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Exploring the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat (MCS).

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Thesis Submitted to the department of Civics and Ethics studies in partial fulfillment for the Master degree of Art (MA) in Civic and Ethics studies.

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Table of Contents

List of tables

List of figures

Approval sheet

Exploring the Roles, Challenges and Opportunities of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat

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Approval by Board of Examiners

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Declaration section

I, Mr. Ayano Gemechu Tilahun, declare that the thesis entitled " Exploring the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat." is the result of my own efforts. I have conducted the thesis independently with the guidance and support of the research advisor Mr. Fisseha Mulu and Co-Advisor Mr.Dereje Fikre. The study has not been submitted for the award of any other university. It is submitted to Jimma University for the partial fulfillment of the requirements of the degree of Master of Arts in Civics and Ethics Studies.

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Abstract

In Ethiopia there are number of NGOs who have been involved in community's social development at national, regional and grassroots level. In developing countries like Ethiopia, where there are various natural and human made social problems, NGOs play a crucial role in terms of promoting social development, reducing poverty and improving the life standard of the community. One of these non-governmental organizations, the Ethiopian Catholic Church -Social and Development Coordinating Branch Office of Meki (ECC-SDCBOM) has played and playing an important role in supporting and encouraging the development aspirations of local communities in the areas of Education, Healthcare services, Agricultural sustainability, Food Security, Relief Services and Water Sanitation and Hygiene(WASH) (ECC-SDCBOM data record and archive, 2022).The study focused on the roles, challenges and opportunities of Ethiopian Catholic Church -Social and Development Coordinating Branch Office of Meki (ECC-SDCBOM) community development program. Both quantitative and qualitative methods of research have been applied throughout the investigation. Accordingly, Questionnaires, semi-structured interviews and non-participant observation were used to gather information. The study also has employed descriptive research analysis with SPSS software. The findings indicate that the Ethiopian Catholic Church - Social and Development Coordinating Branch Office of Meki (ECC-SDCBOM) has played a significant role in terms of community development. However, the study indicated that the organization is facing different challenges like shortage of fund which results from absence of donors, inflation and economic instability of the country. In addition MCS is facing various challenges such as unavailability of supplies in local market, shortage of professional training, absence of professional up-grading sponsorship from government for workers of the NG and poor relationship between the organization and the government officials. Finally, this study recommends that the organization should exhaustively work on motivating donors and voluntary organizations in order to raise fund. Also, the organization should build its capacity to foster the imbalance of its capacity and the increasing of the need of the community by increasing its developmental projects, infrastructures and facilities. The genuine community participation should be maintained because it is the core activity contributing to institutional capacity building and an essential ingredient for self-reliance and projects sustainability. The study also recommends that the organization should strengthen the relationship with the government to solve problems like economic instability, inflation, unavailability of educational, health, water and agricultural supplies and issues of professional up-grading training.

Key Words: *Social development, NGOs, Roles, Prospects, Challenges and MCS*

Abbreviations

ACCRA   Africa Climate Change Resilience Alliance

CARE   Cooperative for Assistance and Relief Everywhere

CRS   Catholic Relief Service

CSO   Civil Society Organization

CSP   Civil Society Proclamation

CSA   Central Statistics Agency

ECSF   Ethiopian Charities and Societies Forum

GTP   Growth and Transformation Plan

ICSD   International Consortium for Social Development

MCS   Meki Catholic Secretariat

MDGs   Millennium Development Goals

NGOs   Non-Government Organization

PASDEP   Plan for Accelerated and Sustained Development to End Poverty

PDC   Plan and Development Commission

PM4NGOs   Project Management for Non-governmental Organizations

PTA   Parent-Teacher Association

SDCBOM   Social and Development Commission Branch Office of Meki

SDG: Sustainable Development Goals

SDPRP   Sustainable Development and Poverty Reduction Program

SNNPRS   Southern Nation Nationality and People Regional State

UNDP   United Nations Development Program

UN-DESA   United Nations Department of Economic and Social Affairs

CHAPTER ONE

I NTRODUCTION

Under this chapter back ground of the study from the objective of the study perspective has been illustrated. Similarly, statement of the problem with the gaps to be addressed, and the aim of the study have described. Besides, objectives of the study, research questions, organization of the study, the scope and limitation of the study and definition of important terms have briefly been described. Moreover, the research thematic areas with justification have been presented.

1.1 Background of the study.

Promoting social development is a global agenda which involves different social improvements such as Education, health, water development, environment, agriculture, economy, peace and justice, and gender development. In developing countries like Ethiopia governments alone cannot provide all social services to needy people. Therefore, there are a number of NGOs which are supporting governments in provision of social services to alleviate poverty and promote social development.

Nongovernmental organizations (NGOs) are organizations which are setup by free will of individuals or group with defined vision, mission, aim, goals, values and objectives in order to solve problems of the society. The term NGO began to appear following the founding of the United Nations (UN) in 1945 to distinguish the concept of private organizations from governmental organizations (Ismail, 2012:751).

Their recorded of history includes the churches and missionary societies which not only existed throughout the colonial era and achieved their strengths and legitimacy through activism in such areas as human rights, but also progressively expanded in scope of activities to include women's groups, environmental protection, agricultural production, education, health and issues related to poverty alleviation (MDG report, 2011:25-26).

In developing countries like Ethiopia governments alone cannot provide all social services to needy people. Therefore, there are a number of NGOs which are supporting governments in provision of social services to eradicate poverty and promote social development.

Similarly, in Ethiopia there are numerous local, national and international NGOs which are providing social services for community. . Non- governmental organizations in Ethiopia have been working on social issues like climatic change, emergency relief, promoting sustainable agriculture to solve food insecurity, promoting peace, promoting maternal and child health care, giving education service, resolving unemployment problems, promoting gender equality and etc. Long-standing NGO efforts include: Catholic Relief Services which started operations in 1958, Oxfam in 1962, and CARE in 1984. One of the largest donor-funded projects to operate within the climate information sphere at the local level was the Africa Climate Change Resilience Alliance (ACCRA; 2009-2014).

In Africa despite vast differences among the NGOs most share a common challenge of unlimited needs chasing limited resources (CSOs sustainability index, 2014). NGOs for a long time have relied on the generosity of donors to support their project activities through grants and donations. There is a high dependency on donors and a tendency to shift interventions to match donor priorities. There is a lack of financial, project and organizational sustainability (CSOs sustainability index, 2015).

Similarly, Meki Catholic Secretariat (MCS) which was operational since 1995 is one of the 13 Secretariats of the Ethiopian Catholic Church. It is carrying out social development activities under the Social and Development Commission Branch Office (Organizational plan of MCS, 2022). However, the organization is facing various challenges such as shortage of fund, facing out of some projects, inability to meet the increasing of the needs of community, weak performance in providing professional upgrading educational training and weak performance providing educational, health, water and agricultural material support for local community.

Therefore study was aimed at assessing the roles, challenges and prospects of Meki Catholic Secretariat in promoting social development in the study area, in order to attain the below mentioned objectives and tries to suggest relevant recommendations that would help to promote social development.

1.2. Statement of the Problem

Non- governmental Organizations are organizations which are established and run by voluntary individuals in order to solve different problems of the society. Recently, growing amount of development resources are being channeled to and through NGOs in all sectors. In turn, NGOs working to eradicate poverty, build social welfare, and develop civil society have become more dependent on international donors, leading to growth of the various numbers of NGOs in many countries. Non-Governmental Organizations (NGOs) have played a major role in pushing for sustainable development at the international level.

NGOs in both developed and developing countries have emerged in order to support the state to effectively deliver services and development to all its citizens. It is through supportive efforts of NGOs and voluntary groups that good governance can be promoted and to ensure that government goods and services reach the grassroots, the poor, marginalized, the disadvantaged in the society in a fair and equitable way. The state and civil society need to supplement and complement each other's efforts in the developmental and service delivery agenda. NGOs are non-profit organization, independent from any governmental influences, based on voluntary activities in order to benefit community, and its goals are not seeking for political power or exceptionally realization of religious goals (NGO Law Institute, 2014).

Ethiopia is one of the most vulnerable countries to the adverse impacts of climate change, poverty, poor infrastructural development, back-warded agricultural activities, and poor in health service provision and is also one of the countries with the least capacity to address them. The government alone cannot provide all social services. Therefore, there are many NGOs that are supporting society by promoting social development with delivering services for local community such as education services, health care(particularly for mothers and children), promoting peace, providing drinking water, supporting poor and orphan children and other services.

Various numbers of projects and programs have been financed and implemented by NGOs to improve social and economic conditions of the poor people in Ethiopia. In Meki Town there are about 10 NGOs including both faith based and neutrals. These NGOs are undertaking various social development activities in Meki Town. These activities can broadly be categorized in to two: the first is implementation of developmental plans such as training on different agendas, construction of

school and health facilities etc. Second segment is delivering free aids hand outs (foods, cloths, sometimes money, etc. (Meki town administration, 2022).

The NGO sector is highly diverse, heterogeneous and is involves organizations with hugely varied size, scope, targets, structures and motivations. Therefore, these NGOs in their day to day activity, they face a lot of challenges which, collectively with absence of funding organizations, weak relationship with government structures, poor project planning, weak social participation, lack of proper communication, poor risk management strategies are some of the challenges they face (PM4NGOs, 2013).

The prior studies were conducted on the role of NGOs in Ethiopia and other developing countries were focused more on the role of NGOs in poverty reduction. For instance, Belshaw & Coyle (2001), Emoke (2009), Fraser (2013), and Abera (2021) conducted study on the role of NGOs in food security, income generation, access to social services, orphan and street children care, environmental protection, the negative impact of Aids and Youth counseling as pastoral care. Most of the conducted researches were focused on the roles and challenges of Non-governmental Organization on the physical and infrastructural features of social development.

However, various NGOs are facing many challenges which affecting them in achieving their goals and objectives. Similarly Meki Catholic Secretariat is facing many challenges in promoting educational, health, WASH and agricultural services for local community. Its efficiency and effectiveness is decreasing time to time. For instances, the number of its schools were decreased from 47 to 42 and some health stations like Gembo Lepisi were changed into government ownership. There was no previously conducted research on the existing problem of phasing out of this organization the study area on the same topic.   Therefore, this study has explored the roles, challenges and prospects of Meki Catholic Secretariat in promoting social development in the study area.

1.3 Objective of the study

1.3.1 General Objective

The general objective of the study will be to explore the roles, challenges and prospects of Meki Catholic Secretariat in promoting social development.

1.3.2. Specific Objective

- ❖ To explain the roles of Meki Catholic Secretariat in promoting community's social development.

- ❖ To identify the challenges those are affecting Meki Catholic Secretariat in promoting community's social development.

- ❖ To distinguish the prospects of Meki Catholic Secretariat in promoting community's social development.

1.4 Research question

Based on these main points, the researcher has employed the following research questions.

What are the roles of Meki Catholic Secretariat in promoting community's social development?

Are there challenges which are affecting Meki Catholic Secretariat in promoting community's social development?

What are the prospects of Meki Catholic Secretariat in promoting community's social development?

1.5 Significance of the study

Significance of this study will be manifested through maximizing of social awareness on the role of NGOs in promoting social development, the improvement of service delivering of NGOs in promoting social development, to have clear understanding on the role of faith NGOs and secular NGOs in providing social development. It explores different roles, challenges and prospects of Meki Catholic Secretariat in alleviating poverty by promoting social development with delivering social services such as education, health care, drinking water, humanitarian aids and other infrastructural development.

Also, this research will be used as a reference for conducting other researches in a related field of studies. It will also be used by other NGOs and civil societies as scaling-up the experience and ways of service delivering in social development. Moreover, the study will be used by the organization itself to sort-out its weaknesses, work hard to improve its weaknesses and maximizes its social service delivery both in quantity and quality.

Generally, this study has significance in education, health, water development, food security, peace and justice, gender development and infrastructural development, as well as for other researchers, NGOs and policy makers.

1.6 Scope of the Study (delimitation)

The Meki Catholic Secretariat (MCS), in operation since 1995, is one of the 13 secretariats of the Ethiopian Catholic Church. The working area of MCS covers an area of approximately 60,000.00 Km Sq. Land with a population of approximately 3.7 million, of which 27,570 are Catholic. Administratively it covers the whole of Arsi and West Arsi zones and parts of East Shoa in Oromia National Regional State. Apart from these, it includes parts of South Nation Nationality Peoples' Regional State (SNNPRS) and Alaba liyu Woreda.

Due to the wideness, the scarcity of resources and shortage of time, the researcher cannot study the roles, challenges and prospects of the operational areas of the organization. Therefore, geographically the study was purposively delimited to the roles, challenges and prospects of Meki Catholic Secretariat in promoting social development in Meki Town.

The study was thematically delimited to the roles, challenges and prospects of Meki Catholic Secretariat in promoting four dimensions of social development (i.e. education and training, Healthcare, Sustainable agriculture and Water, Sanitation and Hygiene (WASH) in Meki town.

1.7 Limitation of the study

There were various challenges and constraints that influenced and affected the study. Among these; in-sufficiency of financial resources and time to use large samples, lack of properly quantified statically data or information from some head of programs, unwillingness of some respondents to give valid data because they fear their information and data will be exposed to improper interpretation, fear of respondents to provide genuine and accurate information and failure of some of the respondents to give back questionnaires, the challenges of COVID-19 Pandemic by

restricting the contact with the respondents. Also, there was lack of relevant and well documented data as well as reference materials; lack of enough resources and difficulties in data collection is another limitation during the study.

Although the researcher has faced the above challenges he has conducted the research by using financial resources wisely, by method of informed consent, by informing respondents about the purposes of the study and by keeping social distancing principle and wearing face mask to decrease Corona virus disease 19 challenges.

1.8 Ethical considerations

In conducting this study, the following ethical considerations have been taken into account: The researcher has taken some ethical issues (principles) in to consideration such as informed consent, confidentiality and anonymity, avoiding of the possibility of causing harm to participants, seeking sensitive information and avoiding deception.

Also the researcher has respected ethical issues related to him such as avoiding bias and avoiding inappropriate use of the information. Information gathering has been conducted by voluntary and asking politely. The culture and tradition of the study population has been respected. The researcher has ensured the respondents answer in privacy and safety.

1.9. Organization of the Study

This study has six chapters. The first chapter covered background of the study, statement of the problem, significance of the study, scope of the study and the study thematic areas. The second chapter is about the conceptual framework of the study and review literature. The third chapter includes research design and method of the study. The fourth chapter encompasses data interpretation analysis and presentation. The fifth one is summery of research finding and discussion. The last one, chapter six is about summary, conclusion and recommendation.

CHAPTER TWO

LITERATURE REVIEW

Introduction

Under this section discusses of various secondary sources including Journals, policy, guidelines, NGO profiles, plans and reports and previously conducted researches have been consulted to develop a good understanding of the meaning, concepts, theories, features and roles, challenges and prospects of NGOs in the literature.

2.1. Concepts of Social Development

The concept social development is broad, flexible, and all-encompassing depending on our own disciplinary traditions, orientations, and limited thinking (Pawar, 2014). The two terms social and development should be evaluated intensely to define the concept social development. The root of the word social is found in Latin, where 'socius' (noun) means ally, confederate, sharer, and partner. On the other hand the Shorter Oxford English Dictionary defines the term social like emphasize, respectively, belonging, mutuality, group living and activities to improve conditions of a society by addressing problems and issues.

Broadly, development means a process of change, growth, progress, or evolution which ultimately involves a multidimensional process that comprises technological, social, cultural, gender, political, environmental, and economic dimensions. Social development means the collective development of the whole entity, whatever that entity might be; thus it means growing, advancing, maturing step by step or stage by stage in a unified way and comprehensively covering all aspects and dimensions of such entities as a society (Pawar, 2014, p. 6).

According to United Nation Development Program (UNDP, 2015):

> *"Until relatively recently, social development was conceived in terms of a set of desirable results - higher incomes, longer life expectancy, lower infant mortality, more education. Recently emphasis has shifted from the results to the enabling conditions, strategies and public policies for achieving those results - peace, democracy, good governance, social freedoms, equal access, laws, institutions, markets, infrastructure, education and technology."*

The concept of social development is more inclusive that it emphasizes the development of the totality of society in its economic, political, social, and cultural aspects. Social development is planned comprehensive social change designed to improve people's general life standards. Social Development is a comprehensive concept which implies major structural changes political, economic, and cultural which are introduced as part of deliberate action to transform society. Social development is process of planned social change designed to promote the well-being of the population as a whole in conjunction with a dynamic process of economic development (Midgley, 2014).

The term social development can refer to: improvement in the welfare and quality of life of individuals; or change in societies in their norms and institutions- that make development more equitable and inclusive for all members of a society.

Social development is defined in the broadest social terms as a vertical and horizontal directional movement of society from lesser to greater levels of complexity, comprehension, energy, efficiency, quality, productivity, creativity, choice, mastery, enjoyment and accomplishment.

2.2. Historical Concept of Social Development

In the 1950s and 1960s, development was largely used in the context of economic development, gradually becoming the focus of the newly independent countries (Mohamed et al., 2019). The concept of development has been traditionally associated with economic development, but more recently it has evolved to encompass both social and economic development. In this integrated perspective, economic development is initially viewed as an engine for social development with several positive effects on economic progress at later stages.

The concept of social development provides a useful framework to critically understand and manage social problems. In this regard, the International Consortium for Social Development (ICSD) is an organization dedicated to responding to pressing human concerns from an international and interdisciplinary perspective. It uses social development approach to expand capacity of individuals and communities ; promote world peace and social justice ; improve access to adequate health care and education ; overcome discrimination against women and minorities ; and also create sustainable income and economic structures (ICSD , 2012 , para . 3).

In the 1990s, human development introduced by the United Nations Development Program (UNDP) as the main objective of development and thus placing people at the center of the development agenda. This expansion in the idea of human development is known as social development (Awan et al., 2012). During the period, the idea of social development became refined, and its importance was confirmed globally by heads of state and governments in the Social Summit of 1995. The Summit provided three basic aspects of social development: poverty alleviation, employment generation, and social harmony (Mohamed et al., 2019).

In the 2000s, the global trend on the concept of development shifted to the Millennium Development Goals (MDGs) as new guidance for the world on development over the next 15 years. These goals mainly focused on social development. It was expected that by 2015, the MDGs would have attained the following: the ending extreme poverty, hunger, achieving quality education for all and preventable disease (Mohamed et al., 2019).

2.3. Theoretical Framework of Social Development

Several development theories have emerged in the last few decades according to the differing perspectives of academics, politicians, social theorists and economists. The theories discussed below will include only those relevant to the Ethiopian situation and will be used for conceptual and research purposes only. There are four social development theories such as modernization theory, dependency theory, alternative approaches theory and neoclassical counter-revolution models.

2.3.1 Modernization

The main point of Modernization theory is that the development logic of economic growth in general and industrialization in particular will push societies in a particular direction of change. With this paradigm shift, processes of structural change, shaped by Western societies, were introduced into Third World countries under the assumption that the developing world would develop according to the Western model. In Ethiopia, during Hailesillassie's regime, the modernization approach was introduced in Ethiopia with a large amount of external funding and technical support from the West. However, this approach was not successful and as a result the country did not progress in terms of economic and social development.

2.3.2 Dependency Theory

The idea of dependency theory was developed in the early 1960s as the failure of modernization theory became more apparent. Dependency theory is often referred to as the Marxist theory of development. The central point of dependency theory is that underdevelopment is caused by the exploitation of third world countries by the developed world. Dependency theorists argue that it is the reliance on the international market that led to the domination of transitional capital because of the unusual exchange between center and periphery, benefiting only the center.

In the past seventy years, Ethiopia has gone through three political regimes, which include the monarchy; the socialist regime and the current government led a free market economy. The imperial regime, which ruled the country until 1974, followed capitalist and pro-feudal policies. The socialist military regime assumed the ruling role from 1974 to 1991 and hoped to bring about social and economic transformations in the structure of the national economy. During this stage, the principles of dependency theory were adapted into Ethiopian economic policy.

2.3.3 Alternative Approaches

Alternative development approaches focus on participatory and people-centered development. This paradigm requires an integrated approach that enables all development actors, including government and civil society, including NGOs and community-based organizations, to play a role in development. Furthermore, it wants to involve ordinary people at the grassroots level by considering the local community to be given the opportunity to participate in projects, to be able to plan, implement and manage their own development. This approach allows the community to build its own capacity and self-reliance and ensure sustainable development.

In this context, I argue that sustainable development would have taken place if real participation with active involvement of all stakeholders at the local level had been used. Regarding the MCS Community Development Initiative, this organization stated that it aims to provide inclusive development as part of its vision for the people of Ethiopia. Therefore, this research was initiated to critically examine the development efforts and challenges of Meki Catholic Secretariat in the context of the participatory community development approach.

2.3.4. Neo-classical counter-revolution models

The fourth is neoclassical counter-revolution models that focus on the market to find a way out for developing countries. Therefore, liberalization, stabilization and privatization policies become central elements of the national development agenda.

2.4. Empirical concept of Social Development

With its interventionism, commitment to progress, macro-focus, universalism, integration of social policy with economic growth, social-spatial focus and eclectic, pragmatic approach, social development is the most inclusive of all approaches for promoting social welfare today. Most of the discussion on social development has focused on the physical and material aspects such as education, health, poverty, gender equality, decent work and economic growth to attain SDGs. Furthermore, discussions focusing on the physical and material aspects of social development are obvious in the works of Cutter et al. (2015), UNDP (2015).

In most of the literature on development, the common dimensions of social development framework are employment, education, health, justice, poverty, freedom, equity, gender, inequality and access to basic infrastructure and services. As mentioned above, most of these works have focused on the physical and material aspects of society and human life. The few notable works on social development framework are Boyer and Caldwell (2016), and Hajirasouli and Kumarasuriyar (2016) emphasizing on environmental aspects.

Meanwhile, Eizenberg and Jabareen (2017) proposed social development framework based on sustainable development. The targets in his model include public awareness, equity, participation, and social cohesion. Other similar studies include Hajirasouli and Kumarasuriyar (2016) who proposed social development model based on sustainable development. They identified four key targets: social justice, social infrastructure, social capital as well as equity and engaged governance.

2. 5. Operational Definition of Social Development

There is no agreement of what views should be included in operationally defining social development. Each researcher or policymaker implies and derives his or her own definition according his/her study, making operational definition difficult to attain. Pawar (2014) classified nearly all the definitions of recognized scholars and researchers of social development and concluded that social development is a planned change process. This definition includes reducing inequalities and problems, achieving human welfare and wellbeing, creating opportunities and

empowering people, improving relationships between people and their institutions, and, finally, ensuring economic development (Mohamed et al., 2019).

According to these scholars, social development includes circumstances based on gender and task; opportunity based on education and health; mobility based on jobs and cities and support based on social protection, taxes and transfers. These views simply identified the thematic areas of social development, namely the basic needs and social protection and, equity and social transformation rather than defining social development.

An attempt by Midgley (2014) provides a relatively refined definition of social development, a process of planned social change designed to promote and sustain the well-being of the whole people within the context of a dynamic multifaceted development process. The definition comprises many aspects of development process beyond the "economic" one although it needs to be cascaded at the operational level.

2.6. Concepts of Non-governmental Organization

The term `` non-governmental organization '' could literally be said to refer to organizations that are not government based and not profit oriented. NGOs are known by variety of names: The non-profit organizations, voluntary organizations, civil society, non-state actors, charities, or private voluntary organizations. These organizations however vary in themselves and the nature of the activities they organize. The diversity of Non-governmental organizations strains any simple definition. They involve various groups and institutions that are entirely or largely independent of government and that have primarily humanitarian or cooperative rather than commercial objectives (Folger 2019).

Non-governmental Organizations are also seen as a professional associations formed with the objective of solving social problems of the needy and poor communities. They are private organizations in developed nations who render international development support; they may also be local or indigenous groups who are regionally or nationally organized; or a small group of people in villages. They are mostly involved in conflict resolution, emergency response, building democracy, human rights advocacy, cultural preservation, environmental activism, conducting research and policy analysis, and providing information.

Non-Governmental organizations also involve community associations, workers/independent cooperatives, social/friend-ship/professional clubs and societies, women's groups and religious

associations. Non-Governmental Organizations (NGOs) are established by voluntary individuals and groups to fill the gap left by governments. This is in accord with the views of Akinboye and Oloruntoba (2017) that the emergence of Non- Governmental Organizations is as a result of the failure of the state to meet the yearnings of the people by providing the dividends of democracy to the populace.

2.7. History of Non-governmental organizations in Ethiopia

Organizations in Ethiopia trace its origin back to the establishment of self-help organizations like Debo, idir and ikub. These are traditionally established institutions and they facilitate mutual assistance among members of the community. In rural Ethiopia, farmers support each other and especially widows and elderly people during the farming and harvesting seasons with a partnership called Debo. Another association, Idir serves as an institution that provides insurance and assistance to its members in times of emergency and death. In addition, the various Idirs are involved in many other activities according to their constitution. Ikub serves as a savings institution that provides a lump sum of money collected from its members based on lottery and other arrangements.

NGOs can be classified in many ways based on factors such as their orientation or level of cooperation. The international community of NGOs includes various organizations, which can usually be divided into four basic types; Humanitarian aid, emergency response and development Advocacy groups for the rights of defenders of groups such as women, children, people with disabilities and disadvantaged groups in society Religious groups are human groups formed on the basis of religious principles Groups of Missionary aid seeks to "spread the word" using humanitarian outreach to those in need and religious instruction. Faith-based charities are motivated by faith-based teachings to conduct humanitarian activities.

2.8. Legal Frameworks of Non-Governmental Organizations in Ethiopia

With the change in government in 1991 new rules for organizing and operating INGOs were promulgated. The Civil Society Proclamation 621/2009 (CSP) fostered an accelerated growth rate in the numbers and types of NGOs. Before CSP came in to action there was no specific NGO proclamation and NGO issues were governed by the Ethiopian Civil Code of 1960. While the absence of specific NGO regulation may have provided less restrictive environment for NGOs in their activities in Ethiopia it is not clear if NGOs have become more effective or less effectives as a result of this situation (CSP 621/2009).

As of July 2021, there are total of 2953 CSOs registered by the agency for Civil Society Organizations in Ethiopia. From these 2460 CSOs are local organizations, while 422 are foreign-founded CSOs. There are 61 consortiums and ten committees.

Civil Societies Proclamation No. 1113/2019 defines terms as follows:

> ***Organizations of Civil Societies*** *means a Non-Governmental, Non-partisan, Not for profit entity established at least by two or more persons on voluntary basis and registered to carry out any lawful purpose, and includes Non-Government Organizations, Professional Associations, Mass based Societies and Consortiums.*
>
> ***Local Organization"*** *means a civil society organization formed under the laws of Ethiopia by Ethiopians, foreigners resident in Ethiopia or both.*
>
> ***Foreign Organization"*** *means a non-governmental organization formed under the laws of foreign countries and registered to operate in Ethiopia.*
>
> ***Charitable Organization"*** *means an organization established with the aim of working for the interest of general public or third party.*
>
> ***Professional Association"*** *means an Organization formed on the basis of a profession and its objectives may include protecting the rights and interests of its members; promoting professional conduct, building the capacities of members or mobilize professional contributions of its membership to the community and the country.*
>
> ***Consortium"*** *means a grouping formed by two or more civil society's organizations, and includes consortia of consortium, CSP, 2019".*

2.9. NGOs Contribution to Development

Some Non-Governmental Organizations only focus on aid because aid is the source and the way to reach someone. The role of implementing NGOs is defined as mobilizing resources to provide goods and services through their own or donor agencies or government projects or programs (health, education, agricultural expansion, legal advice, emergency assistance, etc.). Service delivery is perhaps the most observable and visible role as NGOs attempt to provide needed and available goods and services.

An NGO can be contracted on a payment basis by the government or a donor agency to provide goods and services to target groups and clients. NGOs also provide services such as training and research to other NGOs, the government, and the private sector. Since 1980, NGOs have been

providing social "safety nets" to vulnerable sections of the population. However, the role of the implementing NGO is successful; there are criticisms of this role of "public service contractor" devaluing NGO ideas "deviating from their original value-based goals" - a few criticisms of this role.

Development NGOs and service NGOs should specialize in their own areas. The key question is whether service delivery is a "means" or an "end" for development NGOs. NGOs as Catalysts and Facilitators For many development NGOs, an important strategic choice is between "output vendors" and "development catalysts". Starting at the community level, many NGOs talk about empowering their clients and beneficiaries.

2.10. Conceptual Framework of the study

Cutter and Ullah (2015) categorized SDGs into three dimensions: social, economic and environment. They refined social dimension into eight targets: health, education, gender, inequality, poverty, hunger, food security, peace and cities and communities. However, the conceptual framework of this study demonstrates the relationship between the dependent variable (social development) and independent variables of this study that will focus on development in education, health care, water resource, relief service, food aid, promoting peace, roads, and other infrastructural development.
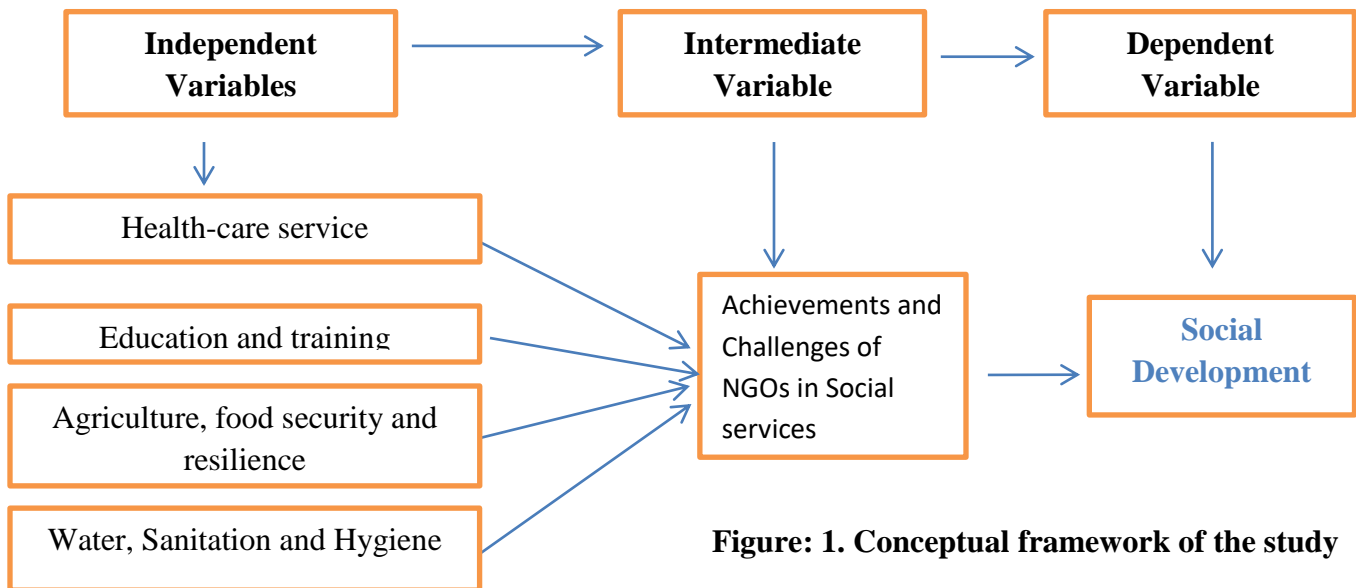
Figure: 1. Conceptual framework of the study

CHAPTER THREE

RESEARCH METHODS

Introduction

This chapter deals about the research design of the study and why this research design is selected among the different research designs. The chapter also describes about the method of the study applied for this paper. Besides, the chapter has described about data sources and the reason why those sources have selected. In addition, the chapter explained about sampling and sampling mechanisms with justifiable reasons. Moreover, the chapter illustrates data collection instruments, method of data analysis, and ethical consideration.

3.1. The Overview of Study area

3.1.1. Selection and Description of the study area

Meki Catholic Secretariat (MCS), which was operational since 1995, is one of the 13 Secretariats of the Ethiopian Catholic Church. The secretariat office is located between 40^0 $10^{"}$ N-90^0 $00^{"}$ N Latitude and 380^0 $20^{"}$ E-$440^0 35^{"}$ E Longitude in Oromiya National Regional State. MCS is found at a distance of 135 Kms South East of the capital, Addis Ababa in East Shewa Zone, Dugda Woreda at Meki town. The secretariat is composed of two wings namely the Pastoral Coordination Office of Meki (PACOM) located at Gighessa and Social Development Coordinating Office of Meki (SDCOM) located at Meki town.

The working area of MCS covers about 60,000.00 Km Sq. land with a population of about 3.7 million out of which 27,570 are Catholics. Administratively it covers the whole of Arsi and West Arsi zones and parts of East Shoa in Oromia National Regional State. In addition to these, it includes some parts of the South Nations Nationalities People Regional State (SNNPRS), and Alaba liyu Woreda(Meki Catholic Secretariat Communication office, 2022).

The study was conducted on the roles, challenges and prospects of Meki Catholic Secretariat in service delivery area of Meki which involves three kebeles such as 01 Kebele (Oda Bokota), 02 Kebele (Malka Dubisa) and 03 Kebele (Bole). Meki town has an area of 2,624 hectares. The town of Meki is located at 135km from Addis Ababa and 86km from Adama Town.
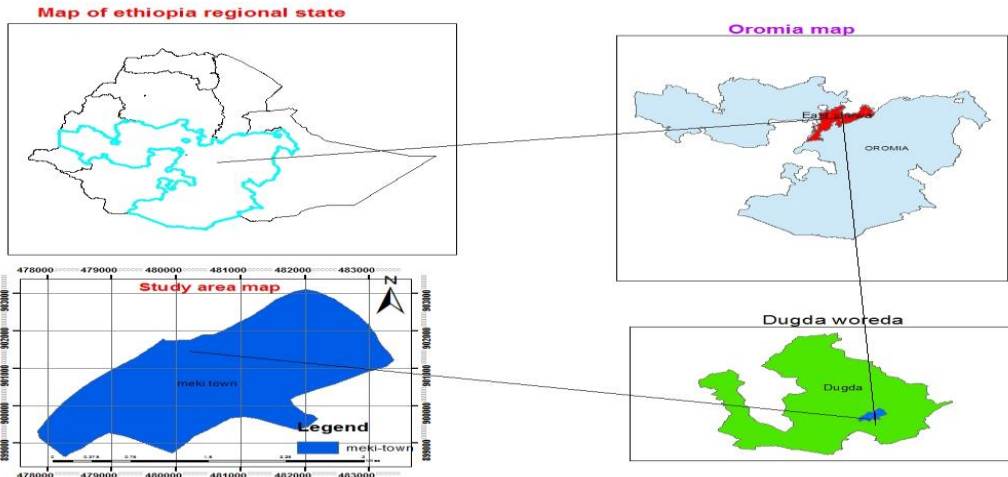
Figure2. Map of study area

3.1.2. Development Partners/Agents of Meki Catholic Secretariat

As donors, sources funds and social development partners the following NGOs (Charities) are working together with Meki Catholic Secretariat: CRS-Ethiopia, Caritas Austria, Caritas Spain, Caritas Bozen, Caritas Germany, Caritas Switzerland Austrian Development Agency, International Oxfam, Caritas Internationalist and others.
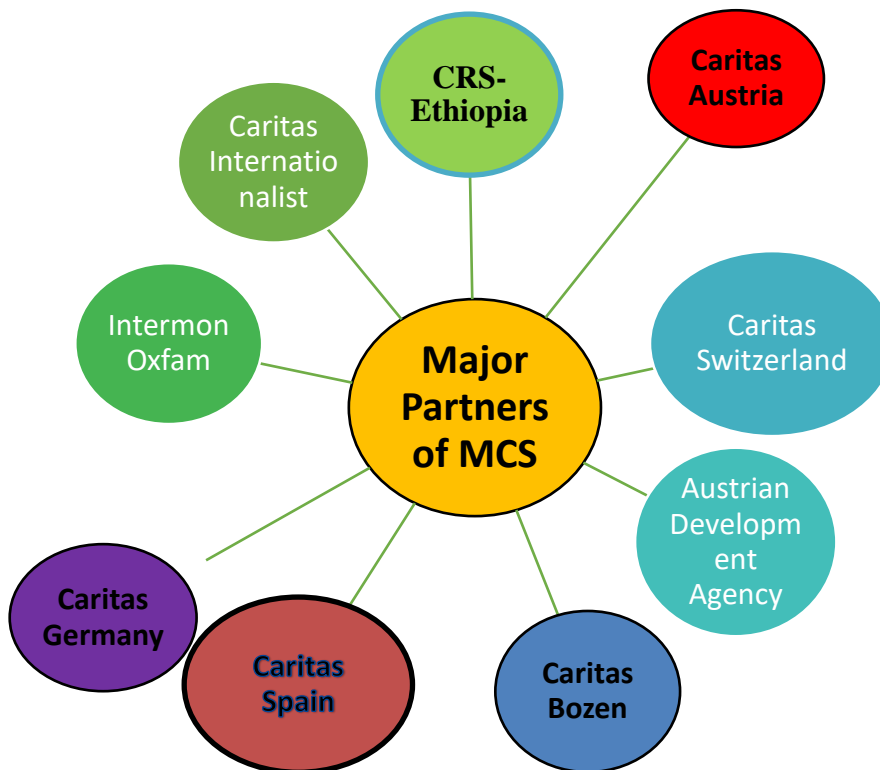
Figure3. Meki Catholic Secretariat Development Partners/Agents

3.1.3. Mission, Vision and Core Values Meki Catholic Secretariat

Mission: To bear witness to the love by promoting the integral human development of all members of the Ethiopian Society by ensuring growth and self-reliance through evangelization with the aim of social transformation.

Vision: To realize on Ethiopian Society where the spiritual, physical, socioeconomic and cultural needs of the people are met and where all peoples live in harmony, solidarity, equality, love and peace.

Core Values: Promoting Gospel values and social teaching of the Catholic Church, dignity of the human person, and solidarity, stewardship and subsidiary

3.2. Research Design

In order to achieve the objective of the study, the researcher has employed both descriptive and exploratory research design with qualitative and quantitative research approach along with empirical analysis. As Anol (2012) found descriptive research design is directed at making careful observation and detailed documentation of phenomenon of interest, attitude, ideas and opinion as it is.

The researcher also employed qualitative approach to this study as it enables the researcher to come up with the data that cannot easily be produced by statistical procedures or other means of quantification. To collect data about human life, reality, experience, behavior, emotion and feeling, organizational function, social movement, cultural phenomenon and their interaction with nature. It describes phenomenon in words instead of numbers (Abo, 2020).

In addition, the researcher has also employed quantitative research design to gather quantitative data sources. Besides, exploratory research design was used study or explores problems that have not been clearly defined yet. It was not intended to provide conclusive evidence, but helped the researcher to have better understanding of the problem.

3.3. Target Population, Sample size and sampling techniques

3.3.1. Target Population

According to the data obtained from Meki Catholic Secretariat Human Resource Coordination, the number of total workers of the organization at Meki branch is around 441 which of 328 were males and 113 were females. Regarding the number of beneficiaries of the organization, it is estimated

around 13725 which of 5490 were males and 8235 were females.   Therefore, target population of this study was the total workers of the organization (441) and the estimated number of beneficiaries (13725) which comprises 14166(Meki Catholic Human Resource, 2022).

The sample unit of this study was from beneficiaries of Meki Catholic Secretariat, head of the organization, managers and workers of Meki Catholic Secretariat who are serving the community on the areas of Health and Child care services, Education and training, Food Security and Resilience and Water, Sanitation and Hygiene (WASH) and other employees of the organization.

3.3.2. Sample Size Determination process and techniques

Sampling is the process of selecting individuals for a study. The study has employed both purposive sampling and stratified sampling techniques. Firstly, the reason behind employing stratified sampling technique was because it is appropriate when the population has mixed characteristics, and you want to ensure that every characteristic is proportionally represented in the sample. As a result, the total population was stratified in to two strata (two groups) which were beneficiaries as one group and workers of the organization as another group.

Secondly' purposive sampling technique was selected due to the reason that it allows the researcher to rely on his own judgment when choosing members of population to participate in the study. In addition, purposive sampling method is used when the researcher is not sure on the exact total number of population.

In order to determine sample size the researcher has used Taron Yamane calculation. According to Taron Yemane (1997) when the population size is known, the sample size determines as follow: $n = \frac{N}{1+N(e)2}$ whereas, n= corrected sample size, N = population size and e= margin of error. "e" is determined from the confidence you are seeking from your study. Accordingly, the population size is 13725 and the margin error will be 10%, the sample size is calculated as follow: n= 99.27

Based on the above calculation one hundred (100) respondents were determined as sample. Therefore, the researcher purposively has selected one hundred (100) respondents from beneficiaries of the service delivery, workers of the organization and managers of each programs (i.e. education and training, healthcare, sustainable agriculture and WASH).

3.4. Data Collection Tools

In order to get the required data for successful completion of this study following instruments of data collection has been used:

3.4.1 Semi-structured interview

The rationale behind to use this method of data collection was that it is the qualitative research method that combines a predetermined set of open-ended questions with opportunity for the interviewer to explore particular themes or responses further. And abled to allow researcher to pick out relevant lines of inquiry in the conversation that may stray from the guide when they feel this is appropriate and allows the researcher to prompt or encourage the interviewee if they are looking for more information**.**

Thus, eight (8) respondents have been selected from management of major areas of service sectors (i.e., education and training, healthcare, sustainable agriculture and WASH) purposively for semi-structured interview to gather data on the challenges and prospects of the organization. In addition, the researcher also purposively selected eight (8) respondents from beneficiaries who were receiving social services from the organization. Totally, sixteen (16) respondents were selected as key respondents and interviews were conducted with them.

3.4.2 Open ended and closed ended questionnaires

The reason behind to choose this method of data collection was that it helps the researcher leaving the blank space for respondents to write in answer. Open- ended questions were used to get responses that cannot be answered with a simple yes or no question, and often has no single right answer. Closed-ended questions provide guidance that may encourage the respondents to have more interest in answering the questions and it is simply yes or no questions.

Thus, eighty-four (84) respondents were purposively have been selected from workers of Meki Catholic Secretariat (Teachers, Health professionals, agricultural professionals and professionals of water technology) and employed open-ended and close ended questions provided.

3.4.3 Non- participant Observation: The researcher has employed non-participant observation particularly to gather visual data from students who are receiving education service, mothers those receiving health care for themselves and for their children and members of community who are access to different social services.

3.5. Source of Data

In order to explore more quality and reliable data the researcher used both primary and secondary sources of data.

3.5. 1 Primary Data Source

The researcher has employed primary data sources because a primary date sources are the first hand information from sample respondents which are chosen through sampling from total population. As a result, primary data was collected from questionnaire and interview.

3.5.2 Secondary Data Source

The researcher has also has used secondary data sources that include books, internet, websites, Published and unpublished material.

3.6. Method of data collection

The study used both primary and secondary source. The primary data sources were obtained from sample respondents of the study through semi-structured questionnaire that consist both open-ended and closed-ended question and it has been collected through interview i.e., the directors of MCS. The secondary sources of data have been collected from appropriate source likes journal, books, documents and internet links publishes document.

3.7. Data Quality Assurance: Reliability and Variability of Variables

Validity is a necessary criterion for assessing the quality and acceptability of research (Zohrabi, 2013). Credibility refers to the value and acceptability of the findings (Houghton et al., 2013). Validity of an instrument refers to the appropriateness of the instrument to measure what it intends to measure. To ensure validity, interview was used to do a pretest of the instruments. To ensure greater chances of data validity, the questionnaire were reviewed with the research supervisor for expert input. Approval from the supervisor was conducted a field test with the interviewer.

Reliability ensures the likelihood of duplicating a study, and the researcher should follow specific processes essential to scientific research. Reliability is one of the main requirements of any research process is the reliability of the data and findings (Zohrabi, 2013). Reliability deals with the consistency and dependability of the results obtained from a part of the research (Zohrabi, 2013).

Triangulation method has been conducted to assure data quality. The data which were obtained through questionnaires has been repeated in semi-structure interview and this formality has been continued until the data was reliable.

3.8. Method of Data Analysis

The data gathered by questionnaires have been interred into Statistical Package for Social Sciences (SPSS version 20.0) software. The data that have been collected both from different primary and secondary sources were analyzed and interpreted both quantitatively and qualitatively. Quantitative data have been analyzed by using descriptive statistical tools such as, tables, percentage and charts, while qualitative data have been analyzed coding, categorizing and quantifying. The data generated through face-to face interviews have been analyzed using qualitative descriptions. Secondary data have been analyzed using qualitative or quantitative methods depending on the nature of data.

CHAPTER FOUR

FINDING AND DISCUSSION

Introduction

This chapter deals with the analysis and presentation of data obtained from primary and secondary sources of information gathered using different techniques employed in the process of data collection methods. The analysis and presentation have made separately under each technique. And the researcher uses such approach to clearly indicate the results. The researcher used bar graph and tabular description for quantifiable data and ward explanation for qualitative data.

4.1 Respondents Profile

4.1.1 Sex of respondents

Sex of respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	50	59.5	59.5	59.5
	Female	34	40.5	40.5	100.0
	Total	84	100.0	100.0	

Table 1.Sex of respondents.

A total of 84 respondents were participated to gather information through questionnaire. Out of the total respondents, 50 respondents (59%) were male and 34 respondents (40.5%) females as mentioned in table 4.1.

4.1.2 Age of respondents

Age of respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-35 years	38	45.2	45.2	45.2
	36-45 years	30	35.7	35.7	81.0
	46-55 years	12	14.3	14.3	95.2
	56 and above years	4	4.8	4.8	100.0
	Total	84	100.0	100.0	

Table 2 Age of respondents.
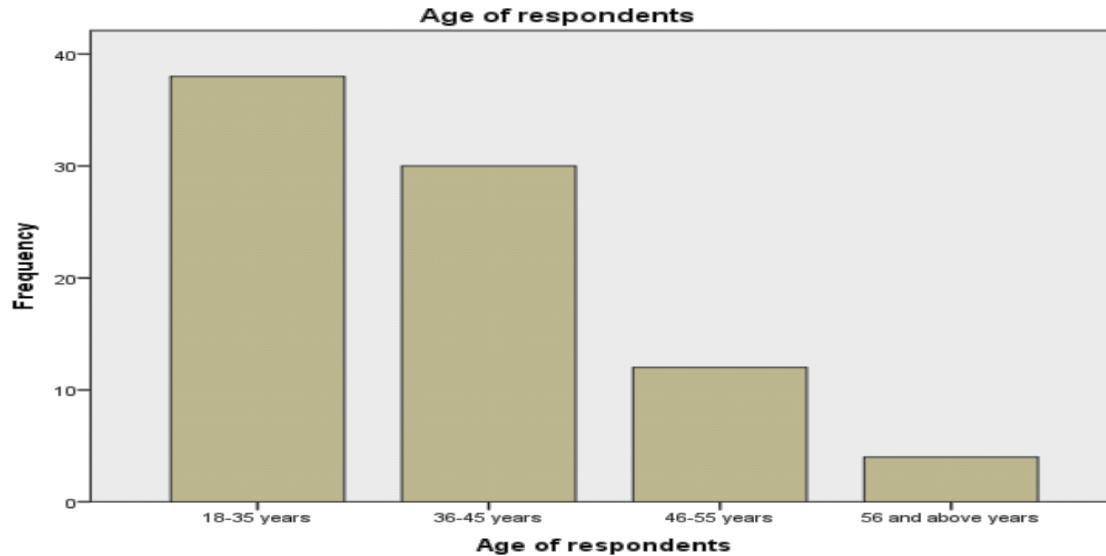
Figure: 4. Age of respondents

For the better data gather and analysis, the researcher has grouped the respondents' age in to four age groups. The first age group is from 18 years to 35 years and it consists of 38(45.2%) respondents. The second age group is from 36 years to 45 years and it consists of 30(35.7%) respondents. The third age group is from 46 years to 55 years and it consists of 12(14.3%) respondents and the fourth age group is from 56 and above years and it consists of 4(4.8%) respondents. See above table and graph.

4.1.3 Educational Status

Education status of respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Diploma	34	40.5	40.5	40.5
	First degree	40	47.6	47.6	88.1
	Second degree and above	10	11.9	11.9	100.0
	Total	84	100.0	100.0	

Table: 3 Educational statuses of the respondents.
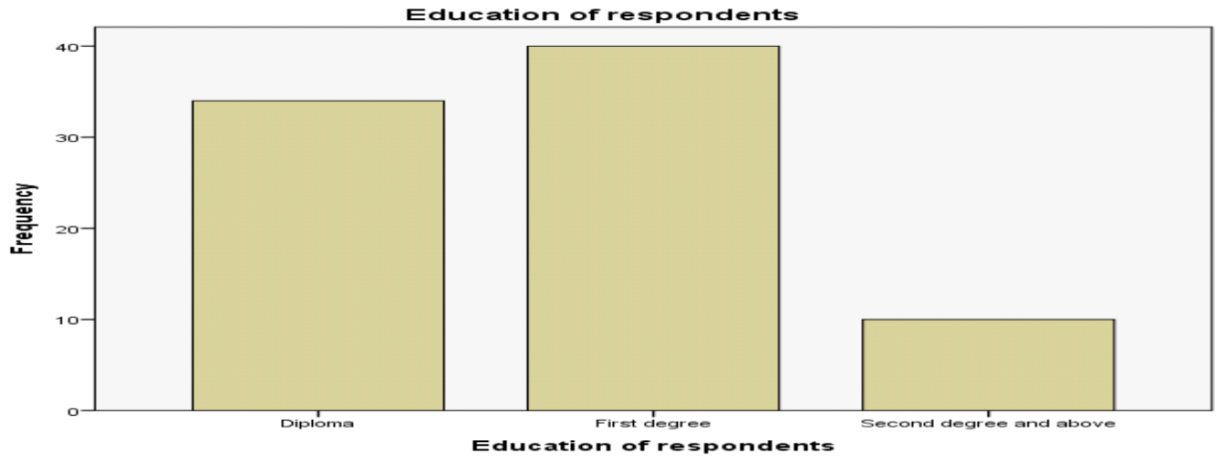
Figure: 5. Educational statuses of the respondents.

When we see Educational status of the respondents all the respondents were fallen in to three educational levels which are diploma, First degree (BA/BSC) and Second degree (MA/MSC). Out of the 84 respondents 34(40.5%) respondents were diploma holders, 40(47.6%) respondents were First Degree (BA/BSC) holders and 10(11.9) respondents were Second Degree (MA/MSC) holders. As a result, since almost 86.5% of the respondents were first and second degree, it makes sure that the questionnaires were filled properly.

4.1.4 Work experience of the respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
	Work Experience of respondents				
Valid	1-2 years	10	11.9	11.9	11.9
	3-6 years	19	22.6	22.6	34.5
	7-10 years	25	29.8	29.8	64.3
	10 and above years	30	35.7	35.7	100.0
	Total	84	100.0	100.0	

Table: 4. Work experiences of the respondents.
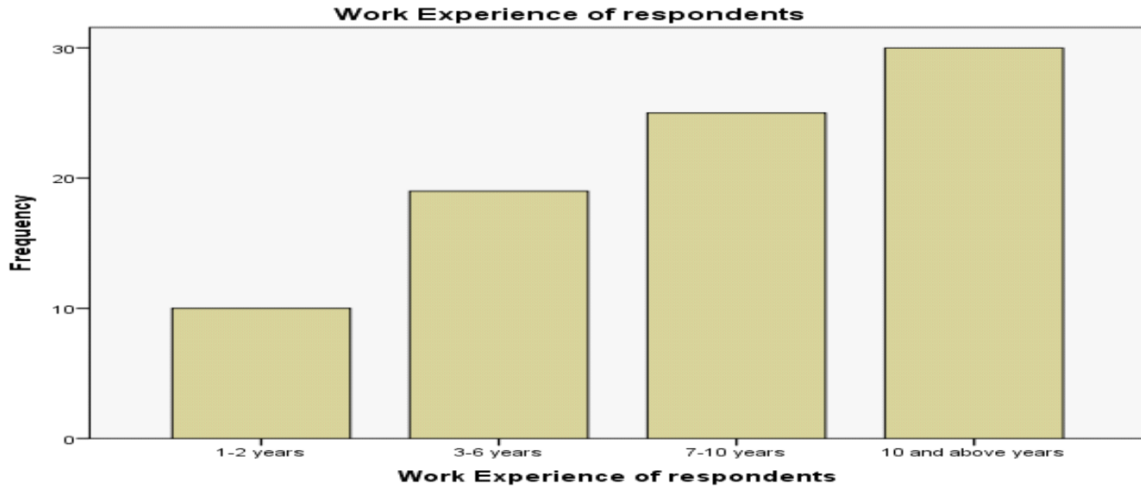
Figure: 6. Work experiences of the respondents

The researcher has grouped the work experience of the respondents into four subgroups i.e. the first group 1-2 years' experience, 3-6 years' experience, 7-10 years' experience and more than 10 years' experience based on the raw data collected. Out of the 84 respondents, 10(11.9%) of them have served for 1-2 years, 19(22.6%) of them have served for 3-6 years, 25(29.8%) of them have served for 7-10 years and 30(35.7%) of them have served for more than 10 years. The result shows that most of the respondents have good experience in the organization. Therefore, data gathered from more experience are more relevant and reliable.

4.1.5. Ethnic background of the respondents

Ethnic background of respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Oromo	40	47.6	47.6	47.6
	Gurage	10	11.9	11.9	59.5
	Amhara	20	23.8	23.8	83.3
	Zay	10	11.9	11.9	95.2
	Tigre	2	2.4	2.4	97.6
	6	2	2.4	2.4	100.0
	Total	84	100.0	100.0	

Table: 5. Ethnic background of the respondents.
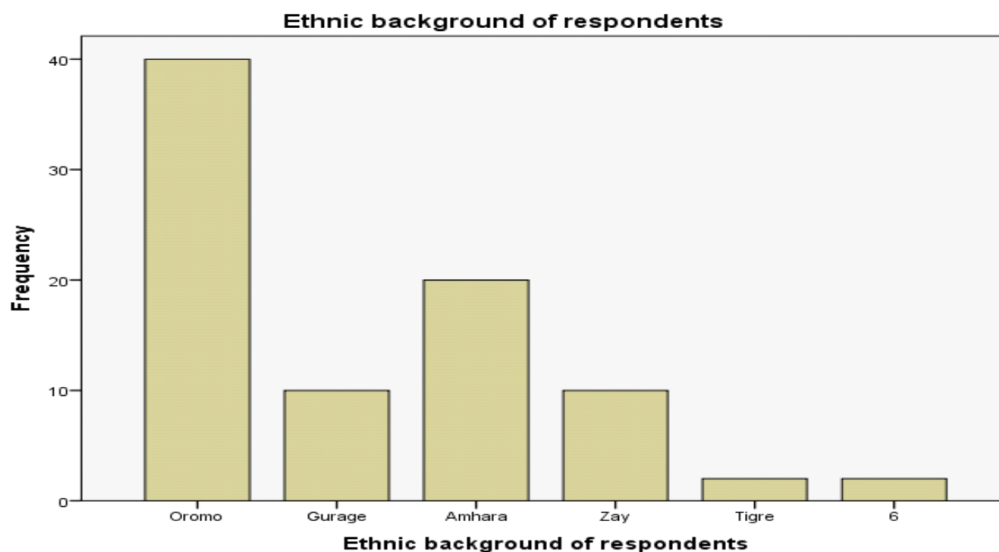
Figure: 7. Ethnic background of the respondents

When we see ethnic background of the respondents who were participated in questionnaire, out of the total respondents (84), 40(47.6%) were Oromoo, 10(11.9%) were Guraghe, 20(23.8%) were Amhara, 10(11.9%) were Zay, 2(2.4%) were Tigre and 2(2.4%) were others. Based on the above data Meki Catholic Secretariat is providing social development inclusively without any discrimination based on ethnic background.

4.1.6. Religious background of the respondents

Religious background of respondents					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Orthodox	30	35.7	35.7	35.7
	Muslim	10	11.9	11.9	47.6
	Protestant	25	29.8	29.8	77.4
	Waaqeffataa	9	10.7	10.7	88.1
	Catholic	10	11.9	11.9	100.0
	Total	84	100.0	100.0	

Table: 6. Religious background of the respondents.
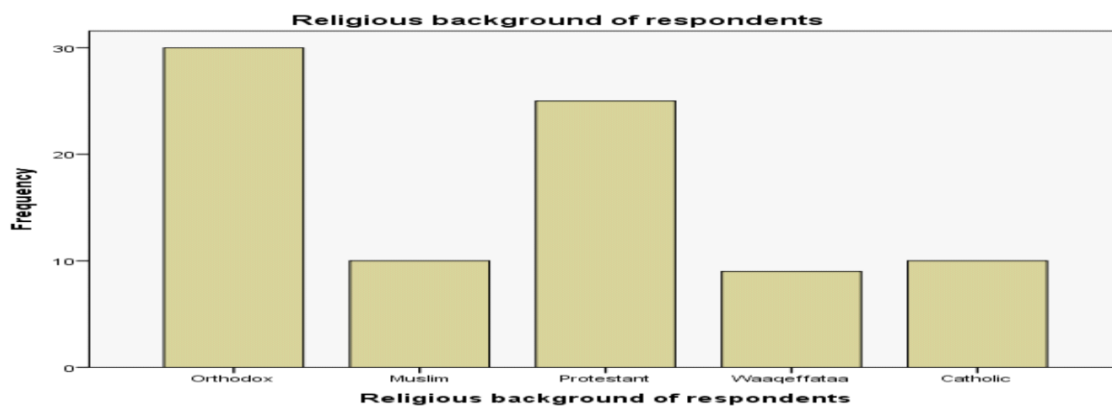
Figure: 8. Religious background of the respondents.

According to the data shown above, when we see religious background of the respondents, out of the total respondents (84), 30(35.7%) were Orthodox, 10(11.9%) were Muslims, 25(29.8%) were Protestant, 9(10.7%) were Waaqeffannaa and 10(11.9%) were Catholic. The result from analyzed data shows that Meki Catholic Secretariat is providing social development inclusively without any religious based discrimination.

4.2. Achievements of Meki Catholic Secretariat in Social Development

4.2.1. Assessment Result of the role of MCS in Education and training program.

The researcher has merged questions based on their relationship in order to analyze and interpret in a good manner. As a result, fourteen questions designed in questionnaire have been grouped into two major concepts of analysis. These are achievements in education access (both in Education Quality and in Quantity) and Achievements in School Discipline.

4.2.1.1. Level of achievement on the role of MCS in promoting education for all.

What is the level of achievement Meki Catholic Secretariat in actively engaging in promoting and realizing primary education for all and increasing literacy rate in the study area?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	16	64.0	64.0	64.0
	Very Strong	9	36.0	36.0	100.0
	Total	25	100.0	100.0	

Table: 7. Achievement of Meki Catholic Secretariat in realizing primary education.

As shown in the above chart, out of 25 selected respondents in education sector 16(64.0%) respondents responded that Meki Catholic Secretariat is strongly engaging in promoting and realizing primary education for all and increasing literacy rate in the study area whereas 9(36.0%) respondents responded it is engaging very strong. The result shows that MCS is actively engaging in promoting and realizing primary education for all and increasing literacy rate in the study area in the study area.

4.2.1.2. The role of MCS in supporting government sponsored schools.

What is the level of Meki Catholic Secretariat in ensuring educational development by building schools, infrastructures and other facilities for governmental schools?				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	20	80.0	80.0	80.0
	Very Strong	5	20.0	20.0	100.0
	Total	25	100.0	100.0	

Table: 8. Achievement of MCS in ensuring educational development.

Based on data gathered from questionnaires, out of 25 respondents selected to fill questionnaires about the achievement of MCS in in ensuring educational development by building schools, infrastructures and other facilities for governmental schools 20(80.0%) respondents responded that Meki Catholic Secretariat strongly achieving whereas 5(20.0%) respondents responded that it is very strongly. The result shows that, MCS is strongly participating in ensuring educational development by building schools, infrastructures and other facilities for governmental schools.

4.2.1.3. The role of MCS in conducting research and study to solve social problems.

At which level of achievement MCS is conducting research and study to solve society's problems.				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Weak	13	52.0	52.0	40.0
	Strong	10	40.0	40.0	92.0
	Very Strong	2	8.0	8.0	100.0
	Total	25	100.0	100.0	

Table: 9. Achievement of MCS in conducting research to solve society's problems.

As shown in the above chart, out of 25 selected respondents from education sector to fill questionnaires 13(52%) respondents responded that it is weak, whereas 10(40%) respondents responded that it was strong and 2(8%) respondents responded that it was very strong. So that, MCS is weak in conducting educational researches and studies in the area to solve society's problems.

4.2.1.4. The role of MCS in supporting economic poor students.

At which level of achievement MCS is supporting economically poor students?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Weak	7	28.0	28.0	28.0
	I don't know	5	20.0	20.0	48.0
	Strong	9	36.0	36.0	84.0
	Very strong	4	16.0	16.0	100.0
	Total	25	100.0	100.0	

Table: 10. Achievement of MCS in supporting economically poor students.

When we see the level of achievement of MCS in providing material, technical and technological assistances for local community, out of 25 selected respondents 7(28.0%) respondents responded that it was weak, also 5(20.0%) respondents responded that they do not know and 9(36.0%) respondents responded that it was strong whereas 4(16.0%). This shows that Meki Catholic Secretariat is more or less strong supporting economically poor students with providing them free education, uniforms, reference books, bags and other equipment in the study area.

4.2.1.5. The role of MCS in giving trainings for students, teachers and managerial staffs.

At what level trainings are given to improve teaching- learning process in the study area?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very weak	12	48.0	48.0	48.0
	Weak	3	12.0	12.0	60.0
	I don't know	4	16.0	16.0	76.0
	Strong	5	20.0	20.0	96.0
	Very strong	1	4.0	4.0	100.0
	Total	25	100.0	100.0	

Table: 11. Achievement of MCS in giving trainings.

When we analyze the level of achievement of Meki Catholic Secretariat in giving trainings in education sector, out of 25 respondents selected to fill the questionnaires 12(48.0%) respondents responded that it was very weak, whereas 3(12.0%) respondents responded that it was weak, 4(16.0%) respondents responded that they do not know, 5(20%) respondents responded that it was strong and 1(4.0%) respondents responded that it was very strong. This shows that Meki Catholic Secretariat is very weak in giving short- term, medium- term and long-term trainings for students, teachers, school leaders and education experts to improve teaching- learning process in the study area.

4.2.1.6. The role of MCS in Meki Catholic Secretariat in realizing national education policy.

What is the level of achievement of Meki Catholic Secretariat as NGO in realizing national education policy?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I don't know	4	16.0	16.0	16.0
	Strong	19	76.0	76.0	92.0
	Very strong	2	8.0	8.0	100.0
	Total	25	100.0	100.0	

Table: 12. Achievement of MCS in realizing national education policy.

Based on data gathered from questionnaires, out of 25 respondents selected to fill questionnaires about the level of achievement of Meki Catholic Secretariat as NGO in realizing national education policy 4(16.0%) respondents responded that they do not know and 19(76.0%) respondents responded that Meki Catholic Secretariat strongly achieving whereas 2(8.0%) respondents responded that very strongly. The result shows that, MCS is strongly working in realizing national education policy.

Result Obtained from Open End Questioners

Achievements of MCS in Education and training program

Meki Catholic Secretariat as its motto is producing high skilled students with good manner. It is providing quality education. It provides the best library to students who live in study area. Its students are scoring good grades at national exams. This organization is conducting teaching-

learning process with standardized ratio of class to students. It is building classes for government schools in Meki town and in rural areas. Example in Meki town it is built eight classes for Oda Bokota Secondary School and eight classes and school compound for Melka Oda primary school.

Result Obtained through In-depth Interview

All the interviewees were responding all the interview questions, so that there was no missing. The results are as follow:

What are the major achievements of MCS in education and training program?

As interview with manager of the health program of Meki Catholic Secretariat with Mr. Hassen E.:

> *Major achievements of Meki Catholic Secretariat in education and training program involves realizing Education access for all children regardless of age, gender, ethnic, religious and other discriminations. In enrollment of students the organization focuses on economic poor students, students who have special need and talent to let them free from school fee. Also, girls from economic poor families have their own program by which they help themselves. In primary schools the organization is providing material support, reference books, study programs and how they keep their hygiene. In addition, it is promoting quality education in all MCS schools by strong supervision and giving technical and professional assistances. When we see education coverage the organization has established forty-three schools ranging from kindergarten to technical and vocational college. It has more than 4,000 students and more than 120 teachers and supportive staff members.*

Regarding education quality our schools are well known by two main issues:
These are issue of education quality with coverage and issue of students' discipline.

Education Quality issues: When compare with other governmental schools our schools are selected by the community because of having education quality. Example, when we see national and regional exams our students score good results. We have rewards and recognitions at Woreda, Zonal and regional levels. Educational facilities, library, comfortable classrooms, professional teachers, good management (team management styles) are the reasons for our education quality.

Student's Discipline issues: The organization has a policy of moral education which makes our schools unique. The objective and purpose of moral education is to enrich students with good

ethics, moral and disciplined citizens and democratic and responsible citizens. The organization is supporting government ownership schools such as class rooms, libraries and other facilities in government schools such as Oda Bokota secondary school, Woyo Gebriel, Melka Oda primary school and others.

4.2.2. Assessment Result of the role of MCS in Health-care program.

In order to give fruitful analysis interpretation the researcher has made six questions in questionnaire.

*4.2.2.1. Levels of achievement of MCS in expanding health infrastructures and facilities.**

What level of achievement you give for Meki Catholic Secretariat in expanding health infrastructures and facilities in the study area to alleviate health problems of local community?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	22	88.0	88.0	88.0
	Very strong	3	12.0	12.0	100.0
	Total	25	100.0	100.0	

Table: 13 Levels of achievement in expansion of health infrastructures and facilities.

Based on the data shown in the above chart, out of 25 selected respondents to fill questionnaires 22(88.0%) respondent responded that Meki Catholic Secretariat is strongly achieving in expanding health infrastructures and facilities whereas 3(12%) respondents responded that its achievement was very strong. The result shows that MCS is strongly achieving in expanding health infrastructures and facilities in the study area to alleviate health problems of local community.

4.2.2.2. Levels of achievement in provision of maternal and child health care services

At what level MCS is providing free health- care services for mothers and infants?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	15	60.0	60.0	60.0
	Very strong	10	40.0	40.0	100.0
	Total	25	100.0	100.0	

Table: 14. Levels of achievement in provision of maternal and child health care services

Out of 25 respondents who were selected from health sector 15(60%) respondents responded strong and 10(40%) respondents responded very strong. As a result, MCS is strongly providing maternal and child health services for local community in the study area. This shows that Meki Catholic Secretariat is strongly working to achieve millennium development goal by providing free healthcare services for mothers and children. Consequently, its role has significance in decreasing maternal death and infant mortality.

4.2.2.3. Levels of achievement in providing short-term, medium-term and long-term trainings

What is the level of achievement of MCS in giving training for health workers in the study area?				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very weak	5	20.0	20.0	20.0
	Weak	12	48.0	48.0	68.0
	I don't know	5	20.0	20.0	88.0
	Strong	2	8.0	8.0	96.0
	Very strong	1	4.0	4.0	100.0
	Total	25	100.0	100.0	

Table: 15. Achievement of MCS in giving educational trainings.

When we analyze the level of achievement of Meki Catholic Secretariat in giving trainings in health sector, out of 25 respondents selected to fill the questionnaires 5(20%) respondents responded that it was very weak, whereas 12(48%) respondents responded that it was weak, 5(20%) respondents responded that they do not know whereas 2(8%) respondents responded that it was strong and 1(4%) respondents responded that it was very strong. This shows that Meki Catholic Secretariat is weak in giving short- term, medium- term and long-term training for health workers and experts in the study area.

4.2.2.4. Levels of achievement in providing free health services.

		Frequency	Percent	Valid Percent	Cumulative Percent
At which level you categorize the role of MCS in providing free health- care services for economically poor families in focus?					
Valid	Strong	6	24.0	24.0	24.0
	Very strong	19	76.0	76.0	100.0
	Total	25	100.0	100.0	

Table: 16. Achievement of MCS in providing free healthcare economically poor families.

As shown in the above chart, out of 25 selected respondents in the sector 6(24%) respondent responded that Meki Catholic Secretariat is strongly providing free healthcare services for local community in whereas 19(76%) respondents responded very strong. The result shows that MCS is very strongly supporting local community by providing free health- care services for economically poor families in focus in the study area.

4.2.2.5. Role of MCS in national campaign of fighting global pandemic diseases.

		Frequency	Percent	Valid Percent	Cumulative Percent
What is the level of achievement of MCS in national campaign of fighting global pandemic diseases like HIV/AIDS, Malaria, Polio and COVID 19?					
Valid	I don't know	2	8.0	8.0	8.0
	Strong	18	72.0	72.0	80.0
	Very strong	5	20.0	20.0	100.0
	Total	25	100.0	100.0	

Table: 17. Achievement of MCS in fighting global pandemic diseases.

Based on data gathered from questionnaires, out of 25 respondents selected to fill questionnaires about the achievement of MCS in national campaign of fighting global pandemic diseases like COVID 19, HIV/AIDS, Malaria and Polio 2(8.0%) respondents responded that they do not know and 18(72.0%) respondents responded that Meki Catholic Secretariat strongly achieving whereas 5(20.0%) respondents responded that very strongly. The result shows that, MCS is strongly participating in national campaign of fighting global pandemic diseases like HIV/AIDS, Malaria, Polio and COVID 19.

4.2.2.6. Levels of achievement in realizing country's health policy

What is the level of achievement of Meki Catholic Secretariat in achieving and realizing global and national health policy and strategies of the country?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	21	84.0	84.0	84.0
	Very strong	4	16.0	16.0	100.0
	Total	25	100.0	100.0	

Table: 18. Levels of achievement in realizing country's health policy

Based on data gathered from questionnaires, out of 25 selected respondents to fill questionnaires in health sector 21(84.0%) respondents responded that Meki Catholic Secretariat strongly achieving whereas 4(16.0%) respondents responded that very strong. The result shows that, MCS is strongly achieving in realization of country's national health policy and strategies.

Result Obtained from Open End Questioners

Achievements of MCS in Health program

One of the major achievements of MCS is employing knowledgeable and committed professionals in order to provide quality healthcare services. It is increasing healthcare coverage to economic poor family particularly like malnutrition. MCS is playing a great role in protecting and preventing communicable diseases like HIV/AIDS, Malaria, polio, TB and COVID 19. In addition it is achieving Emergency healthcare services and direct food support. Significantly, Meki Catholic Clinics are giving very interesting services for pregnant mothers (pre pregnancy, during pregnancy and after pregnancy and giving delivery services) and less than 5 years age children. It is serving the community regardless of discrimination based on ethnicity, religion, political view and others. It is also providing quality and free health care services for economic poor families in the study area. MCS clinics have achieved remarkable results in delivery, postnatal care, neonatal intensive care unit and sever and medium acute malnutrition management.

4.2.3. Achievements in Agriculture

4.2.3.1. Levels of achievement of MCS in strengthening irrigation.

At what level Meki Catholic Services is working in promoting agricultural development in Meki area by strengthening irrigation projects in the study area?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Weak	11	52.4	52.4	33.3
	I don't know	7	33.3	33.3	85.7
	Strong	3	14.3	14.3	100
	Total	21	100.0	**100**.0	

Table: 19. Levels of achievement in strengthening irrigation

When we see the analysis of the level achievement of MCS in strengthening irrigation, out of 21 selected respondents in the sector 11(52.4%) respondent responded that the achievement of Meki Catholic Secretariat in strengthening irrigation was weak whereas 7(33.3%) respondents responded they don't know and 3(14.3%) respondents responded that the achievement was strong. As a result, MCS is achieving weak achievement in strengthening irrigation for local community.

4.2.3.2. The level of achievement of MCS in providing seeds, fertilizer, fungicide and pesticide for poor farmers.

What is the level of achievement of MCS in providing seeds, fertilizer, fungicide and pesticide for poor farmers in the study area?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	19	90.5	90.5	90.5
	Very strong	2	9.5	9.5	100.0
	Total	21	100.0	100.0	

Table: 20. Achievement of MCS in supporting economically poor farmers.

Based on the data shown in the above chart, out of 21 selected respondents to fill questionnaires 19(90.5%) respondent responded that Meki Catholic Secretariat is strongly supporting local farmers with providing agricultural inputs such as seeds, fertilize pesticides for poor farmers in the study area whereas 2(9.5%) respondents responded that its achievement was very strong. The result shows that MCS is strongly supporting local farmers by providing various agricultural inputs for poor farmers to solve food insecurity in the study area.

4.2.3.3. Levels of achievement of MCS in giving short- term, medium- term and long-term training for farmers, agricultural development workers and experts.

At what extent MCS is giving training for farmers, agricultural development workers and experts in the study area in order to maximize productivity?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very weak	3	14.3	14.3	14.3
	Weak	14	66.7	66.7	81.0
	I don't know	1	4.8	4.8	85.7
	Strong	3	14.3	14.3	100.0
	Total	21	100.0	100.0	

Table: 21. Achievement of MCS in giving trainings in agricultural program.

When we analyze the level of achievement of Meki Catholic Secretariat in giving trainings in agricultural sector, out of 21 respondents selected to fill the questionnaires 3(14.3%) respondents responded that it was very weak, whereas 14(66.7%) respondents responded that it was weak, 1(4.8%) respondents responded that they do not know and 3(14.3%) respondents responded that it was strong. This shows that Meki Catholic Secretariat is weak in giving short- term, medium- term and long-term training for farmers, agricultural development workers and experts in the study area.

4.2.3.4. Levels of achievement in supporting local farmers to solve food insecurity

What is level of MCS in solving food insecurity and food shortage in times of war, drought and famine?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	19	90.5	90.5	90.5
	Very strong	2	9.5	9.5	100.0
	Total	21	100.0	100.0	

Table: 22. Levels of achievement in supporting local farmers to solve food insecurity

As shown in the above chart, out of 21 selected respondents in the sector 19(90.5%) respondent responded that Meki Catholic Secretariat is strongly supporting local farmers in solving food insecurity whereas 2(9.5%) respondents responded very strong.

The result shows that MCS is strongly supporting local farmers by providing various agricultural inputs for local community to solve food insecurity in the study area.

4.2.3.5. Levels of achievement in realizing country's agricultural policy

What the role do MCS is playing in realization of Agricultural Growth and Transformation Plan and Agricultural Development Leads Industry (ADLI). Do you agree?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	21	100.0	100.0	100.0

Table: 23. Levels of achievement in realizing country's agricultural policy

When we see the analysis of the achievements of MCS in realizing country's agricultural policy, out of 21 respondents selected to fill the questionnaires all of them (21 respondents) responded the organization is achieving national agricultural policy strongly.

Sustainable Agriculture: Meki Catholic Services is working in promoting agricultural development in Meki area. It is providing technical and technological assistances to local community. It is giving short- term, medium- term and long-term trainings for farmers, agricultural development workers and experts in the study area in order to maximize productivity. MCS is working hard in strengthening irrigation projects in the study area. It is working in solving food insecurity and food shortage in times of war, drought and famine. It is playing a great role in providing seeds, fertilizer, fungicide and pesticide for poor farmers in the study area. It is also training community about sustainable agriculture in urban area. MCS is working hard in realization of Agricultural Growth and Transformation Plan and Agricultural Development Leads Industry (ADLI)

4.2.4. Achievement in WASH

4.2.4.1. Levels of achievement in water, sanitation and hygiene (WASH)

What role that MCS is playing in providing drinking water for local community in study area?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strong	13	100.0	100.0	100.0

Table: 24. Levels of achievement in (WASH)

As shown in the above chart, out of 13 selected respondents fill questionnaires about the level of achievements of MCS in promoting WASH program all respondents responded that it was strong. The result shows that MCS is strongly supporting local community by providing water, sanitation and hygiene in the study area.

4.2.4.2. Achievement MCS in providing material, technical and technological assistances.

		Frequency	Percent	Valid Percent	Cumulative Percent
	What is the level of achievement of MCS in providing material, technical and technological assistances for local community?				
Valid	Weak	6	46.2	46.2	46.2
	I don't know	1	7.7	7.7	53.8
	Strong	6	46.2	46.2	100.0
	Total	13	100.0	100.0	

Table: 25. Levels of achievement in providing technological assistances

When we see the level of achievement of MCS in providing material, technical and technological assistances for local community, out of 13 selected respondents 6(46.2%) respondents responded that it was weak, whereas 1(7.7%) respondents responded that they do not know and 6(46.2%) respondents responded that it was strong. This shows that Meki Catholic Secretariat is strongly providing material, technical and technological assistances in promoting WASH program in the study area.

4.2.4.3. Levels of achievement in giving short- term, medium- term and long-term training for local community.

		Frequency	Percent	Valid Percent	Cumulative Percent
	What extent of achievement of this NGO in giving training about proper utilization of water resources?				
Valid	Very weak	2	15.4	15.4	15.4
	Weak	5	38.5	38.5	53.8
	I don't know	2	15.4	15.4	69.2
	Strong	4	30.8	30.8	100.0
	Total	13	100.0	100.0	

Table: 26. Levels of achievement in providing trainings in WASH program

Based on data gathered from questionnaires, out of 13 respondents selected for questionnaire about the achievement of MCS in giving short- term, medium- term and long-term training for local community 2(15.4%) respondents responded that the achievement of the organization in giving trainings is very weak whereas 5(38.55) respondents responded weak, 2(15.4%) respondents responded that they do not know and 4(30.8%) respondents responded strong achievement. The result shows that the Meki Catholic Secretariat has achieved weak achievement in giving short-term, medium- term and long-term training for local community.

Water, Sanitation and Hygiene (WASH): According to information obtained from the manager of the WASH program Mr Kufa, Meki Catholic Secretariat is achieved more as follow:

> *MCS has achieved WASH program by addressing clean and safe water for local communities as per the strategic plan by constructing new dip bore hole scheme, spring capping pipeline expansion and hand dug wells. In addition, it is strongly working water, sanitation and hygiene especially to free kebeles from open defecations.*

4.3. Result analysis of Challenges Obtained from Questionnaire

4.3.1. Challenges of insufficiency of fund

Do you agree that the organization's fund is insufficient to meet organizational goal?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	4	4.8	4.8	4.8
	Agree	60	71.4	71.4	76.2
	Strongly Agree	20	23.8	23.8	100.0
	Total	84	100.0	100.0	

Table: 27. Insufficiency of budget of the organization.

As shown in the above chart, out of 84 selected respondents 4(4.8%) respondents were whereas 60(71.4%) respondents responded with agree and 20(23.8%) respondents responded strongly agree. According to the above result, majority of the respondents agree on the insufficiency of budget to meet organizational goals. This shows that the organization is facing with insufficiency of fund which is resulting from the decreasing of donors.

4.3.2. Challenges of Economic inflation in the country.

		Frequency	Percent	Valid Percent	Cumulative Percent
Economic inflation in the country is challenging Meki Catholic Secretariat not to promote social development in the study area. Do you agree?					
Valid	Agree	54	64.3	64.3	64.3
	Strongly Agree	30	35.7	35.7	100.0
	Total	84	100.0	100.0	

Table: 28. Challenges of Economic inflation in the country on NGOs

When we analyze the data gathered from questionnaire on the challenge of economic inflation, out of 84 selected respondents 54(64.3%) respondents responded with agree and 30(35.7%) respondents responded with strongly agree. As a result, majority of the respondents strongly agree on that Meki Catholic Secretariat is facing challenge of economic inflation in social development.

4.3.3. Challenges of political instability, Conflicts and disagreements in the study area.

		Frequency	Percent	Valid Percent	Cumulative Percent
Do you agree that political instability, Conflicts and disagreements in the study area is challenging the MCS not to promote social development?					
Valid	Neutral	2	2.4	2.4	2.4
	Agree	68	81.0	81.0	83.3
	Strongly Agree	14	16.7	16.7	100.0
	Total	84	100.0	100.0	

Table: 29.Challenges of Political instability

Based on the data shown in the chart above, out of 84 selected respondents 2(2.4%) respondents were neutral, 68(81.0%) respondents responded agree and 14(16.7%) respondents responded strongly agree. According to the result, majority of the respondents agree on the idea that political instability is challenging Meki Catholic Secretariat in promoting social development. Therefore, political instability in the country, conflicts and disagreements which arise from political situation of the country are challenging Meki Catholic Secretariat in achieving social goals.

4.3.4. Challenges of the Poor relationships between MCS and the government.

Do you agree that the relationship between MCS and the government is poor?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	3	3.6	3.6	3.6
	Neutral	5	6.0	6.0	9.5
	Agree	50	59.5	59.5	69.0
	Strongly Agree	26	31.0	31.0	100.0
	Total	84	100.0	100.0	

Table: 30. The relationship between MCS and the government.

When we see the relationship between MCS and the government, out of 84 selected respondents 3(3.6%) respondents responded disagree, 5(6.0%) respondents were neutral, 50(59.5) respondents responded agree, whereas 26(31.0%) respondents responded strongly agree. This shows that, because of poor relationship between the organization and local officials supporting each other is difficult. As a result without government assistance the organization is facing challenges in provision of social services to the needy people.

4.3.5. Challenges of serving the community because of increasing in the need of the community.

Do agree that MCS is incapable of serving the community because of increasing in the need of the community?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	2	2.4	2.4	2.4
	Agree	71	84.5	84.5	86.9
	Strongly Agree	11	13.1	13.1	100.0
	Total	84	100.0	100.0	

Table: 31. Incapability of MCS because of community's need increase

The result of the study analysis shows that out of 84 selected respondents 2(2.4%) respondents were neutral, 71(84.5%) respondents responded agree and whereas 11(13.1%) respondents responded strongly agree. Therefore, MCS is challenging with the increasing of community needs because of the imbalance between the capacity of the organization and needs of the society.

44

Results obtained from open-ended questions on Challenges on MCS

A. Education: The major challenges are infrastructural, economic and social problems. Infrastructural problems are related to roads (transportation), working materials and facilities whereas economic problems are related shortage of funding, economic instability and inflation. Social problems are manifested through social attitudes and lack of awareness. There are no short-term, medium and long-term trainings to up-date and up-grade teachers' professions. Shortage of teaching-learning materials like student text books and teacher guides is another challenge. According to interview with Education Program manager Mr. Hora Roba(MA) and other respondents, the following are the major challenges which are affecting the organization in promoting educational development:

> *Unwillingness of donors to assist schools, economic problems particularly related to inflation, shortage of funds, issues related to salary, running costs and poor awareness of the community particularly related to girl education. As a result, from the total forty-seven (47) schools which are established by the organization five (5) schools were changed to government ownership. There are also major challenges such as shortage of text books, absence of opportunity for teachers to up-grade their education level by government sponsorship and inability of government to provide short trainings. As a result, the need of the community and the capacity of the organization are mismatched."*

B. Healthcare problem: MCS is challenging with shortage of short-term, medium-term and long-term trainings to health professionals. Another challenge of the organization is shortage of supplies of health equipment like F75, HIV- toolkit, PPN, Oxygen and other medication. There is also shortage of medication because of the rise of medicine which results from absence of donors, economic instability and inflation. Absence of donors is very challenging which resulting the shortage of fund that affecting the organization not to achieve its objectives and goals. Another challenge is the imbalance of capacity of clinics and the need of community because the number of the needy people is increasing time to time. In some cases there are challenges related with the distance of clinics from the main roads. Generally, in availability of medical supplies and drugs in Ethiopian local market, the price inflation and highly increased demands of the community are challenging the organization in its old status.

C. Sustainable Agriculture: In promoting sustainable agriculture MCS is facing challenges like shortage of fund, the rise of prices of agricultural inputs like fertilizers, pesticides, fungicides, seeds and others because of economic inflation, some cases of instability (conflicts and disagreements), and shortage of roads for transportation, problems of repeated drought because of shortage of rain in non-irrigation areas and others. Mostly farmers in the study area depend on traditional agriculture which is based on rain. Because of ecological and environmental crisis farmers are challenging with shortage of rain which is causing food insecurity.

D. Water, Sanitation and Hygiene (WASH): In the study area water sources have high content of fluoride. It is very challenging to provide clean and drinking water particularly from underground water. Other challenges are economic inflation, political instability, in-availability of construction materials, the rise of price, distance between scattered settlement in rural areas and land features.

Result Obtained through Non- participant Observation

The observation was mainly focused on Office location, office facility, physical infrastructure and documentation. Accordingly, the results obtained through non-participant observation have illustrated as follow:

Result observed from the observation of Office location: The researcher has observed that head office is located at 2KM distant from the main road. The project areas are located at the periphery of the city and some of them are far away from the main office. The Staffs who were asked during observation have explained that the offices location is not appropriate for their day to day activities. As a result the distance between the Meki Catholic Secretariat is challenging to deliver the planned community development services and to follow-up and supervise social development projects at far distant rural areas in some working environment.

Observation of Physical Infrastructure and facilities of the project areas:

As mentioned above most areas are located at far distance rural areas. As a result they are facing challenges such as incompatibility of roads particularly during rainy season, lack of enough transportation, lack of facilities like internet, generator and in some cases shortage drinking water. Besides, at some project areas different organization service promotion activities like billboard, posters, leaflets, graphic description, success stories and project profiles were not posted on appropriate place.

4.4. Opportunities (Prospects)

A. Education: Meki Catholic Secretariat gives priority to education and training in community development. It is expected to continue ensuring quality education with wide range coverage in the study area in the future. It is strongly working to increase the capacity of schools by building additional schools, classes and other infrastructures. It is also working with government bodies, donors and community to solve professional, technical, infrastructural and managerial problems. Generally, MCS is strongly dedicated to increase the enrollment capacity of the schools and improve quality of education.

B. Healthcare program: MCS gives priority to up-grade its clinics to hospital level. In addition it has priority to give short-term, medium-term and long-term trainings to health professionals. It also has planned to strengthen its relationship with government to foster problems of health equipment supplies. It has plan to raise fund by involving donors and volunteers to improve life standard of the community by providing basic needs like food, clothing shelter. It is preparing proposals to donors and voluntary organizations to involve them in fund-raising program. It has strategic plan to work with government and to discuss with local community to solve barriers in provision of healthcare services for local community in the study area. Improving the morbidity and mortality towards the maternal and child aspects, to see a world free of disease and outbreaks are the prospects of the organization.

C. Sustainable Agriculture: According to result from respondent majority of respondents agree on MCS is strongly working to solve agricultural sustainability by preparing strategic plan and proposals to solve funding problems, shortage of agricultural supplies in local market, transforming from traditional agriculture to modern way of agriculture, promoting irrigation and urban agriculture.

D. Water, Sanitation and Hygiene (WASH): MCS has prepared strategic plans to work with government officials to solve problems of economic instability, inflation and in-availability of supplies of construction materials. It also has planned to work with local community to involve them in construction by using their labour. It also plans to increase the involvement of donors and voluntary organizations to raise fund.

CHAPTER FIVE

CONCLUSION OF THE FINDINGS, SUMMARY AND RECOMMENDATIONS FOR STAKEHOLDERS

Introduction

This chapter dealt about conclusion of the findings of the study, summary, recommendation and implication for stakeholders. The conclusion discussed the central point and findings of the study. Under summary the main points of the study from all topics have been discussed. The recommendation part targets to different opportunities that are palatable for the Meki Catholic Secretariat and how the challenges are improved. The actions to be taken by The Case of Ethiopian Catholic Church -Social and Development Coordinating Branch Office of Meki (ECC-SDCBOM) are illustrated under each thematic areas of the study and other core weakness areas of Ethiopian charities. Finally, roles that should be played by each stakeholder have also described.

5.1. Conclusion of the findings

Under this topic the major findings of the study which were obtained from questionnaire, interview as well as observation analyzed have been discussed as follow:

5.1.1. The roles and achievements of Meki Catholic Secretariat

According to analyzed data that were obtained from both close-ended and open-ended questionnaire, interviews and observation Meki Catholic Secretariat is playing significant roles in different dimensions of social developments such as education program, healthcare, sustainable agriculture and water, sanitation and hygiene (WASH).

Meki Catholic Secretariat as its motto is producing high skilled students in the study area. It is strongly working in building educational facilities, supporting economically poor students and achieving national education policy.

Meki Catholic Secretariat is also playing a great role in protecting and preventing communicable diseases like HIV/AIDS, Malaria, polio, TB and COVID 19. Significantly, Meki Catholic Clinics are giving very interesting services for pregnant mothers (pre pregnancy, during pregnancy and after pregnancy and giving delivery services) and less than 5 years age children. It is also providing quality and free health care services for economic poor families in the study area.

Meki Catholic Secretariat is strongly working in strengthening irrigation projects, solving food insecurity and food shortage in times of war, drought and famine, and providing seeds, fertilizer, fungicide and pesticide for poor farmers in the study area. It is strongly working in realization of Agricultural Growth and Transformation Plan and Agricultural Development Leads Industry (ADLI)

Meki Catholic Secretariat has achieving WASH program by addressing clean and safe water for local communities as per the strategic plan by constructing new dip bore hole scheme, spring capping pipeline expansion and hand dug wells. In addition, it is strongly working water, sanitation and hygiene especially to free kebeles from open defecations.

5.1.2. The Challenges that affecting MCS in promoting social development

A. Challenges in education program: According to data gathered from teachers and education expertise. The major challenges are infrastructural, economic and social problems. Infrastructural problems are related to roads (transportation), working materials and facilities whereas economic problems are related shortage of funding, economic instability and inflation. Social problems are manifested through social attitudes and lack of awareness. There is weakness of short-term, medium and long-term trainings to up-date and up-grade teachers' professions. Shortage of teaching-learning materials like student text books and teacher guides is another challenge. Particularly, because of the shortage of fund some schools which were established and sponsored by the organization are changed to government ownership. Example, Fila and Maja Lalu primary schools.

B. Challenges in healthcare program: MCS is challenging with shortage of short-term, medium-term and long-term trainings to health professionals. Another challenge of the organization is shortage of supplies of health equipment like F75, HIV- toolkit, PPN, Oxygen and other medication. There is also shortage of medication because of the rise of medicine which results from absence of donors, economic instability and inflation. Absence of donors is very challenging which resulting the shortage of fund that affecting the organization not to achieve its objectives and goals. Another challenge is the imbalance of capacity of clinics and the need of community because the number of the needy people is increasing time to time

C. Challenges in Sustainable Agriculture program: In promoting sustainable agriculture MCS is facing challenges like shortage of fund, the rise of prices of agricultural inputs like fertilizers, pesticides, fungicides, seeds and others because of economic inflation, some cases of instability (conflicts and disagreements), and shortage of roads for transportation, problems of repeated drought because of shortage of rain in non-irrigation areas and others.

D. Challenges in Water, Sanitation and Hygiene (WASH) program: In the study area water sources have high content of fluoride. It is very challenging to provide clean and drinking water particularly from underground water. Other challenges are economic inflation, political instability, in-availability of construction materials, the rise of price, distance between scattered settlement in rural areas and land features.

5.2 Summary of the study

Promoting social development is a global agenda which involves different social improvements such as Education, health, water development, environment, agriculture, economy, peace and justice, and gender development. In developing countries like Ethiopia governments alone cannot provide all social services to needy people.

Ethiopian Catholic Church Social Development Commission Branch office of Meki (ECC-SDCBOM) is a faith based Non-Governmental Organization having Social Development activities in the Vicariate of Meki. The Social Development activities are carried out under the Social and Development Commission Branch Office. Meki CRS is working to achieve the goals in the areas of Education, Healthcare and responding to Emergency outbreaks, Water Development and Irrigation, Cooperative Promotion, Natural Resource Management, Food Security, Relief Services, HIV/AIDS, Empowering of Women, Environmental Protection and Justice and Peace (Meki Catholic Secretariat, 2022).

This study has significance in education, health, water development, food security, peace and justice, gender development and infrastructural development, as well as for other researchers, NGOs and policy makers.

In order to achieve the objective of the study, the researcher has employed descriptive and exploratory research design with qualitative and quantitative research approach along with empirical analysis. Open- ended questions were used to get responses that cannot be answered with

a simple yes or no question, and often has no single right answer. Closed- ended questions provide guidance that may encourage the respondents to have more interest in answering the questions and it is simply designed on level of achievements (very strong, strong, I don't know, weak and very weak) and degree of agreement (strongly agree, agree, neutral, disagree and strongly disagree).

The researcher has employed non-participant observation particularly to gather visual data from students who are receiving education service, mothers those receiving health care for themselves and for their children and members of community who are access to different social services.

The researcher used both primary and secondary source. The primary data sources were obtained from sample respondents of the study through semi-structured questionnaire that consist both open – ended and closed-ended question and it has been collected through interview i.e., the directors of MCS. The secondary sources of data have been collected from appropriate source likes journal, books, documents and internet links publishes document.

The data gathered by questionnaires have been interred into Statistical Package for Social Sciences (SPSS version 20.0) software. Quantitative data have been analyzed by using descriptive statistical tools such as, tables, percentage and charts, while qualitative data will be analyzed coding, categorizing and quantifying. The data generated through face-to face interviews will be analyzed using qualitative descriptions. Secondary analyzed using qualitative or quantitative methods depending on the nature of data.

Based on the gathered, analyzed and interpreted data obtained from the respondents the researcher has screened out the following findings and results as following: Although Meki Catholic Secretariat has been achieving various achievements in community social development like Education, health, sustainable agriculture, and Water Sanitation and Hygiene (WASH), it is facing the following challenges:

Meki Catholic Secretariat find it difficult to garner sufficient and continuous funding for their work. Gaining access to appropriate donors is a major component of this challenge. They may have limited resource mobilization skills locally, so instead they wait for international donors to approach them. Current donors may shift priorities and withdraw funding. The NGO might suffer from a general lack of project, organizational and financial sustainability.

5.3. Recommendations

Based on the research findings and observations made by the researcher the following recommendations are given:

Income Generation: In order to increase fund the Organization shall follow the following procedures: Strengthen the network with donors, voluntary organizations and voluntary individuals. It shall prepare and provide proposal for those social development partners. The proposal must be well-written and error-free. Most importantly, the proposal must contain all of the necessary elements to show the donor that the NGO has a strategy and high-quality team members.

Building Capacity of the Organization: Capacity building and training can help to provide crucial new skills. According to the result gained from almost all respondents need short-term, medium-term and long-term training and professional up-grading training for its workers effectively. To solve the problem of professional up-grading training MCS shall improve its poor relationship with government and other NGOs.

Meki Catholic Secretariat shall strongly work to increase the capacity of schools by building additional schools, classes and other infrastructures. It has strategic plan to work with government and to discuss with local community to solve barriers in provision of healthcare services for local community in the study area. In order to support local community with sustainable agriculture MCS must strongly work on transforming from traditional agriculture to modern way of agriculture, promoting irrigation and urban agriculture. Under its program of WASH, MCS must increase active participation local community to involve them in construction by using their labour.

Improvement of the shortage of supplies: Even though the problem of supplies is beyond the NGOs they shall play significant role by establishing networks with government bodies, legal suppliers and international donor organizations and voluntary individuals. MCS also shall play its role in fighting illegal trade networks, contrabandists, corrupt officials and individuals.

Information, Communication and Technology

The organization should improve its capacity of information, communication and technology by increasing the network between the main office and its project area by using a minimum of Internet, email, a basic website and relevant social medial platforms.

Facilitating Dialogue:

Meki Catholic Secretariat has to work to facilitate communication of people to government and government to the people. This two-way flow of information helps in designing better projects and effective policies. This procedure significantly helps the MCS and community of the study area by changing the image of community and other bodies.

Generally, in fund raising, changing public image, decreasing cost, maximizing labour, resolving conflicts, economic instability and inflation the organization shall facilitate constructive dialogue with community, government bodies, donors and voluntary individuals.

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APPENDIXES

Appendix 1: Assurance of Confidentiality

JIMMA UNIVERSITY

COLLEGE OF LAW AND GOVERNANCE

DEPARTMENT OF CIVICS AND ETHICS STUDIES

Exploring the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat.

Dear respondents:

I would like to thank in advance for your response in this questionnaire honestly. I am a student at Jimma University, College of Law and Governance, Department of Civics and Ethics studies enrolled for Master Degree.

The purpose of this questionnaire is to gather information about the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat.

The study quality is based on the information gained from you, so that the kind honesty in your responses will have great benefit to the researcher to better understanding.

The information gathered through this questionnaire will be used by the researcher strictly for academic purposes. Therefore, your sincere cooperation and objectivity in responding to the question is highly important, and your responses to the questionnaire would be kept in confidential.

Directions: No need of writing your name. The questionnaire has two parts. Part one is about your background information, whereas the second contains related to the study. Please read each question carefully and give your responses to each of them. If you overlook any item without giving response, it will invalidate the study. So, check that you have given your response to all items. Fill in the box a check mark (x) for your possible alternative response. In answering the open-ended questions, please give your answer briefly.

Thank you in advance for your cooperation!

Appendix 2 Close-ended Questions for Education program

Basic questions provided for Education and training sector (students, teachers and leaders)

1. Personal background information: 1. Sex: Male   Female

2. Age: 18-35   36- 45   46- 50   56 and above

3. Education status: Illiterate   Elementary and junior (1-8)   Secondary school (9-12)

Certificate   Diploma   First degree   Second degree   and above

Job:_____

Years of Experience in current position:

 1-2 years   3-6 years   7- 10 years   More than 10 years

2. Questionnaire that related to the study

 For each of each of the following statements about the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat, please mark (√) under the number that indicates your decision on the level of achievement.

Very Poor(VP)=1, Poor(P)= 2, I don't know(IDN) = 3 , Strong(S) = 4 and Very Strong(VS)= 5

No	Basic questions for workers of education and training program in the organization(for students, teachers and leaders)	1	2	3	4	5
1.1	What is the level of Meki Catholic Secretariat in actively engaging in promoting and realizing primary education for all and increasing literacy rate in the study area?					
1.2	What is the level of Meki Catholic Secretariat in ensuring educational development by building schools, infrastructures and other facilities for governmental schools?					
1.3	At which level of achievement MCS is conducting research and study in the area to solve society's problems.					
1.4	At which level of achievement MCS is supporting economically poor students with providing them free education, uniforms, reference					

	books, bags and other equipment?					
1.5	At what level short- term, medium- term and long- term trainings are given for students, teachers, school leaders and education experts to improve teaching- learning process in the study area.					
1.6	What is the level of achievement of Meki Catholic Secretariat as NGO in realizing national education policy?					

Open- ended question for Education workers

What are major achievements of MCS in education and training? List and Explain educational achievements, infrastructural developments, facilities, programs and educational expansions under your organization._____

_____

_____.

What are major challenges affecting MCS in education and training? Explain in detail._____

_____

_____

What are major prospects of MCS in education and training? Explain in detail._____

_____

_____.

Thank you in advance for your cooperation

Appendix 3 Close-ended Questions for Health program

Basic questions provided for Health and Child care program workers.

Personal background information: 1. Sex: Male   Female

2. Age: 18-35   36- 45   46- 50   56 and above

3. Education status: Illiterate   Elementary and junior (1-8)   Secondary school (9-12)

Certificate   Diploma   First degree   Second degree   and above

Job:_____

Years of Experience in current position:

  1-2 years   3-6 years   7- 10 years   More than 10 years

2. Questionnaire concerning the study: For each of each of the following statements about the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat, please mark (√) under the number that indicates your decision on the level of achievement.

Very Poor(VP)=1, Poor(P)= 2, I don't know(IDN) = 3 , Strong(S) = 4 and Very Strong(VS)= 5

No	Basic questions for Health workers in the organization.	1	2	3	4	5
2.1	What level of achievement you give for Meki Catholic Secretariat in expanding health infrastructures and facilities in the study area to alleviate health problems of local community?					
2.2	At what level MCS is providing free health- care services for mothers and infants in order to decrease infant mortality rate and maternal death?					
2.3	What is the level of achievement of MCS in giving short- term, medium- term and long- term training for health workers in the study area?					
2.4	At which level you categorize the role of MCS in providing free health- care services for economically poor families in focus?					
2.5	What is the level of achievement of MCS in national campaign of fighting global pandemic diseases like HIV/AIDS, Malaria, Polio and Covid 19?					
2.6	What is the level of achievement of Meki Catholic Secretariat in achieving and realizing global and national health policy and strategies of the country?					

Open-ended Questions for Health program workers

What are major achievements of Meki Catholic clinic in promoting health care services? What are the major health services which are designed for serving the society?

_____

_____

_____

_____

_____.

What are major challenges affecting Meki Catholic clinic in promoting health care services? Explainindetail._____

What are major prospects of Meki Catholic clinic in promoting health care services? Explain in detail_____

_____

_____

Thank you in advance for your cooperation

Appendix 4. Close-ended Questions for Agricultural program

III. Basic questions provided for Agricultural program Workers and Experts.

1. Personal background information: 1. Sex: Male   Female

2. Age: 18-35   36- 45   46- 50   56 and above

3. Education status: Illiterate   Elementary and junior (1-8)   Secondary school (9-12)

Certificate   Diploma   First degree   Second degree and above

4. Job: _____

5. Years of Experience in current position: 1-2 years   3-6 years   7- 10 years   More than 10 years

I. Close- Ended Questionnaire that related to the study

For each of each of the following statements about the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat, please mark (√) under the number that indicates your decision on the level of achievement.

Very Poor(VP)=1, Poor(P)= 2, I don't know(IDN) = 3 , Strong(S) = 4 and Very Strong(VS)= 5

No	3. Basic questions for Agricultural program workers in the organization.	1	2	3	4	5
3.1	At what level Meki Catholic Services is working in promoting agricultural development in Meki area by strengthening irrigation projects in the study area?					
3.2	What is the level of achievement of MCS in providing seeds, fertilizer, fungicide and pesticide for poor farmers in the study area?					
3.3	At what extent MCS is giving short- term, medium- term and long-term training for farmers, agricultural development workers and experts in the study area in order to maximize productivity?					
3.4	What is level of MCS in solving food insecurity and food shortage in times of war, drought and famine?					
3.5	What the role do MCS is playing in realization of Agricultural Growth and Transformation Plan and Agricultural Development Leads Industry (ADLI). Do you agree?					

Open-ended Questions for Agricultural program

What are major achievements of MCS in Promoting agricultural development and solving food insecurity? List and Explain agricultural projects done for local communities in detail.

_____

_____

_____

_____.

What are major challenges affecting MCS in Promoting agricultural development and solving food insecurity?_____

_____

_____

_____.

What are major prospects of MCS in Promoting agricultural development and solving?_____

_____

_____

Thank you in advance for your Participation

Appendix 5. Close-ended Questions for WASH program

1. Personal background information: 1. Sex: Male   Female

2. Age: 18-35   36- 45   46- 50   56 and above

3. Education status: Illiterate   Elementary and junior (1-8)   Secondary school (9-12)

Certificate   Diploma   First degree   Second degree   and above

4.Job:_____

5. Years of Experience in current position: 1-2 years 3-6 years   7- 10 years   More than 10years

2. Questionnaire that related to the study

 For each of each of the following statements about the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat, please mark (√) under the number that indicates your decision on the level of achievement.

Very Poor(VP)=1, Poor(P)= 2, I don't know(IDN) = 3 , Strong(S) = 4 and Very Strong(VS)= 5

No	4.Basic questions for workers in Water and Hygiene sector in the organization.	1	2	3	4	5
4.1	What role that Meki Catholic Secretariat is playing in providing drinking water for local community in study area?					
4.2	What is the level of achievement of MCS in providing material, technical and technological assistance for local community?					
4.3	What the extent of achievement of this NGO in giving short- term, medium- term and long-term training for local community about proper utilization of water resources?					

Open-ended Questions for WASH program workers

1. What are major achievements of MCS in providing drinking water for local community? Explain in detail._____

_____

_____

2. What are major challenges affecting MCS in providing drinking water for local community? Explain in detail._____

_____

_____

_____.

3. What are major prospects of MCS in providing drinking water for local community? Explain in detail._____

_____

_____

_____-.

Thank you in advance for your cooperation

Questions provided for interview with education program manager

The roles of MCS in promoting educational development.

What are the major roles (achievements) of MCS in promoting educational development?

Explain the role of your organization in education coverage and ensuring education quality. How many schools do your organization has? List their name and capacity of enrollment.

II. Challenges that MCS is facing in promoting educational development.

1. In your organization what are the challenges in delivering services to promote education quality and quantity? Some schools were changed to government ownership. What are the reasons?

2. Explain challenges which are affecting your organization based on the following factors:

A. Country's education policy. B. Funds (financial sources)

C. Political situation of the country. D. Environmental factors. E. Social attitude.

3. State other challenges.

III. Prospects (Opportunities) that MCS has.

How your organization is planning to address the above challenges? 2. What are the major opportunities of MCS in education and training program?

Appendix 7. Questions provided for interview with health program manager

I. The roles of MCS in promoting health development.

1. What are the major roles (achievements) of MCS in providing healthcare services?

2. How many clinics do your organization has? List their name and explain their health program.

II. Challenges that MCS is facing in promoting health development.

1. In your organization what are the challenges in delivering services to promote health services in quality and quantity? What are the reasons?

2. Explain challenges which are affecting your organization based on the following factors:

A. Country's health policy. B. Funds (financial sources)

C. Political situation of the country. D. Environmental factors. E. Social attitude.

3. State other challenges.

III. Prospects (Opportunities) that MCS has.

How your organization is planning to address the above challenges? 2. What are the major opportunities of MCS in healthcare program?

Appendix 8. Questions provided for interview with Sustainable agricultural program

I. The roles of MCS in promoting agricultural development.

1. What are the major roles (achievements) of MCS in promoting agricultural development?

2. Explain the role of your organization in supporting local community with agricultural technologies, inputs and materials. What are the projects done by MCS support the community in order to bring sustainable agriculture?

II. Challenges that MCS is facing in promoting agricultural development.

1. In your organization what are the challenges in supporting community to bring sustainable agriculture? What are the reasons?

2. Explain challenges which are affecting your organization based on the following factors:

A. Country's agricultural policy. B. Funds (financial sources)

C. Political situation of the country. D. Environmental factors. E. Social attitude.

3. State other challenges.

III. Prospects (Opportunities) that MCS has.

1. How your organization is planning to address the above challenges?

2. What are the major opportunities of MCS in sustainable agriculture program?

Appendix 9. Questions provided for interview with WASH program manager

I. The roles of MCS in Water, Sanitation and Hygiene (WASH) program.

1. What are the major roles (achievements) of MCS in Water, Sanitation and Hygiene (WASH) program? 2. How many water projects do your organization built for community? Explain them with their effectiveness.

II. Challenges that MCS is facing in promoting Water development.

1. In your organization what are the challenges in providing drinking water for community? Some water sources are out of services, what are the reasons?

2. Explain challenges which are affecting your organization based on the following factors:

A. Funds (financial sources)   B. Political situation of the country.

C. Environmental factors.   D. Social attitude.

3. State other challenges.

III. Prospects (Opportunities) that MCS has.

1. How your organization is planning to address the above challenges?

2. What are the major opportunities of MCS in Water, Sanitation and Hygiene (WASH) program?

Appendix 10   Closed- Ended Questions Provided for all Respondents on major challenges

Questionnaire that related to the study

For each of each of the following statements about the Roles, Challenges and Prospects of NGOs in Promoting Community's Social Development: The Case of Meki Catholic Secretariat, please mark (√) under the number that indicates your level of agreement.

Strongly Disagree(DA)=1, Disagree(D)= 2, Neutral(N) = 3 , Agree(A) = 4 and Strongly Agree(SA)= 5

No	Questions provided for Managers of the programs in MCS	1	2	3	4	5
1	Do you agree that the organization's fund is insufficient to meet organizational goal?					
2	Economic inflation in the country is challenging Meki Catholic Secretariat not to promote social development in the study area. Do you agree?					
3	Do you agree that political instability, Conflicts and disagreements in the study area is challenging the MCS not to promote social development?					
4	Do you agree that the relationship between MCS and the government is poor?					
5	Do agree that MCS is incapable of serving the community because of increasing in the need of the community?					