

**THE ROLE OF VOLUNTEER ORGANIZATIONS IN YOUTH  
SOCIAL DEVELOPMENT: A CASE OF NATIONAL  
VOLUNTEER NETWORK TRUST IN STAREHE  
CONSTITUENCY; NAIROBI KENYA.**

**BY**

**NGOTHO STEPHEN MUTURI**

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**DECLARATION**

I declare that this research is my original work and has not been presented for a degree in any other university.

Signature..... .Date .....

**Stephen M. Ngotho**

**L50/68595/2011**

This research project has been submitted for examination with my permission as the candidate's University Supervisor.

Signature..... .Date .....

**Mrs. Anne N. Ngugi**

## **DEDICATION**

This work is dedicated to Christian Relief Fund, Kenya Church of Christ Children's Home and the subsequent missions, sponsors and missionaries for their support over the years and for helping me get this far in my studies. Special thanks go to Shawn Tyler for his personal effort and involvement in ensuring I finish my Project Management masters. Sincere appreciation also goes to Diana for being my corner stone over the years. Last but not least, I recognize the support of my family and friends for their moral support and for being there for me throughout this journey.

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## **LIST OF ABBREVIATIONS**

NAVNET	National Volunteer Network Trust
MTD	Management Training and Development
VIO	Volunteer Involving Organizations
UNV	United Nations Volunteers
VSO	Volunteer Service Overseas
MOYA	Ministry of Youth Affairs
HRM	Human Resource Management
YMCA	Youths Male Christian Association
YWCA	Youths Women Christian Association
MDG	Millennium Development Goals
UNV	United Nations Volunteers
UNDP	United Nations Development Programme.
IYV	International Year of Volunteers
ILO	International Labour Organization
IAVE	International Association for Volunteer Effort

## ABSTRACT

The purpose of this study was to look at National Volunteer Network Trust as an organization, and its role in the attainment of social development among youths in Nairobi's Starehe constituency. The research objectives highlighted trainings, employer placement programme, management and youth development as well as level of stakeholder participation. In chapter three the study employed a descriptive survey design to get the perspectives and experiences of the volunteers in the sample group. The researcher used closed and open ended questionnaires and interviews as tools in the data collection. Purposive and convenient sampling was used to sample the management and the youth volunteers respectively. The study targeted a sample of 100 members of National Volunteer Network Trust, 15 of these from the management while the 85 were youth volunteer. The researcher then adopted both qualitative and descriptive statistics in the analysis of the data collected. The key findings point to high number of youths attending the trainings as well as the volunteer placement programme because of the impact in the previous volunteers as well as to open up avenues for social development. The management was also seen to involve youths in decision making by including them in the leadership structure through the committees. These findings were covered in chapter five. The conclusions of the study were that indeed NAVNET has played a role in youth social development through its trainings, employer placement and inclusion of youths in leadership. This adds to the other stakeholder efforts that aim at eradicating youth poverty and disillusionment thereby giving hope to youths in a time of high youth unemployment and disempowerment. The study recommends that the government takes a proactive role in policy formulation as well as ensuring youths' access capital for enterprise development. It also recommends that stakeholders from various sectors contribute to youth social development by partnering with National Volunteer Network Trust and take in more volunteers as interns.

## CHAPTER ONE

### INTRODUCTION

#### 1.1 Background of the Study

Volunteerism is a global concept that has its roots in religious and humanitarian philosophy. The movement is closely linked to Non Governmental organizations that are well known for their contribution to social development. Volunteerism is much deeper and borrows from the different faiths and religious philosophies. It is more than engaging in charity but rather keeping in touch with the spirit of humanity that drives individuals to see the need to solve societal problems key among them lack of youth empowerment. This thus makes youth volunteerism an avenue to achieving youth social development. The urge to develop and meet the youth people's social development needs is at the centre of the form of volunteerism in this research.

The youth population is growing world over. This does not always guarantee economic benefits as observed by Ashford (2007). Several factors are required to achieve these global economic benefits that come with high youth populations. These include: strong social systems that improve youth survival and health in general; improvements in educational enrolments and quality; and stable economic conditions conducive to growth and job creation that will allow youths to be absorbed into the workforce (Ashford, 2007). Volunteerism provides an avenue where this group can be absorbed into the market.

The UNV report of 2010 shows its partnership with Johns Hopkins University to support measuring the value of volunteerism through national satellite accounts. UNV and Johns Hopkins University have also partnered with the International Labour Organization (ILO) to develop a manual for the inclusion of volunteering in labour statistics, as recommended by the 18<sup>th</sup> ILO International Conference of Labour Statistics. In response to General Assembly resolution 63/153, the Commission for Social Development integrated volunteerism for development into its 2009-2010 biennial priority theme of social inclusion. The United Nations Department of Economic and Social Affairs facilitated outreach by UNV to the Commission for Social Development (UNV 2010).

African volunteerism has a philosophical foundation that borrows heavily from this communal background (Patel et al, 2007). Global youth social development is an inclusive process that does not bring volunteer organizations alone but rather calls for all stakeholders as observed by Jean Ping Chairperson of the African Union Commission who argues that the African Youth Decade Plan of Action is intended for use by a broad spectrum of stakeholders including African Union Member States, development partners, the AU Commission and constituents of the AU organs (African Youth Decade plan of Action, 2011).

The African Youth Charter upholds the right of every youths person to participate in all spheres of society, but socio-economic challenges such as poverty, youth unemployment, the HIV epidemic and education systems that do not adequately equip them to take part in the knowledge-based economy, limit youths' opportunities for participating in mainstream society (Delaney 2011). Active participation on the side of youths should be met with a system that provides opportunities to learn.

The numbers in the different regions are a testimony of the growth of youth volunteerism. According to the China Volunteer Report (2011), there are over 30 million volunteers registered with the Chinese Youth League. This body which is the country's national volunteer coordination organ is a testimony of the high level of participation of youths in volunteerism around the world.

Pakistan like China shows the Asian appreciation of volunteerism. The VSO Pakistan (2009) report reiterates that youth programmes need a paradigm shift to move away from adhoc activity based programmes and ensure full participation of youth as their fundamental right in shaping the policies and programmes that affect their lives. Rather than focusing on youth as recipient or a beneficiary of the programmes, there is need to involve them at all level to achieve expected outputs.

The VSO programme in Pakistan aims to achieve training, mentoring and networking opportunities for youth to develop employability, active citizenship and community development skills. It also aims at increasing opportunities created for youth through partners' programmes to

volunteer and meaningfully engaged in community development programmes, national level campaigns and advocacy on social issues.

One of the most notable features of volunteerism in China for instance is that it has promoted a cooperative relationship between the government and volunteer organizations. The government is withdrawing from many areas, leaving more room for volunteer organizations to conduct operations, which will help these organizations providing services for the poor, the disabled, the marginalized, the youths, the elderly and other vulnerable groups (China Volunteer Report 2011).

Volunteerism in Europe and America like other places owes its roots to religious beliefs as evident in previous studies. Yonish and Campbell (1998) established the impacts of religious roots on volunteerism in North America. Munavu(2003) like these two scholars closely links volunteerism with religion and religious beliefs. The findings show a link between religious orientation and volunteerism in that many people with close religious ties tend to volunteer in their respective religious institutions. He rates volunteers in religious institutions at 52 % while those volunteering in organizations involved in education at 16.3 %. Bekkers (2001) further observes that the frequency of church attendance in the Netherlands and in the United States is the most important predictor of volunteering and giving back to society.

The five-country study of civic service in the SADC region found that the nature of volunteering and service in the region today is a reflection of traditional cultural norms and practices as well as the contemporary circumstances in which it has emerged (Patel et al, 2007). The use of local youth volunteers contributes to bringing community of youths together. A survey conducted by VSO and RAISA (2011) of 107 South African non-profit organisations found that, significantly, most surveyed organisations use local volunteers of the same community or municipality as the beneficiaries. Some 58.3% have stated: in the last year, they mostly used local volunteers from the same community or municipality as the beneficiaries they are serving.

Southern African volunteering movement has been instrumental in tackling the region's youthful challenges as well on top of bringing the community together. Addressing youth poverty in all its dimensions is a priority for SADC. Lack of empowerment impacts negatively on human



development by limiting youths's opportunities and capabilities for building a better life in future (Sen, 1999). Africa like other continents have been grasping with the perennial problem of lack of opportunities for the youths. Sen observes that addressing the impacts of poverty is a key priority of the South African Development Community.

Volunteering and service promotes youth participation (Delaney 2011). Youth volunteering and service covers a wide range of activities that provide opportunities in the South African region for youths to participate in society by directing their energies toward helping others and tackling development challenges, while at the same time developing their own skills, experience and confidence, and enhancing their ability to take advantage of opportunities in the future.

In recent years, service advocacy has intensified across West Africa. Unlike in the Southern Africa where youth volunteerism has a succinct identity, the West African take the model of National Youth Service. It is arguably in recognition of the dire situation of youths in the country that the government of Sierra Leone established a National Youth Commission in December 2009. Working with the United Nations Development Program (UNDP), the Liberian National Youth Volunteer Service aims to engage the services of youth to voluntarily contribute their time and services to the reconstruction and development of Liberia. The scheme also enjoys the support of the United Nations Volunteers. Participants in the NYVS are university graduates. They undergo a one-month period of training before their deployment to the rural parts of the country where they are expected to provide much needed support in healthcare and education, among other vital needs. The first batch of volunteers was deployed in 2008.

Although African youths today have many more opportunities to participate meaningfully in society, access to quality education and decent jobs remains their primary concern as they transit from childhood to adulthood (UN Economic and Social Council, 2009). Unemployment and underemployment affect youth disproportionately (World Youth Report, 2007). This can push youths further into poverty and marginalization in a variety of ways. An inability to access opportunities in the mainstream economy, especially decent work, demoralises youths and undermines their self-esteem.

The July 2012 “Africa Conference on Volunteer Action for Peace and Development” (ACVAPD) built on predecessor convening to make the East Africa Peace Service Corps

(EAPSC) a reality (VSO and RAISA 2011). A robust conference action plan was launched by stakeholders including the EAC Ministry of Kenya, UN-HABITAT and UN Volunteers, the East African Community Youth Organization and Global Peace Youth Corps, KENVO, Canada World Youth, FK Norway, Peace Corps, VSO, NAVNET, Washington University Center for Social Development, Comcraft Corporation, Kenya Commercial Bank, Safaricom, Bankers without Borders and other partners.

East Africa like other regions of the African continent have taken seriously the volunteerism movement in trying to address the social development needs of youths. The East Africa Peace Service Corps' mission statement proposes: "An East Africa where volunteers work together to build peace by responding to social conflicts, inadequate health care, poverty and climate change. The East African nations of Kenya, Uganda, Tanzania, Rwanda, Burundi, as well as Ethiopia and Sudan are taking a stand together for change through cross-border youth service."

The above initiatives highlighted the volunteer trends in the Eastern Africa region. This research aims to show that volunteerism offers youths a chance to contribute to social development goals while they get a stepping stone to other opportunities. Volunteerism can help youths find something to do in contributing to social economic development resulting in gaining experience, skills and expertise through training, enterprise development at a personal level while volunteering.

The opportunity to volunteer is useful to youths in the region as they gain the practical knowhow and are empowered in the process. The researcher aims to paint a mutual relationship between volunteerism and personal development in the process of empowering the communities of youths.

## **1.2 Statement of the Problem**

The International Labor Organization (ILO 2012) estimates that nearly 75 million youths are unemployed in the world today. This number has increased by more than 4 million since the financial crisis of 2008-9, and the outlook for the medium term is worsening. The global youth unemployment rate was 12.7 percent in 2012, and the ILO projects that it is likely to rise to 12.9 percent by 2017. About 85 percent of the world's population of youth lives in developing countries Kenya being one of them. Nearly half (45.9 percent) live in low-income countries,

while another third (34.1 percent) live in lower middle-income countries. The remaining fifth (20 percent) of youth live in upper middle- and high-income countries. The Population Reference Bureau 2012 report estimates that future population growth will be in the less developed nations of the world.

The need for various stakeholders, volunteer organizations included to be involved in the empowerment of youths stems from such statistics. The danger is that without aggressive, proactive job creation and youth employment strategies, there will be cases of job scarcity, increased crime due to social tensions, and a lost generation of youths in both the developed and developing world. The population bureau statistics poses a challenge because social development needs of a nation can be projected based on the population of youths and the population growth trends. Nairobi's population according to the Kenya Bureau of Statistics (2009, census report) was 3,138,369. Out of these, 1,144,416 are from the Nairobi East Constituencies. This is one of the most populated areas of the city comprising of slums and middle income residence. Youth unemployment is highest in this area whose resources are over stretched.

Kenya as a nation faces many challenges ranging from youth unemployment, lack of enough resources in the slums to meet the free education efforts, gender disparity as well as HIV/AIDS. Between 2003 and 2007 the economic growth maintained an upward trend growing from 2.8% to 4.3 % in 2004 and reaching 6.1% in 2007. The rate of growth of labour force outstrips the job creation as measured by the rate of growth of economy (Mburu, 2008). More and more youths in Kenya are coming out of secondary and tertiary level colleges and as a result they are faced by the need to secure employment. This gets worse in the slums and urban areas like Nairobi where the crime rate among youths is high. With nothing to do, the urge to join gangs is stronger leading to lost time, lives, and in the long run the nation is robbed of the most energetic age bracket. The challenges of addressing pervasive income inequalities, creating decent jobs, access to health and sanitation services are not exclusive to Kenya. The governments on their own have been unable to meet these demands. This thus has forced other stakeholders to come in. volunteer Organizations have contributed their share in terms of empowering youths through income projects as well as capacity building and training.

According to Davies (2008) a study by the World Institute for Development Economics Research at United Nations University reports that the richest 1% of adults alone owned 40% of global assets in the year 2000, and that the richest 10% of adults accounted for 85% of the world total. The bottom half of the world adult population owned 1% of global wealth. This bracket has majority of youths who struggle to find ground in a very competitive capitalistic society.

No studies have been done in recent times to highlight the contribution of volunteer organizations to filling the evident social development gap and addressing youths' empowerment needs. This research will seek to show how NAVNET has reached out to the youths through its trainings and empowerment programs as well as using an inclusive leadership and stakeholder participation. The study established the role of NAVNET and its partners in trying to meet the eminent need for social development in Nairobi's Starehe county.

### **1.3 Purpose of the study**

This study aimed to investigate the role of volunteer organizations on Social development among youths in the Starehe Constituency, Nairobi County.

### **1.4 Objectives of the study**

- i. To establish the nature of training under NAVNET in relation to youth social development.
- ii. To assess employer placement programme as a youth social development initiative.
- iii. To evaluate the contribution of management in youth social development.
- iv. To investigate stakeholder participation in youth social development.

### **1.5 Research Questions**

- i. What is the nature of training under NAVNET in relation to social development of youths?
- ii. How does employer placement programme carried out to create opportunities for youth social development?
- iii. What is the contribution of management on youth social development?
- iv. What is the nature of stakeholder participation in youth social development?

### **1.6 Significance of the study**

This study will benefit youths in the sense that the volunteerism model can be replicated in other setups and create opportunities for youths to gain experience and development. The involvement of other youth friendly organizations will help youths get empowered.

The research can be useful to the various development stakeholders in coming up with strategies of meeting youths' needs in Nairobi and beyond. Social development is a global concern which should bring onboard various partners to be achieved. The research can be replicated in other context to address similar challenges faced by Nairobi youths.

Kothari(2004) shows the importance of research on policy formulation. The findings, it is hoped will guide youth volunteerism policy formulation aimed at contributing to social development among youths. This is especially so on the government's side which is the key player on policy formulation and implementation.

The current state of knowledge on the contribution of volunteer organization to social development among the youths in Nairobi clearly warrants further investigations, and it was against this background that the study was undertaken. The study will contribute to the knowledge bank on youth volunteerism and social development.

### **1.7 Delimitations of the Study**

The study focused on the role of NAVNET in social development of youths in Starehe Constituency. The research looked at training, the employer placement programme and the National Volunteer Network Trust management as well as stakeholder participation in line with development needs facing its target population.

The research explored the training and employer placement programme, management and stakeholders' participation. Specific partners like the University of Nairobi's Organization of Student Volunteers have been mentioned.

The geographic coverage of the study was limited to within the areas the sample group operates. This is because of issues of accessibility by the researcher, finances as well as easy collection of information desired.

### **1.8 Limitations of the study**

One of the limitations that affected the study was the lack of time and cooperation from some of the stakeholders and participants. Availability of the top management for questioning on the effectiveness of the project was also a challenge because of their schedule, time and their perspective on the importance of the research to their organizations. The time allocated for the

study was also not sufficient to allow a wider and detailed coverage of the projects under the sample groups.

## **1.9 Definition of significant terms**

<b>Youths:</b>	Youths of age bracket 15-28 who may be out of primary, secondary, college, universities or technical institutes and are involved in the volunteer work.
<b>Youth Social Development:</b>	Building knowledge and education through awareness raising, capacity, experience and skills building as well as enhancing accessibility of opportunities.
<b>Volunteer Training</b>	Process of orienting volunteers with skills, knowledge and proficiencies necessary for them to be able to effectively carry out their duties. The programme involves equipping youth with business management, proposal and general enterprise development skills.
<b>Employer Placement Program</b>	This is a programme entered by NAVNET partners to offer opportunities for gaining experience into the work place.
<b>Stakeholders</b>	These are Volunteer Involving Organization, corporate organizations, CBOs, Institutions of higher learning that are interested or involved in trying to meet youth social development needs.
<b>Development</b>	To lead long, healthy lives, be knowledgeable, and access resources needed for a decent living and be able to contribute to the community.
<b>Humanitarian organization:</b>	An agency dedicated to distributing aid to save human lives and alleviate suffering.
<b>Volunteer organization:</b>	One that relies on occasional or regular volunteers for its operations, and may or may not have paid staff.
<b>Decent Work:</b>	Rests on four pillars: access to work opportunities;

recognition of rights within the workplace; social protection and social dialogue.

**Volunteer:** An individual who carries activities for an organization, institution, either regularly or occasionally, without expectation of material or financial gain.

**The United Nations Volunteers** Is an organization that contributes to peace and development through volunteerism worldwide.

**Volunteer management:** Involves systematic recruitment, training, deployment, motivation, supervision and retention of individuals who carry out volunteering activities within an organization.

**Role:** The initiatives, projects and programmes that the volunteer organizations are engaged in as part of the mission and goal to contribute to youth social development.

**NAVNET :** Is a national volunteer organization that brings together stakeholders that share in its goal of providing volunteer opportunities for all as well as participating.

**Volunteer Networks:** This is a partnership, collaboration of various volunteer involving organizations who share in spirit of volunteerism.

### **1.10 Organization of the Study**

Chapter one presents background of the study, objectives, problem statement, significant terms definition, delimitations, limitations as chapter two outlines the literature review in relation to objectives to include training, employer placement, and management as well as stakeholder participation and finalize with the conceptual framework.

Chapter three presents the research design deployed which is descriptive survey. Methods of data collection are questionnaires and interview. Method of data analysis is also explained. Chapter four presents how data is presented, analysed and interpreted while chapter five has summary of research findings, discussions of findings, conclusions and recommendations. The study also proposes future further investigation.

Chapter four covers the data presentation. The key findings point to high number of youths attending the trainings as well as the volunteer placement programme because of the impact in the previous volunteers as well as to open up avenues for self empowerment. The management was also seen to involve youths in decision making by including them in the leadership structure through the committees. The last chapter five presents the discussions and conclusions of the study. The study recommends to the government as well as to other stakeholders in chapter five.



## CHAPTER TWO

### LITERATURE REVIEW

#### 2.1 Introduction

This chapter reviewed various literature sources and studies highlighting youth volunteerism. This section of the study looked at youth and social development, training, employer placement as and youth social development, management's contribution to youth social development as well as stakeholder participation. It also provides a summary of the literature review.

#### 2.2 Youths Social Development

Social development in this research implies the change in social institutions to be inclusive of the youths as observed by the African Union research in 137 countries before its July 2011 summit. Progress toward an inclusive society, for example, implies that individuals treat each other fairly in their daily lives, whether in the family, workplace, or in public office. It also means that youths can afford a decent living because of the available opportunities for volunteerism, training, practice and eventual employment.

Social development is at the centre of a responsible and useful youthful population. Volunteer organizations have over the years contributed to achieving this. Mburu (2008) argues that development basically means to give power to another or provide means of accessing power. Development of youths in this case means making them to be in control of their destiny. Social development is about offering opportunities and putting people at the centre of development and viewing them resource rather than a problem. This means a commitment that development processes need to benefit all people, particularly but not only the youths, but also a recognition that people, and the way they interact in groups and society, and the norms that facilitates such interaction, shape development processes.

The African Union research of 181 participants in 37 African countries before its July 2011 summit had some insights on volunteerism. Out of the 181 participants, 84% claimed to be involved in voluntary work. In a scale of 10, where 1 was not Important, 5 fairly important and

10 as very important, 51% of the respondents rated youth volunteerism to be very important to a country's social development.

It was noted that by empowering youths to do volunteerism, this contributes to their social development. The research also showed the need for the union to be more ambitious and bold in creating awareness through various avenues and also try to influence the actions and policies of member states. Participants called on the union to focus on lobbying member states on tangible commitments like human and financial resources and investment to accelerate youth programs. Volunteerism was considered one aspect or an avenue for youth empowerment and development. Besides the African Youth Charter, a Voluntary Charter must be written and ratified by all the nations of African Union, so as to promote volunteerism in Africa.

Decent work is another mechanism that can foster social integration and development since it combats poverty through access to the economy and social protection. According to the International Labour Organisation (ILO, 2012) the concept of decent work rests on four pillars: access to work opportunities; recognition of rights within the workplace; social protection and social dialogue. Volunteers through such organizations contribute to offering opportunities and protection of social development needs of youths in Nairobi and beyond. Volunteering contributes significantly to increased social integration in communities, that this is important for the development of youths, and that the principles of social integration and decent work can be fostered through youth volunteering (Patel, 2009).

Volunteerism is also a powerful means of engaging youths in tackling social development challenges, and it can transform the pace and nature of development. Volunteerism benefits both society at large and the individual volunteer by strengthening trust, solidarity and reciprocity among citizens, and by purposefully creating opportunities for participation. Volunteerism contributes to peace and youth development by advocating for recognition of volunteers, working with partners to integrate volunteerism into development programming, and mobilizing an increasing number and diversity of volunteers, including experienced UN Volunteers, throughout the world (UNV Report, 2011). Volunteering contributes to the development of not only those involved but the society in general. The youths are worst hit by underdevelopment

and lack of means of livelihood. This can be attributed to lack of awareness, experience, opportunities and skills to learn and make a living even after acquiring formal education.

Despite all the efforts, the international community has still been unable to meet the youth social development and empowerment needs of the changing world even with the funding and participation of governments. By the end of 2010 an estimated 75.8 million youths were unemployed (UN, World youth report 2012). During the announcement of his Five-Year Action Agenda on 25 January 2012 the UN Secretary-General Ban Ki-Moon called on the United Nations Volunteers (UNV) programme to create a specific youth volunteers program. This shows the evident need to design a new global development framework to meet the young people's needs. This was a call for volunteer organizations to contribute to filling the world's development gaps especially among the young people who make the highest number.

Violence and crime are products of a generation in need of source of income, jobs and opportunities to gain experience and skills thereby earn employment. A study into youth violence in the SADC region suggests that the marginalisation of youth is one structural factor that contributes to youth violence in the region (Graham et al, 2009). The need for youth social development is a central part of any society that aims to make strikes in all spheres. The potential impact of marginalisation conjures up the prospect of youth as 'ticking time bombs'. This serves to show the need to come up with programmes that empower the youths.

The African Youth Decade Plan of Action 2011 is an example of a framework that links youth volunteerism to national social development goals and priorities as well as with instruments used for continental and regional assessments, setting standards, criteria's and indicators. This according to the African Youths Decade Plan of Action (2011) shows the central position of youth social development to national, regional as well as continental development. In addition to providing new ways for youth to connect and engage with others, youth service and volunteering provides opportunities for youths to participate directly in the development of communities and their countries (Delaney, 2011).

Yates and Youniss(1999) observe that studies done in different parts of the world show that youths yearn to be part of society and to be respected for their contributions and in many cases

possess the desire to play an active role in improving their countries (Yates and Youniss, 1999 in UNV, 2006). Just as youths are able to develop a sense of autonomy and confidence through the volunteer experience, they are able to demonstrate their ability to make a difference and to lead others towards the future they envision.

Ben Lough and Margaret Sherraden of Washington University's Center for Social Development have on their part assembled research noting the role of volunteering as a launch pad for future employment through building of human capital including work competencies, contacts and professional experience. They note that in the Gambia, Cape Verde, Lesotho, Zambia and Malawi, youth volunteer programs have given the participants access to microcredit, mentorship for environmental projects, knowledge for savings and personal finance plans in partnership with banks, and other entrepreneurial skills boosting self-sufficiency (Lough and Sherraden 2012)

According to the Youth volunteering for social development in Africa, UNV 2006 report, significant benefits are likely to flow from involving youths in volunteering and community service programmes. These include increased employability, social capital, and social and civic skills, enhanced educational performance of learners at college level, new jobs being created as a result of volunteering and collaboration between volunteers and governments, and increased development benefits through volunteering and social trust (Widner and Mundt, 2000 as cited in Rankopo, Osei-Hwedie & Modie-Moroka, 2006).

### **2.3 Training on Youth Social Development**

Wilson (2005) defines training as planned process to modify attitude, knowledge or skill behavior through learning experience to achieve effective performance in an activity or a range of activities. Its purpose in work situation is to develop the abilities of the individual and to satisfy the current and future needs of the organization (Manpower Service commission 1981). Volunteers also need to go through a process of training that enables them to gain the skills required to do their work. This is important not only for the volunteer who will take these skills through life, but also for the community who need to benefit from the volunteer.

In a more contextual definition, training is an activity or programme of activities designed to teach the skills and knowledge required for particular kinds of work. Training is more specific and has an immediate application it also tends to occur in the work place. In conventional terms, it is required to cover essential work-related skills, techniques and knowledge. The most effective way to develop youths is to enable learning and personal development. There are many different training and development methods. Training of youth volunteers like other forms of training is majorly classified into on-the-job training and off-job training which happens through seminars or courses outside the job setting.

Capacity is the ability of a human system to perform, sustain itself and self renew. This definition makes clear that capacity is not a static state or quality. It is about creating some form of added value for the members and the outside world, it is about staying alive and active, it is about adjusting and developing over time on the basis of external pressures and internal drivers (Ubels, 2010). It is worth noting that there is need to develop youths' capacity and skills for development as a key pillar in social and economic development by promoting active citizenship, participation and good governance. Volunteerism can be used to play this role. Volunteerism has the potential to change the lives of many youths (Tapia, 2004).

The concept of training youths for self sustenance is important especially in the schooling system in Africa that has not adjusted to the changing demands for business and self employment knowledge, skills and aptitudes that youths need to look after themselves. This is only possible when they have the necessary business skills. This has led some scholars to call for a revision of the African education syllabuses. These training principles are necessarily focused on the essential business management skills and knowledge for a new starter to settle in and to begin to do their job. However there is great advantage in beginning to address personal development needs, wishes, opportunities, particular strengths, abilities, talent, etc., during or very soon after the induction process.

Other than the obvious need to develop volunteer skills, there is strong demand for additional training and skills development across the range of volunteer management functions as outlined in the National Occupational Standards (Brewis, 2010). Brewis in a study with the Institute for

Volunteer Research observes that, such skills gaps vary between people who manage volunteers in different types of organisation. Key areas where respondents would value further training included obtaining funds for volunteering and developing strategies and policies that support volunteering.

Design and Implementation of Enterprise Development programme calls for an extensive study into what the programme's objectives are. There are very many models advanced on the design and delivery of enterprise training. Examples include Conscious competence learning model, Role plays, Experiential learning, Kolb's learning styles model as well as the evaluation side which include Kirkpatrick's(1994) learning evaluation model among others. It is only through evaluation that one may know the extent to which enterprise training goals and objectives have been achieved.

**Table 2.1 Development of Enterprise training**

<b>1. Assess and agree training needs</b>	<b>2. Create training or development specification</b>	<b>3. Consider learning styles and personality</b>	<b>4. Plan training and evaluation</b>	<b>5.Design materials, methods and deliver training</b>
Conduct some sort of training needs analysis. Another method example of assessing and prioritising training is analysis. This commonly happens in the appraisal process.  Involve the people in identifying and	Having identified what you want to train and develop in people, you must break down the training or learning requirement into manageable elements.  Attach standards or measures or	People's learning styles greatly affect what type of training they will find easiest and most effective. Look also at personality types. Remember you are dealing with people, not objects. People	Consider evaluation training effectiveness, which includes before-and-after measurements.  The Kirkpatrick model especially helps you to structure training design.	Consider modern innovative methods.  Presentation is an important aspect to delivery.  Good writing techniques should help with the design of

<p>agreeing relevant aligned training. These could be the heads of department and other managers.</p> <p>Consider organizational values and aspects of integrity and ethics and spirituality, love and compassion at work as well as the required skills.</p> <p>Also look at your recruitment processes - there is no point training people if they are not the right people you will need.</p> <p>Why people leave also helps identify development needs of individuals.</p>	<p>parameters to each element.</p> <p>Simple training planner is a useful tool at this stage.</p> <p>Revisit the 'skill-sets' and training needs analysis tools. These can help organization and training elements assessment on a large scale.</p>	<p>have feelings as well as skills and knowledge.</p> <p>Consider the team and the group.</p>	<p>Consider team activities and exercises.</p>	<p>materials.</p> <p>The principles of advertising are key here as it is all about meaningful communication.</p>
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The table 2.1 shows the key elements of designing a training and assessment model for enterprise development where one looks at the five areas which include assessment of needs, creating of training specifications, consider personality differences, plan for evaluation and lastly designing the materials and method of delivering the training.

#### **2.4 Employer Placement Programme**

Both at the national and local level, many youth volunteering and service programmes aim to provide youths with exposure to organisational or working environments that provide them with experience of these settings that will stand them in good stead for future employment. Such programmes enable youths to gain experience of different types of work, build basic skills, confidence and skills that make them more employable and strengthen the networks that help them to find jobs (Delaney, 2011).

William and White (2003) observes that volunteering promotes full employment among the unemployed persons by creating opportunities for increased self esteem, learning of new skills as well as contributing to the overall wellbeing of a community. Munavu (2003:16) backs this by arguing that volunteering exposes the unemployed to work opportunities and networks thus increasing the chances of gainful employment. The overall benefit of volunteerism organizations exceeds the individual's needs. The effect is felt by the nation as well. One estimate of the direct economic benefit of the voluntary work during the Beijing Olympics was 200 million hours of work saving 4.275 billion CNY in wages. (China Volunteer Report 2011) According to a study of volunteering in Australia, Mayer (2003) argues that the contribution of voluntary work to GDP growth is seriously underestimated.

Popular programme like the Management Trainee is one among many that have been adopted by partner organizations to help youths especially in college gain employment experience, skills and eventually employment. Such offer an entry position for youthful graduate employees in many corporate and Nongovernmental organizations.

In Management Training and Development, mentorship is inclusive in the process through supervisors and the trainers whose availability for counsel and advice helps the youths under training develop the hands on skills. Development is the growth or realization of a person's



ability through conscious and unconscious learning. Development programmes usually include elements of planned study and experience and are frequently supported by a coaching or counseling facility (Manpower service commission 1981). Development is not restricted to training. Development is anything that helps a person to grow, in ability, skills, confidence, tolerance, commitment, initiative, inter-personal skills, understanding, self-control, motivation.

Linking youth mentorship with project tasks or activities is a highly productive and effective modern method of training and developing youths in organizations, especially for staff in teams and departments, and for developing organizations themselves. The approach is more participative, voluntary and inclusive. The activity-mentoring approach uses several integrated techniques which produce more reliable and relevant training and learning outputs, in terms of individual skills, attitudinal development, and direct job and organizational performance improvement.

With youth unemployment recently reaching unprecedented levels—4 out of 10 young people are unemployed worldwide today—internships seem to have emerged as an alternative for young professionals looking for a first job opportunity (ILO, 2012). The ILO report stresses the importance of comprehensive measures to improve and expand opportunities for unemployed youth by providing them with the skills, training and experience necessary to access a decent job. Internships can play an important and valuable role in aiding those who lack skills or experience to improve their chances of entering the job market.

As internships have become more common, so has the risk of abuse. There have been a growing number of voices claiming significant growth in the number of unpaid internships and unfair conditions. There is need to stress the importance of internships and other work-experience schemes as critical tools to facilitate the transition of young professionals to the labour market. If well designed internships may provide a range of skills that are often not learnt in college. They provide important networking opportunities and eventually may lead to a first job.

Attachments on the other hand are short term forms of placements that are normally reserved for students that are on long breaks from the normal classes but have not completed their studies. Examples are the industrial attachments for engineering students. Internships are normally undertaken by final year students who have graduated or are about to.

## **2.5 Management's Contribution to Youth Social Development**

This study aims at stressing on youth inclusion in management so as to offer them opportunity to experience leadership as well as motivation. Volunteer management for youth social development and empowerment advocated for in this study is an inclusive one where youths form part of the management.

Volunteer management is defined as the application of Human Resource Management (HRM) functions that deal with the recruitment, selection, orientation, training, support, performance management, and recognition of organizational volunteers (Cuskelly et. Al, 2006). Research suggests that the effective management of volunteer resources, human or financial is an area of further investigation, particularly in light of increased pressure of professionalism, managerialism and accountability (Hager & Brudney, 2004).

Volunteering offers immense potential for youths to discover their own potential as they work towards meeting their life goals. This is directly depended on planning that is youth inclusive in the volunteering program. Without volunteer management, volunteer programs would struggle to meet their full potential and likely would suffer due to lack of structure, guidance and the skill and knowledge a trained volunteer manager provides.

Volunteer management starts with setting up an organizational support system (National Council for Volunteer Organizations 2004). Organizations need structures and systems that properly integrate and support the work of youth volunteers. In particular, these structures and systems should cover personnel development and inclusion. There is need to evaluate how existing leadership structures and systems can be improved to meet youth volunteers' needs. This starts with an inclusive and supportive organization structure.

There are a range of factors that need to be in place to ensure that youth volunteer experiences are of a quality that will encourage such learning for youths. Inclusion in the strategic planning is possible when youths are represented at the management level. This is central to quality volunteer programmes. Part of this process is providing youths with opportunities to reflect on

their experiences, contribute, ensure the opportunities are easily accessed by all groups of youths they represent as well as getting guided.

In a research on volunteerism in Kenya, Munavu (2003) shares his thoughts on volunteerism and volunteer management. In using an exploratory design of the volunteering practices within selected CBOs under the Kenya Red Cross Society (KRCS) he brings out the volunteer management practices, the recruitment, training, as well as deployment. This research not only aims to shed light on volunteerism as a subject of study but will also show how volunteer management plays a role in determining the worthiness a volunteer programme.

Proper planning covers everything about an organization and is mandatory. Petriwiski and Waburton (2007) suggest that volunteerism is characterised by four key features which include an element of useful service or productive work. While the second pillar is that it is directed at other people outside the immediate family/household. Volunteering is not compulsory, or coerced or forced externally by law, contract, or other social influences. While there may be some reimbursement or other financial payments, it is not undertaken primarily for monetary gain, and the payments in monetary terms are usually less than the economic value of the volunteer work done. These pillars are important due to the policy and legal issues that may arise.

Collective planning is a broad management concept and the heart of any successful venture as evidenced by Cuskelly's 2006 research. Collective HRM planning practices are associated with fewer perceived problems in the retention of volunteers generally. While on the other hand, Polk (2006) considers the elements of a successful volunteer program other than proper planning to include recruitment, orientation, training, retention and administration of the program. In the recruitment of the volunteers, he attempts to answer the question who, how and when. Among other things, one should show what's in it for the volunteer.

Youth volunteers want immediate access to information, resources and mentors which are management issues. Failure to meet this leads to low response. The challenge is to find ways to communicate information and resources quickly and equitably to all volunteers. Changing expectations among the volunteers and organizations is also an area of concern. Volunteers and

association members have changing expectations of what they want from volunteer service. The college and post college generation is more entrepreneurial and less likely to be attracted to large, bureaucratic structure. This thus calls for a flexible design of the volunteer management model.

Motivation explains the reasons youths want to be involved in volunteerism. Okwanga (1997) explores issues of volunteer management within the Red Cross/Red Crescent focusing on profiles of volunteers, remuneration, and supervision with the goal of bringing out whether volunteerism is a myth or a reality. Okwanga's findings show service to humanity as a primary motivation for people enlisting as volunteers. According to him, retention of youth volunteers is closely linked to whether they are satisfied or not. The need to feel satisfied with what one is doing comes out as the second key finding of his research. He noted that organizations in Africa are faced with challenge when it comes to retaining volunteers compared to other regions. He further shows that Africa recorded the highest percentage of national societies whose volunteers expected and/or demanded compensation. This is a challenge to the management of volunteers especially in instances where finances are not forthcoming.

Well-managed volunteer programmes can introduce the youths to various fields, thereby enabling them to experience different types of work and make informed decisions about a future career path. Volunteering can also connect the youths with social networks through which they may be able to access work opportunities. For poor and marginalised youth, the introduction to new social networks is one of the most significant benefits of volunteering, which provides one way of escaping poverty.

In summary it is important to note that there is an opportunity for management to contribute to the development of youths through volunteer management practices. The various researches on volunteer management have similar themes ranging from need for a support system in the form of a structure as observed by the National Council for Volunteer Organizations (2004) to profiles, remuneration and supervision by Okwanga (1997).

## **2.6 Stakeholders Participation in Youth Social Development**

Volunteerism is a universal movement. The UN General Assembly declared the period between August 2010 and August 2011 ‘The International Year of the Youth’. This was in support of the Heads of State and Governments of the African Union to give special attention to youth development by focusing its July 2011 summit on the theme ‘Accelerating Youth Empowerment for Sustainable Development’. Youth empowerment and social development cannot be achieved in isolation. It is easier to make progress when there is support from all stakeholders.

Stakeholder participation ensures awareness and social integration. Social integration, poverty alleviation and employment lie at the heart of youths’ participation in their societies. Social integration is defined as a “dynamic and principled process of promoting the values, relations and institutions that enable all people to participate in social, economic, cultural and political life on the basis of equality of rights, equity and dignity” (Midgley, 1995). Youth participation in the processes, the planning and implementation of programs is central to their empowerment.

Promoting social participation involves increasing the active engagement of youths with others around them, in their communities and in society more broadly. Youth service and volunteering does this by enabling youth to build connections with others and empowering them to contribute to the social development of their communities and countries. (Delaney, 2011). Volunteerism should be linked with stakeholders’ willingness to participate as Eberly and Gal observe. International service programmes enable youths to contribute to service activities in countries other than their own. Improved understanding among people of different countries is often a key goal here (Eberly and Gal, 2006).

Participation is the foundation of volunteerism as it should change the social development status of the society and particularly the youths who happen to be majority of participants. Youths’ demand for organized representation cannot be satisfied within the existing structures thus the need for various stakeholders to be involved in addressing the youths needs. It is worth noting that the extent of participation among organizations and groups depends on the mission the organizations aims to achieve and the level of participation from the community.

Youth volunteering and service activities such as volunteering as part of a team, attending community development meetings or participating in mutual aid groups can help to enhance this Social capital. Alessi (2004) notes that service supports the development of social capital by fostering trust between citizens, and promoting norms of solidarity and reciprocity. Social capital refers to the extent to which people are connected to others in society and the degree to which they have developed networks and bonds of trust or obligation that they can draw upon in times of need (Patel, 2009).

The social indicators to achieved empowerment include increased cohesion and benefits of social capital, numbers of youths, youths with disability engaged in social action programmes leading to better access of the community to development opportunities. There should also be incidence of reduced gender violence and discrimination in target communities as well as increased youth role models and best practice stories of youth advocacy with line departments for improved services. Eventually, there should be increased trainings and internship opportunities offered to youth through government and NGOs.

Other notable indicators are number of policy dialogues conducted, number of youth groups actively lobbying for inclusive and safe volunteering opportunities for all youth groups, number of policy briefs printed and distributed to people. This can also be measured by the number of volunteer sessions conducted by various stakeholders as well as articles and research publications on the topic.

Progressive Volunteers, Organization of Student Volunteers and NAVNET have been working in collaboration with other stakeholders to create awareness on the need to volunteer at all levels for youth social development. In 2011 NAVNET and the International Association of Volunteer Effort (IAVE) collaborated in hosting a conference to take stock of volunteer practices in the region. Such conferences, walks and trainings have generated interest on volunteerism (VSO and RAISA, 2011)

Organization of student volunteers spread peace messages and mobilized friends & relatives to do the same during this sms platform-based peace campaign in September & October 2011 by the United Nations Information Centre (UNIC). NAVNET and Progressive Volunteers on the other hand carries out community dialogues on youth issues, Civic education on Vision 2030,

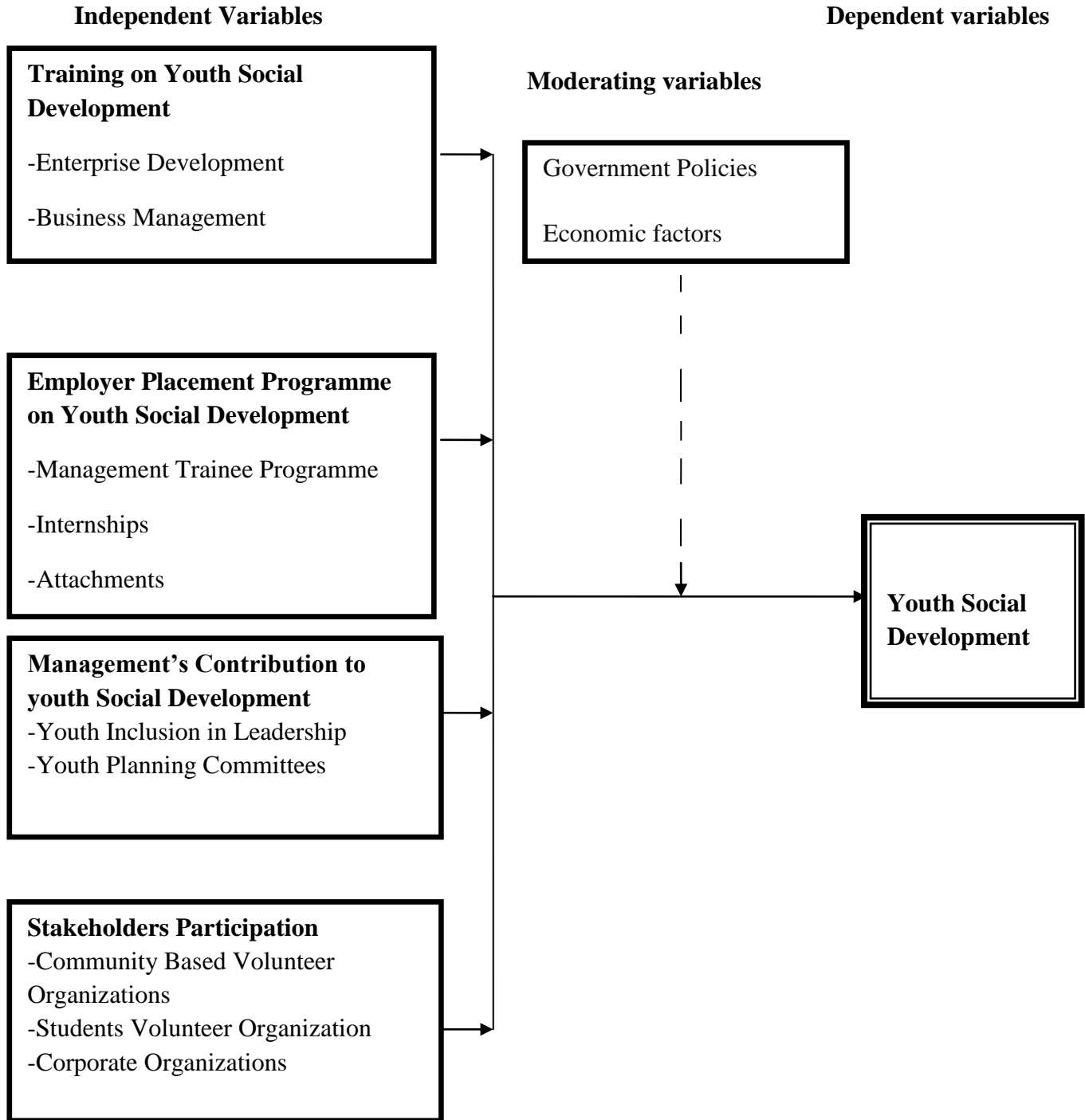
MDGs, Youth Fund, and Promotion of Nationhood & Nation Building, transformative leadership training, conflict prevention & management.

The Kenya Red Cross is among the largest volunteering movements with 70,000 volunteers in 64 branches engaged in a range of areas including disaster relief, water and health services (IAVE 2011). The National Volunteer Network Trust as a volunteer center equips youths in national development activities through joint efforts with Progressive Volunteers, University of Nairobi's Organization of Student Volunteers, VSO Jitolee, Red Cross-Crescent, Ufadhili Trust and St. John among others.

NAVNET and its partners have been instrumental in participating in walks that create awareness and call for action on issues of environment, education among others. In this vein, a 2007 study reported in the American Educational Research Journal found that both voluntary and school required community service in high school were strong predictors of awareness, voting and volunteering in later life (Hart, Donnelly, Youniss and Atkins, 2007).

The University of Nairobi's Organization of Student volunteers is the major NAVNET partner at the college level in Nairobi. This is made easier based on their proximity. OSV as it is famously known runs a number of initiatives in collaboration with NAVNET. NAVNET has organised numerous corporate social responsibility initiatives as well as leading OSV into various community service volunteer related activities ranging from trainings, environment cleaning, education, and health among others. The Global Youth Service "Tujijue" HIV/AIDS Expedition Camp of 2011 and 2012 is an example of an awareness campaign. NAVNET also offers attachments and internships to the final year students and those out of session.

## 2.7 Conceptual Framework



**Figure 2:** Conceptual Framework

This study conceptualizes that social development is a product of training, employer placement opportunities, inclusion in management as well as stakeholder participation in volunteerism.



Training involves orienting volunteers with skills, knowledge and proficiencies necessary for them to be able to effectively carry out their duties. The programme involves equipping youth with business management, proposal and general enterprise development skills.

This is a programme entered by NAVNET partners to offer opportunities for gaining experience into the work place. Stakeholders on the other hand are Volunteer Involving Organization, corporate organizations, CBOs, Institutions of higher learning that are interested or involved in trying to meet youth social development needs.

The above variables lead to youths Social development which is about building knowledge and education through awareness raising, capacity, experience and skills building as well as enhancing accessibility of opportunities.

## **2.8 Summary of Literature**

Social development is central to a responsible and useful youthful population. Volunteer organizations have over the years contributed to achieving this. Development basically means to give power to another or provide means of accessing power. Development of youths in this case means making them to be in control of their destiny. Social development is about offering opportunities and putting people at the centre of development and viewing them resource rather than a problem (Mburu, 2008).

Training needs should have a present focus on enterprise development, entrepreneur skills development that is a departure from the schooling system to offer practical skills for youths social development (King, 2002). Management on its side has an opportunity to contribute to the development of youths through inclusive volunteer management practices. The various researches on volunteer management have similar themes ranging from need for a support system in the form of a structure.

Youth social development cannot be achieved in isolation. It is easier to make progress when there is support from all stakeholders. Participation of stakeholders is the foundation of volunteerism as it should change the social development status of the society and particularly the youths who happen to be majority of participants.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter covers the research design that the researcher employed, target population, sampling frame, sample size, instruments of data collection and data analysis methods. Research methodology refers to a way of systematically solving a problem (Kothari, 2004). It may be understood as a science of studying how research is done scientifically.

#### **3.2 Research design**

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure (Mugenda 2003). This research used a descriptive survey design because it captures the experience and the perspectives of the sample group under study. This approach gave an understanding of the role of NAVNET in a comprehensive manner.

This was a useful design since not much is known about volunteerism for youth social development as a research subject in Kenya. The approach enabled the researcher to bring out the issues through detailed contextual analysis of NAVNET and how they help youths get opportunities, skills and experiences for development.

#### **3.3 Target Population**

This research targeted the NAVNET members who according to their membership registers are 256. The target population of this study was 256 registered NAVNET members, youths from colleges, communities around as well as the management who were conveniently and purposively sampled.

The research looked at the sample group's perspectives, views and experiences on the volunteer trainings offered, the employer placement programme, management of volunteers, as well as stakeholder participation which included the partners working with NAVNET.

### **3.4 Sampling Frame and Sample Size**

This defines the rules that specify how to arrive at a sample size. The study employed purposive sampling to select the organizations leadership. Purposive sampling was used to get a sample size of 15 volunteer leaders while the other 85 volunteers were conveniently selected.

In the sampling, the researcher used the availability of volunteers in a convenient sampling, research skills and prior knowledge to choose setting and respondents. The researcher considered availability of volunteers and accessibility. Other factors that influenced the choice of volunteers included financial resources and the available time to collect data for the research.

Gay (1981) suggests that for descriptive research, ten percent (10%) of the accessible population is representative enough. Gay (1976) as quoted by Mugenda (2003) argues that for small populations (less than 10,000) adequate sample size can be 30% of the population is okay. However, to reduce the degree of error the researcher selected a bigger sample of 100 which is 39% of the 256.

In this study, a sample of one hundred (100) respondents was selected. Purposive sampling was used to select fifteen (15) volunteer leaders from the youth committee leadership and management and the 85 volunteers conveniently sampled as they attended a training at the NAVNET offices.

Table 3.1: **Sample Size**

<b>Position</b>	<b>Job title</b>	<b>Sample Size</b>
Board	Board of directors	1
	Managing Director	1
Operations	Administrator	1
	Project Director	1
Youth Committee leaders	Project planning	4
	Fundraising	4
	Publicity	3
NAVNET Membership	Youth Volunteers	85
<b>Total</b>		<b>100</b>

The choice of the board of directors, management and the volunteers was informed by in-depth understanding of the youth volunteer status and the choice of youth volunteers was informed by their involvement in the programmes at NAVNET and youth challenges and issues in their lives.

From a sample population of 256 members, a sample size of 100 participants was targeted and conveniently sampled as they came to the NAVNET office. The researcher also purposively sampled 15 volunteer leaders to get views on variables under study. The researcher then used the available organization records and key informants to gather secondary data.

### **3.5 Instruments of Data Collection**

A combination of closed and open-ended questionnaire administered as well as use of face-to-face interview was used on volunteers and leaders respectively. The sources of data included primary, secondary and key informants who were the participants in trainings and employer placement program, members of the management and leadership in NAVNET. The primary source of qualitative data was open ended questionnaires used to interview youths in the

volunteer organization while the secondary sources were literature from books, journals and other sources.

### **3.5.1 Reliability**

Mugenda(2003) defines reliability as a measure of the degree to which a research instrument yields consistent results or data after repeated trials while Cozby (2001) defines it as the consistence of the scores or answers obtained from the research. The researcher in this research ensured a reliable data collection instrument is used to attain this.

The researcher also ensured that external conditions and sources of variation to the measure were minimized through use of membership registers to ascertain youths who have or are currently volunteering. The research instrument was administered to this group to avoid collection of unreliable data. Another approach was use of a representative sample size which was 39% of the population.

### **3.5.2 Validity**

Validity refers to the degree to which evidence supports any inferences a researcher makes based on the data he or she collects using a particular instrument. Morse et. al (2002) in an international qualitative journal argue that validity remains appropriate concept for attaining rigor in qualitative research.

A pilot study was carried out on some of the student volunteers and members of NAVNET using the research instrument to establish the degree of exactitude but not including the group that was studied in the actual study. Kelinger, Z. O(2003) established that the respondents would give biased information if regularly visited administering the same questionnaires or interview schedule. The researcher will made sure objectives were clearly defined and operationalized. This ensured that the research measured the concepts it was intended to measure.

### **3.6 Data Analysis**

The term analysis refers to the computation of certain measures along with searching for patterns of relationship that exist among data groups (Kothari, 2004). The researcher utilized mixed mode

data analysis methodology. The data obtained from the field was majorly views, opinions and number of participants from volunteers' records.

Qualitative analysis according to Mugenda (2003) refers to non-empirical analysis. This approach was used to analyze the views of the volunteers, management, the beneficiaries and participants on training, the employer programme and other issues. It was also used by the researcher to analyze the information in a systematic way in order to come up with a useful conclusion and recommendations.

The researcher also employed descriptive statistics in quantitative analysis. Part of the information was to rate the success of the employer placement program in terms of offering employment opportunity. The researcher utilized a scale to rate how successful the enterprise development programs were in the evaluation. The researcher also looked at the number of beneficiaries as part of the evaluation of the success of employer placement. This information was then used to calculate the success or failure in terms of numerical percentages.

The researcher thus employed calculation of percentages, use of tables in a descriptive analysis of data gathered from the research. Management records were used for compressive data evaluation.

### **3.7 Ethical Considerations**

The researcher ensured that all respondents had given their permission to be interviewed and were treated with utmost respect. The researcher also guaranteed that data collected was handled with the highest level of confidentiality.

### **3.8 Operationalization of Variables**

Operational definition is a description of a variable, term or object in terms of specific process or set of validation tests used to determine its presence or quality. Table 3.1 shows the operationalization of the independent and dependent variables that was used in the study.

**Table 3.3: Operationalization of Variables**

<b>Dependent Variable</b>	<b>Independent Variable</b>	<b>Indicator(s)</b>	<b>Measurement</b>	<b>Scale</b>	<b>Data collection method</b>	<b>Data Analysis</b>
<b>Social Development</b>	<b>Training</b>	Trainings in; Enterprise Development Business management Presentation and Resume writing	Naming of training programmes one is aware of or has been involved in. Number of trainees	Nominal	Questionnaires	Descriptive statistics
	<b>Employer Placement Programme</b>	Management trainings and mentorship Internships Attachments	Number of youths in employer placement programmes.	Nominal	Interviews	Qualitative analysis
	<b>Management and youth inclusion</b>	Planning and implementation Youth Inclusion in management Volunteer motivation	Naming of youth management committees Naming of planning committees Stating roles	Nominal	Questionnaires and interviews	Qualitative analysis Descriptive statistics

	<b>Stakeholders Participation</b>	NAVNET partners Organization of Student Volunteers VIO VSO	Naming of partners Participation during events Naming of Stakeholders	Nominal	Questionnaires Interview	Descriptive Statistics Qualitative analysis
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## CHAPTER FOUR

### DATA ANALYSIS, PRESENTATION AND INTERPRETATION

#### 4.1 Introduction

This chapter focuses on questionnaire return rate, demographic characteristics of respondents, and interpretation of findings. The chapter presents collected data on the four objectives of this study as they have been outlined in chapter one. The data is arranged according to the objectives of the research and the sample groups. The data has been broken down and summarized using tables and graphs to facilitate interpretation. The data analysis was done qualitatively and quantitatively by use of descriptive statistics.

#### 4.2 Questionnaire Return Rate

Table 4.1 shows the youth volunteers' questionnaire return rate. Out of the 100 questionnaires distributed to the sampled volunteers, the return rate was 72% return rate which was adequate for data analysis.

**Table 4.1: Questionnaire Return Rate**

<b>Sample Group</b>	<b>Respondents</b>	<b>Non Respondents</b>	<b>Percentage</b>
Board	1	0	1
Operations team	3	0	3
Youth committee leaders	11	0	11
Youth volunteers	85	28	57
<b>Total</b>	<b>100</b>	<b>28</b>	<b>72%</b>

Questionnaires issued to the NAVNET volunteers had 72% return rate. This can be attributed to the availability of 52 volunteers who were approached during break time in a training they were having on resume writing and presentation during interviews. The other 20 were those coming to the office over a period of two weeks. The overall return rate was 72% while the non return rate was 28%. The 15 among the 72 were leaders in different youth committees or management.

A return rate of 72% was a good indication and basis upon which the researcher analysed the data. The return rate from the study was strong enough for data analysis.

### 4.3 Background Information on Respondents

This section of this research entailed questions that helped obtain general background information from the youth volunteers. The variables here included ages, gender and education level.

#### 4.3.1: Demographic Characteristics of respondents

##### a) Age Distribution

**Table 4.2: Age Distribution**

Age bracket(years)	Frequency	Percentage
18-20	2	2.78
21-23	20	27.78
24-26	42	58.33
>26	8	11.11
<b>Total</b>	<b>72</b>	<b>100.00</b>

From the table 4.2, 58.33% of the respondents were between the ages of 24 and 26 years, (2)2.78% between the ages 18 and 20 years. This shows that majority of the volunteers are of ages 24 and 26 years who are mostly youths in college or have just left college and are looking for opportunities to establish themselves socially, economically or career wise. The respondents of ages above 26 years were (8)11.11%. These were mostly from the members of the management.

The 58.33% respondents from the ages 24-26 can be explained to be youths from college looking for jobs and an edge in the competitive market. There had been a training on this day on resume writing and presentation which is one of the trainings conducted by NAVNET. The high turnout

explains the fact that many youths are looking for a way to get the rare opportunities presented by interviews and thus wanted to learn how to be the best by attending the training.

50% of the respondents between ages 24-26 were students from the nearby university of Nairobi. These were members of the organization of Student Volunteers which is an organization that partners with NAVNET. The others of ages 18-20 and the other 50% of ages 21-23 were students from local colleges in town. It is worth noting that NAVNET was said to have a big following among the college students around town who make its membership. This age bracket of the respondents confirms this.

### b) Respondents Distribution by Gender

**Table 4.3: General distribution of respondents by gender**

<b>Sex</b>	<b>Frequency</b>	<b>Percentage</b>
Male	32	44.44
Female	40	55.65
<b>Total</b>	<b>72</b>	<b>100</b>

From the Table 4.3, it emerged that 55.56% of the respondents were women while the men made 44.44% of the returned questionnaires among the volunteers. This showed women's willingness to volunteer more than men in the organization under study.

### c) Distribution by Education level

**Table 4.4: Distribution of Respondents by Education Level**

<b>Education Level</b>	<b>Frequency</b>	<b>Percentage</b>
Primary	2	2.78
Secondary	12	16.67
Tertiary	58	80.56
<b>Total</b>	<b>72</b>	<b>100</b>

The respondents were distributed based on education levels. The 2.78% of the respondents in table 4.4 from the NAVNET volunteer had attained at least primary level education. The 16.67% of them had attained at least secondary education while the majority of the respondents were in tertiary level or had finished this level of education. It is important to note that this is a reflection of the education levels as at the time of the study.

Table 4.3 revealed that majority (80.56%) of the respondents had attained tertiary education. This was followed by 16.67% of respondents with secondary school level education. The least education level was primary at 2.78%. This implied that majority of members in NAVNET are literate and can give reliable information from an information point of view.

#### **4.4 Trainings on Youth Social Development**

Under this programme, NAVNET carries out entrepreneurship training, business development services for youths' entrepreneurs, development of micro-finance model for the youth, business incubation as well as competition on Youth Enterprise Development.

**Table 4.5 Respondents rating on importance of training**

<b>Response</b>	<b>Frequency</b>	<b>Percentage</b>
Very Important	69	95.83
Important	3	4.17
Not Important	0	0
<b>Total</b>	<b>72</b>	<b>100.00</b>

Training as an area of specialization is important to youth development as seen from the respondent answers in table 4.5. The 95.83% of the 72 respondents considered training to be very important to the development of youths while 4.17% rated it as important. This shows that majority of youth value training and would flock anywhere it is offered to have a competitive edge.

**Table 4.6: Respondents Awareness and confidence on NAVNET training**

<b>Variable</b>	<b>Rating</b>	<b>Frequency</b>	<b>Percentage</b>
Awareness	Yes	68	94.44
	No	4	5.56
Confidence Rate	1-3	7	9.72
	4-6	21	29.17
	7-10	44	61.11
<b>Total</b>		<b>72</b>	<b>100.00</b>

The table 4.6 shows that the NAVNET volunteers' awareness and confidence on its efforts in the areas of training is above 90% on the awareness and between 7 and 10 as far as their confidence scaling is. According to the leadership, the student volunteers have been coming for training due to lack of funds and expertise on the side of their volunteer body-OSV.

**Table 4.7: Areas of Training**

<b>Area of Training</b>	<b>Attended</b>	<b>Frequency</b>	<b>Percentage</b>
Enterprise Development –Proposal Writing and Basic business management	Yes	65	90.28
	No	7	9.72
<b>Total</b>		<b>72</b>	<b>100</b>
Volunteerism	Yes	70	97.22
	No	2	2.78
<b>Total</b>		<b>72</b>	<b>100</b>
Presentation and Resume writing	Yes	45	62.50
	No	27	37.50
<b>Total</b>		<b>72</b>	<b>100</b>
Peace and Tolerance	Yes	20	27.78
	No	52	72.22
<b>Total</b>		<b>72</b>	<b>100</b>

There has been training forums on different areas as explained in table 4.7. Training in business and microfinance offers practical knowhow on running of a business. Trainings on enterprise development have had the highest response of 90.28%. This explains that many youths are faced with the challenge of getting employment or making a living in the city thus would join any training that offers skill in alternative way of surviving. Business being the only option and training provided by NAVNET, the youths would do anything to join it.

Presentation and resume writing have also had a good response from the volunteers. This is because of the high competition in interviews that attract hundreds of applicants. It calls for special skills to beat the competition. Volunteers interviewed on why they attend this training, some cited the graduate recruitments in corporate companies, job interviews as their motivation to get trained. Others have been in the area of peace and tolerance using holocaust as a case study, and a recount of the 2007-8 post election violence. This from the respondents had the lowest attendance of 27.78%.

#### **4.4.1 How Training are Conducted**

NAVNET according to the leadership has a partner in the Professional Trainers Association of Kenya which helps in the conducting of trainings. The partner works closely with the leadership to carry out the trainings. These trainings are conducted biannually by the volunteer organization. The trainings normally last for a two days normally over the weekends.

**Table 4.8 Development of Training Curriculum**

<b>Curriculum Development</b>	<b>Frequency of response</b>	<b>%</b>
Conduct needs assessment	14	93.33
Use readymade curriculum	10	66.67
Depends on recurrent need	5	33.33
<b>Total</b>	Out of 15 leaders	

On the question addressed to the leadership on how they arrive at the training curriculum, the table 4.8 show the various ways on how this is done.

Out of the 15 volunteer leaders approached, 98.33% said that they conduct a needs assessment before they conduct training. From the table 66% responded that they have a readymade curriculum for the different areas they do train which are business enterprise development, proposal writing, resume and presentation, first Aid and counseling. According to them, they curriculums are followed and altered only when there is need. 33.33% noted that curriculum development depend on the most recurrent need. A repeat in a need will mean that get precedence in the training.

#### 4.4.2 Linking Training to Youth Social Development

The researcher wanted to find out whether the trainings conducted had in a way contributed positively to the lives of the respondents. The researcher rated training with development and empowerment.

**Table 4.9: Rating Trainings with Youth Social development**

Area of Training		Attended	Frequency	Impact	Percentage
Enterprise Development Writing and Basic management	–Proposal	Yes	65	60/65	92.31
	business	No	7		
<b>Total</b>			<b>72</b>	<b>65</b>	
Volunteerism		Yes	70	31/70	44.29
		No	2		
<b>Total</b>			<b>72</b>	<b>70</b>	
Presentation and Resume writing		Yes	45	42/45	93.33
		No	27		
<b>Total</b>			<b>72</b>	<b>45</b>	<b>100</b>
Peace and Tolerance		Yes	20	20/20	100
		No	52		
<b>Total</b>			<b>72</b>	<b>20</b>	<b>100</b>

The percentage that had been impacted positively by the trainings they had attended had been calculated out of the total from the attendance. From those that had attended the enterprise trainings (65) 60 of them rated them as having positive impact. This is 92.31% while training in volunteerism had 44.29% impact. This showed that few people out there appreciate volunteerism as a venture which explains the rating. Diploma in Volunteer management is offered to interested volunteers at an advanced stage of the service.

Training in peace and tolerance which took place around February 2013 before the election had 100% rating as having positively impacted on the lives of the 20 volunteers who attended. To empower youths with information so that they are aware of their choices and in the long run prevent a repeat of the post election violence of 2007 which according to one of the leaders highly resulted from youth ignorance. Youths were trained on leadership, existing youth policies and encouraged on civic duty.

#### **4.4.3 Training Evaluations**

According to the management and youth committee leadership, Monitoring and evaluation of the training is important for control and corrective measure. The urge to assess and evaluate stems from the need to improve as well as meet youths expectations. At the end of a training exercise, evaluation of the whole exercise as well as the trainees is carried out

**Table 4.10 Factors that influence successful trainings**

<b>Factors</b>	<b>Frequency</b>	<b>Percentage</b>
Availability of funding	11	73.33
Planning and coordination	15	100.00
Willingness to participate	14	93.33
Level of volunteers commitment	12	80.00



Availability of volunteers	10	66.67
<b>TOTAL</b>	<b>Out of 15</b>	<b>100</b>
	<b>leaders</b>	

Training evaluations are important according to the leaders to determine whether training objectives were met. From 100% considered planning and coordination as key while 73.33% and 93.33% thought funds and willingness to participate respectively to be important for successful implementation. The study found that 66.67% rated availability of volunteers and 80% level of commitment from the volunteers.

#### **4.5 Employer Placement Programme and Youth Social Development**

One of youth volunteers' programmes according to the leadership is the Employers Volunteering Programme (EVP) also known as Employer Placement. This helps the youthful volunteers to offer their skills, knowledge and expertise to non-profit organizations in order to strengthen their capacity for service delivery to the community. This programme initiated by NAVNET enhances individual youths to exploit their full potential through placing them in the organizations as volunteers, interns and on attachments.

##### **4.5.1 Employer Placement Partners**

From the name, NAVNET is made up of networks and aims at providing the same to the youths. To bring this out, the researcher asked the leaders on some of the names of organizations partnering with them in this employer placement programme.

**Table 4.11: NAVNET Employer Placement Partners**

<b>Partner</b>	<b>Level of partnership</b>	<b>Interns in the last one year</b>
Volunteer Service Overseas	International Volunteerism	4
Ministry of Labour and Human Resources Development (Directorate of Industrial Training – DIT)	Training	13
Institute of Development and Welfare	Field Partner	15

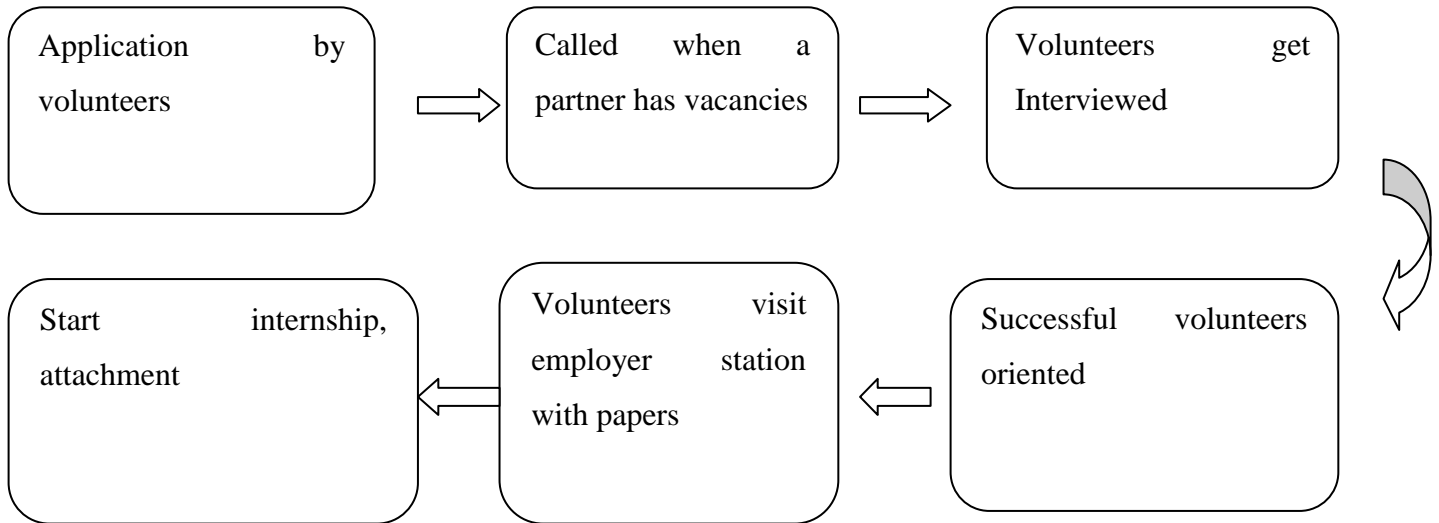
Services			
Professional Trainers Association of Training Kenya			2
Skill share International	Partner		0
International Association for Volunteer Effort (IAVE)			1
United Nations	Funding		1
Kenya Community Development Foundation	Field partner		18
Volunteer Involving Organizations (VIO) Network of Kenya	Technical advisor		6
General Motors East Africa Volunteer Plus International	Partner		1
<b>Total</b>			<b>61</b>

Table 4.12 shows NAVNET's partners in the area of employer placement programme. Volunteer Service Overseas has been involved with NAVNET in sending volunteers outside Kenya to areas like Uganda, Malawi among others. The previous director had been to Malawi for one year through this programme.

IDEWES is a welfare organization that deals with women and HIV/AIDS orphaned children. This organization which is based in Kibera offers trainings in saving and investment to women. It is a key partner in the area of attaching youths taking social work and Arts in college.

### 4.5.2 Employer Placement Process

**Figure 2: Employer placement Process**



The figure 2 illustrates what happens before one is enrolled into the employer Placement programmes. Being a competitive process, the interested volunteers apply in an open process then they are called for interviews when there are vacancies in any of the partner’s organizations.

This team tasked with the recruitment process is made up of the project coordinator and the administrator. This is then followed by orienting the successful candidates before they are again called for interview by the organization that is to take them. This is for formality and it involved going through their academic papers.

The researcher also sought to find out from the respondents whether they had attended the employer placement. The table below breaks it down.

**Table 4.12: Employer placement programme attendance**

		Rating	Frequency	Nature		Percentage
Employer placement Attendance	Yes		40	Attachment	22	30.56
				Internship	18	25.00
	No		32			44.44
<b>Total</b>			<b>72</b>		<b>40</b>	<b>100</b>

The 55.56% of the respondents from the table 4.12 had enrolled in the employer placement programme. The other 44.44% had not enrolled. The researcher also sought to find out of the 55.56%, how many had benefited from this programme. The 30.56% who had benefited were in attachment while 25% had been in internships. Of the respondents involved in the employer placement programme one got attached to an employer for a period of time. This is a competitive process that attracts many youths. The reason is that NAVNET has a network of partners who take in youth volunteers.

**Table 4.13: Positively impacted by the Employer Placement Programme.**

	<b>Rating</b>	<b>Frequency</b>	<b>Positive Impact</b>	<b>%</b>
Attended	the Yes	40	18	45
employer placement	No	32		55
<b>Total</b>		<b>72</b>	<b>18</b>	<b>100</b>

Table 4.14 shows the statistics on the impact of the employer placement programme. out of the 72 respondents that had been interviewed, 40 was enrolled to the employer placement programme and had been positively impacted. This is a sign of achievement of social development as such attest to increased opportunities that come with the programme.

#### **4.6 Management’s Contribution on Youth Social Development**

The responses in this section were from the 57 respondents who were not in the leadership. According to the key informants, the sole business of NAVNET as a volunteer organization which is spearheaded by the leadership is to avail volunteer opportunities for interested parties, lead and plan for execution and evaluate progress made.

##### **4.6.1 Youths in the organization structure**

The table 4.15 below breaks down the organization structure from which management is undertaken. The table shows that youths have a position and a contribution through the planning committees.

**Table 4.14 Youths in the organization structure.**

<b>Level</b>	<b>Membership</b>	<b>Numbers</b>
	Board	5
	Administration	1
	Project Coordinator	1
	Youth Committee Members	15
<b>Youth led Committees</b>		5 youths per committee
Projects steering Committee		
Finance and Fundraising Committee		
Publicity Committee		
<b>Total Registered Members</b>		<b>256</b>

From an interview with the key informants, the researcher was able to generate table 4.14. The membership of the top governing structure running NAVNET was said to compose of five board members while the youths have representatives in the board as well as the committees which they lead. The project coordinator and administrator who are youths sit in board meetings. These represent the youth led committees. There is a director in charge of overall management while the administrator who is normally a youth is in charge of overall coordination. The board decides on the financial and strategic planning while the committees decide on projects under them, planning of activities and initiatives. .

Other officials include a person in charge of monitoring and evaluation. The youths' committees are in charge of fund raising, projects, publicity and project coordination. In the event of a project or initiative the committees meet to deliberate as they hear from the project coordinator who is the youth representative at the board level. He/she leads the youths in projects, trainings and anything pertaining youth empowerment with advice and guidance from the director. He/she also oversees the employer placement programme with the help of the director.

**Table 4.15: Rating management inclusion of youths**

<b>Rating in a scale of 10</b>	<b>Frequency</b>	<b>Percentage</b>
1-3	4	7.02
4-7	37	64.91
8-10	16	28.07
<b>Total</b>	<b>57</b>	<b>100</b>

On management and youth inclusion in leadership, the researcher asked the volunteers to rate the management on whether they include youths in decision making as well as offer advice and mentorship. Asked on their rating on youth inclusion and mentorship in the area of leadership, 28.07% rated the management as doing very well, 64.91 well while 7.02% thought the management was not doing well enough to help youths in their experience of leadership.

#### 4.6.2 Youths' Expectation of Participation and Involvement

**Table 4.16: Youths expectations of Management**

<b>Expectations</b>	<b>Frequency</b>	<b>Total</b>	<b>Percentage</b>
Placement in attachment	50		87.72
		57	
Involvement and participation	57		100
		57	
Training	51		89.47
		57	
Creation of Awareness/Availing of information	49		85.97
<b>Total</b>		<b>57</b>	

This question in table 4.16 rated how effective was the management in meeting the volunteers expectations. The study ascertained that 100% of the youth volunteers were happy with the involvement and participation experienced while 87.72% rated the management highly in

securing attachments and internships through its employer placement programme. Training which had experienced a high turnout over the year had a rating of 89.47% of the 57 volunteers not in leadership.

Participation and involvement has been an area of strength in the organization. Of the interviewed volunteers, many mentioned the formation of committees involving both the ordinary members and the leadership that leads projects or community initiatives.

The volunteers expressed satisfaction with the level of availability of information and awareness created by the leadership. An example cited is the annual UNV symposium in promotion of youth volunteerism on 23rd November 2013 which experienced 313 participants from 11 universities. The volunteers also mentioned the 2012 international volunteers day hosted in partnership with the ministry of gender, UNV, VSO jitolee on 5<sup>th</sup> December.

#### **4.7 Stakeholder Participation and Youth Social Development**

The volunteer stakeholders vary depending on the nature, area of operation as well as target community or people they intend to serve. Youths and the community make the most of volunteers attending initiatives, as well as in NAVNETs' membership.

##### **4.7.1 The organization's Membership**

NAVNET boasts of an open membership policy. The youths interested to join are not restricted by anything but they have to pay an annual membership fee of ksh.500. This was said to cater for administrative costs. NAVNET has two category of membership which is regulated by the leadership. The 1<sup>st</sup> category is the ordinary membership which is open to all interested members of the public. The Associate membership is extended to the alumni and other interested parties who share the organization's purpose but have to pay a higher fee.

**Table 4.17 Membership breakdown**

<b>Sample Group</b>	<b>Registered members at time of research.</b>	<b>Percentage</b>
Male	136	53.13
Female	120	46.88
<b>Total</b>	<b>256</b>	

NAVNET had 256 members at the time of the study. Female volunteers in the NAVNET membership made 46.88% while the male were 53.13%.

#### **4.7.2 Participation during Initiatives**

On the question of participation during projects and initiatives, the group's leaders shared the level of involvement by the youth volunteers. An average of about 60 volunteers turn up for environment activities. This shows the level of involvement and commitment from the youth volunteers.

**Table 4.18: Average attendance during initiatives**

<b>Area of Initiative</b>	<b>Example</b>	<b>Average Attendance</b>	<b>Percentage from membership</b>
<b>Education</b>	Motivation talks	50	19.53
<b>Environment</b>	Tree planting	60	23.44
<b>Training</b>	Volunteerism	75	29.30
	Business	80	31.25
	Resume Writing	50	19.53
<b>Community</b>	HIV/AIDS	50	19.53



<b>Awareness</b>	Volunteerism	50	19.53
<b>Social welfare</b>	Children home visit	30	11.72
<b>Total</b>		<b>256</b>	<b>100.00</b>

Education related initiative at an average of 50 was among the highest attended by mostly student volunteers. The group records an average of 50 on community related initiatives like awareness on volunteerism and HIV/AIDS. Business management trainings offered have attracted approximately 80 participants. This is the highest level of participation.

**Table 4.19: Whether they would recommend volunteerism to a friend**

<b>Response</b>	<b>Frequency</b>	<b>Percentage</b>
Yes	67	93.06
No	0	0
Not Sure	5	6.94
<b>Total</b>	<b>72</b>	<b>100</b>

The question on the importance of volunteerism and whether they would recommend it to others elicited unanimous response. From the study, 93% of the respondents agreed to whether they would recommend volunteerism based on their experiences. Averages of 6.94% of the respondents were unsure on this.

**Table 4.20: Link participation in youth volunteerism to social development**

<b>Response</b>	<b>Frequency</b>	<b>Percentage</b>
Yes	68	94.44
No	0	0
Not Sure	4	5.56
<b>Total</b>	<b>72</b>	<b>100</b>

The responses to this questions coincided with the importance of volunteer involving organizations to the national efforts of achieving youth empowerment. 94.44% of NAVNET volunteers were in agreement of its link to social development. Of the few that were not sure of the importance, lack of exposure and commitment to the cause could be the reason. The 94.44% rating could be due to the trainings, workshops and exposure they have.

### 4.7.3 Partnerships with other stakeholders

On this, the researcher questioned the key informants who were the leaders of the various sample groups. The researcher wanted to bring out the affiliations, partnerships and level of involvement of other stakeholders in youth volunteerism.

**Table 4.21: Respondents’ awareness on their organizations partners in youth volunteerism**

<b>Partners</b>	<b>% Frequency of Response</b>
Community groups	78
Learning institutions	90
Corporate bodies	100
Welfare organizations	24
<b>Total</b>	<b>100</b>

On the stakeholder participation, the respondents gave answers based on the most prominent area they partner with other stakeholders. 100% of interviewed volunteers were aware of the corporate bodies while 78% of volunteers were aware of community groups they partner with. NAVNET volunteers interviewed were informed on stakeholders in the corporate circles as these are their usual partners.

**Table 4.22: Stakeholder Participation**

<b>Area of Partnership</b>	<b>Examples of Stakeholders</b>
<b>Trainings</b>	Professional Trainers Association of Kenya Ministry of Labour and Human Resources Development (Directorate of Industrial Training – DIT)

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<b>Employer Placement</b>	VIO VSO Professional Trainers Association of Kenya Ministry of Labour and Human Resources Development (Directorate of Industrial Training – DIT)
<b>HIV/AIDS Awareness</b>	Shabaa Initiative Institute of Development and Welfare Services (IDEWES).
<b>Environment</b>	Green Belt Movement Nairobi metropolitan NEMA Ministry of Environment
<b>Peace Initiatives</b>	Global Peace Festival Foundation,

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According to key informants from the NAVNET management, they have various partners in different sectors of the economy. Stakeholder participation is based on the area of specialization, the cause as well as the industry.

NAVNET has had partnerships in employer placements, environmental, educative, training as well as community welfare and awareness. From the Ngo world, NAVNET has partnered with IDEWES, Progressive volunteers as well as Shabaa initiatives. Respondents from NAVNET cited NGOs and corporate bodies as one of the common partners. Asked on some of the community groups that they have worked with, IDEWES and Progressive Volunteers are examples from within Nairobi County.

From the respondents, NAVNET has also partnered with the UN volunteers, Kenya Youth Empowerment and Employment Initiative, other community groups, social institutions like Good Samaritan children’s home, mental institutions, homes of the aged as well as colleges, primary and secondary schools.

Asked on the level of participation, most of the stakeholders attend OSV events as participants during their events while two of the total issued with questionnaires cited NAVNET as a partner

in the area of training on top of a partner during events. NAVNET was singled out in this area due to its invitation to students for training in volunteerism. In the course of the training the respondents observed that NAVNET offers technical support as well as facilitation especially in events that they spearhead.

#### 4.7.4 Government’s involvement in youth volunteer efforts

The government which should otherwise have been a key player as a stakeholder has failed in addressing policy issues as well as taking a proactive approach to youth volunteerism. This is a management challenge faced by the volunteer involving organizations. There is no specific policy document to address issues related to youth volunteerism in the country.

**Table 4.23: Government Involvement in Youth Volunteerism**

<b>Level of Involvement</b>	<b>Frequency</b>	<b>Percentage</b>
Policy formulation	3	4.17
Funding	0	0
Participation	69	95.83
<b>Total</b>	<b>72</b>	<b>100</b>

Asked on the level of government involvement as a stakeholder as far as the youths are concerned, majority of the respondents responded in the negative. From the responses only 2 (4.17%) of NAVNET volunteers interviewed supported the government’s involvement in the area of policy. Respondents interviewed cited the government’s failure in coming out forcefully or deliberately to help make a convenient environment for youth volunteerism.

## **CHAPTER FIVE**

### **SUMMARY OF FINDINGS, DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter presents a summary of the findings of the study. The chapter presents the results of the study in line with the objectives discussed. The conclusion covers the summary of the study in line with the objectives. The aspirations of the respondents have been given under the recommendations. Suggestions for further research have been given for future study by those interested in the area.

#### **5.2 Discussion**

Findings from the study show that 58.33% of the respondents were between the ages of 24 and 26 years. This shows that majority of the youth volunteers at NAVNET are of this age bracket. From the study, 50% of the respondents between ages 24-26 were students from the nearby university Student Volunteer organization which shows that NAVNET has a big following among the college students around town who make its membership. This age bracket of the respondents confirms this.

The 58.33% respondents from the ages 24-26 can be explained to be youths from college looking for jobs and an edge in the competitive market. The high turnout during trainings explains the fact that many youths are looking for a way to get the rare opportunities presented by interviews and thus wanted to learn how to be the best by attending the training. From the data gathered, it emerged that 55.56% of the respondents were women while the men made 44.44% of the returned questionnaires among the volunteers highlighting women's willingness to volunteer more than men in NAVNET.

The awareness and confidence level of volunteers in the areas of training was above 90% showing the contribution of management in raising awareness. According to the leadership, the student volunteers have been coming for training due to lack of funds and expertise on the side of their volunteer body-OSV. This means that there needs to be more stakeholder participation in the area of training and funding to encourage college student volunteers.

Training in business and microfinance offers practical knowhow on running of a business. Trainings on enterprise development have had the highest response of 90.28%. This explains that many youths are faced with the challenge of getting employment or making a living in the city thus would join any training that offers skill in alternative way of surviving. The challenge has been the issue of capital to start businesses after undergoing enterprise training. The competition in job interviews has led to many youths attending the presentation and resume writing training pointing to an area of need youths face. Volunteers interviewed on why they attend this training cited the graduate recruitments in corporate companies, job interviews as their motivation to get trained.

NANET conduct a needs assessment, may use the available curriculum or may address the most recurrent need in the training. According to the leaders, curriculums are followed and altered only when there is need. 33.33% noted that curriculum development depend on the most recurrent need. A repeat in a need will mean that get precedence in the training.

Trainings have had a positive impact 92.31%. The percentage that had been impacted positively by the trainings they had attended had been calculated out of the total from the attendance (65). While training in volunteerism had 44.29% impact. This showed that few people out there appreciate volunteerism as a venture which explains the rating. Diploma in Volunteer management is offered to interested volunteers at an advanced stage of the service even though few attend this. Training in peace and tolerance which took place around February 2013 before the election had 100% rating as having positively impacted on the lives of the 20 volunteers who attended. This empowered youths with information so that they are aware of their choices and in the long run prevent a repeat of the post election violence of 2007 which according to one of the leaders highly resulted from youth ignorance. Youths were trained on leadership, existing youth policies and encouraged on civic duty.

On the employer placement programme, a number of partners were cited. IDEWES is a welfare organization that deals with women and HIV/AIDS orphaned children. This organization which is based in Kibera offers trainings in saving and investment to women. It is a key partner in the area of attaching youths taking social work and Arts in college. Others come in training, international volunteerism as well as funding.

On management and youth inclusion in leadership, the volunteers rated the management on whether they include youths in decision making as well as offer advice and mentorship. From the study, 28.07% rated the management as doing very well, 64.91 well while 7.02% thought the management was not doing well enough to help youths in their experience of leadership.

### **5.3 Summary of findings**

The research set out to find out the role of volunteer organizations in youth social development. This was successfully done and the findings point to employer placement programme, trainings in enterprise development, business as well as opportunities in attachment, internships among others.

#### **5.3.1 Training on Youth Social Development**

Training was viewed by the respondents as very important. NAVNET conducts regular trainings on importance of volunteering, volunteer ethics, what can be volunteered among other things. The training of youth in enterprise development, business management and proposal writing is a way of addressing lack of economic empowerment. Youths at NAVNET trained in managing small businesses as well as presentation during interviews and resume writing. Economic empowerment is one the solution to youth unemployment and increasing gang crime levels in the city.

The project according to NAVNET volunteer was said to have staggered a bit and suffers from low motivation from youths who lack startup capital for business. Despite this, enterprise development, business management, proposal writing among other trainings conducted at NAVNET explain its high youth membership. One of the NAVNET leaders had noted that in the Gambia, Cape Verde, Lesotho, Zambia and Malawi, youth volunteer programs have given the participants access to microcredit, mentorship for environmental projects, knowledge for savings and personal finance plans in partnership with banks, and other entrepreneurial skills boosting self-sufficiency. This should have been the case in Kenya.

The level of information a youth has is central to any such programme. NAVNET volunteers address the issue of how youths can be involved and access opportunities. Lack of opportunities

to experience is a major roadblock to youths attaining social development. The trainings also offer information on how to beat competition, working in teams among other things.

According to the findings, a successful training depends on a number of factors key among them being the interest on the side of the volunteer and their availability, funding and commitment determines level of involvement. It is notable that the organization carries out evaluations at the end of a training to ascertain whether objectives have been met. Through a plain paper and questions on what the training was about, the trainers can tell the level of learning achieved.

### **5.3.2 Employer Placement Programme**

Unemployment and lack of a stepping stone for young people to launch their career according to the findings of the research is a factor of motivation for youths in employer programme. The population of youths leaving college and failing to secure employment due to lack of experience is something that continues to affect our country's economic growth. NAVNET offers youth volunteers an opportunity to gain job experience through the employer placement programme.

The employer placement programme was said to be a competitive process where the interested volunteers apply in an open process then they are called for interviews when there are vacancies in any of the partner's organizations. This team tasked with the recruitment process is made up of the project coordinator and the administrator. This is then followed by orienting the successful candidates before they are again called for interview by the organization that is to take them. This is for formality and it involved going through their academic papers.

From the study, the researcher found out that the employer placement programmes in the sampled group have a central role in developing youths for employment. One of the main goals of the programme according to the respondents is to expose youths to gaining practical experience and avenues that better their lives.

NAVNET respondents linked participation in such initiatives to gaining skills, information and opportunities for networking and even employment. NAVNET's employer attachment programme as well as the trainings in resume writing and presentation during interview are a real source of empowerment when dealing with competition in the job market.



The chances of gaining information, experience, training and thereby getting empowered depends on involvement, exposure and availability of opportunities. Most of the NAVNET volunteers have a higher likelihood of getting opportunities for volunteerism and employers attachments thus explaining their linking it to social development.

### **5.3.3 Management's Contribution to Youths Social Development**

The management aims at fostering young people's involvement and development. The management of volunteer and volunteer initiatives and programmes is central to the successful attainment of youth empowerment in the form of gaining leadership experience. Based on the study, the researcher brought out how the management is carried out and the involvement of youth volunteer committee in the management of the group's affairs.

It was noted that NAVNET has a board of directors, a director in charge of the daily running of the organization, a project coordinator and an administrator. Other officials include a person in charge of monitoring and evaluation of the projects. The youths have their wing of committee leaders in charge of fund raising, projects coordination. The management structure at NAVNET is very ideal for honing of youths' management skills, involvement and general participation. The committees in charge of fundraising, events management are central to the attainment of youth empowerment in the area of leadership.

The study found out that the organization has subcommittee which runs projects with the steering team made of the youths. The chair person, vice chair, secretary, and publicity officer and project coordinators runs the organization at the projects committee level. This team which holds office for one year deliberates on the daily running of organization, projects and initiatives. This show that successful running of a volunteer organization depends on the involvement of youths at the decision level as well as support and approval of its membership. Volunteers are assigned responsibilities based on the project.

Youth are considered in the planning and implementation of projects and initiatives according to a volunteer in the management committee. Youths are included in assembling a technically gifted team, involvement of members. This in a big way offers platform for individual growth and harnessing of leadership talent.

The study gathered from the volunteers group that management involves the volunteers in the programmes among other things. From the study, it came out that volunteers have expectation which should be managed so that they don't go out of hand, they need mentors, need to be assigned tasks and timelines on when to complete them, oriented, retained as well as motivated as volunteering does not offer allowances. Youth volunteers like other groups have to be managed as dealing with them comes with group challenges and social dynamics.

As part of their responsibility, orientation and recruitment was said to be an annual exercise planned by the youth leadership and carried out by the members. This exercise according to the interviewed respondents targets the university students.

The effectiveness of the management in meeting the volunteers expectations had a rating of 100%(57) which means majority of the volunteers were happy with the involvement and participation experienced. The respondents considered the involvement of youths in the management team at the centre of factors that influence successful implementation of a volunteer projects or initiatives. The research concluded that a project should be led by a team that is knowledgeable on the issues affecting youths. Practical experience on current youth issues is important especially on the lead volunteers. Availability of planning time as well as implementation is also important. Getting the right person to lead the rest of the volunteers is vital to ensure success even with limited funding. This has led NAVNET to set aside leadership trainings. Even with youths in leadership place, experienced mature leaders are always available for counsel when youths need assistance.

#### **5.3.4 Stakeholder Participation in Youth Social Development**

The study brought out the stakeholders to be youths of different ages from colleges, communities and around town. From the study, 27.78% of the respondents were between the ages of 21 and 23 years, 58.33% between the ages 24 and 26 years while 11.11% over 26 years. This explains the level of involvement and participation of youths of this age bracket based on various reasons and motivation given. The post secondary and college going youths who have no specific commitments and may lack the capacity to get jobs or start businesses for various reasons. Their reasons for involvement were to gain experience and information on important issues as they mature.

According to the leadership, the study concluded that social development is a product of participation in programmes like employer placement. Projects like trainings have been successfully carried out over the weekends based on available opportunities or time. The partnerships with other university clubs like Psychology, Redcross have been instrumental in driving these projects. With the partnerships, the student volunteers have participated in HIV/AIDS community awareness, medical camps, environment cleaning, tree planting among others. This has fostered understanding, integration and unity among the participating volunteers thereby enabling social empowerment. The intent is to enable youth to become productive citizens and offer them the opportunity to make significant contributions to the country's social reconstruction.

High level of stakeholder participation was said to be important to have a broader impact on youth social development. The challenge has been getting enough sponsors to attend initiatives. NAVNET has also experienced low attendance which happens as the year begins and at the end when members travel upcountry for holidays. Majority of the members from the organization of student volunteers working with NAVNET were final year students. It is presumable that the high number of final year students could be attributed to the need for certificates by employers as evidence of involvement in extracurricular activities while in college. For the leaders interviewed, certificate of service was said to be a motivation in addition to gaining leadership experience. For the leaders interviewed, certificate of service was said to be an added advantage in the job market.

On the qualitative questions a number of reasons were given for youth involvement in volunteerism. A number of the student volunteers interviewed would be involved for the certificates that are offered at the end of the training while others volunteer for social networks. From the research findings, participation of volunteers among organization of students volunteers differed based on the level of study. For the first year student volunteers, these youths were involved in volunteerism because of the awareness created by the organization through its social site. Being new in college and miles from home, many of the responses ranged from the need to interact, make friends which shows the social aspect of development. A big percentage of this group linked volunteerism to social participation and thus increased networks.

The continuing students were aware of the demands of the job market and their involvement was totally different from the first and second year students. By the time they are in the third and fourth year, the level of participation in the activities and attendance in meetings increases. This according to the leadership of the groups is as a result of the knowledge of job opportunities and experience that arise with volunteerism. This justifies the opinion that youth volunteerism increases chances of empowerment and social development.

As one matures and is about to leave college, they volunteer for letters of recommendation, certificates and experience in community service while NAVNET whose volunteers are mostly post graduate look at it as an avenue to gain experience in the attachments offered as well as an avenue to launch their career. Trainings also came out strongly as a motivation among the volunteers. The reason for this is that the colleges and the government do not offer it frequent enough and it is also expensive.

This is different with older NAVNET volunteers who consider it an avenue to launch career and also do it for the experience. This is because of the advancement in age and life experience. Youths in the job market have been faced with the challenge of competition for the few available opportunities. Those with more accreditation and experience have an advantage. Volunteer involving organizations like these under study have helped youth gain an edge in the employment sector.

One trend for the group in terms of involvement was that there is high participation in the area of training related initiatives. This explains the need for enterprise development, microfinance and business related trainings for economic empowerment. As the government has failed to fully respond in this area, volunteer involving organizations have contributed a lot. Unemployment, lack of job experience, training to lack of information are some of the other reasons given on the question of what prompted youths to get involved. These are challenges that know no boundaries and as seen from the research affect youths regardless of their level of education prompting involvement in volunteer activities.

The level of stakeholder participation is related to how much can be achieved from youth volunteerism. Majority of the respondents would recommend another youth to volunteer if the opportunity arises as they link it with the need to gain experience. While that was the case, a

number were not sure on this. The reason given by some was failure to secure a job after volunteering for years while some students cited the costs incurred in the initiative and community visits outside town. Youth volunteerism is a good thing but it calls for financial commitment from those involved. This discourages those unable to raise transport cost, lunch among other needs.

Reasons for nonresponsiveness discussed include when volunteers are expected to use their own funds for transportation and lunch. Financial costs associated with volunteering, lack of exposure and commitment are major causes of low response.

This has led the leadership to issue certificates after successful events to attract more members and participant like during trainings. This is an area that calls for support from the government and other funding stakeholders. Youths have shown desire to be involved in the shaping of their future and the development of communities but are limited by lack of financial muscle.

NAVNET also has various partners in various sectors of the economy. Stakeholder participation is based on the area of specialization, the cause as well as the industry. NAVNET has had partnerships in training as well as in employer placement. From the Ngo world, NAVNET has partnered with Institute of Development and Welfare Services (IDEWES). Institute of Welfare and Social Services which is also a community group has been working with NAVNET in the area of attaching volunteers to communities. Through this programme, the volunteers gain experience in field related work.

Volunteer Service Organization, Volunteer involving organization, were also cited as volunteer organizations that have partnered with NAVNET in past initiatives but the level of partnership varies in these organizations. VIO has been partly instrumental in the area of financial assistance. The assistance from VSO has helped it in the international volunteerism and repackaging of their proposal as they seek funding. Government involvement has been minimal except on approving events.

One of the main stakeholder participants are the youths from the local universities and colleges like University of Nairobi who gain from the attachments offered. While it is not possible to absorb all of them due to limited resource and availability, linking of volunteers who come in to other volunteer involving organizations is also used. However there is no formal arrangement

between NAVNET and the institutions of higher learning volunteers come from. Nevertheless, many college youth have benefited from this relationship noting that attachments and opportunities to gain work experience are few.

#### **5.4 Conclusions of the Study**

Based on the findings of the study, the following conclusions were made; the successful trainings conducted, employer programme, opportunities created among other deliverables by volunteer organizations point to their role in youth social development. The indicators to achieved empowerment include increased cohesion and benefits of social capital, numbers of youths, youths engaged through the employer placement programmes leading to access to employment opportunities.

There are other indicators of social development and empowerment among the youths as a result of volunteer organizations. Youth volunteering brings people together, opens up a new network of people and experiences thereby building social capital and cohesion and enables marginalised youth to begin to build bridges with others, making both the youths' participants and the beneficiaries of volunteering.

According to the Youth volunteering for development in Africa, UNV 2006 report, significant benefits are likely to flow from involving youths in volunteering and community service programmes. These include increased employability, social capital, and social and civic skills, enhanced educational performance of learners at college level, new jobs being created as a result of volunteering and collaboration between volunteers and governments, and increased development benefits through volunteering and social trust. Some of these can be seen from the findings of the research.

Youth volunteerism can greatly contribute to their empowerment because youths desire an opportunity to develop key social contacts, make new friends, open opportunities, gain work experience as well as launch a career. Youth volunteerism is an area that should be exploited as it contributes to national social development efforts through empowering youths. Volunteerism is not job for the jobless but offers a platform for job creation especially in an economic time that

has not been friendly to people without capital to start business or experience on how to manage one.

The study concluded that training youths is central to their development. Development is closely tied to training of youths as from the training; one grows and matures in what they do. Graduates progress from the class environment to a more practical arena where they are able to apply what they learnt as well as practice. Development occurs when a gain in experience is effectively combined with the conceptual understanding that can illuminate it giving increased confidence both to act and to perceive how such action relates to its context. Training offers this in business enterprise thereby giving the youth volunteers an upper hand in a competitive setup.

The training and development is a process which means monitoring has to take place. Monitoring is the process of observing and checking the progress or quality of the training over a period of time. The study established that monitoring allows regular observation of the trainees and recording of activities taking place in the programme and the general development and attainment of goals and objectives. It also involves routinely gathering information on all aspects of the programme.

The study also ascertained that the employer programme has benefited youths involved. The evaluation based on the findings found that participants who had participated in the volunteering programmes at NAVNET had improved employment prospects due to networks developed in the course of volunteering. From the study, 55.56% (40) of the respondents had enrolled in the employer placement programme. The researcher found out of the 55.56% who had enrolled in the employer programme, had benefited from it. 30.80% (22) who had benefited were in attachment while 25.20% (18) had been in internships.

Approximately 31% of the NAVNET volunteers were employed at the time of the study. Secondly most of the volunteers who had found employment stated that their jobs offered good opportunities for the future, suggesting that youth volunteers are able to find meaningful employment; and ninety per cent of the NAVNET volunteers who were employed stated that the employer placement programme had strongly influenced their ability to secure employment.

The study also found that the success of employer programmes depends on the availability of partners to take volunteers. More partners from all quarters have to join hands to help youths develop and access opportunities to fulfill career goals.

It came out that the management model in NAVNET involves youth committees which lead the planning of empowerment initiatives. The team led by the director, administrator and projects coordinator involves the youth volunteers in planning and implementation.

Participating in youth volunteering and service brings people together, opens up a new network of people and experiences thereby building social capital and cohesion and enables marginalised youths to begin to build bridges with others, making the youths participants the beneficiaries of volunteering.

On the partnerships and stakeholder participation, the study found that there are many community organizations, corporate bodies, foundations, government agencies, Ngos as well as social welfare bodies that partner with volunteer involving organizations to help address youth social development and empowerment. These should be applauded for their contribution to addressing youth challenges and others called to join. Eventually, there should be increased trainings and internship opportunities offered to youth through government and NGOs.

The study also found that volunteer organizations are involved in partnerships with the aim of helping youths attain social development. NAVNET volunteers train youths in enterprise development, microfinance so that youths can manage their economic lives. NAVNET offers employer placements to college graduates thus enabling youths to gain experience on the work environment as well as launch a career.

The demand for empowerment opportunities outweighs the supply. More has to be done offer a platform where young peoples' fears of uncertainty and lack of experience are addressed. By their readiness to participate in volunteer initiatives, youths have motivations ranging from the need for certificates, experience to launching their future careers.

It also came out that the government which should otherwise have been a key player as a stakeholder has failed in addressing policy issues as well as taking a proactive approach to youth volunteerism. This is a management challenge faced by NAVNET and other volunteer involving



organizations. There is no specific policy document to address issues related to youth volunteerism in the country.

### **5.5 Recommendations of the Study**

On the basis of the findings and the results of the study, the following recommendations to the government and other stakeholders resulted from the study;

1. The government should take a proactive stand and be a key player as a stakeholder by first developing a national youth volunteerism policy document to address issues related to youth volunteerism in the country.
2. Training, employment needs among youths call for involvement of more stakeholders. These stakeholders should create opportunities to take youth volunteers as interns. More efforts have to be put in place to ensure that youth social development and empowerment is attained so as to spearhead national growth.
3. College level volunteer organizations face financial challenge, need for technical advice as well as general support in securing volunteering opportunities. Through the social corporate responsibility, organizations should reach out to such groups and involve them to foster empowerment and development.

### **5.6 Suggestions for Further Research**

On the basis of this study, the researcher recommends that a similar study should be conducted in other counties to ascertain how volunteer organizations programmes like trainings contribute to youth development in Kenya.

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**APPENDICES**  
**APPENDIX I: LETTER OF TRANSMITTAL**

STEPHEN MUTURI,  
P.O BOX 2114-00202,  
NAIROBI.

Date.....

Dear Respondent,

**RE: INVITATION TO PARTICIPATE IN A RESEARCH STUDY**

I am a post graduate student from the University of Nairobi, Department of Extra Mural Studies pursuing a master of Arts in Project Planning and Management. You have been selected to take part in the study as a respondent. In the study, you will be issued with a questionnaire aimed at gathering information on the study titled; **“Role of Volunteer Organization in youth Social Development. A case of National Volunteer Network Trust, Nairobi County”**.

I am kindly requesting that you respond to the questionnaire items as honest as you can and to the best of your knowledge. The information you give will be treated confidential and your name will not be quoted in the study. While you may not experience any direct benefits from the participation, information collected from the study may help other organizations interested in having similar programmes. In case the study will be of interest to your organization, it can be availed once the study is complete.

By signing the section below, you are indicating your consent to participate in the study.

Signature .....

Your participation is highly appreciated.

Muturi Stephen

University of Nairobi.

## APPENDIX II: QUESTIONNAIRE

Instruction: Check in all that applies or where appropriate.

- I. Age
- 18- 20
  - 21-23
  - 24-26
  - Above 26

- II. Sex
- ↓ Male
  - ↓ Female

- III. Level of Education
- ↓ Primary
  - ↓ Secondary
  - ↓ Tertiary College/University

### SECTION A- To be answered by the Leadership

1. In these committees, where do you belong? Tick where appropriate
  - ↓ Projects steering Committee
  - ↓ Finance and Fundraising Committee
  - ↓ Publicity Committee
2. What is the approximate number of registered youth volunteers that constitutes the membership of your organization?
3. How has been the average youth volunteer attendance in the following areas of your projects?
  - ↓ Training
  - ↓ Employer Placement(attachment and internships)\_\_\_\_\_
  - ↓ Social welfare\_\_\_\_
  - ↓ Environment and other awareness \_\_\_\_
4. How has the government as a stakeholder responded to your efforts and what has been its role and contribution to the social development needs of youths?



- ↓ Formulates policies
  - ↓ Sponsors
  - ↓ Technical support
  - ↓ Funding
5. How important is training to youth development?
- ↓ Very Important
  - ↓ Important
  - ↓ Not important
6. Who does the trainings and how is it conducted? \_\_\_\_\_
- ↓ By NAVNET-Internally
  - ↓ By hired Consultant
  - ↓ Before placement with employers
  - ↓ By the employers taking volunteers
7. What is the duration of the training?
- ↓ One day
  - ↓ One week
  - ↓ One month
8. How is the curriculum on some of the topics developed?
9. What are some of the area that training is conducted
- ↓ Enterprise Development
  - ↓ Volunteerism and Development
  - ↓ Presentation and CV writing
  - ↓ First Aid and Counseling
  - ↓ Other \_\_\_\_\_
10. What factors influence successful implementation of a training programme?
- ↓ Willingness to participate
  - ↓ Level of volunteer commitment
  - ↓ Availability of volunteers
  - ↓ Time factor
  - ↓ Availability of funds
  - ↓ Leadership
11. What are some of the organizations that partner with you in employer placement?
- i. \_\_\_\_\_
  - ii. \_\_\_\_\_
  - iii. \_\_\_\_\_

iv. \_\_\_\_\_

12. What is the process for a youth to get recruited into the employer placement programme?
13. Who constitutes the membership of a leadership structure of your volunteer programs?
14. How does communication flow from the management to volunteers?
15. What are the key issues/factors that you consider in the planning and implementation an Employer placement Programme?
- ↓ Availability of partners to take in volunteers
  - ↓ Youths empowerment and social development needs and unemployment statistics
  - ↓ Availability of funds
  - ↓ National youth policies
  - ↓ Other(specify)\_\_\_\_\_
  - ↓ Other\_\_\_\_\_
16. How important are volunteer involving organizations to the national efforts of achieving youth development?
- ↓ Very important
  - ↓ Important
  - ↓ Not very important
17. What challenges do you encounter in running your programmes?
- ↓ Financial(need for some motivation/allowances)
  - ↓ Logistics
  - ↓ End post evaluation (evaluating the value of the program)
  - ↓ Membership Turnover
18. What recommendations do you have for policy makers and other stakeholders on youth volunteerism and social development?

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**SECTION B: To be answered by Volunteers**

Tick where appropriate or all that apply.

1. Which category describes you?
  - ↓ Working class
  - ↓ Student
  - ↓ Working student
2. If you are a student, which institution are you from?  
\_\_\_\_\_
3. What is your motivation for involvement in youth volunteerism?

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4. Are you aware of the trainings conducted by NAVNET/  
↓ Yes  
↓ No
5. Have you attended any of the trainings?  
↓ Yes  
↓ No
6. Please check where appropriate depending on whether you have attended or not  
↓ Enterprise development- business management training  
↓ Volunteerism  
↓ First Aid and Basic counseling  
↓ Peace and tolerance
7. Have the trainings you attended impacted your life positively?  
↓ Yes  
↓ No
8. What are some of the volunteer programmes have you been involved in?  
↓ Employer placement  
↓ Trainings  
↓ Enterprise development  
↓ Other
9. Is your current engagement linked to any of the above?  
↓ Yes  
↓ No  
If yes, how? \_\_\_\_\_
10. How do you rate the above programmes you have been involved in in a scale of 10?  
↓ 1-3  
↓ 4-6  
↓ 7-10
11. Are you satisfied with the extent to which the leadership keeps me informed about projects, other volunteer initiatives, decisions made by leaders, changes, program activities, and literacy in general.  
↓ satisfied  
↓ Not satisfied  
↓ Unsure
12. Would you recommend volunteerism to a friend who is looking for an opportunity to get the experience?  
↓ Yes  
↓ No

↓ Unsure

13. Do you think youth volunteerism is linked to youth social development?

↓ Yes

↓ No

14. In what way have you been developed through youth volunteering as a young person?

i. Socially \_\_\_\_\_

ii. Economically \_\_\_\_\_

iii. Culturally \_\_\_\_\_

iv. Politically \_\_\_\_\_

v. Professionally \_\_\_\_\_

vi. Other (specify) \_\_\_\_\_

15. What recommendations do you have for policy makers and other stakeholders on youth volunteerism and its contribution to social development?

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**Thank you for participating in this research.**