borders, 2019). These facilities provide primary healthcare services, including medical consultations, preventive care, and treatment for common ailments, thus addressing the immediate healthcare needs of the population.

Additionally, NGOs organize medical camps and mobile clinics to reach communities with limited access to healthcare facilities (WHO, 2020). These outreach initiatives often target remote or hard-to-reach areas where healthcare infrastructure is lacking or inadequate (Doctors Without Borders, 2019). Medical camps provide free or subsidized healthcare services, including medical screenings, vaccinations, and basic treatments,

thereby improving health outcomes and reducing healthcare disparities among beneficiaries.

Moreover, NGOs conduct health awareness campaigns and educational workshops to promote preventive healthcare practices and raise awareness about common health issues (WHO, 2020).

These campaigns focus on topics such as hygiene, nutrition, family planning, and disease prevention, empowering beneficiaries to make informed decisions about their health (Doctors Without Borders, 2019).

By disseminating health information and promoting healthy behaviours, NGOs contribute to disease prevention and health promotion within communities.

Furthermore, NGOs collaborate with local healthcare providers, government agencies, and community-based organizations to strengthen healthcare systems and improve the quality of care (WHO, 2020). Through capacity-building initiatives, training programs, and infrastructure development projects, NGOs enhance the overall effectiveness and sustainability of healthcare services (Doctors Without Borders, 2019). NGO interventions in healthcare have a profound impact on beneficiaries by increasing access to essential medical services, promoting health education, and improving health outcomes (WHO, 2020). By addressing healthcare disparities and empowering communities to take charge of their health, NGOs contribute to building healthier and more resilient societies (Doctors Without Borders, 2019).

2.10.6 Women's Empowerment

NGO activities focused on women's empowerment have led to increased participation of women in decision-making processes, improved access to education and healthcare, and enhanced economic opportunities for women. NGOs have been instrumental in advancing women's empowerment through a variety of initiatives aimed at promoting gender equality and enhancing the status of women in society (UN Women, 2020). These activities encompass a range of interventions designed to address gender disparities, promote women's rights, and empower women to participate fully in social, economic, and political life (Oxfam, 2019).

One key aspect of NGO activities focused on women's empowerment is the promotion of women's participation in decision-making processes (UN Women, 2020). NGOs work to increase women's representation in leadership positions, community forums, and political institutions, enabling them to have a voice in matters that affect their lives (Oxfam, 2019).

By advocating for gender-responsive policies and supporting women's leadership development, NGOs empower women to influence decision-making at all levels of society.

Additionally, NGOs support initiatives to improve access to education and healthcare for women and girls (UN Women, 2020). Through scholarships, school construction projects, and literacy programs, NGOs promote girls' education and empower women with the knowledge and skills needed to pursue their aspirations (Oxfam, 2019). Moreover, NGOs facilitate access to reproductive healthcare services, including family planning, maternal

health, and reproductive rights education, thereby promoting women's health and well-being.

Furthermore, NGOs implement economic empowerment programs to enhance economic opportunities for women (UN Women, 2020). These initiatives include training in income-generating activities, access to microfinance and credit facilities, and support for women-owned businesses (Oxfam, 2019). By providing women with the resources, skills, and support networks needed to succeed economically, NGOs empower women to achieve financial independence and contribute to household and community development.

Moreover, NGOs conduct gender sensitization workshops and awareness campaigns to challenge harmful gender norms and stereotypes (UN Women, 2020). These initiatives aim to promote gender equality, combat gender-based violence, and foster positive attitudes towards women's rights and empowerment (Oxfam, 2019). By raising awareness and changing attitudes, NGOs create an enabling environment for women's empowerment and gender equality. NGO activities focused on women's empowerment have a transformative impact on the lives of women and girls, leading to increased participation in decision-making, improved access to education and healthcare, and enhanced economic opportunities (UN Women, 2020). By championing women's rights and promoting gender equality, NGOs contribute to building more inclusive and equitable societies (Oxfam, 2019).

2.10.7 Environmental Conservation

NGOs engaged in environmental conservation projects have raised awareness about environmental issues, promoted sustainable practices, and contributed to the preservation

of natural resources, benefiting both communities and ecosystems. NGOs involved in environmental conservation play a crucial role in raising awareness, promoting sustainable practices, and preserving natural resources (World Wide Fund for Nature [WWF], 2020).

Through a variety of projects and initiatives, these organizations aim to address pressing environmental issues, mitigate the impacts of climate change, and protect biodiversity (Greenpeace, 2019).

One significant contribution of environmental NGOs is raising awareness about environmental issues and promoting environmental education (WWF, 2020). Through public campaigns, educational programs, and outreach activities, these organizations inform communities about the importance of environmental conservation and the threats facing ecosystems (Greenpeace, 2019). By fostering environmental literacy and encouraging sustainable behaviours, NGOs empower individuals to take action to protect the environment.

Moreover, environmental NGOs promote sustainable practices and advocate for policies that support environmental conservation (WWF, 2020). These organizations work with communities, businesses, and governments to develop and implement sustainable resource management strategies, such as renewable energy projects, waste reduction initiatives, and sustainable agriculture practices (Greenpeace, 2019). By promoting environmentally friendly technologies and advocating for policy reforms, NGOs contribute to the long-term sustainability of natural resources.

Furthermore, environmental NGOs are actively involved in conservation efforts to protect biodiversity and ecosystems (WWF, 2020). Through habitat restoration projects, wildlife conservation programs, and marine protection initiatives, these organizations work to preserve critical habitats and safeguard endangered species (Greenpeace, 2019). By conserving biodiversity, NGOs help maintain ecosystem services vital for human well-being, such as clean air, fresh water, and fertile soil.

Additionally, environmental NGOs engage in community-based conservation projects that empower local communities to manage and protect natural resources sustainably (WWF, 2020). These initiatives involve collaborative decision-making processes, capacity-building activities, and alternative livelihood programs designed to promote conservation while supporting community development (Greenpeace, 2019). By involving communities in conservation efforts, NGOs foster stewardship of natural resources and promote social and environmental resilience. Environmental NGOs make significant contributions to environmental conservation by raising awareness, promoting sustainable practices, and preserving biodiversity (WWF, 2020). Through their efforts, these organizations help ensure the long-term health and resilience of ecosystems, benefiting both present and future generations (Greenpeace, 2019).

2.10.8 Community Development

NGOs have fostered community development through initiatives such as infrastructure development, capacity building, and participatory development programs, leading to enhanced social cohesion and local governance.

Community development initiatives led by NGOs have been instrumental in fostering social cohesion, promoting local governance, and enhancing the overall well-being of communities (United Nations Development Programme [UNDP], 2020). Through a variety of programs and projects, these organizations work to empower communities, build local capacity, and address socio-economic challenges (Oxfam, 2019).

One key aspect of NGO-led community development is infrastructure development (UNDP, 2020). NGOs invest in the construction of essential infrastructure such as schools, health centers, roads, and water supply systems, improving the quality of life and enhancing access to basic services for community members (Oxfam, 2019). By providing critical infrastructure, these organizations contribute to community resilience and facilitate socio-economic development.

Moreover, NGOs engage in capacity-building activities aimed at empowering communities with the knowledge, skills, and resources needed to address local challenges (UNDP, 2020). Through training workshops, skills development programs, and leadership training initiatives, NGOs enable community members to take ownership of their development processes and participate effectively in decision-making (Oxfam, 2019). By building local capacity, these organizations promote self-reliance and sustainable development.

Furthermore, NGOs promote participatory development approaches that involve community members in decision-making processes and project implementation (UNDP, 2020). Through participatory rural appraisal (PRA) exercises, community meetings, and consultation processes, NGOs ensure that development interventions are tailored to the

needs and priorities of local communities (Oxfam, 2019). By fostering participatory decision-making, these organizations promote ownership and accountability, leading to more sustainable outcomes.

Additionally, NGOs support initiatives that strengthen local governance structures and promote democratic participation at the grassroots level (UNDP, 2020). Through governance training, civic education programs, and support for community-based organizations (CBOs), NGOs help build institutional capacity and promote transparent and accountable governance practices (Oxfam, 2019). By empowering communities to participate in governance processes, these organizations contribute to inclusive and equitable development. NGO-led community development initiatives play a vital role in promoting social cohesion, enhancing local governance, and improving the quality of life in communities (UNDP, 2020).

By investing in infrastructure, building local capacity, and fostering participatory approaches, these organizations empower communities to drive their development agendas and create positive change from within (Oxfam, 2019).

2.10.9 Disaster Relief and Rehabilitation

NGOs have played a crucial role in providing relief assistance and long-term rehabilitation support to communities affected by natural disasters, helping them recover and rebuild their lives.

Disaster relief and rehabilitation efforts led by NGOs have been pivotal in providing immediate assistance and long-term support to communities devastated by natural disasters (International Federation of Red Cross and Red Crescent Societies [IFRC], 2020). When disasters strike, NGOs mobilize resources, coordinate relief efforts, and deliver life-saving aid to affected populations, including food, water, shelter, and medical care (United Nations Office for Disaster Risk Reduction [UNDRR], 2019).

In the aftermath of disasters, NGOs transition from emergency response to long-term rehabilitation and recovery initiatives (IFRC, 2020). They work closely with affected communities to assess needs, develop recovery plans, and implement reconstruction projects aimed at restoring livelihoods, rebuilding infrastructure, and revitalizing local economies (UNDRR, 2019). Through livelihood support programs, cash assistance, and psychosocial support services, NGOs help communities recover from the trauma of disaster and regain self-sufficiency.

NGOs also play a crucial role in strengthening disaster preparedness and resilience in vulnerable communities (IFRC, 2020). By conducting risk assessments, providing training in disaster response techniques, and promoting community-based early warning systems, these organizations empower communities to better anticipate, mitigate, and respond to future disasters (UNDRR, 2019). Through resilience-building initiatives, NGOs help communities build back better, ensuring they are more resilient and better equipped to withstand future shocks.

Furthermore, NGOs advocate for policies and practices that prioritize disaster risk reduction and resilience-building efforts (IFRC, 2020). By engaging with governments,

international organizations, and other stakeholders, these organizations work to mainstream disaster risk reduction into development planning and policy-making processes (UNDRR, 2019). Through advocacy campaigns, research, and knowledge sharing, NGOs contribute to building a culture of resilience and ensuring that disaster risk reduction remains a priority on the global agenda. NGOs play a critical role in disaster relief and rehabilitation efforts, providing essential assistance to communities in times of crisis and supporting their long-term recovery and resilience (IFRC, 2020). By delivering timely aid, facilitating recovery processes, and advocating for resilient development practices, these organizations help communities rebuild stronger and more resilient societies in the face of adversity (UNDRR, 2019).

2.10.10 Human Rights Protection

NGOs have advocated for the protection of human rights, provided legal aid to vulnerable groups, and raised awareness about social justice issues, thereby empowering beneficiaries to assert their rights and access justice. Human rights protection has been a cornerstone of NGO activities, with organizations advocating for the promotion and safeguarding of fundamental rights and freedoms (Amnesty International, 2020). Through various initiatives, NGOs have worked tirelessly to ensure the protection of vulnerable groups, empower marginalized communities, and hold perpetrators of human rights violations accountable (Human Rights Watch, 2021).

NGOs engage in advocacy efforts to raise awareness about human rights issues, lobby for policy changes, and pressure governments and other stakeholders to uphold human rights standards (Amnesty International, 2020). By documenting and publicizing human rights abuses, conducting research, and mobilizing public support, these organizations amplify the voices of those whose rights have been violated and advocate for justice and accountability (Human Rights Watch, 2021).

Furthermore, NGOs provide legal aid and support to individuals and communities facing human rights violations, offering assistance in navigating legal systems, accessing justice, and seeking redress for grievances (Amnesty International, 2020). Through legal clinics, pro bono services, and advocacy campaigns, these organizations empower individuals to assert their rights, challenge discriminatory practices, and hold perpetrators accountable for their actions (Human Rights Watch, 2021).

Moreover, NGOs work to build the capacity of local communities and civil society organizations to promote and protect human rights (Amnesty International, 2020). By providing training, resources, and networking opportunities, these organizations empower grassroots activists and community leaders to advocate for human rights at the local level, driving positive change and promoting social justice (Human Rights Watch, 2021).

In addition to advocacy and legal support, NGOs play a crucial role in raising awareness about human rights issues through public education campaigns, community outreach programs, and media engagement (Amnesty International, 2020).

By engaging with the public, disseminating information, and challenging misconceptions, these organizations foster a culture of human rights awareness and empower individuals to stand up for their rights and the rights of others (Human Rights Watch, 2021).

NGOs' efforts in human rights protection have been instrumental in promoting justice, equality, and dignity for all, empowering individuals and communities to assert their rights and hold duty-bearers accountable (Amnesty International, 2020). Through advocacy, legal support, capacity building, and public education, these organizations continue to drive positive change and advance the cause of human rights around the world (Human Rights Watch, 2021).

2.11 Comparative Advantages of the Non-Profit Sector

In most developing countries and remote communities, public perception of NGOs has been that of the saviour of the poor and marginalised groups in society. Of course, NGOs have been known to be able to reach anywhere no matter how risky the place might be. This has been a major comparative advantage of NGOs. Apart from being available to the poorest and remotest populations of the world, Fowler and James (1994) observe that NGOs have also been applauded for exhibiting the following other unique features among many. First, they work very closely with the people enabling them to have a better understanding of poor people's needs and are capable of articulating and responding to these needs (Degnbol-Martinussen & Engberg-Pedersen, 2005).

Second, they are flexible and less bureaucratic in organising their work and can easily adapt to the changing environment and needs of the people they serve (Degnbol-Martinussen & Engberg-Pedersen, 2005; Todaro and Smith, 2006).

Third, they are innovative in their programme strategies and develop alternative development models (Todaro & Smith 2006). Fourth, they are good at empowering communities they work with through various skills training, problem identification and solving together with the communities (Fowler & James 1994). Fifth, they are regarded to be less expensive because they do not demand payment at market price rates compared to the for-profit sector which is into profit maximisation (Degnbol-Martinussen & Engberg-Pedersen 2005). Last, they are cost-effective in-service delivery (Fowler & James 1994).

These comparative advantages have been widely used by donors as well as scholars to justify the existence and support of NGO activities. Unfortunately, there is a dearth of comprehensive research that cannot substantiate these claims (Tvedt, 2006). There is, therefore, a need to empirically test this theoretical assumption in order to appreciate the work of NGOs and assess how their efforts are likely to contribute to development.

Chenge (2014) highlights this point that although NGOs' comparative advantages have been widely used in the NGO discourse, there is still no evidence for or against these assertions. He points out that these comparative advantages have been based on positivist assumptions, feelings, beliefs and expectations. Other scholars such as Edwards and Hulme (1995) and Riddell and Robinson (1995) also conclude that it is hard to find general evidence that NGOs are close to the poor.

Suharko (2007) also avers that there is increasing proof to the effect that NGOs are not as effective performers as they have always been purported.

Wegner (2016) analyses some of these advantages and concludes that the notion of NGOs being considered more effective must be taken very consciously because according to his findings, NGOs are not better in terms of the advantages accorded to them. He further warns that the huge inflows of aid to these organisations are becoming a “concern rather than an appreciation” because this may end up creating “another bureaucratic monster” (Wegner, 2016, p. 292). Although Wegner makes this conclusion, his criticisms of the comparative advantages are not backed by any credible data which is a cause for concern. His views seem to be based on normative speculations and beliefs. For example, he claims that comparative advantages such as being close to the grassroots, low administrative costs and poverty-focused may not be true because most NGOs are based in towns with very few staff based in the field with little work resources and that most of the resources are concentrated at the head office in the cities (Wegner, 2016).

There is, however, no empirical evidence attached to these claims or any figures on the percentage of NGOs involved in such practices.

Having NGO offices in town does not necessarily limit the NGOs from being close to the people, as long as they have the resources to enable them to travel and be in contact with their project beneficiaries is more important, and it does not require them to live in the community. This is usually the case with many NGOs. However, these comparative advantages would offer a relatively good measure of NGOs’ contribution to development if they could be well-researched and analysed.

There is still, therefore, a need for proper research to fully understand the extent to which these comparative advantages can enhance their productivity and thus the gap this research partially seeks to cover.

2.12 Consequences of Increasing the Number of NGOs

After outlining the theoretical underpinnings that explain the continued emergency of the NGO sector, it is important to look at extant literature that explains the consequences of this situation. The proliferation of NGOs in the recent past has created new operational challenges for effective service provision. A major problem is competition over resources, especially financial resources. This, in some cases, has caused duplication of efforts due to a lack of proper coordination and hence, a wastage of resources (Cooley & Ron, 2002; Bob-Milliard, 2005). The problem of resource competition is viewed by donors as a positive aspect as they believe that it enhances effectiveness and better programme delivery by NGOs and governments as they compete for high-quality service delivery to win donors' support for their projects/programmes. However, this can only be possible if the donors can strictly monitor the NGOs' performance, which exercise has proven to be prohibitively costly in the long term so most donors do not manage to do it. This means that some NGOs can even provide fake information to donors and continue to receive funding without really delivering.

In addition, according to Cooley and Ron (2020), this competition may weaken and erode coordination, cooperation and networking possibilities that are supposed to exist among these players for them to better serve the people and optimise the available resources.

Instead, they may opt to work in isolation and minimise information exchange in the quest to meet individual deadlines, thereby duplicating efforts and wasting resources. Their research findings reveal that the increasing number of International Organisations (IOs) and International Non-Governmental Organisations (INGOs) within specific transnational sectors spur uncertainty, competition and insecurity for all organisations operating in that sector (Cooley & Ron, 2020).

They also note that the neo-liberal views see this as a manifestation of a vibrant civil society. Aldashev and Verdier (2008) claim that competition over donations can lead to an excessive fundraising problem and reduce NGOs' impact as a fair amount of the budget is allocated to funds.

Second, Cooley and Ron (2020) observe that the marketisation of the IOs and INGOs especially the use of tenders and renewable contracts creates incentives that produce dysfunctional results. They further stipulate that the neo-liberal scholars believe that the more they market aid funding through competitive tendering, the more efficient the projects will be implemented as they think this eliminates wastage, and corruption and permits new organisations to become players in the field. However, Cooley and Ron (2020) dispute that these assumptions are misleading because more is not always better. They also affirm that the increase in IOs and INGOs is partly due to donor strategies that have shifted towards working with private transitional groups as contractors and intermediaries. This situation is also taking place at a local country level where NGOs have to compete for project funding from donors.

Finally, with this increased competition, Cooley and Ron (2020) pin-point that principle-agent problems arise as NGOs seek to survive in the tough environment where governments also claim that NGOs lack political legitimacy as they are not elected by the people. Therefore, they use the New Economics Organisation (NEO) approach which is a body of theories that centre on incentives and institutional outcomes caused by contractual relations, incomplete information, transaction costs and property rights. In their research, they study three cases of transnational assistance which will also aid in the analysis of the data of this research; they presented their findings as follows:

i) The Kyrgyzstan case study

The first case illustrates how the dependency on yearly “renewable contracts by western donors created incentives for the contracting international NGO to downplay government subversion of economic reforms, withhold information about ineffective projects and tolerate bureaucratic opportunism” (Cooley & Ron, 2020, p.18). In this particular case study, the authors found the multiple-principle-agent problem and competitive bidding which give power to recipient authorities to shirk reforms proposed by donors and stopped contractors from openly objecting to what they were doing. Since Western donors first consult the recipients on whether to renew the contracts, the contractors always want to be on good terms with the recipients and agree to their wishes. The contractors are also reported to have been providing some benefits to the recipients in order to sustain good relations.

The benefits include putting in their budget some scarce resources like office computers, vehicles and telecommunication which could later be resold on the black market.

Other benefits are external trips where influential officials are sent to the USA, Switzerland, Denmark and France on learning tours. One contractor's staff was quoted to have acknowledged that these trips were in effect bribes and that these were a very important bargaining tool for their survival and renewal of contracts (Cooley & Ron, 2020, p. 7, 21-22).

Furthermore, the study also identified multiple-principle-agent problems where different donors who were funding the same programme had different contradictory approaches to addressing the issue. The case in question was the reform of the government-owned energy company. While the United States Aid for International Development (USAID) was for the privatisation of the company, other donors were for the idea of leaving it as it was and only finding other agencies to partner with the government to run the company. In the process, the Kyrgyzstan government halted the whole process as donors were fighting to take control over the project.

ii) The Goma case study

The second case study is about how numerous NGOs competing for resources created disincentives for reputable NGOs not to speak against serious project anomalies in Goma for fear of losing contracts. This case happened at Goma refugee camp, a town in the Democratic Republic of Congo, where a well-recognised humanitarian Organisation, Refugee Help was involved in the humanitarian aid crisis between 1994 and 1996. The study reveals that the huge sums of money from donors sent to this crisis area, compounded by short-term contracts and an overly high number of NGOs in this area, created a very competitive and unstable environment for Refugee Help (Sthreshley, 2009).

They report one staff member from Refugee Help to have said that it was embarrassing to note that most of the discussions between their headquarters and the field office were about contracts. Within this chaos, aid diversion crept in and the Hutu armed forces responsible for the genocide had regrouped in Goma and started recruiting and training soldiers from the refugee camps. These militants started selling relief items on the open market and used the refugees in the camps as their political muscle. However, due to the competitive environment of Goma's operations, Refugee Help failed to act against all these ills. They feared losing contracts because if they were to make any noise they would not be heard. After all, there were too many NGOs involved in the operations. As such, Refugee Help was the one to lose out. Once, Refugee Help threatened to stop assisting refugees if they continued with military activities. However, other NGOs indicated that they were on standby to take over from Refugee Help. With this kind of competition, Refugee Help felt endangered, dropped the matter and compromised its ethics. Refugee Help also wanted to organise all the NGOs to work together to arrest the situation but due to collective action problems, it did not work. Some NGOs who benefited from the chaos were unwilling to take part. They feared that if this situation was going to be exposed and strongly condemned by the collective voice of the NGOs, donors would stop providing funds and that could mean the end of their contracts as well (pp. 23-24).

iii) The Yugoslavia case study

In their third case study, Cooley and Ron (2020) discover that the presence of too many NGOs in one field operating in one area was a recipe for local recipients to become uncooperative. They conducted the study in the former Yugoslavia where three International NGOs worked on protecting the rights of Prisoners of Wars (POWs).

These NGOs include “the International Committee of the Red Cross (ICRC), the UN Forces and the European Community Monitors (ECMM)” (p. 32). These multiple principles undeservedly empowered the Bosnian Serb, Croatian, and Muslim armed commanders by assisting them to dodge international prisoner scrutiny by “playing the three international groups off against one another.”

The ICRC had the legal mandate to do the work as monitors for POWs as approved by the Fourth Geneva Convention. Whereas the UN forces and the ECMM did not have the legal mandate to monitor POWs, they however got involved in this operation in Bosnia to ensure that POWs were protected. Since the ICRC had the legal mandate to do the job, their officers were well-trained for the work. This included detailed interviewing of POWs, taking all personal details of POWs and tracking them throughout the process until their release. They also conducted interviews with the prison officials and reported any kind of abuse in case one of the POWs reported abuse of any sort. As such, their monitoring process was very lengthy and watertight, and officials could not easily abuse POWs for fear of being reported.

On the other hand, the UN and ECMM officers did not receive that kind of training as a result their interviews were very shallow. Sometimes they did not interview the POWs and in cases where they did, they could not even take particulars of the POWs for follow-up. Due to the multiple principle presences, prisoner officials played off these international observers. This was more common when the war was at its peak and there was much chaos, the prison officers would simply tell visiting international groups that their fellow members had already visited them.

In particular, they hated the ICRC because of its lengthy and strict process and told them that the UN or ECMM had already visited them. Here, the multiple principles problem ended up harming the objective of protecting POWs in these countries.

From the foregoing case studies, it is discernible that too many NGOs operating in one field and geographical locality can have very negative consequences on development projects if donors cannot monitor the projects. Therefore, the Goma and Yugoslavian case studies confirm the “many is not always better” hypothesis.

2.13 The Relationship between NGOs and Donors

Donors and beneficiaries are on the two extreme poles of the supply-demand chain of service provision, while the NGOs, the for-profits and government providers are the intermediaries. Within this supply-demand chain, the process of initiating dialogue can be from any direction (i.e. supplier – demander and vice versa).

However, most often it is the intermediaries, namely the NGOs and governments, who are the major suppliers of services that do most of the work. NGOs are particularly good at this because they do not have a stable resource base. They usually write what the donors term unsolicited proposals to donors who they think are likely to sponsor their idea based on their knowledge regarding the donors’ interests. However, most times, donors (supply side) are the ones that ask NGOs to write proposals on specific projects that the donors are interested in sponsoring. Wallace et al. (2007) confirm this as they found out in their study that in most cases donors call upon NGOs to express an interest in projects on a contract basis and the NGOs compete with private contractors, consultants, government agencies, universities, and independent think-tank firms.

However, some NGOs have expressed concern over this indicating that they might be turned into sub-contracting agencies (Wallace et al., 2007). Beneficiaries are in most cases at the mercy of the NGOs and donors. Since they are receivers, they do not have much choice. They believe that a half loaf is better than nothing. So, they simply accept what falls on their plate. This is a personal observation as a researcher and community worker having worked with NGOs and government for a while.

A few NGOs, especially international NGOs who have the resources, consult communities and conduct needs assessment sessions with community members to identify a community's pertinent needs. The results from such assessments are then used to develop project proposals. As discussed earlier, both the NGO and the beneficiaries who are on the receiving end do not have full powers to negotiate on terms and usage of the funds. The donor has the final voice on what should be implemented and how they think it should be implemented. The NGOs have to comply with these conditions if they want to continue benefiting from the donor (Wallace et al., 2007). In terms of donor-NGO relationships, Wallace et al.'s (2020) analysis of donors and NGOs from the UK and their relationship with NGOs in South Africa and Uganda found that often the funding relationships between donors and NGOs were not as good, as it was perforated by untrustworthiness, poor communication, and criticisms.

These elements can have significant effects on the performance of NGOs as they promote principal agent-problems. For example, if there is a lack of communication, the NGOs can easily misallocate funds without the donor discovering it until very late.

They report that discussions with Ugandan NGOs reveal that there is an increase in conditions from donors and that there have been shifts in the thinking about NGOs' roles imposed by the donors. These tough conditions mainly border on accountability issues as a response to the fraudulent behaviours and misallocation of donor funds by some NGOs in the country. The NGOs indicated that there was a tendency among NGOs to write proposals in response to donor interests in order to access funding even when they did not have the technical know-how and capacity to implement the projects. When such NGOs were granted funds, they were unable to implement the projects properly and eventually failed to account for the funds used.

Similarly, some NGOs receive funding from different donors to increase the volume of resources for their organisations, unfortunately, due to differing reporting formats for each donor, this ended up creating pressure on the NGOs and many could not meet and satisfy all the donors' requirements thereby disappointing the donors. This development forced the donors to create stricter rules (Wallace et al., 2007).

Due to these problems, many donors tend to work with a selected few NGOs whom they trust thereby creating an oligopolistic market structure; where a few big international NGOs dominate and stifle the prospects of smaller national NGOs. From 1997 to 2003, more than 50% of DFID funding to NGOs went to the five big NGOs namely British Red Cross Society, VSO, CARE, Save the Children and Oxfam. The remaining amount was shared among the numerous other smaller NGOs (Wallace et al., 2007). The study of Wallace et al. (2007) is of significance to this research, in the sense that it informs the research on the relationship between NGOs and Donors.

2.14 The Relationship between NGOs and Beneficiaries

Keystone and Bond (2006) offer a literary appraisal of the relationship between the NGOs and beneficiaries.

This research exposes that, the dynamic understanding of beneficiaries' realities responds to local priorities in a way that beneficiaries feel is appropriate and is judged to be useful by beneficiaries. They further indicate that this entails measuring the extent to which beneficiaries are the primary actors in these processes of analysis, response and evaluation.

Unlike the present study which focuses on the impact of NGOs on the provision of social as well as economic amenities to the beneficiaries, Keystone and Bond's (2006) study reveals that in a survey they conducted, 84% of the NGOs report that they involve their beneficiaries in assessing their programmes. A case study conducted by Johnson (2001) in Thailand with one of the NGOs also reveals that there was very a high participation of beneficiaries in the design of the projects. The reasons the NGO gave for this success include the quality time they spent with the beneficiaries, the willingness and keenness of the NGO staff to listen to the aspirations of the beneficiaries, the NGO's vision to truly bring development to the beneficiaries and the NGO ensured that its staff had similar beliefs with those of the beneficiaries i.e. they employed Muslims because the NGO was serving a Muslim community (Johnson, 2001).

This, therefore, points to the fact that the situation may not be as dire as others have painted it to be. This debate assumes that NGOs are better able to articulate the needs of the people who have been conventionally under-supplied by the markets and the state.

This subject is crucial as it has implications on resource allocation preferences in relation to project/ programme outcomes. This discussion indicates that to a high degree, there is a good working relationship between NGOs and their beneficiaries and that the needs of the beneficiaries are substantially considered in project proposals.

2.15 Capacity for Providers to Meet Service Demands of Beneficiaries

According to the government failure theory, governments usually target their services at the median voter citizens leaving out other sections of the population. Some of these are able to get their services from the for-profit sector, but this is limited to a few individuals who can afford such services. The non-profit sector comes in to serve these individuals who cannot access both government and for-profit services.

The actual share of the market among these service providers varies from one service provision to another and across countries. However, what is most important is the actual delivery of the services in terms of how effective the services are:

The responsibility of capacity building of NGOs includes among others the following:

- To build capacity that widens choice and improves the performance of national institutions engaged in the practice of democracy through dialogue and consultation.
- To build the local capacity that enhances democracy identifies strategic gaps in democracy support and networks with experts and institutions.
- To build indigenous capacity in policy analysis and development management and to enhance utilisation of that capacity.
- To develop, monitor, implement and participate in national and regional capacity-building projects.

- To address issues in economic and social transformation; non-economic factors in development; public and private sector partnerships; management and privatisation of public sector institutions and the devolution of power to local governments.
- To identify development strategies suited to the social and economic circumstances of developing economies.
- To improve the capacity for sound management of the agencies and organisations in developing countries engaged in development work.
- To enhance the capacity of board leaders to meet the challenges of non-profit governance.
- To focus on critical issues of concern to NGOs, including strategic planning, managing mission transitions, organisational transformation, achieving financial sustainability, structuring and managing alliances, attaining effective board-director relationships, creating productive board structures and preserving trust and accountability.
- To undertake integrated interventions with community capacity-building programmes.
- To promote humanitarian principles and the protection of civilians.
- To reduce poverty in urban areas and to foster people-centred urban reduction.
- To establish close collaborative links with the government, bilateral and multilateral donors, international and local NGOs and other key agencies involved in poverty reduction activities in urban areas.

2.16 Interventions of Non-Governmental Organisations (NGOs)

Alternative development has emerged considerably with an increased emphasis on the role of NGOs in contemporary development practice. Lewis and Kanji (2018) indicate that the role of NGOs can be characterised as three main clusters: service delivery, catalyst and partnership.

It is maintained that these distinct roles may be combined within the activities of one organisation. Stromquist (2020) also outlines three major functions for NGOs such as service delivery (e.g. relief, welfare, basic skills); educational provision (e.g. basic skills and often critical analysis of social environments); and public policy advocacy.

2.17 NGOs and Service Delivery

Carroll (2015) posits that the implementation of service delivery by NGOs is important simply because many people in developing countries face a situation in which a wide range of vital basic services are unavailable or of poor quality. This has prompted a rapid growth in NGO service provision, as neo-liberal development policies have emphasised a decreasing role for governments as direct service providers as a result in many parts of the developing world, government service has been withdrawn under conditions dictated by the World Bank and other donors leaving NGOs of varying types and capacities to fill the gap (Lewis & Kanji, 2018).

USAID (2009) reports that areas in which NGOs are active include water and sanitation, education and training, health, agriculture and food security, and energy. Eckman (1993) asserts that NGO activities equally encompass community development, humanitarian

relief and emergency assistance, natural resources and conservation projects, and many other sectoral programmes.

NGOs are professionally staffed organisations aiming at contributing to the reduction of human suffering and the development of poor countries (Streeten, 2017). They do this in various ways, for example by funding projects, engaging in service provision and capacity building, contributing to awareness, and promoting the self-organisation of various groups (Baccaro, 2019).

Related to the aforementioned is Desai's (2005) assertion that NGOs have an important role to play in supporting women, men and households, and expect that they can meet their welfare. In addition, the role and functions of NGOs include counselling and support services, awareness raising and advocacy, legal aid and microfinance. Ezeoha (2006) gives a more elaborate role of NGOs in service delivery by indicating that in the event of natural disasters, they are there to render helpful/emergency relief services without invitation nor expectation of economic gains; in times of war, the essential areas of NGOs is to provide relief and help protect women and children from war crimes and other adverse effects; in times of an epidemic they also rise to the challenges of providing for the health needs of the people, offering technical advice on the prevention and cure of diseases, and helping governments search for permanent solutions against further spread; and under normal circumstances, they search for and take care of the poor and the marginalised.

Fowler (1991) notes that most community-oriented projects in Africa funded by the World Bank as well as bilateral aid agencies emphasise modernisation-type projects such as

primary (preventive) health care, family planning and credit. It is observed that in such a scenario, NGOs are steered away from activities of social and political mobilisation of the poor towards activities of service delivery (Robinson, 1991).

It is also argued that these modernisation-type projects whose concern is with economic material improvement do benefit not so much the very poor but the relatively wealthier elements of the Third World communities (Clark, 1991).

2.17.1 Catalyst

A catalyst is an agent which precipitates change, and one form of catalyst is an NGO that aims to bring about change through advocacy and seeking influence; another is an NGO that aims to innovate and apply new solutions to development problems (Lewis & Kanji, 2018).

2.17.2 Advocacy

Advocacy is defined as a process where individuals and organisations try to influence public policies—and their practices – through the strategic use of information to democratise unequal power relations (Jordan & Tuijl, 2020). Najam’s (2016) phrase proposes that NGOs ‘keep policy honest.’ This role may include the idea of being a whistle-blower if certain policies remain unimplemented or are carried out poorly, as well as scanning the policy horizon for events and activities which could interfere with future policy development and implementation. Coates and David (2002) hold forth the fact that NGO advocacy gives the poor and disadvantaged groups the tools to influence public policies and their implementation practices, challenge the status quo by addressing social

injustice issues and structural causes of inequality, defend human rights and promote democracy.

NGOs are seen as agents of advocacy and contribute immensely to policy dialogue. Through advocacy, they oppose the state by acting as watchdogs, lobbying, and overtly supporting groups that are affected by government policy and holding the state accountable (Thomas 2015). However, Bratton (2016) stresses that it is in the interest of NGOs to gain a 'voice' for the poor in policymaking through non-confrontational means as a more useful strategy than empowerment against the power structure. Van Rooy (2017) found that NGOs have achieved more influence in shaping what was termed 'low salience' policy issues such as environment, gender and poverty at the UN (United Nations) global summits, but far less in relation to 'high salience' policy issues such as military spending, human rights and economic reform.

Edwards (2016) further asserts that NGOs have had more success with campaigns dealing with issues such as sex tourism and landmines because it has proved easier to frame these subjects powerfully to the public and governments and to link them to practical solutions. Issues such as trade reform, environmental change and rights have proved more difficult. It is worth noting that, a catalytic role by NGOs through advocacy has aided the speedy development of programmes and policies by state agencies which otherwise could have been stalled by the usually bureaucratic tendencies that characterise state institutions, especially in developing nations. This lends credence to the fact that NGOs have diverse roles and can be very important complements to government policy initiatives.

2.17.3 Innovation

A second example of the NGO catalyst role is that of innovation. An ability to innovate is often claimed as a special quality, or even as an area of comparative advantage, of NGOs over other kinds of organisations, especially government agencies (Bebbington et al., 2008). Clark (2014) argues that NGOs are able to innovate because they are less constrained by orthodox ideas and structures than mainstream aid agencies and governments. In an influential review of NGO activity around the world, he found evidence that their staff have considerable flexibility to experiment, adapt and try out new approaches to problem-solving. NGOs have been very innovative in grassroots orientation, commercial goal orientation, and humanitarian relief (Ezeoha, 2006). Cleary (2017) notes that NGOs are widely accepted for their innovations in pursuing activities to relieve suffering, promote the interest of the poor, protect the environment, provide basic services, and undertake community development.

2.18 Globalist Perspectives

The globalist perspective of international organisations or institutions as they impact international relations emphasises on “What unites people and has little time for the demands of international politics and state-centric organisations” (Archer, 2019, p. 169).

The global perspective of international organisations, (both governmental and non-governmental) is not limited to particular political relations or just to the economic, social and political demands of mankind.

Rather, it takes a holistic view of the impact of international organisations on the well-being of the ecosystem in which these groups function.

The globalists believe that international organisations should be seen in what they can do to ensure the survival of the planet and all that live therein. This point is emphasised by Button (1972:78,) who aptly articulates that:

If we employ the term ‘World Society’ instead of international relations; if we approach our study in this global way instead of the more traditional ‘national ways, we will tend to have a wider focus, to ask questions that are more fundamental and important to civilization and be able to assess better the relevance of our own mutual behaviour to the wider world environment (p.21).

To further underscore the need to have a global view of international governmental or non-governmental organisations a globalist, such as Richard Sterling (1974) notes that:

Nuclear escalation, the population explosion, the pollution of the environment, the communications revolution, the world-wide expansion of poverty is all essentially global and not local phenomena. They have given rise, in turn, to health, mass welfare, and mass participation in the decisions affecting man’s fate.

Considering the views expressed above, it is clear that international organisations both IGOs and INGOs have critical roles to play, in their global interactions, in ensuring that mankind survives on this planet earth and lives as a functioning being. Thus, the activities of IGOs and INGOs cover almost every aspect of human endeavour (ecological, social, economic, political, cultural, humanitarian, etc.), lends support to the supposition that mankind has positively been impacted by the establishment of international organisations.

2.19 Theoretical Literature Review

In this section, the research devotes itself to unravelling the theoretical literature review which forms the basis of the conceptual framework used in this research. The rationale for doing so has been to reflect the niche of various theories towards the formation of the basis of a theoretical framework used in this study. These theoretical arguments have been widely used by various scholars to analyse the existence and role of the non-profit sector and they include the contract failure theory, government failure theory, demand heterogeneity factors, social cohesion and resource dependency. In addition, the argument of the NGOs' comparative advantages is also presented and forms part of the theoretical basis of this study.

2.19.1 Functional Approach Theory

The main proponent of the functional perspective is Mitrany (1965). The functional perspective does not focus solely on inter-governmental organisations but allows for a network of specialised agencies, many of which could be non-governmental (Archer, 2019). The main thrust of the functional approach is the emphasis on the functional links, not between sovereign states, but between people or an association of individuals reinforced by the feeling of solidarity.

The theoretical adequacy of the functional perspective in explicating the role of non-governmental organisations lies in the fact that since the end of the Second World War, international functional links have grown in leaps and bounds as a result of the phenomenal growth in the number of international non-governmental organisations

(INGOs). These INGOs have impacted positively on the world society in so many ways. These critical thoughts help the current study by providing the research with a springboard upon which the research generates its conceptual framework.

2.19.2 The Realist Perspective Theory

Realists' views of international organisations consider them to be part of the internationalised relationships between states.

They have a state-centric view of the political world and have little interest in international non-governmental organisations (Archer, 2019). This state-centric view of the realists' school of international organisations also finds expression in Griffiths's (2015,) thoughts about realist writers. He notes that :

Shared assumptions about the primacy of States as international actors, the separation of domestic and international politics, and who describe the latter in terms of anarchy and a concomitant ubiquitous struggle for power and security (p. 217).

The writings of traditional realist scholars such as (Carr (1946, Schwarzenberger, 1941; Morgenthau, 1960) reflect the centrality of states as the major actors on the world stage, and the quest for power as the main signpost that helps political actors to find their way through the landscape of international politics. However, with little attention paid to the positive roles of international organisations (both IGOs and NGOs) in creating a better world, the realist school has been criticised as being parsimonious in offering a holistic view of international relations.

Thus, it is beyond any shadow of a doubt that independent actors on the world stage, and international non-governmental organisations play very significant roles in shaping international politics. This much is exemplified in the activities that they carry out which have socio-economic and, humanitarian impacts. Thus, in the same appreciation this research seeks to evaluate the socio-economic impact of NGOs in Namibia.

2.19.3 The Contract Failure Theory

One major reason for the existence of the non-profit in the health sector has been associated with high-quality service provision. Scholars believe that the non-profit sector serves as a signal for quality in the light of asymmetric information (Santerre & Vernon, 2004).

The Contract Failure Theory has received much attention in the non-profit discourse debate and has been used to empirically test its validity by various researchers. This theory was developed in 1980 by Hansmann, who postulates that information asymmetry has a huge influence on people's decision-making choices with regard to where they should get their services (Hansmann, 1987).

Since service providers have all the information concerning the value and quality of their products, they have incentives to hide this information from their customers to their benefit. This results in an agency problem of adverse selection since it is difficult and prohibitively costly for consumers to evaluate the quality of goods and services before they purchase (Fletcher et al., 2020).

It is, however, believed that non-profits are trustworthy and therefore provide better quality services compared to for-profit organisations because the non-profits are not profit-seeking. The argument is based on the fact that non-profits are barred from distributing any profits (residual income) to their members according to the non-distribution constraint (NDC) law.

This prohibition is assumed to be beneficial to the non-profits as they can have more resources to reinvest in the running of their organisations such as buying more equipment and training staff. This entails that non-profits are likely to attract more customers than for-profits because the customers feel assured of getting better services from non-profits than from for-profits. Since the for-profit sector is profit-minded, they are suspected to be more likely to hide information on the quality of their services to maximise profits. As a result, only well-informed customers will get their services from the for-profit providers. According to this theory, the non-profit sector comes in to fill up this information asymmetry gap which could otherwise harm the non-informed consumers.

Some scholars, however, argue that some for-profits may disguise themselves as non-profits in order to attract non-suspecting clients.

Hansmann (1987) counter-argues that the NDC law prevents the for-profits in disguise (FPID) from surviving because that would imply that they cannot distribute profits among their members, yet this is the core business of for-profit suppliers.

However, Hirth (2016) states that this constraint can only be effective depending on the extent to which it is enforced (Hirth, 2016).

Steinberg (2021) illustrates this point by modelling consumer preferences in relation to the quality and price of goods. He concludes that under strict NDC, only honest non-profits would be viable in the non-profit sector and these honest non-profits would automatically “displace the low-quality FIDPs from the market” because they cannot survive in the market. In this way, the few non-profits in a mixed market are hailed as being able to eliminate the asymmetric information dilemma (Steinberg, 2021, p. 16).

On the other hand, Zuidervaart (2018) criticises the contract failure theory that it overestimates the trustworthiness of the non-profits and ignores the incentives these organisations have to a lower quality of their services and redirect donations to other uses other than the original intentions (Zuidervaart, 2018). Other scholars have likewise argued that NGO managers can indirectly distribute these profits through huge salaries and other non-monetary benefits (Ortmann & Schlesinger, 2020, p. 8; Salvochea 2008, p. 2). This argument is also supported by Santerre and Vernon (2004) who declare that non-profits are more likely to face huge principal-agent problems. They indicate that the lack of a residual claimant with a financial interest in the organisation means that no one individual, or a group of individuals, has strong incentives to monitor the behaviour of the organisation (Santerre & Vernon 2004).

This has also been observed in literature where non-profits are accused of using resources on certain luxuries such as renting very expensive offices, buying expensive furniture, organising unnecessary receptions and going out on unnecessary trips among others (Kasper & Streit, 2015).

So far empirical findings do not show a clear picture in support of the contract failure theory. The studies so far done, do not necessarily suggest that non-profits provide better quality services than for-profits (Bushaus, 2015; Ortmann & Schlesinger, 2020; Morris & Helburn, 2018; Bradley & Walker, 2015; Hirth, 2016). Furthermore, Hawes and Phillips (1986) affirm that they found no clear evidence to support that non-profit facilities provide higher quality services compared to those of the for-profit providers in nursing homes. Additionally, Hirth (2016) supports O'Brien et al. (1983) who also concluded that quality is fairly comparable across sectors.

As observed, there is confusion of the findings, because in some cases for-profits were found to provide better quality services than non-profits and vice versa and, there are no differences. This scenario has raised questions among scholars on the effectiveness of the contract failure theory in determining the role of non-profit organisations as better providers of services in terms of quality compared to the for-profits using the information asymmetry and NDC arguments.

2.19.4 The Government Failure Theory

According to Dollery and Wallis (2019) government failure is defined as the inability of a government agency or agencies in a given tier of government or in a federal system of multi-tiered governments to intervene optimally in a market economy.

They identify three main forms of government failures which include legislative failure, bureaucratic failure and rent-seeking (Dollery & Wallis, 2019, p. 2). The government failure theory is also one of the widely recognised theories among NGO practitioners studying the non-profit sector.

It was comprehensively developed by Weisbrod in 1977 and further expanded in 1988. Weisbrod (2006) states that sometimes governments are not able to provide the required quantities of services to some sections of the population who need more than the average provisions. In that case the non-profit organisations become the plausible option to fill this demand gap left by the government.

Weisbrod (1977) identifies four types of government failures cited by Dollery and Wallis as: legislative failure, administrative failure, judicial failure and enforcement failure (Dollery & Wallis, 2019). Dollery and Wallis further indicate that these failures may be a result of a lack of financial resources to meet the demand needs of its citizens.

In some cases, it could simply be a problem of resource misallocation due to corruption and it could also be a problem of human capacity. The problem of human capacity is most evident in situations where the government subcontracts non-profits to provide certain public goods on behalf of the government. Public goods are defined as goods that can be provided to all people without making any of them less satisfied for instance air and national defence, (Todaro & Smith 2006).

Others define a public good as a commodity or service whose utilisation by one individual does not prevent other people from benefiting from it (Perloff, 2004).

These goods are always non-rivalry but some have an element of excludability. The exclusion comes in when a certain public good, for instance, a concert hall where only those with tickets are allowed to enter until it is filled to its capacity because allowing extra people into the hall would bring congestion and other externalities which could

endanger people's lives. However, there is no rivalry (Perloff, 2004). Salvochea (2008) cites Kalb in noting that, these under-supplied services cannot be sourced from the for-profits because this usually turns out to be expensive and in some instances ineffective. Hence, the option of collectively subsidising a higher level of public goods through the non-profit sector as long as their utility value is higher than that which they would gain by individually purchasing from a private supplier (Salvochea, 2008, p. 1). Sama et al. (2004) add that state failures create a scenario where NGOs surface as innovative answers to various kinds of complexities (Sama et al., 2004). Within this theory is embedded the theory of demand heterogeneity which is believed to explain the differences in size of the non-profit sector in various localities which advances the demand side of services. It contests that if the demand for certain services is not met by the government, the emergency of non-profits is apparent (Matsunaga & Yamauchi, 2021). This is further explained in the next sub-section under demand heterogeneity.

Some scholars have criticised both the government and contract failure theories claiming that it is difficult to consistently apply them hypothetically to non-profits. This is because the non-profits are highly diverse in terms of sectors they operate in, structure with respect to their sources of income and governance (Valentinov, 2006). In his analysis, Valentinov dwells on two types of organisations quoting Douglas (1987) who differentiates organisations by their goals.

The first type includes those with public benefit aims. This refers to organisations that use private funds for public benefit (other-benefiting organisations).

The second category is a cluster of organisations that work for mutual benefit those organisations that use private funds exclusively to benefit its members (self-benefiting organisations).

On the other hand, Hansmann (as cited in Valentinov, 2006) categorises non-profits into four categories with respect to income sources and how these funds are controlled. These include donative mutual, donative entrepreneurial, commercial mutual and commercial entrepreneurial i.e. some non-profits may receive funds from donors or generate income from selling goods and services and they may be controlled by their donors or their own created boards. It is on this basis of diversity that Valentinov (2006) argues that the establishment of a comprehensive theory for the existence and proliferation of non-profits that accommodate all these diverse organisations is limited.

Consequently, different complementary theoretical approaches have been developed to explain the subject of the non-profits as is the case with any other socio-economic subjects. For example, he explains that empirical evidence in principle supports the government/public goods failure theory and is able to explain the important role the non-profits play in providing certain services. On the other hand, he notes the criticisms levelled by Hansmann (1980) against the public goods theory arguing why most non-profits are providing more private goods rather than more public goods. This has led to direct competition between the state, non-profits and for-profits defeating the purpose of simply filling the demand gap. He further questions why the demand gap should be filled by the non-profits alone and not by the for-profits as well.

Moreover, Hansmann (1980) maintains the view that the contract failure theory can better explain this situation as he argues that non-profits are more reliable in providing better quality services as they do not have incentives to cheat on quality due to the non-distribution constraint factor. However, as already argued earlier, the contract failure theory has its own limitations as Valentinov (2006) argues that it fails to explain why there exists donative financing.

Even the non-distribution constraint has been challenged that several non-profit managers can find various ways of fraudulently appropriating earnings other than distributing them as profits (Ortmann & Schlesinger, 2020; Salvochea, 2008). Fletcher et al. (2020) indicate that contract failure is “a theory of consumer expectation and not of actual performance” (Fletcher et al., 2020, p. 7). However, despite all these criticisms, the contract failure theory has been widely used in the study of the non-profit sector. In some cases, the results have supported the theory and in others, it has not been possible due to various reasons including methodological shortcomings.

2.19.5 Criticisms against the Government Failure and Contract Failure Theories

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2.19.6 The Principal Agent Theory

The relationship between NGOs and donors is often riddled with principal-agent problems which arise as a result of information asymmetries between the donor (principal) and the agent (the NGO). The theory is hinged on the idea of delegated authority whereby the principal is not involved in the day-to-day operations of the agents and this creates room for the agents to act in their own self-interest rather than in the interest of the principal (Kasper & Streit, 2015). The agents, taking advantage of the information asymmetry challenges act opportunistically contrary to the principals' wishes.

Some actions highlighted by Kasper and Streit (2015) include the creation of unnecessary subsidiary positions as a reason for promotion to a supervisory position, use of business facilities for personal gains, magnificent offices, prestigious company location, numerous enjoyable conferences and pointless business trips; unwarranted investment in equipment which is afterwards underutilised; frequent staff lunches and many other avoidable costs all of which do not add value to the success of the organisation.

Such asymmetric information problems cause big management challenges in organisations. Unfortunately, according to Kasper and Streit (2015), these cases are difficult and costly to prove by the principal. As such, the agents take advantage of this scenario and shirk their responsibilities. The relationships between NGOs and donors were largely claimed to be characterised by poor communication, mistrust and fear of criticism.

This revelation is detrimental to the contribution that NGOs can make to socio-economic development. This study also seeks to understand the depth of this problem and the extent to which the principal-agent problem affects the work of NGOs.

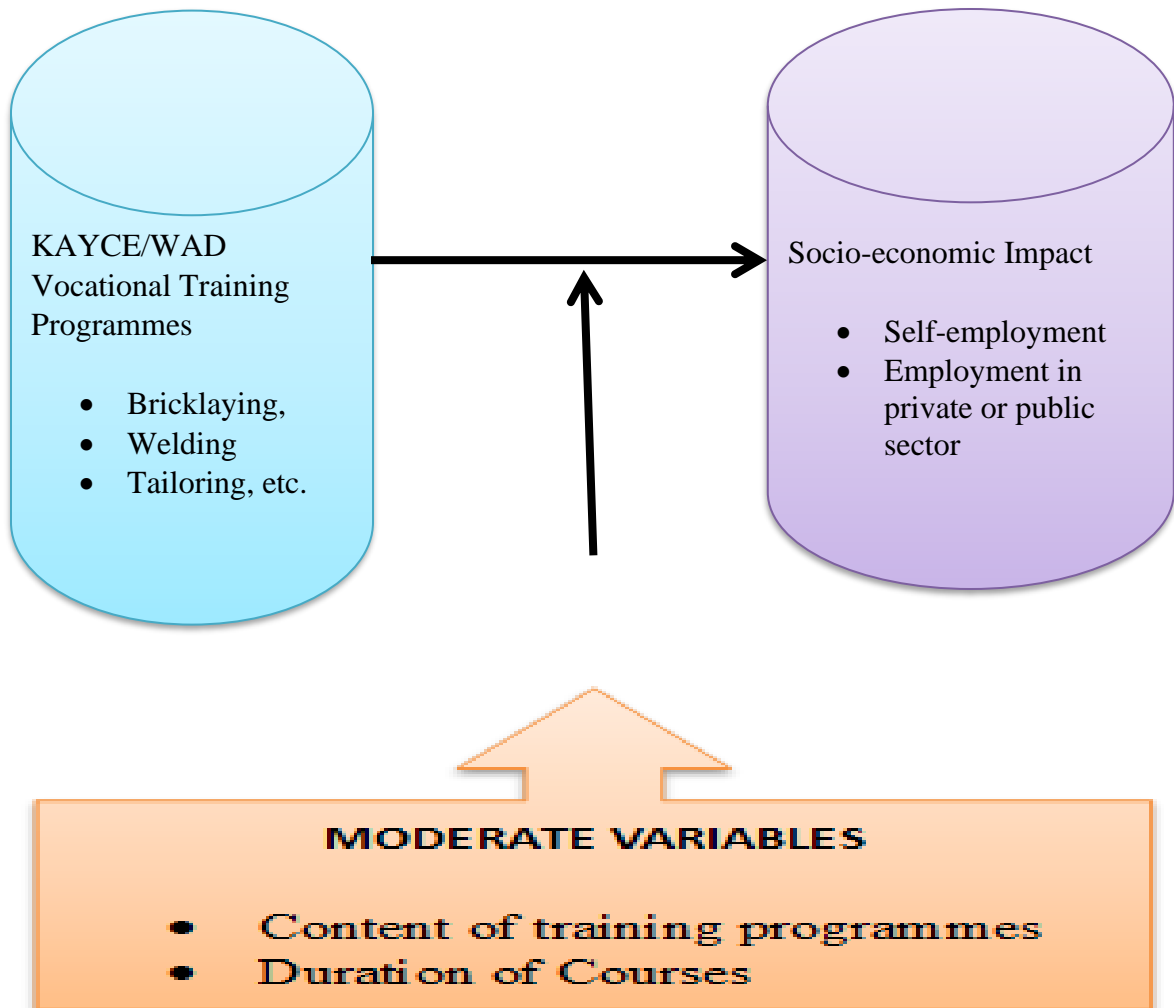
2.20 Conceptual Framework

Based on the literature review, the researcher proposes a conceptual framework for studying the NGO Training Programmes on Youth Socio-Economic well-being as shown in Figure 2.1. The NGOs' vocational and skill training programmes and dependent variables (Improved financial status /improved access to social amenities).

This dependent variable is as a result of the beneficiaries from KAYEC and WAD who get employment in the public/private sector or are self-employed.

Independent Variables

Dependent Variables



The conceptual framework of this study aims to unravel the intricate relationships among independent variables, dependent variables, and moderating variables. In this intricate web of connections, the independent variables include Socio-economic Impact, Self-employment, and Employment in private or public sectors.

On the other side, the dependent variables comprise specific vocational training programs provided by KAYEC/WAD, such as Bricklaying, Welding, Tailoring, and others. Adding nuance to the framework, moderating variables like the Content of training programs and the Duration of the course are integrated.

The interplay of these variables: Independent variables: Socio-economic Impact: This factor significantly shapes individuals' decisions regarding vocational training. A positive socio-economic impact acts as a motivating force, prompting people to actively seek training opportunities for skill development. Self-employment: Individuals opting for vocational training in areas like bricklaying, welding, or tailoring may be propelled by the aspiration to acquire skills conducive to becoming self-employed entrepreneurs. Employment in private or public sectors: Those contemplating opportunities in private or public employment may strategically select specific vocational training programs aligned with the demands of the job market.

Dependent Variables (KAYEC/WAD Vocational Training Programs): Bricklaying, Welding, Tailoring, etc.: These represent the specific vocational training programs offered by KAYEC/WAD. The success and impact of these programs are likely influenced by factors related to socio-economic conditions and individual employment preferences.

Moderating Variables: Content of training programs: The efficacy of vocational training hinges on the relevance and quality of the content. For instance, the content of a welding course can significantly impact the employability of participants in the welding industry.

Duration of course: The temporal aspect of the training program could moderate the relationship between socio-economic impact and the choice of self-employment or employment in the private or public sectors. A shorter, intensive course may appeal to those seeking rapid entry into the job market or entrepreneurship.

Interconnectedness: Individuals positively influenced by socio-economic impacts may exhibit a heightened inclination to enrol in specific vocational training programs. The decision between self-employment and seeking employment in the private or public sector may be intricately influenced by a combination of socio-economic factors and the unique features of the training programs. The content of training programs is a critical influencer, shaping the success of individuals in either self-employment or in securing employment in specific sectors. The duration of the course emerges as a moderating factor, potentially shaping how socio-economic factors influence the choice between self-employment and employment.

The conceptual framework depicts a complex network of relationships. Socio-economic factors emerge as pivotal in steering individuals toward vocational training, subsequently influencing their choices between self-employment and employment in specific sectors. The content and duration of training programs function as moderators, exerting influence on the outcomes of vocational training programs in the context of socio-economic impact and employment preferences.

2.20.1 Summary and Critique of the Literature

The review of literature on international organisations, especially non-governmental organisations, has shown that they play a functional role in advancing the cause of

mankind in a global network which is daily assailed by environmental, social, political, economic, humanitarian, and other challenges. The writings of several authors, as contained in the theoretical review, state these functions, and provide a clearer perspective from which international organisations could be understood.

The Realist School focuses on a state-centric understanding of international organisations which they consider as a part of the institutionalised relationship between states and governments (Archer, 2011, p. 115). Traditional realists such as (Carr, 1939; Swarzenberger, 1941; Morgenthau 1960) and others, pay more attention to a state-centric view of international organisations, with little or no interest in International Non-governmental organisations. However, it is debated that the state-centric view of international organisations was too narrow a perspective to explain the functions of international organisations. Rather, a human-centric approach was considered more appropriate as an analytical tool in explaining international organisations and their importance in advancing the lot of mankind on this planet earth. As was indicated, international non-governmental organisations have over the years, increased in number with their activities covering almost every aspect of human endeavour, and reaching all regions of the world.

Functionalists' views of international organisations are a departure from the state-centric perspective of the realists. Even though they are still concerned with interstate relations, functionalists devote a portion of their writings to international Non-governmental Organisations (INGOs).

For example, Mitrany (1975a,) notes that:

The nineteenth century produced that amazing growth in the material equipment of civilization, which welded the world together into one whole, making each person a partner in the fate of all. The outward expression of that change was the appearance of world-wide popular movements and the making of innumerable private and public international agreements. (p. 89).

Thus, the growth of international organisations after the Second World War, in number and in scope of activities that cover almost every sphere of human endeavour, has bonded the peoples of the world into one whole, with one being a partner in the survival of the other. Each of us is in fact a “bundle of functional loyalties; so to build a world community upon such a conception is merely to extend and consolidate it also between societies and groups (Mitrany, 1965, p. 143)”. In sum, the functionalists do not focus on intergovernmental organisations only, but also direct their attention to the positive roles of specialised agencies like non-governmental organisations.

Interdependent theorists, as the review of extant literature has revealed, place much emphasis on the increase in international transactions between societies which have far-reaching implications for international relations. Researchers such as Keohane and Nye (1971) talk about interdependent relationships between state actors and between them and non-state actors such as international non-governmental organisations, and how these have impacted the world society.

Globalist scholars on their own, do not perceive world politics as being predominantly about intergovernmental relations (Archer, 2019). Instead, globalists take a more holistic view of world activities that involve both intergovernmental and non-governmental organisations. Globalists as the literature review has shown, are more interested in what unites people and not the demands of power politics and state-centric organisations.

From the review of the literature undertaken in this chapter, and considered against the differing perspectives of the various schools of international organisations, it is evidently clear that international non-government organisations have very important roles to play in shaping events on the global stage and in advancing the interests of mankind in world society.

2.20.2 Ethical Issues

The ethical issues of Punch (2002) guided the researcher in this study and the researcher strived to observe them trustworthily. The three most ethical issues were applied: informed consent, the researcher explained the purpose of the study and asked for the participants' consent before starting the interview stating that they could withdraw at any time if they felt uncomfortable; confidentiality, the researcher informed the participants that the information they are providing would be handled with confidentiality and would only be shared with the intended parties confidentially. Last, regarding anonymity, the researcher informed the participants that their identities would remain anonymous and that their names would not be used in the study. Research ethics requirements of both the University of Namibia and selected institutions were observed and permission to conduct research was sought from the responsible institutions.

These issues included getting informed consent, privacy, confidentiality, and avoiding harm and exploitation (Hammersley & Atkinson, 1995).

2.21 Studies that produced mixed results

The NGO sector is complex and diverse, with varying modes of operation, ideologies, funding sources, and organizational structures. The lack of consensus in defining and categorizing NGOs has hindered theoretical and empirical understanding of the sector (Anheier, 2020; Vakil, 2017).

This analysis focuses on the challenges faced by NGOs, exploring the mixed results from studies, the impact of shifting market trends, and the complexities in studying relationships within the sector. While scholars offer different definitions, certain consistent characteristics such as being profitless, voluntarism, and ideology define NGOs. The study uses the term NGO synonymously with non-profit, acknowledging the semantic differences in definitions (Ditcher, 2016; Valentinov, 2006).

Categorizations of NGOs vary, with no consensus on types. This lack of agreement impedes theoretical and empirical advancements (Vakil, 2017). This qualitative study classifies NGOs based on beneficiaries (self-benefiting or other-benefiting), activities (advocacy or service delivery), and the geographical level of operation (community, national, or international) (Bratton, 2021; Yaziji & Doh, 2018). Funding sources and accountability differ between self-benefiting and other-benefiting NGOs (Steinberg, 2017; Yaziji & Doh, 2018). Understanding NGO market structure is crucial, considering their relationships with governments, donors, and beneficiaries.

The lack of transparency in NGO operations, particularly regarding funding and relationships, poses challenges for research (Wallace et al., 2007). A quantitative study by Aldashev & Verdier (2008), revealed that NGO roles and focus evolve based on global changes, donor interests, and unforeseen crises.

Another qualitative study by Yaziji & Doh (2018) revealed that NGOs adapt to changing ideologies and global challenges, expanding their roles as governments shrink in providing social services. Increased donor funding influences NGO activities, with a focus on development cooperation. This expansion raises questions about the effectiveness of NGOs in contributing to development. Contextualization of Namibian NGOs: Namibian NGOs operate in education, health, urban and rural development, and social and economic justice. A mixed methodology study done in by NANGOF (2013) in Namibia showed that the challenges include a lack of research on sector variations, limited monitoring, and the absence of mandatory NGO registration. Case studies of Katutura Youth Enterprise Centre (KAYEC) and Women Action for Development (WAD) illustrate the demand for vocational courses and the evolution of project policies.

The majority of NGOs in Namibia are engaged in rural development, HIV/AIDS, education, health, and urban development. These activities align with the government's Fourth National Development Plan (NDP4). The socio-economic impact of NGO activities focuses on education improvement, policy-making, and addressing gender-based violence (NANGOF, 2015).

Socio-Economic Impact of NGOs Activities in Namibia: NGOs contribute to educational development, a key factor in socio-economic growth (Denison, 1962; Krugman, 2015). In Namibia, NGOs focus on improving education and addressing gender-based violence, with recommendations for redirecting capital expenditure to support urban infrastructure. Development and Socio-Economic Development: Development indicators such as income, nutrition, health, education, and housing influence the socio-economic development of NGO beneficiaries. Education, recognized as a human right, plays a significant role in economic growth (Kofi Annan, UNICEF, 2016). Rate of return analysis emphasizes the importance of primary education and investment in women's education (Psacharopoulos, 2015). The NGO sector's challenges stem from the diverse nature of organizations, the lack of consensus in definitions and categorizations, and the evolving market trends influenced by donor interests and global changes. Understanding these complexities is crucial for effective research and policymaking in the NGO sector.

2.22 Conclusion

This chapter has examined and evaluated several critical works by scholars who have interrogated the issue of NGOs and their impact on society. It highlighted the origins of NGOs, Social Cohesion and Demand Heterogeneity, Contextualising the NGO sector, Contextualising NGOs in Namibia, the Nature of NGOs in Namibia and their economic and social impact, Challenges and issues of NGOs and Theoretical literature review. The forthcoming chapter discusses the research methods that were used in this research to collect, present and analyse data from this study.

CHAPTER 3

RESEARCH METHODS

3.1 Introduction

Research is a systematic way of collecting and interpreting information. Saunders et al. (2009) define research as something that people undertake in order to find out things in a systematic way, thereby increasing and adding to an academics' knowledge. In their view, the methodology that is used by a researcher has a bearing on the findings and outcomes of a research project. This section explains in detail the methodology used in gathering the necessary information to conduct the research study. It highlights the sources of data, the survey design and the data analysis method. The steps which are necessary to conduct research have also been highlighted. The overall aim was to plan and carry out the study in a systematic manner to achieve a high degree of reliability and validity of the findings.

3.2 Research philosophy

In the evaluation of the social and economic impact of Non-Governmental Organizations (NGOs) in Namibia, particularly focusing on the Katutura Youth Enterprise Centre and Women's Action for Development, a pragmatic philosophical approach was adopted. This approach, emphasizing the practical aspects of research and the utility of research findings in addressing real-world issues, proved highly suitable for the study. The alignment of pragmatism with the study's emphasis on assessing the real-world impact of NGOs in Namibia was evident. This philosophical perspective prioritized practical implications and outcomes, emphasizing the relevance of research to address tangible problems and improve societal conditions.

The study employed a mixed methods research design, combining qualitative and quantitative approaches to gain a comprehensive understanding of the NGOs' impact. This methodological choice was justified by Abowitz and Toole (2010), who highlighted the pragmatic nature of mixed methods research, emphasizing its flexibility and appropriateness for addressing complex research questions.

Pragmatism's suitability for research in business and social contexts, as acknowledged by Arbner and Bjerke (2017) and Blumberg et al. (2005), further supported the philosophical choice. Emphasizing the practical aspects of knowledge creation, pragmatism aligned well with the study's focus on assessing the real-world impact of NGOs. Reliability and validity, essential considerations in research, were addressed through the pragmatic philosophy. Bajpai and Bajpai (2014) stressed the importance of these factors, and pragmatism supported the idea of selecting methods that are most effective in producing reliable and valid results, ensuring the robustness and credibility of the study's findings.

The integration of qualitative and quantitative approaches, reflecting the pragmatic philosophy's emphasis on using diverse methods to address research questions, was deemed beneficial. This approach was in line with the contributions of Berrios and Lucca (2006) in the field of qualitative methodology, supporting the comprehensive evaluation of the NGOs' impact. The pragmatic philosophy, known for its suitability in research with direct implications for practical decision-making, was particularly apt for a study aiming to evaluate the impact of NGOs. It facilitated the provision of actionable insights and recommendations for the organizations involved.

The pragmatic philosophy emerged as well-suited for the study, emphasizing practical outcomes, flexibility in research design, applicability to business and social contexts, and the integration of diverse research methods.

3.3 Research strategy

The convergent parallel mixed-methods design proved suitable for the study titled "An Evaluation of the Social and Economic Impact of Non-Governmental Organisations in Namibia: A Case Study of Katutura Youth Enterprise Centre and Women's Action for Development." This design facilitated the concurrent yet separate collection and analysis of both qualitative and quantitative data, providing a thorough understanding of the research problem. The application of this methodology was aligned with the study's objective of assessing the social and economic impact of NGOs in Namibia.

Abowitz and Toole (2010) highlighted the pragmatic nature of mixed methods research. The convergent parallel design, integrating qualitative and quantitative data, conformed to the pragmatic philosophy, offering a holistic understanding of the NGOs' impact. This approach resonated with the flexibility and appropriateness of mixed methods for addressing complex research questions.

Arbnor and Bjerke (2017) and Blumberg et al. (2005) emphasise that the pragmatic philosophy underscored the practical aspects of knowledge creation. The convergent parallel design, which incorporated both qualitative and quantitative data collection, aligned seamlessly with the pragmatic approach. It ensured that the study's findings were not only comprehensive but also applicable to both business and social contexts. Bajpai and Bajpai (2014) stressed the importance of reliability and validity in research.

The convergent parallel design, allowing the simultaneous collection of both types of data, addressed the imperative for reliability and validity. This methodological choice assured that the study's findings were robust and credible.

The contributions of Berrios and Lucca (2006) to qualitative methodology supported the integration of qualitative approaches in the convergent parallel design. This design facilitated a qualitative understanding of the impact of NGOs by enabling in-depth exploration and interpretation of experiences and perceptions. Qualitative data, gathered through interviews, focus groups, or participant observations, provided a rich exploration of individuals' experiences and perceptions regarding the NGOs' impact. Simultaneously, quantitative data, collected through surveys or structured assessments, offered measurable indicators of social and economic outcomes. Both types of data underwent separate analysis, employing distinct procedures. Qualitative data underwent thematic analysis, while quantitative data were subjected to statistical analysis to identify patterns, correlations, or trends. The convergent parallel design involved synthesizing qualitative and quantitative findings for a comprehensive interpretation. This integration yielded a deeper understanding of the social and economic impact of NGOs, allowing for triangulation and validation of results.

In this study, the convergent parallel mixed methodology was employed, involving the concurrent collection and analysis of both quantitative and qualitative data. This methodology is particularly suitable for this research due to the complexity and multifaceted nature of evaluating the social and economic impact of non-governmental organizations (NGOs) (Creswell & Plano Clark, 2018).

The convergent parallel mixed methodology allows for a comprehensive assessment by integrating the strengths of both quantitative and qualitative approaches. Quantitative data provides numerical insights and statistical evidence regarding the impact of the NGOs, such as changes in employment rates, income levels, and educational attainment. These measurable outcomes are critical for assessing the tangible economic benefits provided by the NGOs' programs (Johnson, Onwuegbuzie, & Turner, 2007).

Simultaneously, qualitative data offers rich, detailed narratives that capture the personal experiences and perceptions of the participants. Through in-depth interviews and focus group discussions, the study could explore the nuanced social impacts, such as empowerment, skill development, and community cohesion. This qualitative information provides context and depth to the quantitative findings, revealing the underlying mechanisms and personal stories behind the numerical data (Creswell, 2014).

The convergent parallel design is particularly suitable for this study because it enables the collection of complementary data. While quantitative data can show whether the NGOs' interventions are statistically significant, qualitative data can explain how and why these interventions work. For instance, an increase in employment rates can be quantified, but understanding the specific skills or support systems that led to this increase requires qualitative insights (Tashakkori & Teddlie, 2010).

Moreover, this methodology allows for cross-validation and triangulation of data. By comparing and contrasting the results from both quantitative and qualitative analyses, the study can ensure greater reliability and validity of the findings. If both sets of data point to similar conclusions, this convergence strengthens the evidence for the NGOs' impact.

If discrepancies arise, it can prompt further investigation to understand the differences and refine the analysis (Patton, 2015). Another justification for using the convergent parallel mixed methodology in this study is its ability to address different research questions simultaneously. The quantitative aspect of the study can answer questions related to "what" and "how much" regarding the impact, while the qualitative aspect can answer "how" and "why" these impacts occur. This dual approach provides a more holistic understanding of the NGOs' effectiveness, encompassing both measurable outcomes and the lived experiences of the participants (Bryman, 2016).

The convergent parallel mixed methodology is well suited for this study as it allows for a comprehensive and robust evaluation of the social and economic impacts of KAYEC and WAD. By integrating quantitative and qualitative data, the methodology provides a richer, more nuanced understanding of the NGOs' effectiveness, ensuring that the findings are both statistically significant and contextually meaningful. This approach not only enhances the validity of the research but also provides actionable insights that can inform the strategies of KAYEC, WAD, and other similar organizations (Creswell & Plano Clark, 2018; Johnson et al., 2007).

3.4 Research design

The study on the social and economic impact of Non-Governmental Organizations (NGOs) in Namibia, with a focus on the Katutura Youth Enterprise Centre and Women's Action for Development, employed a methodological combination of descriptive survey design and exploratory designs. This strategic choice in methodology was driven by the unique characteristics and objectives of the research.

The descriptive survey design served a specific purpose: systematically collecting, analyzing, and interpreting data to present a detailed account of the current status, characteristics, and outcomes related to the NGOs under investigation. This design, well-aligned with the study's goal of evaluating the impact of NGOs, facilitated the measurement of various variables, attitudes, and perceptions. Surveys and structured assessments were employed to gather quantitative data on key indicators such as economic growth, social development, and community involvement, allowing for generalization to the broader population (Bajpai and Bajpai, 2014).

In tandem, exploratory designs played a crucial role in delving into the nuanced aspects of the NGOs' impact, uncovering complexities and underlying factors beyond quantitative measures. Qualitative methods, including interviews, focus groups, and participant observations, were utilized to explore participants' experiences, perceptions, and the qualitative dimensions of the NGOs' contributions (Chirimbana, 2024). The justification for this combined approach lies in its ability to provide a holistic examination of the social and economic impact. The descriptive survey design contributed quantitative data for a broad overview, while exploratory designs enriched the study by capturing qualitative nuances and contextual details.

This integration of both quantitative and qualitative dimensions aimed at achieving a comprehensive and multi-dimensional evaluation (Arbnor and Bjerke, 2017). Additionally, the pragmatic philosophy, emphasizing practical and applicable outcomes, supported the utilization of both designs. The combined approach allowed the study to address the practical implications and the in-depth understanding necessary for effective decision-making by the NGOs and other stakeholders (Blumberg et al., 2005),

The methodological combination of descriptive survey design and exploratory designs was chosen deliberately to ensure a comprehensive understanding of the social and economic impact of NGOs in Namibia. This dual approach, incorporating both quantitative and qualitative dimensions, aligned with the pragmatic philosophy and effectively met the specific goals of the research.

3.5 Target Population

A population comprises the whole set of identities, events and subjects that are being studied. For this study, the population consisted of trainees from KAYEC and WAD. Because of the cost and time implications, most research uses different sampling techniques to gather the necessary information in a study. Sampling is the process of learning about the population based on a sample drawn from the population (Saunders et al., 2009).

There are about 365 registered NGOs with both NANGOF and the Ministry of Health and Social Services in Namibia (NANGOF, 2013). As outlined previously, these NGOs are registered under the following sectors: Gender; Human Rights; Entrepreneurship; Health; Education; Urban and Rural Development; and Social and Economic Justice.

Out of the population, only 10 Namibian NGOs have formal representation offering constant training in the areas of social-economic development. Out of the 10 NGOs, two NGOs, WAD and KAYEC were chosen as case studies because they have identifiable projects that will enable the researcher to evaluate the impact of their activities on social-economic development while the other NGOs have missing details on their registration and activities.

3.6 Sample and Sampling Strategy

3.6.1 Judgemental sampling

The study employed judgmental sampling to select 25 participants from all the four region, a non-probability technique, to deliberately select participants based on the researchers' expertise and judgment, aiming to gather pertinent insights into the social and economic impact of Non-Governmental Organizations (NGOs) in Namibia.

Specifically focusing on the Katutura Youth Enterprise Centre and Women's Action for Development, this method involved the subjective judgment of individuals or cases most representative of the study's objectives.

Operationalization of Judgmental Sampling:

In order to select the participants for the study, Patton (2016:45) principles were followed:

Identification of Key Participants: Researchers identified individuals with extensive knowledge and experience regarding the studied NGOs, encompassing stakeholders such as NGO staff, beneficiaries, community leaders, and other relevant figures.

Subjective Selection Criteria: Selection criteria were determined based on subjective judgment and a qualitative assessment of participants' expertise, involvement, and capacity to offer rich insights into the impact of NGOs in Namibia.

Ensuring Diversity of Perspective: Efforts were made to ensure diverse perspectives by selecting participants with varied roles, experiences, and relationships with the NGOs. This approach aimed at achieving a comprehensive understanding of the social and economic impact.

Interviewee Selection for Depth: In qualitative interviews, participants were chosen for their potential to provide in-depth information and nuanced perspectives on the studied NGOs, contributing to the richness and depth of the qualitative data.

Judgmental sampling was suitable for tapping into the expertise of individuals with direct and relevant experience regarding the NGOs under investigation, ensuring that the collected data were from participants with substantial knowledge. Given the specific study objectives and the need for detailed information, judgmental sampling efficiently identified participants who could provide valuable insights, particularly effective for gathering in-depth and targeted information. Practical in situations with resource constraints, judgmental sampling aligned with available resources and time constraints, making it a feasible approach when extensive probability sampling methods are challenging. The study's focus on specific NGOs and their impact justified the use of judgmental sampling, enabling the purposeful selection of participants directly contributing to the study's objectives.

Judgmental sampling was strategically employed in the study, aligning with the qualitative nature of the research and the specific goals of investigating the social and economic impact of NGOs in Namibia. The flexibility and efficiency of this sampling method were supported by the chosen approach and the references cited (Patton, 2016).

3.6.2 Stratified Random Sampling

The different strata for the survey are: the researcher used the probabilistic sampling approach because the list of 400 students from the two institutions (WAD and KAYEC) to be studied, was available to the researcher.

The precise computation of the sample size was determined through the Rose Susan (2015) statistical formula as follows at a 95% confident interval:

$$n = \frac{N}{1 + N(e)^2} \frac{133}{1 + 133 * (0.05)^2} = 100$$

Where: N = population, n =Sample size and $e = (0.05)^2$

The final sample size using the above formula is 100.

A sample of 100 students, out of 133 targeted responded which comprised 25 participants from each of the four regions, to undertake the study. Structured questionnaires to identify the activities and ascertain their impact were administered to the selected participants, based on course, gender and age. A digital recording device was used to capture the interview sessions, with prior permission of the participant. Interviews were used to understand the challenges faced by the NGOs and how they address such challenges.

The stratified random sampling procedure was considered suitable for the study. This method involved dividing the population into distinct subgroups or strata based on specific characteristics relevant to the research and then randomly selecting samples from each stratum.

The justification for its suitability and the use of the Rose Susan (2015) statistical formula for a representative sample can be explained as follows:

The NGOs under study, Katutura Youth Enterprise Centre and Women's Action for Development, had distinct characteristics and impact areas. Stratified sampling allowed for representation from each NGO, ensuring that the unique features and contributions of each organization were adequately captured. NGOs typically involve various stakeholder groups, such as staff, beneficiaries, and community leaders. Stratified sampling enabled the selection of participants from each group, ensuring a comprehensive understanding of the social and economic impact from diverse perspectives.

By stratifying the population based on relevant characteristics, the sampling procedure enhanced precision and representativeness. This ensured that the selected samples were more reflective of the overall population and reduced the risk of bias in the findings. The study involved comparing the impact of the two NGOs. Stratified sampling allowed for the selection of comparable samples from each organization, facilitating meaningful comparisons between strata and contributing to the study's robustness.

Rose Susan (2015) statistical formula was commonly used to determine the appropriate sample size for the given population. By considering factors such as the desired level of confidence and margin of error, the formula aided in establishing a Rose Susan (2015) statistical formula helped optimize sample size, ensuring that the study gathered sufficient data for meaningful analysis while avoiding unnecessary resource expenditure. This was particularly important in research with resource constraints, ensuring efficiency in data collection.

The Rose Susan (2015) statistical formula took into account statistical considerations, helping to ensure adequate statistical power for the study. This was crucial for drawing valid conclusions from the collected data and increasing the generalizability of findings.

When employing a stratified sampling approach, Rose Susan (2015) statistical formula was adapted to determine sample sizes within each stratum, ensuring proportional representation and maintaining the advantages of both stratified and random sampling.

The stratified random sampling procedure was deemed suitable for the study due to the diverse characteristics of the NGOs and stakeholder groups involved. The application of the Rose Susan (2015) statistical formula contributed to determining an appropriate sample size, enhancing the study's representativeness, statistical power, and resource efficiency

3.7 Data Collection Sources

There are two sources for collecting information and data which are relevant to a study: primary and secondary sources. Primary source refers to the design of a data collection instrument to collect data through a questionnaire, interviews or a combination of both. The main advantages of this approach are that they are more reliable and the researcher has greater control of the study but it can be costly and time-consuming. For this study, primary data were collected using a questionnaire and interviews.

A secondary source refers to data that has been collected and compiled by an individual or an organisation for meeting their specific purpose. In this study, questionnaires (both structured and non-structured questions), were used to gain more information and views from the respondents.

In these situations, the advantages of collecting both structured, quantitative data and non-structured, qualitative data proved advantageous to best understand the research problem (Creswell, 2003). This enabled the researcher to carry out a comprehensive data interpretation.

3.7.1 Questionnaire Design

The questionnaire that was employed for this study is attached in Appendix A. It consists of mainly Likert Scale choices. The questions were framed using nominal, ordinal and interval scales. The questionnaire was divided into three parts. In Part One, the biographical information of the respondents was solicited, while Part Two focused on the economic impact of NGO intervention programmes. Part Three dealt with the social impact of NGO intervention programmes.

The questionnaires were administered using the following means - hand delivery and electronic mail. A questionnaire was administered to obtain more information on the activities, the perceived impact of the projects and the number of graduates who benefited from the NGOs' social economic projects. Interviews were used to understand the challenges faced by the NGOs and how they addressed such challenges.

3.8 Pilot Testing

A pilot test is a pre-testing that identifies and eliminates problems before the main survey takes place. For this study, a pilot study was carried out by respectively selecting two, three and five respondents from the administrative, technical and support services sections. This helped construct the basis for deciding what information was necessary and how to structure the data collection instruments.

They were given the questionnaire and were asked to give their views on the layout of the questionnaire, the clarity of the questions and the simplicity of the language that was used.

Most of the comments received pertained to the intensive use of technical language while a few respondents found the questionnaire to be too long. These comments were considered before finalising the survey instruments.

3.9 Validity and Reliability of Results

Reliability is defined as the extent to which a questionnaire, test, observation or any measurement procedure produces the same results on repeated trials (Saunders et al., 2007). It is the stability or consistency of scores over time or across raters. One aspect of reliability is internal consistency. Internal consistency concerns the extent to which items on the test or instrument are measuring the same thing.

This section explains the technical meaning of two concepts namely validity and reliability. The quality of the findings, conclusions and recommendations in any study largely depends on the validity, and reliability of the methods, instruments and data.

3.9.1 Validity

This section discusses the types of validity and how it was addressed in this study.

3.9.1.1 Content Validity

In the current study, content validity was systematically ensured through a meticulous process in accordance with the principles outlined by Creswell (2005). Content validity, defined as the extent to which the questions on the instrument comprehensively represent

all potential inquiries about the content or skill being measured, was a crucial consideration. This involved guaranteeing that the questionnaire incorporated a well-curated set of items aligned with the targeted concept, ensuring a thorough coverage of the domain in question (Shekaran & Bougie, 2010).

Given the focus on evaluating current performance rather than predicting future performance in this study, content validity played a pivotal role in facilitating the effective measurement of diverse elements, skills, and behaviours (DeVellis, 2006; Messick, 2020). Unlike some other types of validity, there exists no specific statistical test for determining whether a measure adequately covers a content area. Instead, content validity relies heavily on the expertise and judgment of field-specific experts. The process involved ongoing collaboration with experts who possess substantial knowledge and experience in the subject matter. These experts played a vital role in scrutinizing the questionnaire, ensuring that each item comprehensively addressed the content or skill under investigation. Their expertise was invaluable in identifying and rectifying any ambiguous or unclear questions, as well as eliminating ineffective or non-functional questions. This iterative refinement process, guided by expert insights and feedback, ultimately contributed to the enhancement of content validity in the study.

3.10 Reliability

3.10.1 Triangulation

Reliability in a research study refers to the consistency and stability of measurement over time and across different conditions (Creswell, 2012).

The reliability of results from the questionnaire and interviews were ascertained through triangulation by performing document analysis.

Online document analysis was done through the use of official records of several departments, research publications, published NGO reports as well and websites by typing keywords; NGO activities in Namibia, successes of NGO activities in Namibia, role of NGOs in Namibia, contribution of NGOs in reducing unemployment in Namibia, role of Namibian NGOs in improving livelihoods on research engines such as Google, Google scholar and Yahoo.

3.11 Data Analysis

After the data were collected, the next step in the research process was to analyse them. In this research, the study utilised both the qualitative and the quantitative approaches in analysing data, hence, a mixed approach.

Specifically, the qualitative research employed thematic analysis as a method for identifying, analysing, and reporting patterns or themes within the collected data. This approach, acknowledged for its flexibility and widespread use in qualitative research, was selected to unveil the rich, contextually embedded meanings present in textual or visual data. The operationalization of thematic analysis in the study unfolded as follows the Braun & Clarke (2006:134) thematic analysis processes as follows:

Data Familiarization: The research commenced by immersing itself in the data acquired through diverse qualitative methods, including interviews, focus groups, and participant

observations. Verbatim transcriptions of interviews were generated, and a systematic organization of other qualitative data was undertaken.

Initial Coding: The process of open coding unfolded, involving the systematic and independent assignment of initial codes to segments of the data. This phase aimed to break down the data into meaningful chunks, with descriptive labels assigned to capture the essence of each segment.

Identifying Themes: Related codes were grouped into potential themes by exploring patterns and connections within the data. These themes, representing overarching ideas or concepts, emerged from the coded data, each capturing a coherent pattern related to a specific aspect of the research question.

Reviewing and Refining Themes: The identified themes underwent a process of evaluation and refinement to ensure coherence within each theme. An iterative process involved revisiting the data, refining themes until they accurately represented the content, and ensuring their distinctiveness.

Defining and Naming Themes: Each theme was defined and given a name, accompanied by clear and concise descriptions of what they encapsulated. This step involved articulating the essence of each theme and deciding on the most representative and meaningful name.

Data Charting: To facilitate visualization and analysis, a data chart or matrix was created to organize data according to themes. This chart aided in systematically mapping patterns and connections across different data sources or participants.

Mapping and Interpreting Themes: Relationships between themes were mapped, and their meanings were interpreted in the context of the research question. The study delved into how themes intersected or diverged, providing insights into the social and economic impact of NGOs.

Report Writing: A narrative report was crafted, presenting the identified themes supported by illustrative quotes or examples from the data. This report conveyed a nuanced understanding of the study's objectives, offering insights into the experiences, perceptions, and dynamics related to the impact of NGOs.

Operationalization for the Study: Thematic analysis was applied to qualitative data collected from interviews, focus groups, or participant observations regarding the social and economic impact of NGOs in Namibia.

The process included the initiation of open coding, grouping related codes into potential themes, iterative review and refinement of themes, definition and naming of themes, creation of a data chart for organization, mapping and interpretation of themes, and detailed report writing.

Thematic analysis, when properly operationalized, provided a systematic and rigorous approach to uncovering the complexities and nuances inherent in qualitative data, contributing to a comprehensive understanding of the study's objectives (Braun & Clarke, 2006).

3.11.1 Mixed Approach

The mixed methods approach collects and uses quantitative and qualitative data in the same study. Many researchers believe this is a new methodology, but quantitative and qualitative data have been collected by researchers for many years. The combination of the two methods is a recent event. Creswell and Clark (2007, p. 5) define mixed methods research as follows:

Mixed methods research is a research design with philosophical assumptions as well as methods of inquiry. As a methodology, it involves philosophical assumptions that guide the direction of the collection and analysis of data and the mixture of qualitative and quantitative approaches in many phases in the research process. As a method, it focuses on collecting, analysing, and mixing both quantitative and qualitative data in a single study or series of studies. Its central premise is that the use of quantitative and qualitative approaches in combination provides a better understanding of research problems than either approach alone.

Hurmerinta-Peltomaki and Nummeia (2006) claim that using one method alone would only provide a small view of the whole picture when studying complex issues. Mixed methods provide information on different levels of understanding. When methods are combined, qualitative methods may provide an in-depth understanding of the variables that lead to quantitative numerical findings.

Mixed methods may also be used for triangulation or to improve the validity of the research (Hurmerinta-Peltomaki & Nummeia, 2006).

It has been proposed that triangulation should test for consistency of methodology rather than reaching the same results using different data sources or approaches (Rocco, Bliss, Gallagher, & Perez-Prado, 2021). Mixed methodology is also used to lessen bias as researchers have accepted that all processes have underlying biases.

Mixed method studies may start with a qualitative methodology to define research questions or acquire subject familiarisation. The researcher is able to interpret more accurately research findings by gaining a greater understanding of the research subject. There are no prescribed processes or rules for combining quantitative and qualitative methodologies. However, Creswell (2003) has categorised six mixed-method variations of data collection and analysis. First, the sequential explanatory strategy collects and analyses quantitative data followed by the collection and analysis of qualitative data. Second, the sequential exploratory strategy collects and analyses qualitative data followed by the collection and analysis of quantitative data. Selden (2005,) claimed, “A qualitative analysis may build on qualitative and quantitative data, but mainly on the former. Qualitative research hardly uses quantitative data” (p. 117). Third, the sequential transformative strategy provides for data collection and analysis of either type of data before combining the data during the interpretation phase of the study. This methodology is guided by a theoretical perspective.

Fourth, the concurrent triangulation strategy collects data concurrently and tries to “confirm, cross-validate, or corroborate findings within a single study” (Creswell, 2003, p. 217). Fifth, the concurrent nested strategy collects both data types concurrently and embeds one methodology within a more predominant method.

The researcher may address different questions from the hierarchical question ladder when applying this methodology. Sixth, the concurrent transformative strategy collects each type of data concurrently and combines the findings during the analysis phase of the study.

3.11.2 Comparison of Qualitative and Quantitative Methodologies

The two research methods identified in the literature are the qualitative and quantitative research methods. Both have their merits and limitations but the choice between the two depends on the purpose of the study and the type and the availability of information. The qualitative method is commonly used to measure views, attitudes, feelings and opinions. It has been criticised for its subjectivity in the way data is interpreted. The interpretation is based on the researcher and the instrument used.

This study has used both quantitative and qualitative approaches for the analysis of the data. All the dimensions forming part of the study are measured in quantitative terms.

The quantitative approach supports the deductive strategy as the theory is placed at the beginning of the research and is tested through a set of questions. This approach has been favoured for its objectivity.

This is a case study that utilised a mixed-method approach that used interviews and questionnaires. Interviews were used to understand the challenges and roles of the NGOs and the modality they used to address these challenges. Questionnaires were used to evaluate the activities, assess the perceived impact of the projects and obtain the number of graduates from different training projects.

A triangulation method of both qualitative and quantitative questionnaires with a focus on descriptive, correlational and inferential statistical analyses was used to achieve the empirical research objectives. Questionnaires were administered to a sample of a population. There were measurements in place to ensure a valid and reliable research process. To ensure reliability the researcher used measuring instruments such as Cronbach Alpha coefficients and inter-item correlation.

Creswell and Clark (2007) point out that “exploring the data means (a) examining the data to develop broad trends and the shape of the distribution or (b) reading through the data, making memos, and developing a preliminary understanding of the database” (p. 130). Quantitative methods call for the application of statistical processes to refine and show patterns that emerge from the data.

Qualitative methods call for coding the data, which involves dividing the data into smaller units or categories based on phrases, ideas, sentences, or other logical units. A major difference between quantitative and qualitative research methods is that quantitative methods take more effort during the beginning research phase while qualitative methods take more effort during the final phase. Quantitative methods call for survey preparation, testing, validation, sample identification, and a myriad of procedures. In contrast, qualitative methods allow more flexibility during the beginning phase of the process.

Quantitative and qualitative methods are scrutinised for apparent validity. Arbnor and Bjerke (2017) claim that validity is the “extent to which the indicators of a measuring instrument correspond to a definition” (p. 232). Validity is improved through continuous adjustment between theory construction methodology and research methodology.

This involves being flexible and able to adapt to changing conditions. If results lead to unforeseen conclusions, the hypothesis or research question may need revision. In contrast, methods must change if the original hypothesis needs substantiation. This includes data collection processes or restructuring survey questions. However, it is important to develop methods that lower bias. Arbnor and Bjerke (2017) define validity as the “absence of systematic bias” (p. 233). Reaching inaccurate research conclusions is largely a result of bias.

Opponents of quantitative methods suggest that statistics do not represent the real world. Criticism suggests that statistics revolve around a numerical central tendency (mean, mode or median) and that the methodology tries to categorise participants more average than not (Gerdes & Conn, 2019). Therefore, quantitative methods do not encourage the recognition of exceptional or above-average performance.

Another criticism waged against quantitative methods is that the possibility of testing the wrong or inappropriate research question exists, because quantitative methods follow a rigid method of inquiry. Thus, the selection of the wrong question can produce a devastating effect. In contrast, qualitative methods allow adjustment and realignment of methodology for changes in the research question.

Experiments and surveys are primary quantitative data collection methodologies. Schafer and Crishlow (2016) suggest that experimentation may contribute to knowledge and understanding, but that it is far removed from real-world experience. Schafer and Crishlow (2016) further assert that experimentation does not provide causation, but that it only addresses some of the processes.

One aim of quantitative methods is to diminish variability (Gerdes & Conn, 2019). As reducing variability also reduces bias and provides focus on specific variables, it also changes the attributes of the variable because the variable is not being observed in its natural setting. Therefore, it has been suggested that external validity can be reduced when discovery or innovation is a research objective (Brown & Lord, 2016). Experiments call for laboratory environments, special equipment, and selective identification of participants or variables. These conditions contribute to the extremely high cost of performing experimental research designs.

Quantitative methods, when using surveys, assume that respondents understand and accurately answer questions (Brown & Lord, 2016). Respondents can provide different answers to the same questions based on emotional status, health condition, learning, and fatigue. Validity and substantiation of accepted perceptions of reality are reached when many respondents answer the questionnaire similarly over several iterations, thereby negating the effects of a change in personal condition. Allen and Austin (2019) state “Survey research methods are, in essence, procedures for collecting data based on expectations and perceptions rather than observed transactions or behaviours” (p. 395). Surveys may provide indicators of behaviours and intentions, but they are not observable actions of reality.

Survey composition must also be considered when evaluating effectiveness. Surveys that are too long or complicated may cause respondent irritation or fatigue. Such conditions may bias the responses negatively.

This is true for extended interviews, whether they are quantitative or qualitative. Quantitative or qualitative interviews and surveys may be conducted in person, over the phone, by Internet, or by mail.

One has to consider the cost of administering the survey, interview, or questionnaire. Quantitative methods need specific minimum sample sizes to provide significant test results. Conclusions cannot be drawn from statistical results that are not statistically significant. Sample size contributes to a variable cost in administering the interview or survey. Survey or interview cost climbs as more participants or respondents are added to the study.

Qualitative research methods are used to understand complex issues (Trim & Lee, 2004). Such methods also allow researchers to draw insights from related bodies of knowledge. Due to the narrow focus used in qualitative research, the applicability of the findings is narrow. Oral histories, case studies, and grounded theory use small samples which cannot be generalised to a larger population. Such methods are usually applicable to specific settings and conditions from which the information was gathered. In contrast, statistical methods are usually generalisable to larger populations.

Qualitative research methods have been criticised for being subjective and biased. It is important that the population and measurement instrument do not introduce bias (Allen & Austin, 2019). Although qualitative methods use unstructured processes of data collection, it becomes difficult to distinguish between fact and bias.

Trevino et al. (2021) suggest that qualitative methodology is proper for preliminary research on issues where empirical research was not conclusive. This implies that the true research methodology is quantitative and qualitative is a precursor to quantitative. This sentiment most likely traces its origins back to the scientific method; they also conclude that complex or subjective issues are compatible with quantitative methodologies. Generalisability is not achievable with qualitative methods because reproducibility is not possible. As reproducibility is unlikely, qualitative research is likely to result in different findings when conducted by different researchers.

Mixed methods research avoids many criticisms by cancelling the effects of one methodology by including the other methodology. Mixed methods research triangulates results that offer higher validity and reliability.

Therefore, in this phase, data coding was carried out as a means of translating information into values suitable for statistical analysis using SPSS version 16. Both descriptive (Mean and Standard Deviation) and inferential statistics were used in this study. The study utilised the statistical descriptive method to analyse the quantitative part of the study and the narrative format to analyse the qualitative part. The researcher utilised where possible, statistical analysis, using a statistical package (SPSS Inc., 2008) and Microsoft Excel programme. The unit of analysis distinguishes between the characteristics, conditions, orientations and actions of individuals, groups, organisations and social artefacts (Mouton & Marais, 2015). In terms of investigating the differences between socio-demographic groups, the unit of analysis was the sub-groups (Mouton & Marais, 2015).

3.12 Diagrammatic Representation of how data was collected and analysed

Research Design			
↓			
Quantitative Data Collection			
*Surveys			
*Participant Demographics			
↓			
Qualitative Data collection			
*In-depth Interviews			
*Focus Group Discussions			
↓			
Data Analysis			
*Statistical Analysis			
*Thematic Analysis			
↓			
Interpretation of results			
*Cross Verification			
*Triangulation			
↓			
Conclusions and Recommendations			

The data analysis for this study involved both quantitative and qualitative approaches to comprehensively evaluate the impact of the NGOs.

For the quantitative data, the process began with data cleaning, ensuring that all survey responses were complete and consistent to maintain reliability and validity. Descriptive statistics were then calculated, providing an overview of the data through measures such as mean, median, mode, standard deviation, and frequency distributions. This helped in understanding the central tendencies and variability among participants' responses.

Inferential statistical tests were subsequently applied to identify significant differences and relationships. T-tests were utilized to compare the means of pre- and post-intervention data, determining whether the observed changes were statistically significant. Chi-square tests were performed to examine the associations between categorical variables like employment status and participation in NGO programs. Additionally, trend analysis through time-series methods was conducted to track changes in employment rates, income levels, and educational attainment over time, focusing on the period before and after engagement with the NGOs.

For the qualitative data, thematic analysis was employed to uncover patterns and themes within the participants' narratives. The process began with the transcription of all audio recordings from interviews and focus groups, converting them into text documents for systematic analysis. Initial coding was done by reading through the transcriptions and generating short labels that captured significant pieces of information. These initial codes were then reviewed and grouped into broader themes representing recurring ideas and patterns across the data set.

The themes were further refined to ensure they accurately represented the data. This involved revisiting the transcripts to confirm the relevance of each theme and making adjustments to merge or split themes as necessary for clarity and specificity.

The final themes were then analysed in depth to interpret their meaning and implications, focusing on understanding the participants' experiences, perceptions, and the broader context of the NGOs' impact.

The results were structured around two main areas: economic impact and social impact. Economic impact was assessed through the analysis of employment rates, income changes, and economic activities generated by the NGOs' interventions. This involved examining quantitative data on job placements, earnings, and entrepreneurial activities reported by participants. Social impact was evaluated by looking at improvements in educational attainment, skill development, and empowerment among participants. The qualitative data provided rich insights into how the NGOs' programs influenced these areas, highlighting personal stories and broader community effects.

A comparative analysis was also conducted to highlight the differences and similarities in the impact of KAYEC and WAD. This involved contrasting the strengths, weaknesses, and unique contributions of each NGO based on the data collected.

The study synthesized the findings from both statistical and thematic analyses, providing a comprehensive overview of the NGOs' impact. The results showed significant improvements in economic and social outcomes for participants, and recommendations were made to enhance the effectiveness of KAYEC, WAD, and similar NGOs.

These recommendations were grounded in the data collected and aimed at increasing outreach, strengthening funding, enhancing collaboration, implementing robust monitoring and evaluation frameworks, and focusing on long-term sustainability.

3.13 Conclusion

This chapter has clarified the research methodology that guided and informed this study in collecting, presenting and analysing data of this research. It has expounded on the population, sample and sampling strategy, data collection sources, and data analysis techniques used in this research. A mixed methods approach was followed because the researcher believes that it was an appropriate approach since the study contains quantitative as well as literary reactions on the socio-economic impacts of the NGOs in Namibian communities. The next chapter presents the research findings.

CHAPTER 4

PRESENTATION OF RESULTS - KAYEC AND WAD

4.1 Introduction

This section presents the results and the data interpretation for the beneficiaries of KAYEC and WAD training programmes. The KAYEC results are presented first followed by WAD results.

4.2 Demographic characteristics of KAYEC Respondents

The demographic characteristics of KAYEC respondents are presented in Figures 4.1 to 4.3. There were 50 respondents that participated in this survey.

4.2.1 Gender of KAYEC Respondents

The responses of KAYEC beneficiaries by gender are presented in Figure 4.1 below.

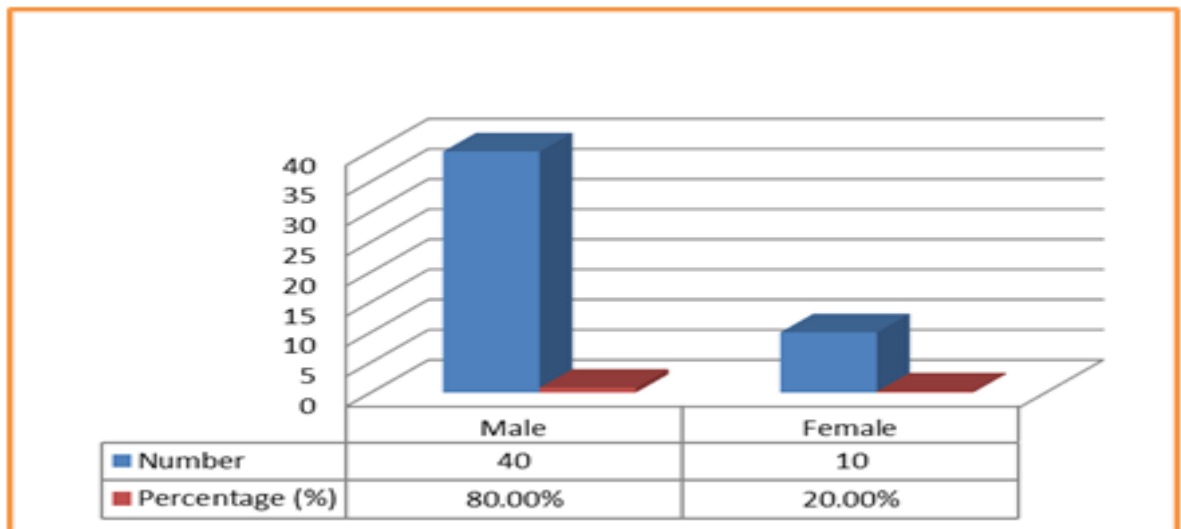


Figure 1: Responses by Gender (n=50)

Figure 1 shows that 80% of the KAYEC beneficiaries were male compared to 20% that were female.

4.2.2 Age of KAYEC Respondents

The researcher investigated the age groups of the respondents. The age composition of the respondents was done by grouping the respondents' ages into different age categories.

Studying the age composition of the respondents was deemed necessary because it is generally believed that people of different age groups have different expectations and, therefore, differ in satisfaction levels.

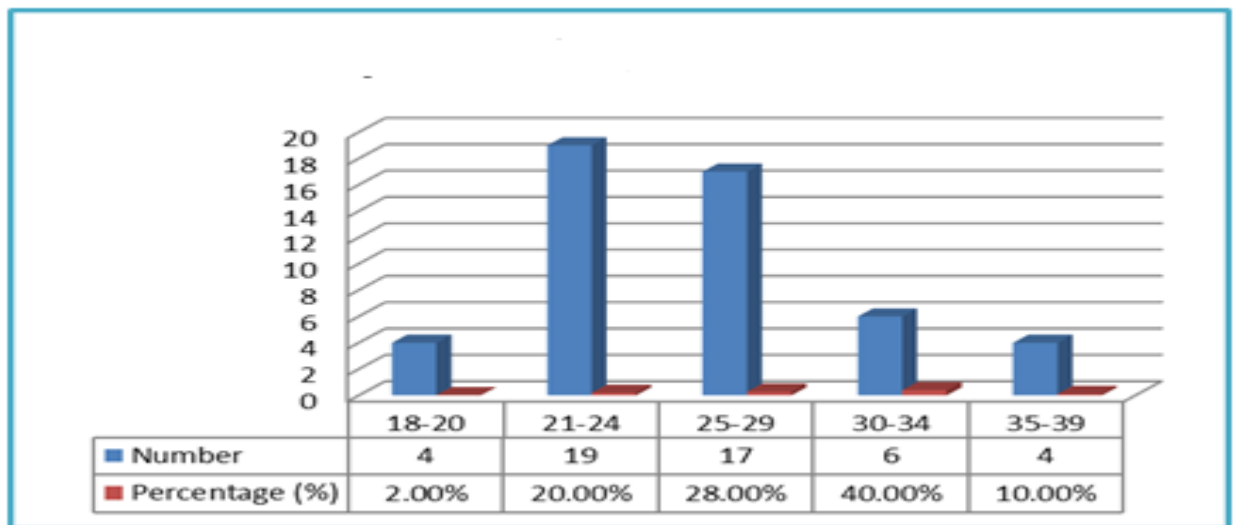


Figure 4.2 Responses by age category (n=50)

The statistics in Figure 4.2 above indicate that the majority of the respondents were between 30 – 34 years that is 40% followed by those between 21- 24 years and then those who were between 25– 29 were also 28% as well as those aged 35-39 was 10%. The statistics show that the respondents were drawn from different categories of age groups.

Therefore, this provided a chance for balanced opinions about the level of beneficiaries' appreciation of the KAYEC programmes.

4.2.3 Academic Qualifications of KAYEC Respondents

The level of education is an important parameter in this type of research. Thus, academic qualifications were also assessed and categorised.

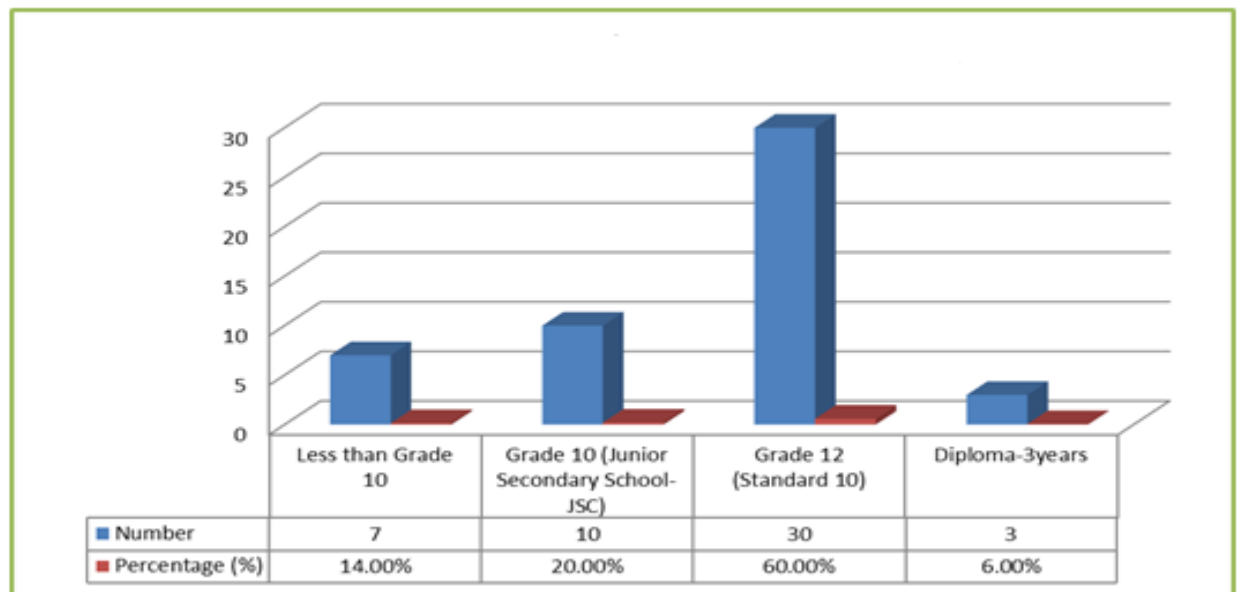


Figure 4.3 Responses by Academic Qualifications (n=50)

According to Figure 4.3, a larger number of the respondents (60%) attained a secondary education certificate and above, 20% attained a Junior Secondary School certificate qualification while 14% had qualifications lower than Grade 10. The results reveal that the chosen population consisted of well-qualified respondents who could comprehend the objectives of the study and respond to questionnaires and interviews appropriately.

4.2.4 Training programmes at KAYEC Centre

The success of an NGO intervention programme depends on the proper choice of activities for its target group. As a starting point to assess the impact of the KAYEC programmes, the study determined the nature of the training provided by the KAYEC to its beneficiaries. Based on the beneficiaries' views, the most commonly cited type of training skills that they received from the KAYEC ranged from theory to practical skills.

The different types of training programmes provided by KAYEC are presented in Figure 4.4 below.

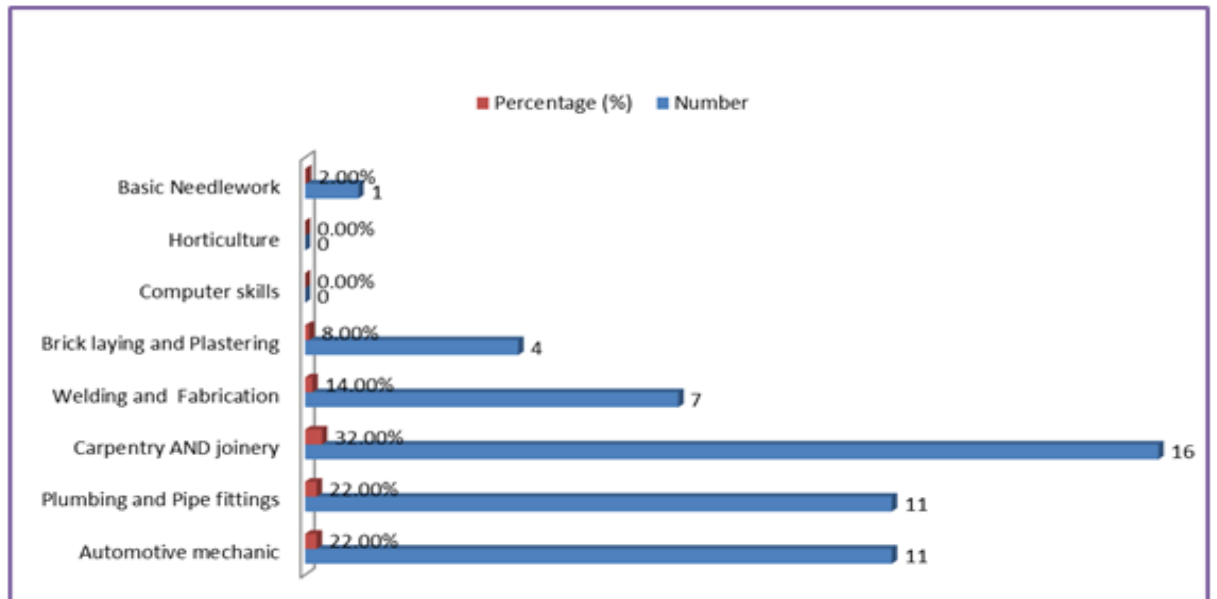


Figure 4.4 Responses by KAYEC Training Programme

Figure 4.4 above shows that the most commonly cited type of training received from KAYEC was carpentry and joinery at 32% followed by plumbing and pipe fittings and automotive mechanic at 22% each.

4.2.5 Duration of Katutura Youth Training Centre (KAYEC) Training Programme

Since the duration of study is also important in a training programme, the study determined the duration of KAYEC training programmes.

The data are presented in Figure 4.5 below.

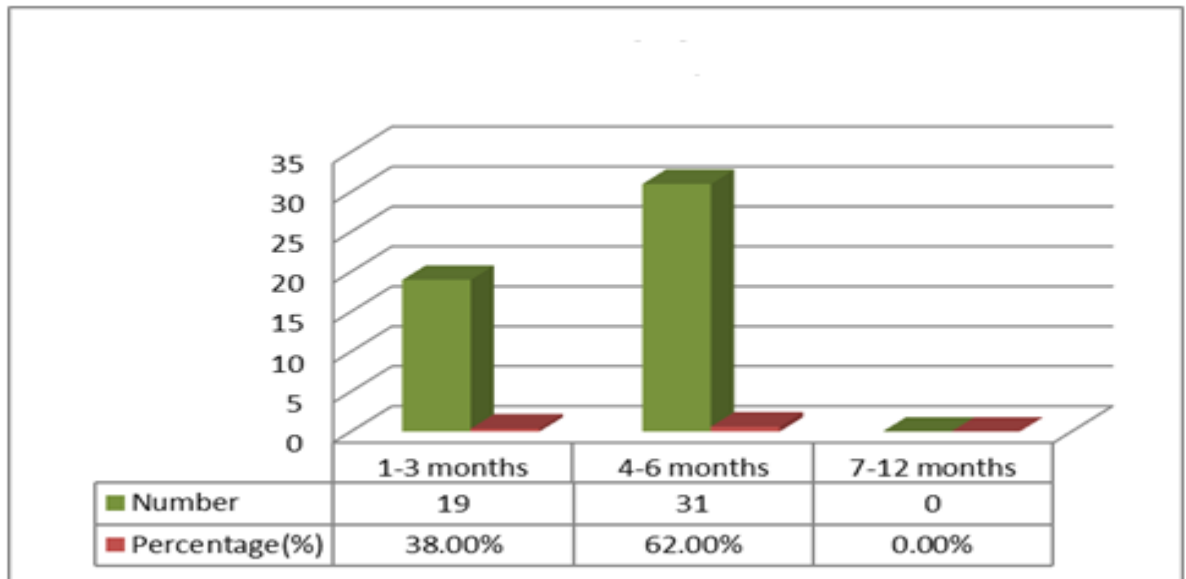


Figure 4.5 Responses by Training Duration of KAYEC

Figure 4.5 above shows that 62% of the beneficiaries indicated that their training duration was in the range of 4-6 months compared to 38% of the beneficiaries who indicated that their training program ranged between 1-3 months.

4.3 Socio-Economic Impact of Katutura Youth Training Centre (KAYEC) project

4.3.1 Economic Impact

Do you think the Katutura Youth Training Centre (KAYEC) training has helped you get a job?

The statistics on whether the KAYEC training programmes have helped the beneficiaries to get jobs are presented in Figure 4.6 below.

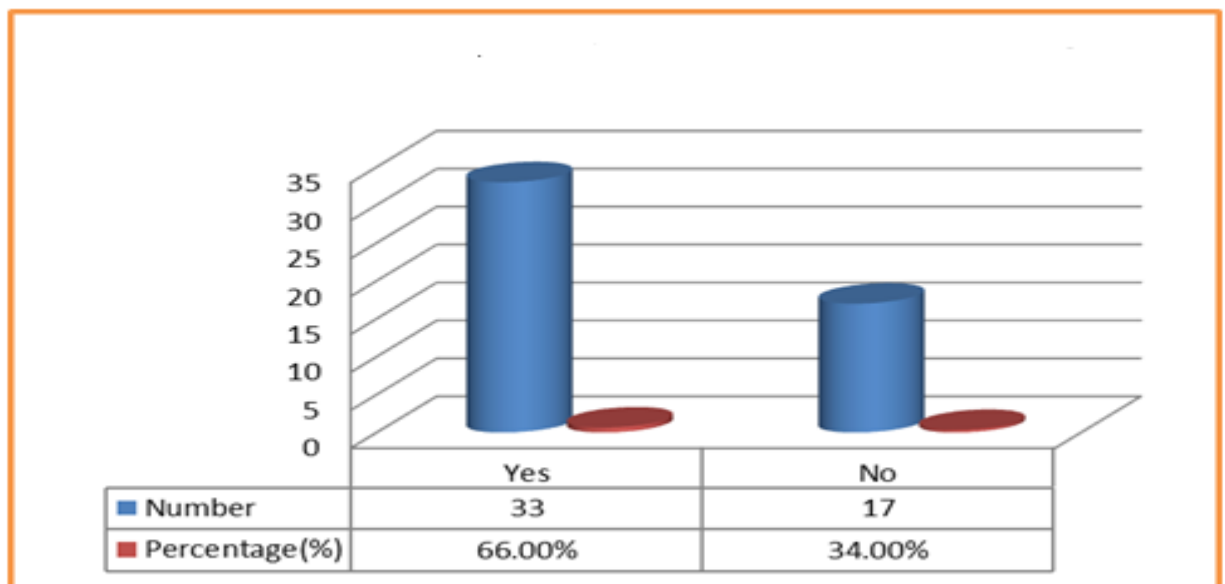


Figure 4.6 Responses on Economic Impact of KAYEC (n=50)

Figure 4.6 shows that about 66% of the respondents agreed that the KAYEC training programmes had an economic impact on their lives compared to 34% who disagreed that the training programmes had any economic impact on their lives.

4.3.2 The Benefits of Katutura Youth Training Centre (KAYEC)

The researcher sought to determine the participants' assessment of the importance of KAYEC training programmes through a 4-point Likert type scale as follows: Very important (VI) =4, Important (I) =3, Not important (NI) =2, Not important at all (NIAA) =1.

The statistics are presented in Table 4.1 below

Table 4.1: Benefits of KAYEC Programmes

Statement	VI	I	NI	NIAA	Total
Automobile Mec hani c	28	22	0	0	50(100%)
Welding	29	21	0	0	50(100%)
Plumbing and Pipe fittin g	30	20	0	0	50(100%)
Bricklaying	15	35	0	0	50(100%)
Carpentry	25	25	0	0	50(100%)
ICT	30	20	0	0	50(100%)
Total					

From Table 4.1 above, it is evident that the beneficiaries rated the training in Automobile Mechanics, Welding, Plumbing and Pipe fitting, Carpentry, and Information and Communication Technology (ICT) as ‘very important’ as well as ‘important’.

4.3.3 Social Impact of KAYEC Programmes

The researcher sought to determine the social impact of KAYEC training programmes with a 5-point scale as follows: Strongly Agree (SA) =5, Agree (A) =4, Undecided (U) =3, Disagree (DA)=2, and Strongly Disagree (SD) =1. The statistics are presented in Table 4.2.

4.3.3.1 Improved Access to Services

Table 4.3: Improved Quality of Services

Statement	SA	A	U	DA	SD	Total
Health	28	22	0	0	0	50(100%)
Clean water	27	23	0	0	0	50(100%)
Education	22	28	0	0	0	50(100%)
Transport	28	22	0	0	0	50(100%)
Electricity	22	22	6	0	0	50(100%)

From Table 4.2, it is evident that almost 50% of the KAYEC training programme beneficiaries strongly agree or agree that they had accessed to improved social amenities.

4.3.3.2 Social Impact of Business

What has the social impact of the business been on the following people listed below?

The response rate is on a three-point scale as High=3, Medium=2, Low=1

Table 4.3: Social Impact of Business (n=50)

Statement	High	Medium	Low	Total
Yourself	15	28	7	50(100%)
Immediate family	17	24	19	50(100%)
Extended family	6	25	19	50(100%)
Local community	6	16	28	50(100%)

From Table 4.3 above, it is evident the rating of the social impact of beneficiaries of KAYEC training programmes was mixed.

4.3.4 Overall Evaluation of KAYEC Programmes

Overall, how do you rate the impact/change that the KAYEC programme/training has?

The study set out to establish the beneficiaries' evaluation of the KAYEC Training Programmes. The findings are presented in Figure 4.7 below

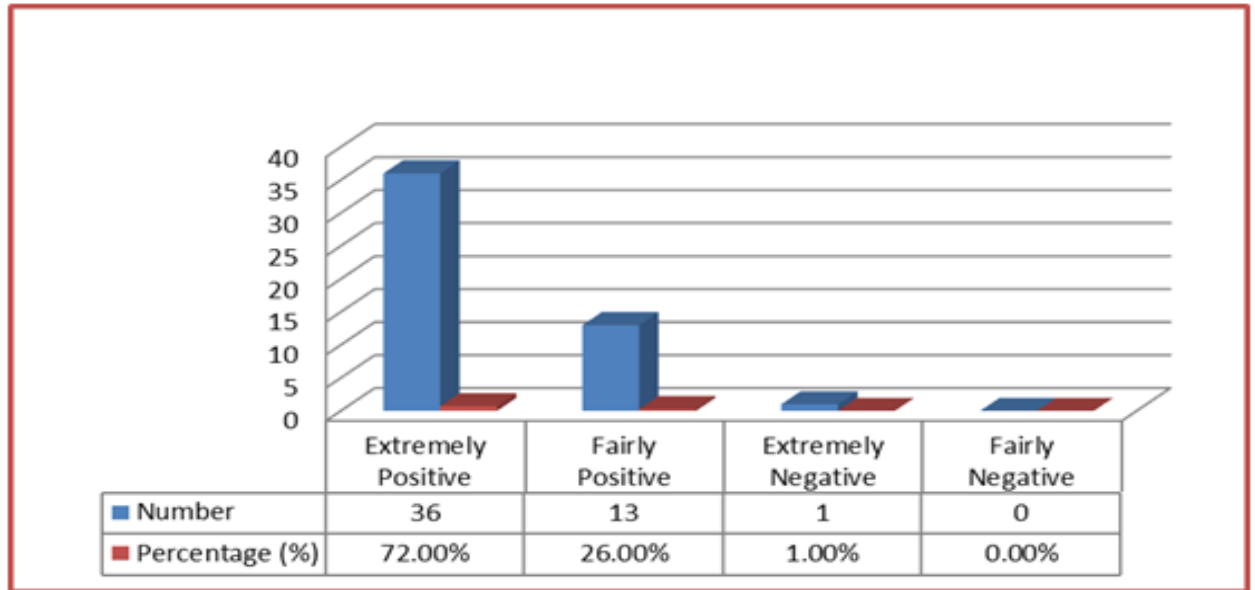


Figure 4.7 Evaluation of KAYEC Programmes

The descriptive statistics in Figure 4.7 above indicate that 36 (72%) of the beneficiaries were extremely satisfied with the socio-economic service, 13 (26%) said that they were fairly satisfied while the minority 2% or less expressed negative feelings about KAYEC overall quality of services. The findings seem to suggest that the most of beneficiaries appreciated the services provided by KAYEC.

4.3.5 Did your status within your family and community improve due to the completion of the training?

The researcher set out to determine whether the training programmes that KAYEC provided improved the beneficiaries' status in the community.

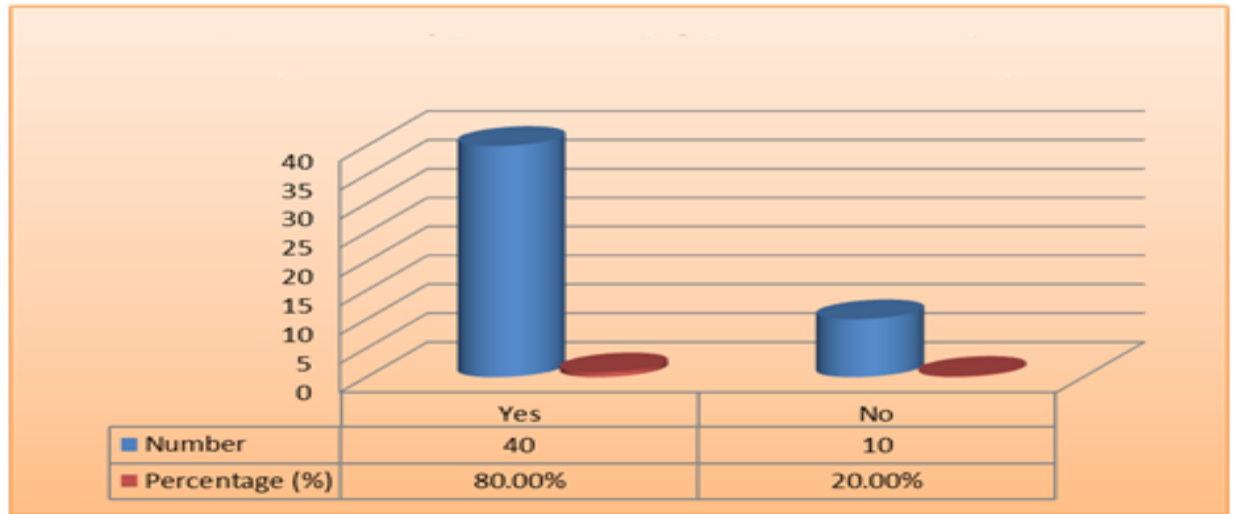


Figure 4.8 Improved Status with the Community

Based on Figure 4.8 above, it is evident that 80% of the respondents agreed that their status has improved tremendously compared to their colleagues in the community, while 20% of them did not see any significant improvement in their status within the community.

4.4 Improved financial status

The researcher set out to determine whether the training programmes that KAYEC provided improved the beneficiaries' status financially.

Table 4.4: Improved Financial Status

Statement	SA	A	U	DA	SD	Total
I contribute more financially to my family	26	10	4	8	2	50(100%)
I contribute more financially to my community	19	10	6	10	5	50(100%)
I am successful in my job	31	9	0	5	5	50(100%)
I am more skilled	45	3	0	0	0	50(100%)
I learned important life skills	40	5	0	2	3	50(100%)
I am more confident	45	2	0	3	0	50(100%)

From Table 4.4, it is evident that the beneficiaries of KAYEC educational training indicated that they contribute financially to members of their families as well as community projects.

This section has discussed the socio-economic impact of KAYEC training programmes in the targeted regions, the next section focuses on the socio-economic impact of Women Action for Development (WAD).

4.5 Socio-Economic Impact of Women Action for Development (WAD)

4.5.1 Introduction

This section presents the findings on the socio-economic impact of WAD training programmes.

4.5.2 Demographic characteristics of WAD respondents

4.5.2.1 Gender of WAD respondents

The statistics of WAD beneficiaries' training programmes by gender are presented in Figure 4.9 below.

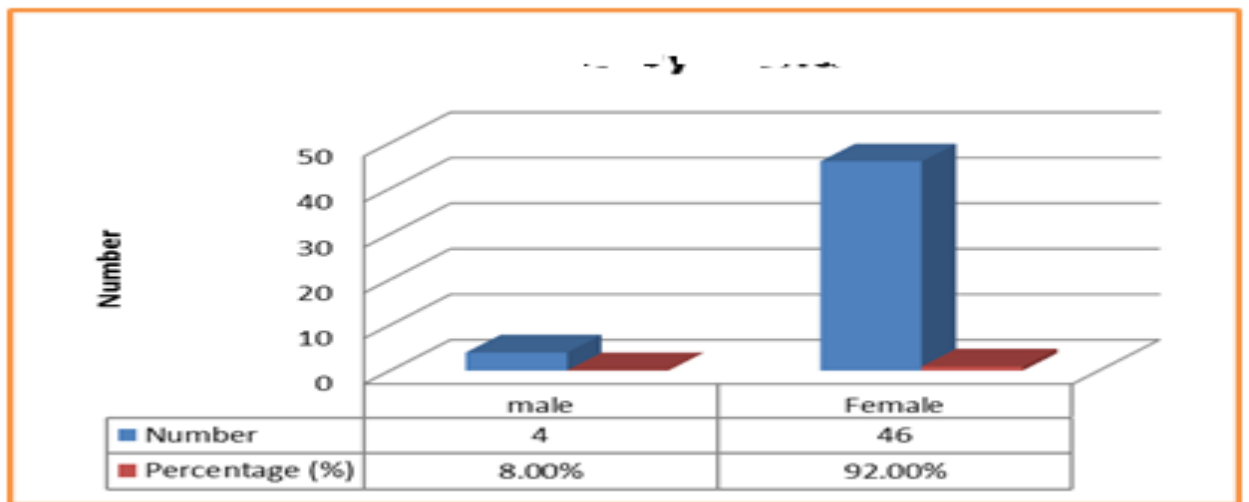


Figure 4.9 Responses by Gender

Figure 4.9 demonstrates that about 92 % of the WAD respondents were female compared to 8% that were male. The findings revealed a significant difference in gender in the WAD targeted audience.

4.5.2.2 Age of WAD respondents

The researcher investigated the age groups of the respondents. The age composition of the respondents was found by grouping the respondents' ages into different age groups. Studying the age composition of the respondents was deemed necessary because it was assumed that people of different age groups determine the level of satisfaction with the services provided by the WAD in the targeted regions in Namibia.

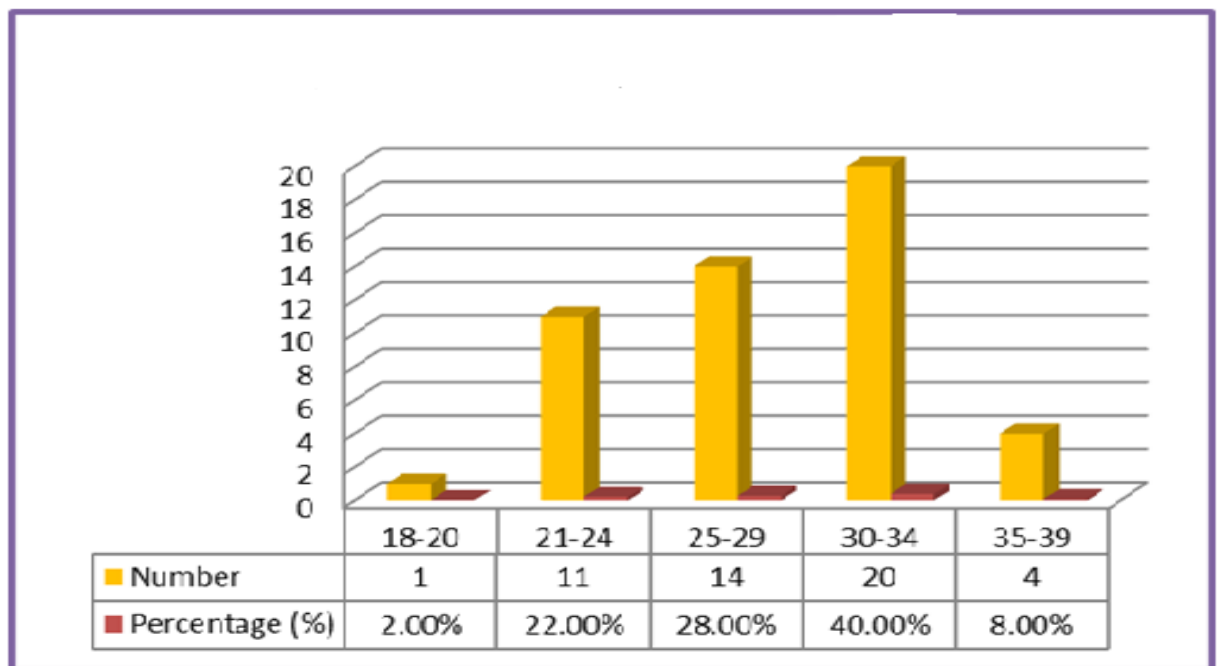


Figure 4.10 Responses by Age Category

The statistics in Figure 4.10 above indicate that the larger number of the respondents was between 30 – 34 years, that is 40% followed by those between 21- 24 years, and those who were between 25– 29 were also 28%, and those aged 35-39 was 8%. The statistics show that the respondents were drawn from different categories of age groups.

Therefore, this provided a chance for balanced opinions about the level of beneficiaries' appreciation of the WAD Educational services provided to them.

4.5.2.3 Academic Qualifications of WAD Respondents

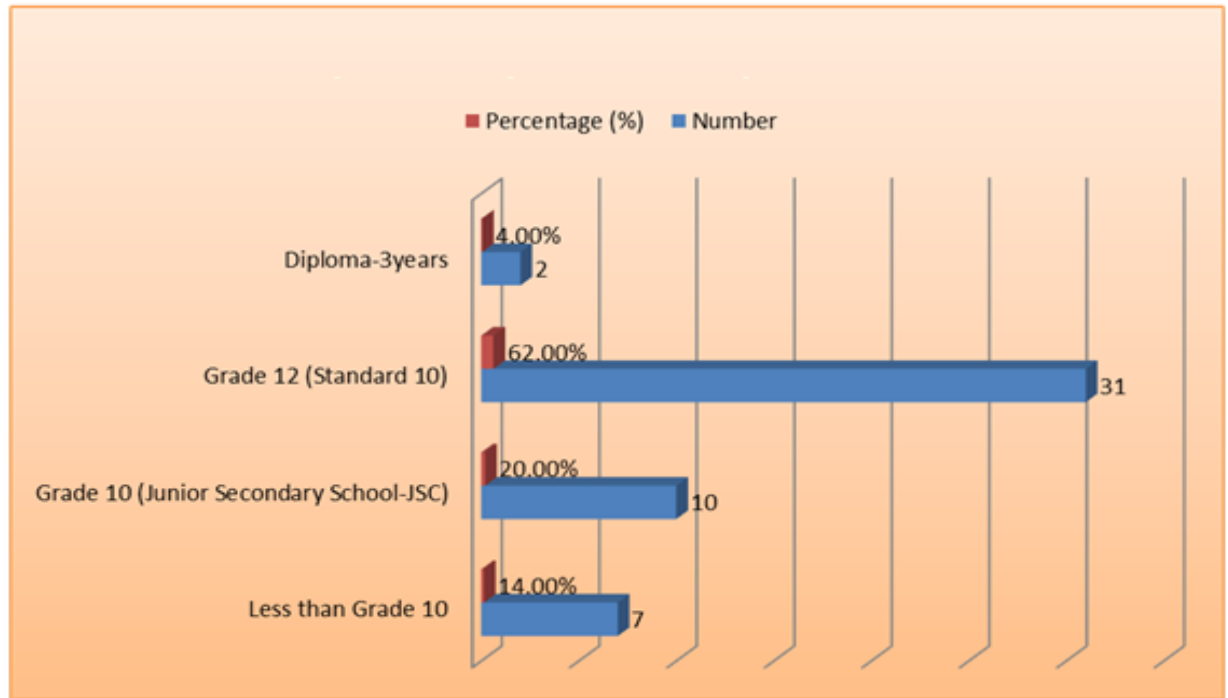


Figure 4.11 Responses by Academic Qualification

From Figure 4.11, it is evident that most of the respondents (62%) attained secondary education and above, while 20% attained a Junior Secondary School Certificate (JSC) qualification. Four percent had a diploma qualification and 14% had qualifications lower than Grade 10. This provided the researcher the opportunity to collect dependable data as this, with the help of the researcher could give informed data about the issues under study. In the researcher's opinion, the information was valid because people with secondary education and above in a city setting like Windhoek ought to have used the Educational Programme services provided by WAD.

4.5.2.4 What type of training did you receive from Women Action for Development (WAD)?

The researcher sought to determine the nature of the training provided by the WAD to beneficiaries in order to gauge the beneficiaries' views on the most commonly cited type of training skills they received from WAD.

The different types of training provided by WAD are presented in Figure 4.12 below.

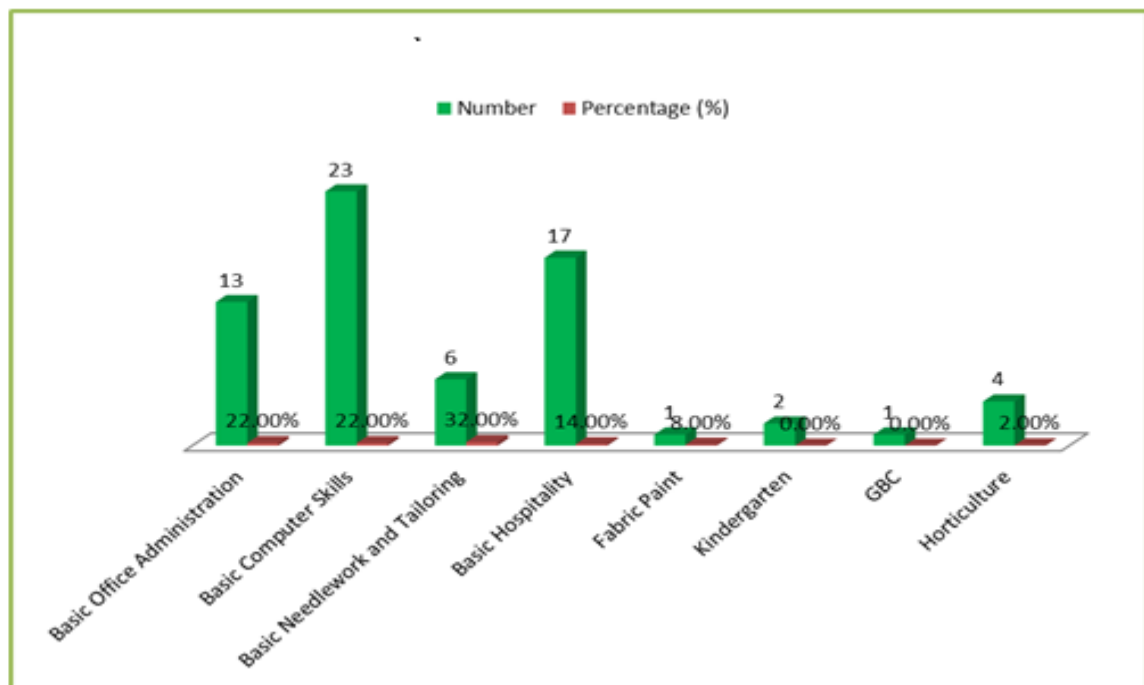


Figure 4.12 Responses by Type of Training from WAD

Figure 4.12 above shows that the most commonly cited types of training received from WAD were basic office administration 22%, basic computer skills 22%, basic needlework and tailoring 32%, and basic hospitality 14%. Fabric painting, GBV and horticulture had less than 10% ratings by beneficiaries.

4.5.2.5 Duration of Women Action for Development (WAD) training programme

The statistics for the duration of the WAD training programme are presented in Figure 4.13 below.



Figure 4.13 Responses by Training Duration

Figure 4.13 above shows that 72% of the beneficiaries indicated that their training duration was in the range of 4-6 months compared to 28% who indicated that their training programme ranged between 1-3 months.

4.6 Socio-economic impact of Women Action for Development (WAD) Project

4.6.1 Economic Impact of WAD respondents

Do you think the WAD training has helped you to get a job?

The statistics of WAD beneficiaries' responses to economic impact are presented in Figure 4.14 below.

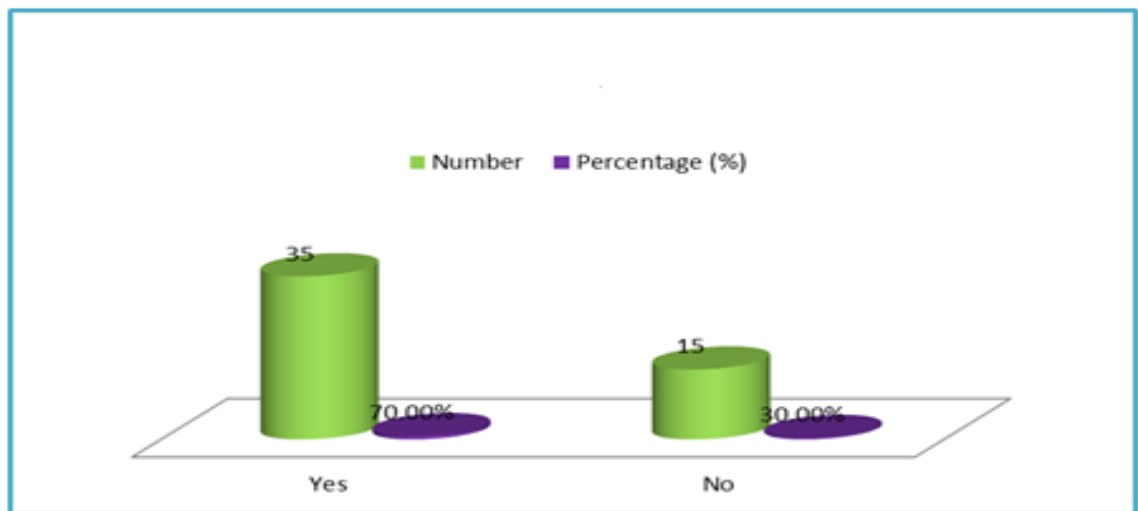


Figure 4.14 Responses on Economic Impact of WAD Training

Figure 4.14 shows that about 70% of the respondents agreed that the WAD training programmes had an economic impact on their lives compared to 30% who disagreed that the training programmes had any economic impact on their lives.

4.6.2 The Benefits of WAD Training

Table 4.5: Benefits of WAD Training

Statement	VI	I	NI	NIA	Total
Basic Office Administration	25	25	0	0	50(100%)
Basic Computer Skills	40	10	0	0	50(100%)
Basic Hospitality	29	21	0	0	50(100%)
Fabric Painting	30	20	0	0	50(100%)
Kindergarten	25	25	0	0	50(100%)
GBV	28	22	0	0	50(100%)

From Table 4.15, it is evident that the beneficiaries affirmed that the training involved basic office administration, basic computer skills, basic needlework and tailoring, basic hospitality fabric painting, and GBV and that they were very important as well as important.

4.6.3 Social Impact of WAD respondents

4.6.3.1 Improved access to services

Table 4.6: Social Impact on improved access to services

Statement	SA	A	U	DA	SD	Total
Health	28	22	0	0	2	50(100%)
Clean water	27	23	0	0	0	50(100%)
Education	28	22	0	0	0	50(100%)
Transport	28	12	10	0	0	50(100%)
Electricity	29	21	0	0	0	50(100%)

The findings in Table 4.16 above revealed that the beneficiaries of WAD agreed or strongly agreed that they had improved access to social amenities as a result of WAD training programmes.

4.6.3.2. Social Impact

The response rate was on a three-point scale as High=3, Medium=2, Low=1

Table 4.7: Social Impact on family and community

Statement	High	Medium	Low	Total
Yourself	19	24	7	50(100%)
Immediate family	21	20	19	50(100%)
Extended family	11	20	19	50(100%)
Local community	6	16	28	50(100%)

The findings presented on the social impact of WAD on beneficiaries are mixed.

4.7 Overall evaluation of WAD programmes

4.7.1 Overall, how do you rate the impact/change that the WAD programme/training has had on your life?

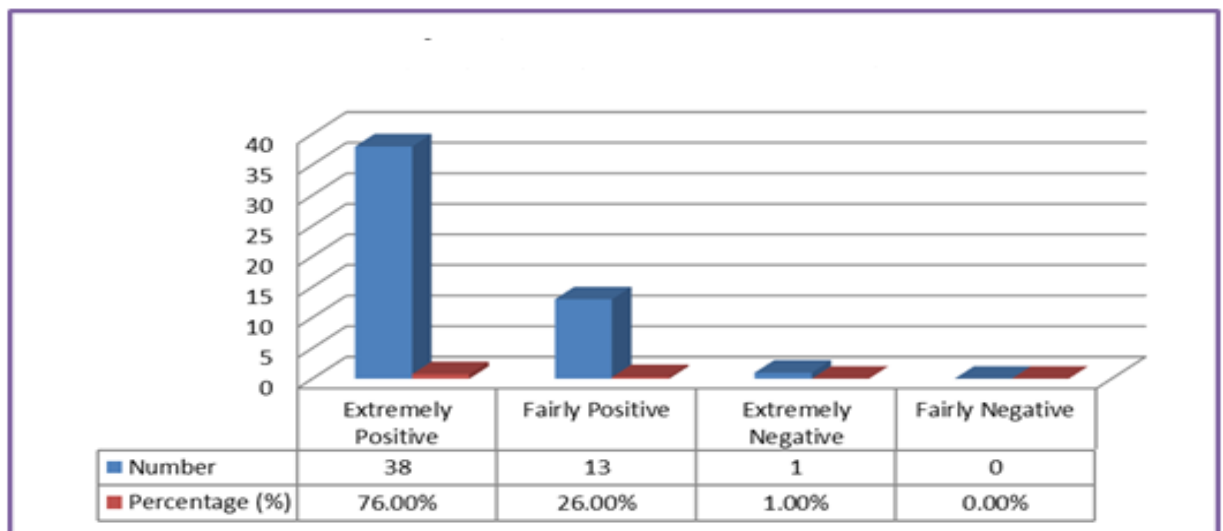


Figure 4.15 Evaluation of the WAD Project

From the descriptive statistics in Figure 4.15 above, 38 (76%) of the WAD training programme beneficiaries were extremely satisfied with the socio-economic service, 13 (26%) said that they were fairly satisfied while the minority 2% or less expressed negative feelings about WAD overall quality of services. The findings seem to suggest that the majority of beneficiaries appreciated the services provided by WAD.

4.7.2 Did your status within your family and community improve due to the completion of the training? Please tick only one option

The results on the improvement of status within the community as a result of WAD training programmes are presented in Figure 4.16.

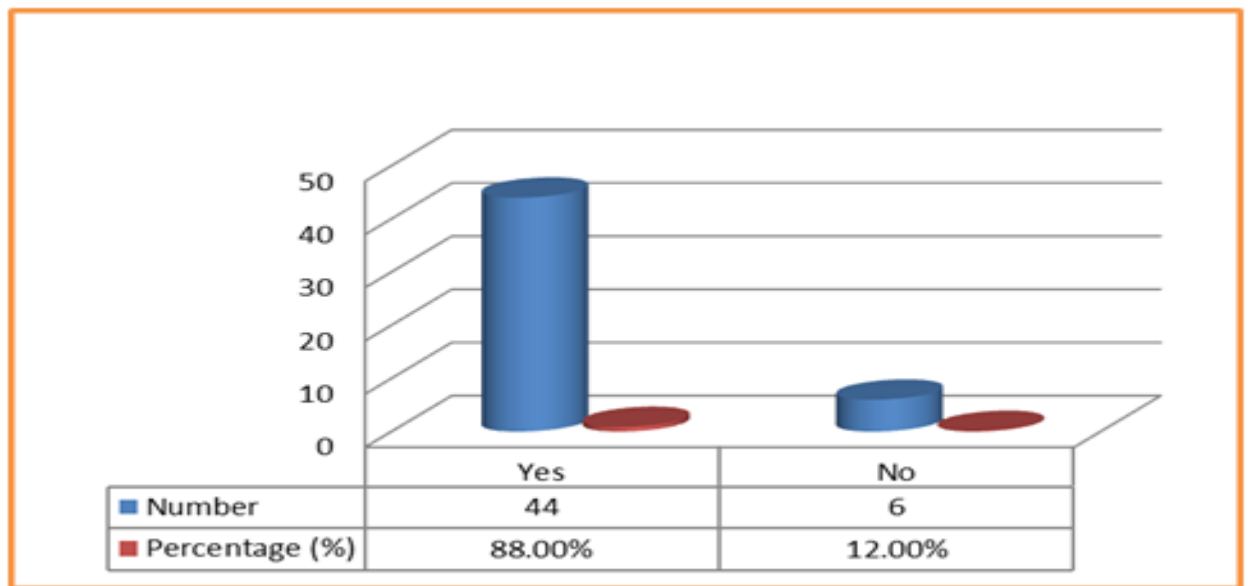


Figure 4.16 Change in Socio-Economic Impact

Figure 4.16 above evidently indicates that 88% of the beneficiaries agreed that their status immensely improved compared to their colleagues in the community while 12% of them did not see any significant improvement in their status within the community.

4.7.3 Improved financial status

Table 4.8: Improved financial status

Statement	SA	A	U	DA	SD	Total
I contribute more financially to my family	26	10	4	8	2	50(100%)
I contribute more financially to my community	19	10	6	10	5	50(100%)
I am successful in my job	31	9	0	5	5	50(100%)
I am more skilled	45	3	0	0	0	50(100%)
I learned important life skills	40	5	0	2	3	50(100%)
I am more confident	45	2	0	3	0	50(100%)

The findings in Table 4.18 above revealed that the beneficiaries of WAD training programmes can support their family members financially either as a result of being self-employed or employed in the public/private sector.

4.8 Correlation Analysis between Independent and Dependent Variables

4.8.1 Introduction

The main objective of this study was to determine the relationship between the NGOs' training programmes (independent variables) and the socio-economic well-being of beneficiaries (dependent variable). The hypotheses of this study were:

4.8.1.1 KAYEC Hypotheses

The eight KAYEC hypotheses are presented below.

Hypothesis 1

There is a significant relationship between KAYEC vocational and skill training programmes (bricklaying and plastering) and beneficiaries' improved access to social amenities.

Hypothesis 2

There is a significant relationship between KAYEC vocational and skill training programmes (plumbing and fitting) and beneficiaries' improved financial status.

Hypothesis 3

There is a significant relationship between KAYEC vocational and skill training programmes (carpentry and joinery) and beneficiaries' improved access to social amenities.

Hypothesis 4

There is a significant relationship between KAYEC vocational and skill training programmes (ICT) and beneficiaries' improved access to social amenities.

Hypothesis 5

There is a significant relationship between KAYEC vocational and skill training programmes (bricklaying and plastering) and beneficiaries' improved financial status.

Hypothesis 6

There is a significant relationship between KAYEC Vocational and skill training programmes (plumbing and fitting) and beneficiaries' improved financial status.

Hypothesis 7

There is a significant relationship between KAYEC vocational and skill training programmes (carpentry and joinery) and beneficiaries' improved financial status.

Hypothesis 8

There is a significant relationship between KAYEC vocational and skill training programmes (ICT) and beneficiaries' improved financial status.

4.8.1.2 WAD Hypotheses

The eight WAD hypotheses are presented below.

Hypothesis 9

There is a significant relationship between WAD vocational and skill training programmes (basic office administration) and beneficiaries' improved access to social amenities.

Hypothesis 10

There is a significant relationship between WAD vocational and skill training programmes (basic computer skills) and beneficiaries' improved financial status.

Hypothesis 11

There is a significant relationship between WAD vocational and skill training programmes (basic needlework and tailoring) and beneficiaries' improved access to social amenities.

Hypothesis 12

There is a significant relationship between WAD vocational and skill training programmes (basic hospitality and tourism) and beneficiaries' improved access to social amenities.

Hypothesis 13

There is a significant relationship between WAD Vocational and skill training programmes (basic office administration) and beneficiaries' improved financial status.

Hypothesis 14

There is a significant relationship between WAD vocational and skill training programmes (basic computer skills) and beneficiaries' improved financial status.

Hypothesis 15

There is a significant relationship between WAD vocational and skill training programmes (basic needlework and tailoring) and beneficiaries' improved financial status.

Hypothesis 16

There is a significant relationship between WAD Vocational and skill training programmes (basic hospitality and tourism) and beneficiaries' improved financial status.

4.8.2 Pearson correlation between KAYEC vocational and skill training and beneficiaries' improved access to social amenities

To establish the relationship between KAYEC vocational and skill training and beneficiaries' improved access to social amenities, a correlation analysis was performed to determine the strength and direction of the relationship between the independent variables and the dependent variable. The results are presented in Table 4.9 below.

Table 4.9: Pearson Correlation between KAYEC vocational and skill training programmes and beneficiaries' improved access to social amenities (n = 50)

	Bricklaying and Plastering	Plumbing and Fitting	Carpentry and joinery	ICT	Improved access to social amenities
Bricklaying and Plastering	1				
Plumbing and Fitting		1			
Carpentry and joinery			1		
ICT				1	
Improved access to social amenities	R=0.75 P-value=0.08	R=0.86 P-value=0.04	R=0.53 P-value=0.06	R=0.90 P-value=0.02	1
** P-value significance at 0.01 * P-value significant at 0.05 ***P-value significant at 0.10					

The results in Table 4.9 indicate that the relationship between KAYEC vocational and skill training (bricklaying and plastering) and beneficiaries' improved access to social amenities as a result of being self-employed is positive and statistically significant ($R = .0.75$, $p\text{-value} < 0.05$).

Similarly, the relationship between KAYEC vocational and skill training (Plumbing and Fitting) is positive and statistically significant ($R = 0.86$, $p\text{-value} = 0.05$). Also, the relationship between KAYEC vocational and skill training (carpentry and joinery) is positive but moderately significant as indicated by the Pearson correlation coefficient of ($R = 0.53$ and $p\text{-value} < 0.05$).

Further, the relationship between KAYEC vocational and skill training (ICT) is also positive and significant as indicated by the Pearson correlation coefficient of ($R = 0.90$ at $p\text{-value} < 0.05$).

4.8.3 Pearson Correlation between KAYEC Vocational and Skill Training Programmes and Beneficiaries' improved financial status (n=50)

To establish the relationship between the KAYEC Vocational and Skill training programmes and beneficiaries' improved financial status, a correlation analysis was performed to determine the strength and direction of the relationship between the dimensions and beneficiaries' improved financial status. The results are presented in Table 4.10 below.

Table 4.10: Pearson Correlation between KAYEC Vocational and Skill Training Programmes and Beneficiaries' improved financial status (n=50)

	Bricklaying and Plastering	Plumbing and Fitting	Carpentry and joinery	ICT	Improved financial status
Bricklaying and Plastering	1				
Plumbing and Fitting		1			
Carpentry and joinery			1		
ICT				1	
Improved Financial status	R=0.78 P-value=0.05	R=0.79 P-value=0.04	R=0.67 P-value=0.06	R=0.88 P-value=0.03	1
** P-value Significance at 0.01 * P-value Significant at 0.05 ***P-value significant at 0.10					

The results in Table 4.10 indicate that the relationship between KAYEC vocational and skill training (bricklaying and plastering) and beneficiaries' improved financial status as a result of being self-employed is positive and statistically significant (R = .0.78, p-value < 0.05).

Similarly, the relationship between KAYEC vocational and skill training (Plumbing and Fitting) is positive and statistically significant ($R = 0.79$, $p\text{-value} = 0.05$). Also, the relationship between KAYEC vocational and skill training (carpentry and joinery) is positive but moderately significant as indicated by the Pearson correlation coefficient of ($R = 0.64$ and $p\text{-value} < 0.05$). Moreover, the relationship between KAYEC vocational and Skill training (ICT) is positive and significant as indicated by the Pearson correlation coefficient of ($R = 0.88$ and $p\text{-value} < 0.05$).

4.8.4 Pearson Correlation between WAD Vocational and Skill Training Programmes and Beneficiaries' improved access to social amenities (n=50)

The results statistical comparison for WAD training skills and beneficiaries' status are presented in Table 4.11 below.

Table 4.11: Pearson Correlation between KAYEC vocational and skill training programmes and Beneficiaries' improved access to social amenities (n=50)

	Basic office administration	Basic computer skills	Basic needlework and tailoring	Hospitality and Tourism	Improved access to social amenities
Basic office administration	1				
Basic computer skills		1			
Basic needlework and tailoring			1		
Basic hospitality and Tourism				1	
Improved access to social amenities	R=0.80 P-value=0.07	R=0.91 P-Value=0.08	R=0.62 P-value=0.03	R=0.50 P-value=0.04	1
*** P-value Significance at 0.01 **P-value Significant at 0.05 * P-value Significant at 0.10					

The results in Table 4.11 indicate that the relationship between WAD Vocational and Skill training (Basic Office Administration) and beneficiaries' improved access to social amenities as a result of being self-employed are positive and statistically significant ($R = .0.80$, $p\text{-value} < 0.10$). Similarly, the relationship between WAD vocational and Skill training ($R=0.91$, $p\text{-value} < 0.10$) is positive and statistically significant ($R = 0.62$, $p\text{-value} =0.05$). Also, the relationship between WAD vocational and Skill training (Basic Needlework and Tailoring) is positive but moderately significant as indicated by the Pearson correlation coefficient of ($R= 0.64$ and $p\text{-value} <.0.05$). The relationship between WAD vocational and Skill training (Hospitality) is positive and moderate as indicated by the Pearson correlation coefficient of ($R= 0.50$ and $p\text{-value} <.0.05$).

4.8.5 Pearson Correlation between WAD Vocational and Skill Training Programmes and Beneficiaries' improved financial status

To establish the relationship between the WAD Vocational and Skill training programmes and the beneficiaries' improved financial status, a correlation analysis was performed to determine the strength and direction of the relationship between the dimensions and beneficiaries' improved financial status. The results are presented in Table 4.12 below.

Table 4.12: Pearson Correlation between KAYEC Vocational and Skill Training programmes and Beneficiaries' improved financial status (n=50)

	Basic office administration	Basic computer skills	Basic needlework and tailoring	Horticulture	Improved financial status
Basic office administration	1				
Basic computer skills		1			
Basic needlework and tailoring			1		
Basic Hospitality				1	
Improved financial status	R=0.81 P-value=0.04	R=0.84 P-value=0.03	R=0.66 P-Value=0.06	R=0.52 P-value=0.07	1
*** P-value Significance at 0.01 **P-value Significant at 0.05 * P-value Significant at 0.10					

The results in Table 4.12 indicate that the relationship between WAD Vocational and Skill training (basic office administration) and beneficiaries' improved financial status as a result of being self-employed is positive and statistically significant (R = .0.81, p-value < 0.05).

Similarly, the relationship between WAD vocational and skill training (basic computer skills) is positive and statistically significant ($R = 0.84$, $p\text{-value} = 0.05$).

Also, the relationship between WAD vocational and Skill training (Basic Needlework and Tailoring) is positive but moderately significant as indicated by the Pearson correlation coefficient of ($R = 0.66$ and $p\text{-value} < 0.10$). Besides, the relationship between WAD vocational and skill training (hospitality) is positive and moderate as indicated by Pearson correlation ($R = 0.52$ and $p\text{-value} < 0.10$).

4.9 Testing and Interpretation of Hypotheses

4.9.1 Testing of KAYEC Hypotheses and Interpretations

The results for the KAYEC eight hypotheses on training programmes and their impact on beneficiaries' socio-economic well-being are presented below.

Hypothesis 1

There is a significant relationship between KAYEC Vocational and skill training programmes (Brick laying and Plastering) and beneficiaries' improved access to social amenities.

To test H1, a simple regression analysis was conducted. Data used to test this hypothesis were obtained by asking respondents the extent to which they agreed with various statements associated with various dimensions of KAYEC vocational and skill training on beneficiaries' socio-economic well-being. The composite index of the KAYEC training programmes is shown in Table 4.13 below.

Table 4.13: Relationship between KAYEC Vocational and Skill training programmes (Brick laying and Plastering) and beneficiaries' improved access to social amenities.

Model	R	R²	Beta value	T-value	P-value
Constant			0.65	5.53	P<0.05
Bricklaying and Plastering	0.75	56.25		4.62	P<0.05
Predictor (Independent Variable) KAYEC Vocational and training programmes (Bricklaying &Plastering)					
Dependent Variable (DV): Improved access to social amenities					

Information in the model summary, Table 4.13 indicates that the value of R-square for the model is 56.25. This means that 56.25% of the variation in the improved access to social amenities category can be explained by the independent variables.

Hypothesis 2

There is a significant relationship between KAYEC Vocational and skill training.

Table 4.14: Relationship between KAYEC training programmes (Plumbing and Fitting) and beneficiaries' improved access to social amenities

Model	R	R²	Beta value	T-value	P-value
Constant			0.62	4.77	P<0.05
Plumbing and Plastering	0.86	0.73.96		5.59	P<0.05
Predictor (Independent Variable): Plumbing and Plastering					
Dependent Variable (DV) Improved access to social amenities					

Information in the model summary, Table 4.14 indicates that the value of R-square for the model is 0.73.96. This means that 73.96 % of the variation in the improved access to social amenities variable can be explained by the independent variables.

Hypothesis 3

There is a significant relationship between KAYEC Vocational and skill training programmes (Carpentry and Joinery) and beneficiaries' improved access to social amenities.

To test H₃, a simple regression analysis was conducted. The data used to test this hypothesis were obtained by asking respondents the extent to which they agreed with various statements associated with various dimensions of KAYEC training programmes.

Table 4.15: Relationship between KAYEC Vocational and Skill training programmes (Carpentry and Joinery) and beneficiaries’ improved access to social amenities

Model	R	R²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Carpentry and joinery	0.53	0.28.09		4.59	P<0.05
Predictor (Independent Variable): KAYEC Training Programmes					
Dependent Variable (DV): Improved access to social amenities					

Information in the Model summary table indicates that the value of R-square for the model is 0.28.09. This means that 28.09% of the variation in the improved access to social amenities (dependent variable) can be explained by the independent variables.

Hypothesis 4

There is a significant relationship between KAYEC Vocational and skill training programmes (ICT) and beneficiaries’ improved access to social amenities.

Table 4.16: Relationship between KAYEC training programmes (ICT) and beneficiaries' improved access to social amenities

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
ICT	0.90	0.8100		4.59	P<0.05
Predictor (Independent Variable): KAYEC Training programmes					
Dependent Variable (DV): Improved access to social amenities					

Information in the Model summary table indicates that the value of the R-square for the model is 0.81.00. This means that 81.00% of the variation in the improved access to social amenities (dependent variable) can be explained by the independent variables.

Hypothesis 5

There is a significant relationship between KAYEC Training Programmes (Bricklaying and Plastering and Beneficiaries' improved financial status).

Table 4.17: Relationship between the KAYEC training programmes (bricklaying and plastering) and beneficiaries' improved financial status

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Brick laying and Plastering	0.78	0.60.84		4.59	P<0.05
Predictor (Independent Variable): KAYEC Training Programmes					
Dependent Variable (DV): Improved financial status					

Information in the Model summary table indicates that the value of R-square for the model is 0.60.84. This means that 60.84% of the variation in the improved access to social amenities (dependent variable) can be explained by the independent variables.

Hypothesis 6

There is a significant relationship between KAYEC Vocational and skill training programmes (Plumbing and Fitting) and beneficiaries' improved financial status.

Table 4.18: Relationship between KAYEC training programmes (Plumbing and fitting) and beneficiaries' improved financial status

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Plumbing and fitting	0.79	0.6241		4.59	P<0.05
Predictor (Independent Variable): KAYEC Training Programmes					
Dependent Variable (DV): Improved financial status					

Information in the Model summary table indicates that the value of R-square for the model is 0.6241. This means that 62.41 % of the variation in the improved financial status to (dependent variable) can be explained by the independent variables.

Hypothesis 7

There is significant relationship between KAYEC Vocational and skill training programmes (Carpentry and Joinery) and beneficiaries' improved financial status.

Table 4.19: Relationship between KAYEC training Programmes (carpentry and joinery) and beneficiaries' improved financial status

Model	R	R²	Beta value	T- value	P-value
Constant			0.65	4.68	P<0.05
Carpentry and joinery	0.67	0.44.89		4.59	P<0.05
Predictor (Independent Variable): KAYEC Training Programmes					
Dependent Variable (DV): Improved financial status					

Information in the Model summary table indicates that the value of R-square for the model is 0.44.89. This means that 44.89% of the variation in the improved financial status (dependent variable) can be explained by the independent variables.

Hypothesis 8

There is a significant relationship between KAYEC Vocational and skill training programmes (ICT) and beneficiaries' improved financial status.

Table 4.20: The relationship between KAYEC training Programmes (ICT) and beneficiaries' improved financial status

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
ICT	0.88	0.77.44		4.59	P<0.05
Predictor (Independent Variable): KAYEC Training Programmes (ICT)					
Dependent Variable (DV): Improved financial status					

Information in the Model summary table indicates that the value of R-square for the model is 0.77.44. This means that 77.44% of the variation in the improved financial status (dependent variable) can be explained by the independent variables.

4.9.2 Testing of WAD hypotheses and interpretations

The results for the WAD eight hypotheses on training programmes and their impact on beneficiaries' socio-economic well-being are presented below.

Hypothesis 9

There is significant relationship between WAD Vocational and skill training programmes (Basic office Administration) and beneficiaries' improved access to social amenities.

Table 4.21: The relationship between WAD training Programmes (Basic Office Administration) and beneficiaries' improved access to social amenities

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Basic Office Administration	0.80	0.64.44		4.59	P<0.05
Predictor (Independent Variable): WAD Training Programmes (Basic Office Admin)					
Dependent Variable (DV): Improved access to social amenities					

Information in the Model summary table indicates that the value of R-square for the model is 0.64.00. This means that 64.00% of the variation in the improved access to social amenities (dependent variable) can be explained by the independent variables.

Hypothesis 10

There is a significant relationship between Wad Vocational and skill training programmes (Basic computer skills) and beneficiaries' improved access to social amenities.

Table 4.22: The relationship between WAD training programmes (Basic computer skills) and beneficiaries' improved access to social amenities

Model	R	R²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Basic computer skills	0.91	0.82.81		4.59	P<0.05
Predictor (Independent Variable): WAD Training Programmes (Basic computer skill)					
Dependent Variable (DV): Improved access to social amenities					

Information in the Model summary table indicates that the value of R-square for the model is 0.82.81. This means that 82.81% of the variation in the improved access to social amenities (dependent variable) can be explained by the independent variables.

Hypothesis 11

There is a significant relationship between WAD Vocational and skill training programmes (Basic needlework and tailoring) and beneficiaries' improved access to social amenities.

Table 4.23: The relationship between WAD training Programmes (Basic Needlework and tailoring) and beneficiaries’ improved access to social amenities.

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Basic needlework and Tailoring	0.62	0.38.44		4.59	P<0.05
Predictor (Independent Variable): WAD Training Programmes (Basic Needle work and Tailoring)					
Dependent Variable (DV): Improved access to social amenities					

Information in the Model summary table indicates that the value of R-square for the model is 0.38.44. This means that 38.44% of the variation in the improved access to social amenities (dependent variable) can be explained by the independent variables.

Hypothesis 12

There is a significant relationship between WAD Vocational and skill training programmes (Basic Hospitality and Tourism) and beneficiaries’ improved access to social amenities.

Table 4.24: The relationship between WAD training programmes (Basic hospitality) and beneficiaries' improved access to social amenities

Model	R	R²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Basic Hospitality	0.50	0.25		4.59	P<0.05
Predictor (Independent Variable): WAD Training Programmes (Basic Hospitality)					
Dependent Variable (DV): Improved access to social amenities					

Information in the Model summary table indicates that the value of R-square for the model is 0.25. This means that 25.00% of the variation in the improved access to social amenities (dependent variable) can be explained by the independent variables.

Hypothesis 13

There is a significant relationship between WAD Vocational and skill training programmes (Basic Office Administration) and beneficiaries' improved financial status.

Table 4.25: The relationship between WAD training Programmes (Basic Office Administration) and beneficiaries' improved financial status.

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Basic Office Administration	0.81	0.65.61		4.59	P<0.05
Predictor (Independent Variable): WAD Training Programmes (Basic Office Admin)					
Dependent Variable (DV): Improved financial status					

Information in the Model summary table indicates that the value of R-square for the model is 0.65.61. This means that 65.61% of the variation in the improved financial status (dependent variable) can be explained by the independent variables.

Hypothesis 14

There is a significant relationship between WAD Vocational and skill training programmes (Basic computer skills) and beneficiaries' improved financial status.

Table 4.26: The relationship between WAD training Programmes (Basic Office Administration) and beneficiaries' improved financial status

Model	R	R²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Basic computer skills	0.80	0.64.44		4.59	P<0.05
Predictor (Independent Variable): WAD Training Programmes (Basic computer skills)					
Dependent Variable (DV): Improved financial status					

Information in the Model summary table indicates that the value of R-square for the model is 0.64.00. This means that 64.00% of the variation in the improved financial status (dependent variable) can be explained by the independent variables.

Hypothesis 15

There is a significant relationship between WAD Vocational and skill training programmes (Basic needlework and tailoring) and beneficiaries' improved access to social amenities.

Table 4.27: The relationship between WAD training Programmes (Basic Needlework and Tailoring) and beneficiaries' improved financial status

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Basic Needlework and Tailoring	0.66	0.43.56		4.59	P<0.05
Predictor (Independent Variable): WAD Training Programmes (Basic Needlework) Dependent Variable (DV): Improved financial status					

Information in the Model summary table indicates that the value of R-square for the model is 0.43.56. This means that 43.56% of the variation in the improved financial status (dependent variable) can be explained by the independent variables.

Hypothesis 16

There is a significant relationship between WAD Vocational and skill training programmes (Basic Hospitality and Tourism) and beneficiaries' improved financial status.

Table 4.28: The relationship between WAD training Programmes (Basic hospitality) and beneficiaries' improved financial status

Model	R	R ²	Beta value	T-value	P-value
Constant			0.65	4.68	P<0.05
Basic hospitality	0.52	0.27.04		4.59	P<0.05
Predictor (Independent Variable): WAD Training Programmes (Basic Hospitality) Dependent Variable (DV): Improved financial status					

Information in the Model summary table indicates that the value of R-square for the model is 0.27.04. This means that 27.04% of the variation in the improved financial status (dependent variable) can be explained by the independent variables.

4.10 Implications of the Hypotheses Findings

The analytical results of Section 4.9 seem to suggest that the KAYEC and WAD vocational and skill training programmes have a positive and significant impact on beneficiaries (see Tables 4.13 - 4.30).

4.11 Analysis of Qualitative Data

4.11.1 KAYEC Interviewees

This section presents the findings of the interviews on the socio-economic impacts of KAYEC training programmes.

The first question dealt with improvement in the socio-economic well-being of the beneficiaries. Four sub-questions were posed to determine the interviewees' perspectives on their improvement of well-being. The findings of the interviews on this question are presented in Table 4.29 below

Table 4.29: Responses on the effects of KAYEC Training programmes on the Socio-economic well-being of beneficiaries (N=22)

Question	Responses from interviewees
<p>Do you believe that KAYEC programmes had a positive impact in creating positive economic well-being changes in the lives of the beneficiaries?</p>	<p>All 22 (100%) students interviewed agreed that they learnt additional skills.</p>
<p>Has access to employment, services and goods increased as a result of the KAYEC) programme?</p>	<p>17 out of the 22 interviewed indicated that they were either self-employed or employed in the public sector. Only five were still searching for jobs.</p>
<p>Do you think the income-generating approach used by the KAYEC) was the best method or have you seen or heard of other programmes which you feel may have been more effective?</p>	<p>Fifteen of the respondents indicated that the KAYEC should extend the duration of the course to one year or more. Five of the respondents indicated that more practical skills should be introduced into the curriculum. Two students indicated that the KAYEC should review their admissions requirements and extend the course to a longer period, say one year.</p>
<p>Where was potential programme impact limited? E.g. a certain group of people? Why was this?</p>	<p>Respondents indicated that they benefited from various programmes and the programmes were open to all.</p>

The second question dealt with networking and engagement with key stakeholders on issues affecting young people. Three sub-questions were posed to determine the interviewees' perspectives on networking and engagement with key stakeholders on issues affecting the youth. The findings of the interviews on this question are presented in Table 4.30 below.

Table 4.30: Responses on the effects of KAYEC Training programmes on networking and engagement with key stakeholders on issues affecting young people of beneficiaries (N=22)

<p>How successful did the KAYEC engagement/interventions contribute to any kind of policy change regarding young people?</p>	<p>Number and Responses</p>
<p>Do you believe that your capacities to carry out such work on future projects have increased?</p> <ul style="list-style-type: none"> • Did the KAYEC provide a significant amount of help in carrying out such work? • Did you gain support on this aspect from another organisation or partnership? • Do you think your progress in this area has been aided by KAYEC? 	<p>The majority of the interviewees (85%) agreed that KAYEC had various initiatives for youth that helped them acquire more guidance and skills to network with the various stakeholders on youth matters. Two of the interviewees said, <i>“Programmes advancing the life of the youth by removing them from the street and guide those through newspaper and the fees are affordable.”</i></p>

<p>Overall assessment of the impact</p> <ul style="list-style-type: none"> • Overall, how do you rate the impact that the training scheme has had on your life? 	<p>Ninety percent of the interviewees agreed that the programmes enabled them to gain employment through entrepreneurship projects (activities).</p>

The third question dealt with the overall impact of the KAYEC project. The findings of the interviews on this question are presented in Table 4.31 below.

Table 4.31: Responses on the overall rate of the impact that the training scheme has had on your life (N=22)

	Number and Responses
<p>Overall Assessment of the Impact</p> <ul style="list-style-type: none"> • Overall, how do you rate the impact that the training scheme has had on your life? 	<p>Ninety percent of the interviewees agreed that the programmes have enabled them to gain employment through entrepreneurship projects (activities). One of the interviewees said: <i>“Overall impact positive, give me an advantage to the next person who doesn’t have some trade and will enable me to open up my own business in the future.”</i></p>

The fourth question dealt with recommendations for KAYEC programmes to other students. The findings of the interviews on this question are presented in Table 4.32 below.

Table 4.32: Responses on overall rate the impact that the training scheme has had on your life (N=22)

	Number and Responses
<p>Would you recommend a similar training scheme for young people?</p> <p>Yes/ No</p> <p>Why?</p>	<p>One hundred percent of the interviewees said that they would recommend the programmes to other students. Here are specific verbatim inputs from some of them:</p> <ul style="list-style-type: none"> • <i>“Yes, because KAYEC is the institution that can change someone’s life and add skills to the youth to get employment.”</i> • <i>“Yes, because youth in the street need skills to get a job in various trade which you can get at KAYEC.”</i> • <i>“Yes, because there are no strict requirements even the young people who didn’t finish grades 10 and 12 can get new skills that will enable them to get a job.”</i>

4.11.2 WAD Interviewees Analysis

This section presents the findings of the interviews on the socio-economic impacts of WAD training programmes.

The first question dealt with improvement in the socio-economic well-being of the beneficiaries.

Four sub-questions were posed to determine the interviewees' perspectives on their improvement of well-being. The findings of the interviews on this question are presented in Table 4.33 below.

Table 4.33: Responses on the effects of WAD Training programmes on Socio-economic well-being of beneficiaries (N=9)

Question	Responses from interviewees
<p>Do you believe that WAD programmes had a positive impact in creating positive economic well-being changes in the lives of the beneficiaries?</p>	<p>All 9 (100%) students interviewed agreed that they learnt additional skills.</p>
<p>Has access to employment, services and goods increased as a result of the WAD) programme?</p>	<p>Seven out of the nine interviewed indicated that they were either self-employed or employed in the public sector. Only two were still searching for jobs.</p>
<p>Do you think the income-generating approach used by the WAD) was the best method or have you seen or heard of other programmes which you feel may have been more effective?</p>	<p>All of the respondents indicated that the WAD should extend the duration of the course to one year or more. One of the interviewees said this: <i>“The course to be extended at least six and job attachment and computer literacy.”</i></p>

The second question dealt with networking and engagement with key stakeholders on issues affecting young people.

Three sub-questions were posed to determine the interviewees' perspectives on networking and engagement with key stakeholders on issues affecting the youth.

The findings of the interviews on this question are presented in Table 4.34 below.

Table 4.34: Responses on the effects of WAD Training programmes on networking and engagement with key stakeholders on issues affecting young people of beneficiaries (N=9)

<p>How successful did the WAD engagement/ interventions contribute to any kind of policy change regarding Young People?</p>	<p>Number and Responses</p>
<p>Do you believe that your capacities to carry out such work on future projects have increased?</p> <ul style="list-style-type: none"> • Did the WAD provide a significant amount of help in carrying out such work? • Did you gain support on this aspect from another Organisation or partnership? • Do you think your progress in this area has been aided by WAD? 	<p>The majority of the interviewees (85%) agreed that WAD had various initiatives for youth that helped them acquire more guidance and skills to network with the various stakeholders on youth matters. One of the interviewees said this: <i>“The training should be more detailed and the time was too short, and concentrate more on minute taking and meeting management and telephone etiquette.”</i></p>

The third question dealt with the overall impact of the WAD project. The findings of the interviews on this question are presented in Table 4.35 below

Table 4.35: Responses on, how you rate the overall impact that training scheme has had on your life (N=9)

	Number and Responses
<p>Overall Assessment of the Impact</p> <ul style="list-style-type: none"> Overall, how do you rate the impact that the training scheme has had on your life? 	<p>All the interviewees agreed that the programmes enabled them to gain employment through entrepreneurship projects (activities).</p>

The fourth question dealt with recommendations for WAD programmes to other students. The findings of the interviews on this question are presented in Table 4.36 below.

Table 4.36: Responses on, how you rate the overall impact that the training scheme has had on your life (N=22)

	Number and Responses
<p>Would you recommend a similar training scheme for young people?</p> <p>Yes/ No</p> <p>Why?</p>	<p>One hundred percent of the interviewees said that they would recommend the programmes to other students. Here are specific inputs from some of them. Two of the interviewees said:</p> <ul style="list-style-type: none"> • <i>“Yes, because most of the young people in my community do not have grade 12 which is a requirement for tertiary institution but at WAD, they can learn new skills and get employment.”</i> • <i>“Yes, for them to learn new skills instead of just being at home/street, and training is offered in a flexible mode of instruction.”</i>

In order to validate the KAYEC results, an online document analysis was done. The results of the study are shown in Table 4.5 below.

Table 4.37: Online document analysis to assess the overall impact of KAYEC and WAD programmes

Publication Type	Unemployment reduction due to KAYEC programmes	Increase in access to social amenities due to KAYEC programmes	Increase in Financial stabilities due to KAYEC programmes
Journal publications	-	-	-
Websites	4	4	4
Organisation reports	2	2	2
Government reports	1	1	1

Table 4.37 shows that the impact of KAYEC programmes has been a subject of discussion in a few articles online. It is important to note that most of these articles are to an extent in agreement with the results obtained from the questionnaire and interview responses.

4.12 Synthesis quants and qual findings

4.12.1 Quantitative data synthesis

This section provides a comprehensive synthesis of findings derived from both qualitative and quantitative assessments of the social and economic impact of Non-Governmental Organizations (NGOs) in Namibia, with a specific focus on the Katutura Youth Enterprise Centre (KAYEC) and Women's Action for Development (WAD) training programs.

The demographic analysis of KAYEC respondents illustrates a predominantly male cohort (80%) with age diversity concentrated in the 30–34 age group. Most participants had achieved at least a secondary education certificate, and the majority were enrolled in carpentry and joinery training programs lasting 4–6 months.

Approximately 66% of respondents acknowledged a positive economic impact resulting from KAYEC training. Respondents underscored the significance of various programs, with automobile mechanics, welding, plumbing, carpentry, and ICT rated as 'very important' or 'important' by the majority. About 50% strongly agreed or agreed that KAYEC improved access to health, clean water, education, transport, and electricity. *Social Impact of Business:* Mixed responses were recorded regarding the social impact on individuals, immediate family, extended family, and the local community.

The majority (72%) of beneficiaries expressed extreme satisfaction with KAYEC, signaling a positive overall impact. The synthesis underscores the overwhelmingly positive impact of KAYEC on both economic and social dimensions. Beneficiaries expressed satisfaction, indicating the effectiveness of KAYEC in imparting valuable skills and contributing to socio-economic well-being. A significant 88% of WAD beneficiaries perceived a substantial improvement in their status within the community. Seventy percent of respondents indicated positive changes in their financial status post-WAD training.

A substantial 76% of beneficiaries expressed extreme satisfaction with the socio-economic services provided by WAD. The findings suggest an overwhelmingly positive impact of WAD training programs on beneficiaries. The majority reported improvements in status, financial well-being, and expressed high satisfaction with WAD services.

The study aimed to establish relationships between NGO training programs and socio-economic well-being, shedding light on the effectiveness of programs in enhancing different aspects of beneficiaries' lives. The correlation analysis is crucial in determining the effectiveness of both KAYEC and WAD training programs, contributing to a comprehensive understanding of how specific initiatives correlate with improvements in beneficiaries' lives. Analytical results indicate a positive and significant impact of both KAYEC and WAD vocational and skill training programs on beneficiaries. Tables 4.13 to 4.30 demonstrate various aspects of this impact, including improvements in socio-economic well-being, access to employment, services, and goods, as well as overall positive assessments of the training schemes.

4.12.2 Analysis of Qualitative Data

Interviews revealed unanimously positive feedback on the acquisition of additional skills, increased access to employment, and overall satisfaction with KAYEC. Recommendations for improvement were provided, focusing on course duration and practical skills. Interviews with WAD beneficiaries similarly indicated positive perceptions and recommendations for program improvement, emphasizing the need for more detailed training and specific skill areas.

Online document analysis validated the findings from both KAYEC and WAD programs. Publications, websites, organization reports, and government reports generally aligned with the study results, adding credibility to the assessment of program impact. The qualitative analysis reinforces the quantitative findings, highlighting the positive socio-economic impacts of both KAYEC and WAD training programs on beneficiaries.

Recommendations for program improvement provide valuable insights for enhancing the effectiveness and relevance of future training initiatives. Additionally, validation through online document analysis adds credibility to the study findings, further supporting the conclusion of positive program impacts.

4.13 Conclusion

This chapter focused on data analysis and interpretation. The views of informants presented in this chapter were gauged through qualitative interviews, and questionnaires and reported verbatim. This informs the trajectory of the forthcoming chapter which will provide discussions of findings, summary and recommendations.

CHAPTER 5

DISCUSSIONS OF FINDINGS, SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

Since the dawn of the new century, problems of youth unemployment continue to pervade both developing and developed countries with large levels of young men and women exposed to precarious ways of living. Socially disadvantaged youth are particularly affected thereby forming a vicious circle of poverty and social discrimination. Thus, the promotion of decent, productive employment for disadvantaged youth is high on the agenda of NGOs, civil societies and governments. This chapter will focus on a critical analysis of the findings of the study on the impact of KAYEC and WAD non-governmental organisations, and a comparison with previous studies. It will recommend informed approaches for maximising the potential that can be harnessed from NGO activities.

5.2 Summary of the main findings of the study

5.2.1 Objective 1: The activities adopted by NGOs when implementing socio-economic developmental programmes in Namibia with special reference to WAD and KAYEC centres.

The findings from the case studies conducted on the Katutura Youth Enterprise Centre (KAYEC) and Women's Action for Development (WAD) NGOs in Namibia underscore a notable shift towards skills-based approaches in combating poverty and unemployment, diverging from traditional welfare programs.

Both organizations prioritize equipping individuals with practical skills essential for sustainable livelihoods, offering training programs encompassing a spectrum of trades including automobile mechanics, welding, plumbing, pipe fitting, bricklaying, and carpentry. This strategic emphasis on skills training resonates with contemporary literature advocating for the cultivation of self-employment avenues, particularly in environments where formal job opportunities are scarce (O'Higgins, 2017).

Moreover, this trend mirrors observations seen in developed nations such as the USA and UK, where an increasing focus on small enterprise jobs has become apparent.

Scholarly discourse further buttresses the importance of tailoring training initiatives towards fostering entrepreneurial ventures to tackle unemployment effectively (O'Higgins, 2017). Engaging the youth in the developmental process emerges as a critical recommendation, ensuring that programs remain relevant and impactful (Hammon, 1988). Notably, participants in the study expressed high regard for the training activities facilitated by KAYEC and WAD. These activities not only impart technical skills but also foster a culture of cooperative endeavour and tolerance, recognized as imperative for fostering sustainability and achieving economies of scale in development endeavours (Muir & Riddell, 2015). The emphasis on promoting group activity and collective production aligns seamlessly with the guidance provided in existing literature, advocating for NGO initiatives that aim for enduring societal transformations.

Regarding program duration, participants generally deemed the 4-6 month timeframe as adequate. The selection of activities was deemed pivotal, as it not only enhances participants' skill sets but also enhances access to vital services such as clean water,

healthcare, and electricity. This holistic approach contributes significantly to the holistic development of communities, ensuring a multifaceted impact that extends beyond mere skill acquisition.

In discussing the findings from the case studies of KAYEC and WAD NGOs in Namibia, it is crucial to incorporate the theoretical framework of Resource Dependency Theory (RDT) to understand the strategic emphasis on skills-based approaches and its socio-economic implications.

Resource Dependency Theory posits that organizations seek to minimize their dependence on external resources by diversifying and acquiring essential resources internally. In the context of NGOs like KAYEC and WAD, which operate in environments with limited formal employment opportunities, the acquisition and utilization of skills become paramount resources for organizational sustainability and effectiveness.

The shift towards skills-based approaches by KAYEC and WAD underscores their recognition of skills as critical resources for addressing poverty and unemployment challenges. By prioritizing vocational training programs encompassing a spectrum of trades, including automobile mechanics, welding, plumbing, pipe fitting, bricklaying, and carpentry, these organizations aim to internalize the provision of essential resources - in this case, skills - rather than relying solely on external welfare programs or job opportunities. This strategic orientation aligns with the core tenets of Resource Dependency Theory, as it enables the NGOs to reduce their dependence on external factors, such as formal employment opportunities or donor funding, for achieving their socio-economic objectives.

Moreover, the emphasis on cultivating self-employment avenues through skills training resonates with RDT's emphasis on organizational autonomy and self-sufficiency. By equipping individuals with practical skills essential for sustainable livelihoods, KAYEC and WAD empower beneficiaries to create their employment opportunities, thereby reducing their dependency on external sources for employment. This strategic alignment with Resource Dependency Theory reflects the organizations' proactive efforts to mitigate resource dependency by internalizing the provision of critical resources, such as skills and employment opportunities.

Furthermore, the emphasis on fostering cooperative endeavour and tolerance within the training activities aligns with Resource Dependency Theory's emphasis on strategic alliances and collaboration to access essential resources. By promoting group activity and collective production, KAYEC and WAD not only foster sustainability within their programs but also leverage the collective capacities of beneficiaries to maximize the impact of their interventions. This collaborative approach reflects the organizations' recognition of the interdependence among stakeholders and the importance of collective action in achieving enduring societal transformations.

The findings from the case studies of KAYEC and WAD underscore a strategic orientation towards skills-based approaches informed by Resource Dependency Theory.

By internalizing the provision of critical resources, fostering self-employment avenues, and promoting collaborative endeavours, these organizations demonstrate a proactive response to resource dependency challenges while simultaneously contributing to the socio-economic development of beneficiaries and communities.

5.2.2 Objective 2: The socio-economic impact of KAYEC and WAD implementation models on the beneficiaries

Non-governmental organizations (NGOs) play a crucial role in addressing socio-economic challenges, particularly in regions with limited formal employment opportunities. This paper explores the socio-economic impact of the vocational and skills training programs offered by the Katutura Youth Enterprise Centre (KAYEC) and Women's Action for Development (WAD) in Namibia. The study's findings reveal that these programs, focusing on various trades such as bricklaying and plastering, ICT, office administration, needlework, and tailoring, have made significant contributions to the beneficiaries' socio-economic development.

Impact on Employment Opportunities

One of the primary socio-economic impacts of KAYEC and WAD programs is the creation of employment opportunities for beneficiaries. According to the study findings, participants who completed vocational training in trades like bricklaying and plastering were able to secure employment in the construction industry (Alliger & Janak , 2021). Similarly, those trained in ICT and office administration acquired the skills necessary to access job opportunities in administrative roles, contributing to their economic empowerment (Brown & Lord, 2016). These findings align with literature suggesting that vocational training programs are instrumental in bridging the skills gap and enhancing employability (Broad, & Newstrom , 2015).

Entrepreneurship Development

Furthermore, the study reveals that the training programs offered by KAYEC and WAD have catalysed entrepreneurship development among beneficiaries. Participants who underwent needlework and tailoring training, for instance, were able to start their small businesses, thus becoming self-reliant and contributing to local economic growth (Alliger & Janak , 2021). This entrepreneurial spirit nurtured by the NGOs' implementation models is crucial for fostering economic resilience and reducing dependency on external assistance (Alliger & Janak , 2021).

Socio-Economic Empowerment of Women

Moreover, WAD's focus on empowering women through vocational training in needlework and tailoring has yielded significant socio-economic benefits. Women who participated in these programs not only gained economic independence but also enhanced their social status within their communities (Brown & Lord, 2016). This finding resonates with existing literature highlighting the transformative potential of women's economic empowerment in driving broader socio-economic development (Burns et al., 2017).

Community Development

Additionally, the study underscores the role of KAYEC and WAD programs in fostering community development. Participants trained in various skills not only contributed to their households' income but also engaged in community projects, such as building infrastructure and providing vocational training to others (Broad, & Newstrom, 2015).

This participatory approach to community development is vital for promoting social cohesion and sustainable progress (Broad, & Newstrom, 2015). The findings of the study highlight the significant socio-economic impact of KAYEC and WAD implementation models on beneficiaries. Through vocational and skills training programs in trades like bricklaying and plastering, ICT, office administration, needlework, and tailoring, these organizations have facilitated employment generation, entrepreneurship development, women's empowerment, and community development. By providing beneficiaries with the necessary skills and resources, KAYEC and WAD have contributed to fostering socio-economic resilience and empowerment at both individual and community levels.

The strategic emphasis on skills-based approaches by the Katutura Youth Enterprise Centre (KAYEC) and Women's Action for Development (WAD) in addressing poverty and unemployment aligns closely with the principles of Resource Dependency Theory (RDT). Resource Dependency Theory posits that organizations seek to minimize their dependence on external resources by internalizing essential resources and diversifying their resource base. In the context of KAYEC and WAD, the emphasis on vocational and skills training programs reflects their efforts to internalize the provision of critical resources, particularly skills and employment opportunities, thereby reducing their reliance on external factors. By offering training programs in various trades such as automobile mechanics, welding, plumbing, pipe fitting, bricklaying, and carpentry, KAYEC and WAD aim to equip individuals with practical skills essential for sustainable livelihoods. This strategic orientation resonates with RDT's emphasis on internalizing resources to enhance organizational autonomy and self-sufficiency.

By providing beneficiaries with the necessary skills to secure employment or start their businesses, KAYEC and WAD empower individuals to become less reliant on external sources for job opportunities, thereby reducing their resource dependency.

Furthermore, the emphasis on fostering self-employment avenues through entrepreneurship development aligns with RDT's focus on diversifying the resource base and reducing vulnerability to external factors. By catalysing entrepreneurship among beneficiaries, KAYEC and WAD enable individuals to create their economic opportunities, thereby reducing their dependency on external employment sources. This proactive approach to resource management reflects the organizations' strategic efforts to minimize resource dependency and enhance organizational resilience. Moreover, the collaborative nature of the training activities, which promote cooperative endeavour and tolerance, reflects RDT's emphasis on strategic alliances and collaboration to access essential resources. By fostering group activity and collective production, KAYEC and WAD leverage the collective capacities of beneficiaries to maximize the impact of their interventions. This collaborative approach not only enhances the effectiveness of the programs but also strengthens the organizations' resource base by mobilizing internal resources more efficiently.

The impact of KAYEC and WAD's implementation models on beneficiaries, characterized by skills-based approaches and entrepreneurship development, can be understood through the lens of Resource Dependency Theory. By internalizing the provision of critical resources, fostering self-employment avenues, and promoting collaboration among stakeholders, these organizations demonstrate a strategic response to resource dependency challenges while simultaneously contributing to the socio-

economic development of beneficiaries and communities. The results of the study highlight the significant impact of the training programs offered by KAYEC and WAD on the socio-economic status of the beneficiaries, particularly in terms of income improvement, employment opportunities, and empowerment. This positive outcome resonates with the theoretical framework of human capital theory, which emphasizes the importance of investing in education and training to enhance individuals' skills, productivity, and lifetime earnings (Schultz, 1963; Becker, 1964).

The findings reveal that the NGO programs have succeeded in improving the income and consumption levels of the originally disadvantaged members of society. Participants reported significant improvements in their financial and social status, attributing these changes to the skills acquired through the training programs. This aligns with human capital theory's proposition that investment in education and training leads to increased earning potential and socio-economic advancement (Hallam, 2016; Schiele, 2008). However, the training programs facilitated job placement for many beneficiaries, either in the formal job market or as self-employed individuals. This underscores the role of education and skill development in enhancing employability and economic independence, as posited by human capital theory. The beneficiaries' increased employment opportunities and self-employment ventures not only contribute to their individual well-being but also to the overall economic development of society.

Furthermore, the empowerment experienced by the beneficiaries, as evidenced by their active participation in decision-making processes within their families and communities, reflects the broader societal benefits of human capital development.

By equipping individuals with skills and knowledge, KAYEC and WAD have empowered marginalized women to assert themselves economically and socially, thereby contributing to the overall capacity building of society. Findings of the study underscore the relevance of human capital theory in understanding the socio-economic impact of education and training programs offered by NGOs like KAYEC and WAD. By investing in human capital development, these organizations not only enhance the employability and earning potential of individuals but also foster empowerment and socio-economic advancement at the individual and societal levels.

5.2.3 Objective 3: Research-informed model that will yield and foster the desirable results.

From the findings of this study, the following four-level descriptor model of implementation is suggested if an NGO intervention is to be implemented with greater success.

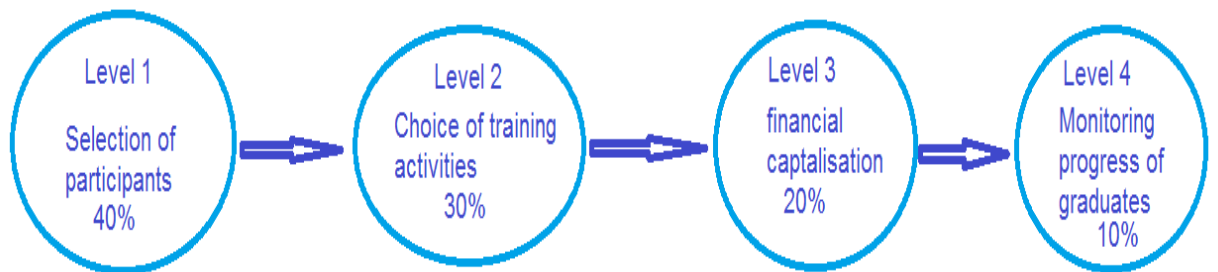


Figure 5.1 Suggested Implementation Model (Shililifa, 2024)

Level 1

This is the most important stage for an NGO intervention programme, because this stage is very crucial it has been scored 40%. The NGO should be autonomous when it comes to the selection of vulnerable people. It should be free from political influence to prevent nepotism. It has been generally agreed that if left to operate freely NGOs provide more effective and targeted aid, given their closer proximity to the poor.

Thus, their operations should not be subject to distortions due to commercial or political reasons (Koch et al., 2018). In developing countries more often aid meant for the poor is taken by “big wigs” in political circles thereby defeating the mandate of NGOs in trying to bridge the gap between the poor and the rich.

Level 2

This is the second important stage of the intervention as depicted by a weighting of 30%. The percentages are just arbitrary to show the importance of each stage on the overall success of the intervention. Most NGO activities fall into two main categories, welfare programmes and development training skills. The choice of the training activities should foster self-reliance and sustainability which most welfare programmes fall short of. The training programmes should emanate from the societal needs for them to be found useful and should entail hands-on activities since most of the target groups may not have high formal educational qualifications. Thus, a needs assessment is relevant at this stage. Active participation of subjects is an important foundation for all effective youth skills training programmes, including enterprise establishment activities.

The participation of young men and women in the design and delivery of the training programmes may help programme-implementing staff develop an honest and trusting relationship with participants. This could result in youth developing problem-solving skills and gaining independence and self-sufficiency.

Level 3

In most circles, graduates are left to look for employment and capital. In developing countries such as Namibia and its counterparts, the creation of formal job opportunities is a problem.

There is a need, therefore, to provide start-up capital to graduates and ensure that they are trained on how to be accountable and manage such funds. This may require cooperation between, NGOs, the private sector such as banks, and the government. This may come as loans to ensure the sustainability of the programme. Many youths starting small businesses require support to test out possible markets and differentiate their goods or services from those already in the market.

The role of the private sector in self-employment creation is to provide expert advice, programme sponsorship and offering business linkages. Also, the private sector can provide the most important resources such as buildings and equipment and sometimes seconded staff in terms of managing skills. Getting set-up funding is a major challenge in youth self-employment and empowerment. In several countries, this has been dealt with through the provisions of grants and loans having the government as the guarantor of such loans.

Level 4

It is important to note that without long-term monitoring the success of the intervention may be hampered. There is thus a need to continuously monitor the implementation of projects and offer coaching on financial literacy and business acumen to graduates since most of them would be inexperienced to run their own businesses, therefore, preventing diverting start-up money to consumption. The success of NGO intervention programmes depends to a large degree on the extent to which a range of integrated services are available to assist business start-ups such as basic entrepreneurship skills training, access to credit and workplace facilities, mentoring, and post-business start-up counselling.

Support of small enterprises can be done using role modelling. If appropriately presented role modelling can act as a catalyst for self-employment because it teaches and inspires at the same time. One of the major successes of KAYEC according to government and non-government reports is that it offered a specific youth enterprise support network that provided business advice, training, information and access to funds. Most programmes tailor-made for the disadvantaged groups such as young people require a long-term commitment of funds. In youth self-employment programmes self-financing is unlikely because most young people with business ideas lack the financial muscle to pay for the cost of training and advice.

5.6 Limitations of the study

Term Data Solution: Implement a Longitudinal Study Design To address the absence of long-term data, a longitudinal study design should be implemented in future research endeavours. Longitudinal studies involve collecting data from the same participants over an extended period, allowing researchers to track changes and outcomes over time. By conducting follow-up assessments at regular intervals, researchers can gain insights into the sustained impact of vocational and skills training programs offered by KAYEC and WAD. This approach enables a more comprehensive understanding of beneficiaries' progress and socio-economic outcomes over the long term.

Limited Sample Size Solution: Increase Sample Size Through Collaborations To mitigate the limitation of a small sample size, researchers should seek collaborations with other organizations, institutions, or government agencies that work with similar beneficiary populations. By pooling resources and participant pools, a larger and more diverse sample can be obtained, enhancing the generalizability of the findings. Collaborative efforts can involve sharing data collection responsibilities, accessing participant databases, or conducting joint research initiatives. This approach allows for a broader representation of beneficiaries and ensures a more comprehensive understanding of the programs' impact across different demographic groups.

Funding Constraints Solution: Seek Alternative Funding Sources and In-Kind Support To overcome funding constraints, proactive measures should be taken to seek alternative funding sources and leverage in-kind support. Researchers can explore opportunities for securing grants, sponsorships, or donations from government agencies, non-profit

organizations, philanthropic foundations, or private sector stakeholders. Additionally, partnerships with academic institutions or research funding bodies may provide access to research grants or resources. In-kind support, such as donated equipment or volunteer assistance, can also help offset research costs and expand the scope of monitoring and evaluation activities. By diversifying funding sources and leveraging in-kind support, researchers can overcome financial limitations and ensure the successful implementation of comprehensive research initiatives.

5.7 Conclusion

In conclusion, this study aimed to evaluate the socio-economic impact of the Katutura Youth Enterprise Centre (KAYEC) and Women's Action for Development (WAD) NGOs in Namibia, particularly focusing on their vocational and skills training programs. The findings of this study underscore the significant contributions of KAYEC and WAD in improving the socio-economic status of their beneficiaries, particularly in terms of income generation, employment opportunities, and empowerment. Both KAYEC and WAD have demonstrated short-term successes in enhancing the financial and social well-being of their target groups by providing relevant skills training and start-up capital for entrepreneurial ventures. The emphasis on skills-based approaches aligns with contemporary theories such as human capital theory, emphasizing the importance of investing in education and training to enhance individuals' socio-economic capacities.

However, the study also revealed several limitations that warrant attention. These include the lack of long-term impact assessments, limited empirical research on NGO impact, funding challenges, and potential skills gaps among program beneficiaries. Addressing these limitations through sustained funding, rigorous evaluation, and comprehensive skill development strategies is essential to enhance the effectiveness and sustainability of NGO interventions in socio-economic development programs. Moving forward, there is a pressing need for more empirical research to build a robust body of evidence that can inform policy-making and support the efforts of NGOs in anti-poverty programs. Additionally, there is a need for greater collaboration between NGOs, government agencies, and funding organizations to ensure the continuity and effectiveness of socio-economic development initiatives.

In conclusion, while KAYEC and WAD have made significant strides in improving the lives of marginalized individuals in Namibia, there remains room for improvement and further research. By addressing the identified limitations and building on the strengths of their existing programs, these organizations can continue to play a crucial role in promoting socio-economic development and empowerment in Namibia.

5.8 Recommendations

Based on the aim of the study and the findings presented, the following recommendations are provided to the Katutura Youth Enterprise Centre (KAYEC), Women's Action for Development (WAD), and the Ministry of Trade:

- KAYEC and WAD should collaborate with the Ministry of Trade to implement a systematic and comprehensive framework for conducting long-term impact assessments of their vocational and skills training programs. This will help evaluate the sustained effectiveness of the programs and identify areas for improvement over time.
- The Ministry of Trade should provide training and resources to build the capacity of KAYEC and WAD staff in monitoring and evaluation techniques. This will enable them to conduct robust assessments of program outcomes and make informed decisions for program enhancement, ensuring accountability and effectiveness.
- KAYEC and WAD, in collaboration with the Ministry of Trade, should explore opportunities for diversifying funding sources beyond external foreign funders. This may include engaging local government agencies, corporate sponsors, and philanthropic organizations to ensure sustainable funding for program continuity and expansion.
- KAYEC and WAD should integrate financial education and literacy components into their training programs with support from the Ministry of Trade. This will equip beneficiaries with essential skills for managing finances, enhancing their entrepreneurial success, and overall socio-economic empowerment.

- KAYEC, WAD, and the Ministry of Trade should foster closer collaboration and partnerships with each other, government agencies, and other relevant stakeholders. This will facilitate resource-sharing, knowledge exchange, and synergistic efforts towards socio-economic development goals, leveraging each other's strengths for maximum impact.
- KAYEC, WAD, and the Ministry of Trade should collectively advocate for policies that support the efforts of NGOs in anti-poverty programs. Engaging with policymakers to raise awareness of the importance of vocational and skills training in addressing socio-economic challenges and securing policy backing for sustainable funding and programmatic support is crucial.
- KAYEC and WAD, with support from the Ministry of Trade, should encourage a culture of continuous improvement and innovation in their program design and implementation. This includes fostering creativity and adaptability to respond effectively to evolving socio-economic needs, leveraging technology and best practices to maximize their impact on beneficiaries.
- Programmes such as KAYEC and WAD offer a bridge to narrow the gap between the poor and the rich of a nation and thus should remain available. Such programmes should be capacitated through funds from the government, external funders and the private sector to maintain stability, continuity and self-sufficiency.
- Similar programmes can be modified and implemented in rural set-ups to target activities such as agriculture, mining and entertainment industries.

5.9 Suggestions for further research

There remains a dearth of research carried out on the dimensions of NGO educational development in Namibia. To design future research directions, the following recommendations can be made. It would be beneficial to conduct a longitudinal study in different geographical locations and cultures with a greater number of NGOs permitting both casual assessment and results generalisation. As argued by O'Driscoll et al. (2004), the use of a longitudinal approach would essentially be able to determine whether the effects of the predictor variables persist over time.

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ETHICAL CLEARANCE CERTIFICATE

Ethical Clearance Reference Number: DEC FOC/22/24

Date: 24/10/2022

This Ethical Clearance Certificate is issued by the University of Namibia Ethics Committee (REC) in accordance with the University of Namibia's Research Ethics Policy and Guidelines. Ethical approval is given in respect of undertakings contained in the Research Project outlined below. This Certificate is issued on the recommendations of the ethical evaluation done by the ethics committee.

Title of Project: EVALUATION OF THE SOCIAL ECONOMIC IMPACT OF NONGOVERNMENTAL ORGANIZATIONS (NGOS) IN NAMIBIA: A CASE STUDY OF KATUTURA YOUTH ENTERPRISE CENTRE (KAYEC) AND WOMEN'S ACTION FOR DEVELOPMENT (WAD)

Student: WYCLIFF SHILILIFA

Student Number: 9409262

Supervisor(s): Dr. H. RIRUAKO

Centre for Research Services

Take note of the following:

1. Any significant changes in the conditions or undertakings outlined in the approved Proposal must be communicated to the ethics committee. An application to make amendments may be necessary.
2. Any breaches of ethical undertakings or practices that have an impact on ethical conduct of the research must be reported to the ethics committee
3. The Principal Researcher must report issues of ethical compliance to the ethics committee (through the Chairperson) at the end of the Project or as may be requested by the ethics committee
4. The ethics committee retains the right to:
 - i) Withdraw or amend this Ethical Clearance if any unethical practices (as outlined in the Research Ethics Policy) have been detected or suspected,
 - ii) Request for an ethical compliance report at any point during the course of the research.

The ethics committee wishes you the best in your research.

Precious Mushendami (Chairperson Ethics Committee)

Prof. Davis Mumbengegwi (Head, Multidisciplinary Research)

APPENDICES

APPENDIX 1: PERMISSION LETTER



SUBJECT: REQUEST TO COMPLETE THE QUESTIONNAIRE FOR STUDY

PURPOSES

Dear Sir/Madam

I am Wycliff Shililifa, a PhD candidate in the Faculty of Economics and Management Science, University of Namibia, doing research and my research topic is *EVALUATION OF THE SOCIAL AND ECONOMIC IMPACT OF NON-GOVERNMENTAL ORGANISATIONS (NGOs) IN NAMIBIA: A CASE STUDY ON KATUTURA YOUTH ENTERPRISE CENTRE (KAYEC) AND WOMEN'S ACTION FOR DEVELOPMENT (WAD)*. I understand that you are a beneficiary or a current trainee at WAD or KAYEC. It is on this premise that I prepared this questionnaire to find out the social and economic impact of NGOs on your livelihood. I am therefore requesting you to complete the questions based on your own experience. The information you provide will be valuable to this research and it will ultimately contribute to the findings of this study.

The information will only be used for the purpose of this research. Kindly accept my assurances of confidentiality and anonymity for all the information provided.

Thank you for your time in answering the questions below.

You are kindly requested to take your valued precious time to complete the attached questionnaire designed for the research project in fulfilment of my Postgraduate Study.

UNDERTAKING

Kindly be informed that all information provided will be treated with the utmost confidentiality and anonymity. This questionnaire will not require you to provide your name.

INSTRUCTIONS

- Please answer all questions (*remember that there is no right or wrong answer whatever answer you are providing it is important*).
- Complete the questionnaire by placing a tick in the appropriate box
- Please answer the questions as they apply to you personally, honestly, frankly and objectively as possible.
- You are kindly requested to return the questionnaire on/or before **15 APRIL 2016**

APPENDIX 2: CONSENT FORM

RESEARCH STUDY: THE RELATIONSHIP BETWEEN HUMAN RESOURCE PRACTICES AND EMPLOYEE RETENTION AT UNAM

CONSENT AGREEMENT FOR THE INTERVIEW

I am Wycliff Shililifa a PhD candidate, from the Faculty of Economics and Management Sciences of the University of Namibia.

As a participant, you will be asked to express your expert opinion and judgement on the current development of retention management in organisations and to identify the key HR factors influencing retention in the workplace. Appendix 1 describes the procedure. The survey will require approximately 20-30 minutes and the data collection will occur over two months, commencing on the day I start. If you are willing to participate in this study, could you please complete the details below?

I understand that I am free to withdraw my consent and discontinue my participation at any time without prejudice. I also understand that all materials in this study are confidential Neither my company nor myself are identified.

I Agree that the research data gathered for this study may be published, provided that
(MISSING INFO)

Name of Participant: -----

Signed: ----- Date: -----

Researcher: Wycliff Shililifa

Signed: -----

APPENDIX 3: QUESTIONNAIRE

SECTION A: BIOGRAPHICAL INFORMATION

1. **What is your Gender?** Please tick (✓) the appropriate Box.

Gender	Please Tick only one option
Male	
Female	

AGE

2. **Your age category.** Please tick (✓) only one option.

Age category	Please tick only one option
18-20	
21-24	
25-29	
30-34	
35-39	

3. **What is your highest qualification?**

Highest Academic Qualification	Please tick only one option
Less than Grade 10 (Standard 10)	
Grade 12 (Standard 10)	

Diploma	
Bachelor/BTech Degree	
Master's Degree	
Doctoral Degree	

4. **What type of training did you receive from the Youth Centre? Please tick only one option**

Type of training	Please tick only one option
Hairdressing	
Welding	
Tailoring	
Catering	
Carpentry	
Masonry	
ICT	
Enterprise training	

2. ECONOMIC IMPACT

- **Training and link to Livelihood**

2.1 Do you think your training helped you get a job?

Response rate	Please tick only one option
Yes	
No	

Baseline Survey

2.2 What was your established income before and after the training at KAYEC?

Status	Actual Income before and after training at KAYEC		
	Before Training Please indicate the actual category	After Training Please indicate the actual category	Indicate Per Month/Per Year/Per week
No income			
Less than N\$2000			
N\$2000-N\$5000			
N\$6000-N\$10000			
N\$11000-N\$14000			
N\$15000-N\$20000			
N\$21000-N\$24000			
N\$25000-N\$30000			
N\$31000-N\$34000			

N\$35000-N\$40000			
N\$41000-N\$50000			
N\$51000-N\$60000			
N\$61000-N\$80000			
N\$81000-N\$100000			
N\$100000-N\$120000			
Any other, please specify			

2.2 How many people are employed in your Organisation or business?

Employment Status of Employees	Number
Fulltime	
Part-time	
Volunteers	

2.3 What is the importance of KAYEC training in your life? The response rate is presented on a 4-point scale as follows; Very important (VI) =4, Important (I) =3, Not important (NI) =2, Not important at all (NIAA) =1

Statement	VI	I	NI	NIAA
Hairdressing				
Welding				
Tailoring				
Catering				
Carpentry				
Masonry				
ICT				
Enterprise training				

3 Social Impacts

3.1 Access to services:

There has been an improvement in accessing the following services as a result of the business are presented on a 5-point Likert scale as follows: SA= strongly Agree A= Agree, U= Undecided DA= disagree, SD= strongly disagree. You are required to tick only one option per statement below.

Statement	SA	A	U	DA	SD
Health					
Clean water					
Education					
Transport					
Electricity					

3.2 Social impact

What has the social impact of the business been on: the following people listed below?

The response rate is on a three-point scale as High=3, Medium=2, Low=1

Statement	High	Medium	Low
Yourself			
Immediate family			
Extended family			
Local community			

4 Evaluation

4.1 Overall, how do you rate the impact/change that the KAYEC programme/training has had on

Your life? (Please ring the selected option).

Response rate	Please tick only one option
Extremely Positive	
Fairly Positive	
Quite Positive	
Extremely Negative	
Fairly Negative	
Quite Negative	

4.2 Did your status within your family and community improve due to the completion of the Training? Please tick only one option

Response rate	Please tick only one option
Yes	
No	

4.3 If yes, why do you think your status has improved? (Please tick which you feel applies to your situation) (Please ring the selected option presented on a 5-point Likert scale as follows: SA= strongly Agree A= Agree, U= Undecided DA= disagree, SD= strongly disagree. You are required to tick only one option per statement below

Statement	SA	A	U	DA	SD
I contribute more financially to my family					
I contribute more financially to my community					
I am successful in my job					
I am more skilled					
I learned important life skills					
I am more confident					

APPENDIX 4: INTERVIEW GUIDE SCHEDULE

Dear Sir/Madam

I am Wycliff Shililifa, a PhD candidate in the Faculty of Economics and Management Science, University of Namibia, doing research and my research topic is ***EVALUATION OF THE SOCIAL AND ECONOMIC IMPACT OF NON-GOVERNMENTAL ORGANISATION (NGOs) IN NAMIBIA: A CASE STUDY ON KATUTURA YOUTH ENTERPRISE CENTRE (KAYEC) AND WOMEN'S ACTION FOR DEVELOPMENT (WAD)***. I understand that you are a beneficiary or a current trainee at WAD or KAYEC. It is on this premise that I prepared this questionnaire to find out the social and economic impact of NGOs on your livelihood. I am therefore requesting you to complete the questions based on your own experience. The information you provide will be valuable to this research and it will ultimately contribute to the findings of this study.

The information will only be used for the purpose of this research. Kindly accept my assurances of confidentiality and anonymity for all the information provided.

Thank you for your time in answering the questions below.

1. Improvement in the well-being of the beneficiaries

- 1.1 Do you believe that the **KAYEC** programme had a positive impact in creating positive economic well-being changes in the lives of the beneficiaries?
- 1.2 Has access to employment, services and goods increased as a result of the **KAYEC** programme?

1.3 Do you think the income-generating approach used by the **KAYEC** was the best method or have you seen or heard of other programmes which you feel may have been more effective?

1.4 Where was potential programme impact limited? e.g. a certain group of people?
Why was this?

2. **Networking and engagement with key stakeholders** on issues affecting Young People

2.1 How successful were the KAYEC engagement/ interventions in contributing to any kind of policy change regarding Young People?

2.2 Do you believe that your capacities to carry out such work on future projects have increased?

- Did the KAYEC provide a significant amount of help in carrying out such work?
- Did you gain support on this aspect from another Organisation or partnership?
- Do you think your progress in this area has been aided by KAYEC?

3. Overall Assessment of the Impact

3.1 Overall, how do rate the impact that training scheme has had on your life?

4. Recommendation of KAYEC Programmes

3.1 Would you recommend a similar training scheme to young people?

Yes/ No

3.2 Why?

I am Wycliff Shililifa, a PhD candidate in the Faculty of Economics and Management Science, University of Namibia, doing research and my research topic is ***EVALUATION OF THE SOCIAL AND ECONOMIC IMPACT OF NON-GOVERNMENTAL ORGANISATION: A CASE STUDY OF WOMEN'S ACTION FOR DEVELOPMENT (WAD)***. I understand that you are a beneficiary or a current trainee at WAD or KAYEC. It is on this premise that I prepared this questionnaire to find out the social and economic impact of NGOs on your livelihood. I am therefore requesting you to complete the questions based on your own experience. The information you provide will be valuable to this research and it will ultimately contribute to the findings of this study.

The information will only be used for the purpose of this research. Kindly accept my assurances of confidentiality and anonymity for all the information provided.

Thank you for your time in answering the questions below.

5. Improvement in the well-being of the beneficiaries

- 5.1 Do you believe that the **WAD PROGRAMME** had a positive impact in creating positive economic well-being changes in the lives of the beneficiaries?
- 5.2 Has access to employment, services and goods increased as a result of the **WAD) programme?**
- 5.3 Do you think the income-generating approach used by the **WAD)** was the best method or have you seen or heard of other programmes which you feel may have been more effective?

5.4 Where was potential programme impact limited? E.g. a certain group of people?
Why was this?

6. Networking and engagement with key stakeholders on issues affecting Young People

2.1 How successful were the WAD engagement/ interventions in contributing to any kind of policy change regarding Young People?

2.2 Do you believe that your capacities to carry out such work on future projects have increased?

- Did the WAD provide a significant amount of help in carrying out such work?
- Did you gain support on this aspect from another Organisation or partnership?
- Do you think your progress in this area has been aided by WAD?

7. Overall Assessment of the Impact

7.1 Overall, how do rate the impact that training scheme has had on your life?

8. Recommendation of WAD Programmes

3.1 Would you recommend a similar training scheme to young people?

Yes/ No

3.2 Why

Declaration of Language Editing

Has been proofread and edited by Dr Chamellé René de Silva

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AN EVALUATION OF THE SOCIAL AND ECONOMIC IMPACT OF NON-GOVERNMENTAL ORGANISATIONS IN NAMIBIA: A CASE STUDY OF KATUTURA YOUTH ENTERPRISE CENTRE AND WOMEN'S ACTION FOR DEVELOPMENT

A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS OF THE DOCTORATE OF PHILOSOPHY IN POLITICAL AND ADMINISTRATIVE STUDIES

OF

UNIVERSITY OF NAMIBIA

BY

WYCLIFF SHILILIFA

9409262

11 December 2019

10 November 2023

To whom it may concern:

RE: Confirmation of proofreading and editing

This letter serves to confirm that the document detailed below has been proofread and edited by Dr Justina Amakali. The editor has focused on the following: spelling, grammar, accuracy, consistency, tone, structure, cohesion, and references.

Upon completion of editing, two documents were sent to the author, the document with the tracked changes and the ready-to-submit document.

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STUDENT NAME: WYCLIFF SHILILIFA

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Regards,

Dr Justina Amakali

