

# **MIDLANDS STATE UNIVERSITY**



## **Assessing the effectiveness of the Community Child Care Workers (CCWs) in the National Case Management System in Child Protection. Case of Zhombe ward 9 and 10.**

**By**

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**A DISSERTATION SUBMITTED IN PARTIAL  
FULFILMENT OF THE REQUIREMENTS OF THE  
MASTER OF ARTS IN DEVELOPMENT STUDIES**

**NOVEMBER 2016**

**MIDLANDS STATE UNIVERSITY**

**APPROVAL FORM**

The undersigned certify that they have read and recommended to the Midlands State University for acceptances; a research project entitled, Assessing the effectiveness of the Community Child Care Workers (CCWs) in the National Case Management System in Child Protection. Case of Zhombe ward 9 and 10. Submitted by, Gwekwerere in partial fulfilment of the requirements for obtaining the Master of Arts in Development Studies degree.

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Date:        /        / 2016

## ACKNOWLEDGEMENTS

*I would like to express the deepest appreciation and thanks to my father and mother who have the attitude and the substance of a genius: they continually and convincingly conveyed a spirit of adventure in regard to research, and an excitement in regard to teaching. Without their guidance and tireless help this dissertation would not have been possible. I would like to thank my parents to for the financial support and resource input in this venture.*

*I would like to thank my family and friends at large for their prayers. They were with me throughout this project and showed dedication and towards my work. I would also like to thank vouch special thank you to my beloved friend and fiancé Kudzai Tionenji Mwanza for being with me to support me in this project without them I would not have achieved this.*

## DEDICATION

*First and foremost I would like to dedicate my work to the meek and poor and thank the all mighty God for the wonderful people in this world. I would like to dedicate this piece of work to my lovely family especially mom and dad you were so pivotal to how I got here. I would like to take pride and say here I am this is as far as we have gone who ever thought we would get to this. I have learnt a lot from my family that is to love, care and protect one another that is the endeavour we embarking on and this is a result of the work. I would like to dedicate my work also to my lovely fiancé, family and friends who have continuously supported me in this dream.*

*Thank you*

## **ABSTRACT**

The study aimed at assessing the effectiveness of Community Child Care Workers in child protection case management. The study interest cropped up after realizing some diversion of the CCWs from meeting the set goals; increased frequency in unreported cases of child abuse in form of sexual, physical, psychological/neglect and emotional; unreported cases of child marriages, child labor, out of school and school dropouts as well as increased child headed households and increased prevalence in teenage HIV/AIDS cases and lastly, increased number of children out of school and children on the neglected loitering in Zhombe communal area. The study was conducted qualitatively and designed in a case study of which Zhombe ward 9 and 10 made the case in which data was generated and findings were generalized. The study had a total population sample of twenty six (24) participants, comprised of ten (10) Community Child Care Workers (CCWs), four (4) In-School Child Protection Committee members (CPCs), two (2) Ward CPCs and eight (8) representatives of various stakeholders. Data was mainly generated through fourteen(14) questionnaires self-administered to the randomly sampled CCWs and CPCs drawn from ward 9 and 10 respectively and through face to face interviews with eight purposively chosen participants drawn from different stakeholders interested and operating in child protection issues in the two wards. Data was analyzed through SPSS v 16.0. The study found out that the major role/functions and mandate of the CCWs included: identifying cases and assessing needs of vulnerable children; Formulating Action Plan; Implementing the action plan; Recording the action implemented; Case Reviewing and track recording; Referring cases and case follow ups; Identifying new problems or challenges arising in the communities; Closing cases; Establish family clubs and support groups for communities. The study further found six major challenges faced by the CCWs in performing their role and mandate namely, lack of training; infrequent trainings; lack of financial motivation/incentives, cultural factors, lack of legal protection, poverty and lack of community support. The study recommends the following strategies to improve the effectiveness of the CCWs in child protection case management. The need to incentivize the CCWs either in monetary terms or non-monetary benefits; community sensitization and concretization on the importance, role of CCWs and on the scope of CCWs; authorizing CCWs to close cases and allocating more resource i.e. uniforms and identity cards and more trainings for the CCWs.

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## **LIST OF ACCRONYMS AND ABBREVIATIONS**

CCWs:	Community Child Care Workers
CPCs:	Child Protection Committees
Ward CPCs:	Ward based Child Protection Committees
In-School CPCs:	School based Child Protection Committees
DCWPS:	Department of Child Welfare and Protection Services



# **CHAPTER ONE**

## **THE RESEARCH PROBLEM**

### **1.0 Introduction**

The chapter served to present the background and contextual information to effectiveness of CCWs in the National Case Management System. The chapter has presented the background information and went on to explicitly present the research problem and the importance of such as study. The chapter further discussed on the key assumptions of the study, delimitation, limitations before defining key terms of the study.

### **1.1 Background to the Study**

Child welfare is no doubt an issue of concern in most developing countries where levels of poverty are escalating. Child welfare over the years has gained recognition and spot light attention as a critical social development concern. In Zimbabwe the social responsibility highly lies in the mandate of the Department of Social Services (DSS). The DSS has the overall mandate of providing services for children. These services range from health, education assistance and food aid to vulnerable children. Child protection is one critical element in child welfare which is purported through the National Case Management System (NCM). The NCM was initiated in 2008 as a pilot program in Umzingwane district in Zimbabwe. NCM was implemented by WEI/Bantwana in collaboration with a local NGO, Umzingwane AIDS Network (UAN), the District level Department of Social Services (DSS) and ward/village level Child Protection Committees (CPCs).

Case management is a systematic and accountable process that fully aims to provide a high quality, transparent monitoring and professional response to children, primarily and most importantly meets the needs of beneficiaries both individually and collectively (World Education, 2014). Case management operates within a policy and legal framework guided by both domestic and international legal instruments namely the Children's Act Chapter 5:06, the United Nations Convention on the Rights of the Child (UNCRC) and the African Charter on the Rights and Welfare of the Child (ACRWC). In Zimbabwe special attention to child protection has been emphasized on the Children's Protection Adoption Act, the Guardianship of Minors Act, the Maintenance Act, the Education Act, the Tertiary Instrument 72 of 1997, Labour Relations, Employment of Children and the Criminal Procedure and Evidence Act.

However, the evolution of sophisticated child abuse services is a relatively recent phenomenon, and the development of research into the field is as young (Lachman *et al.*, 2002). Child abuse remains a challenging issue for all those in the field and for society as a whole. Lachman *et al.* (2002) argues that although progress may have been made in North America, Australasia and Western Europe, the position of children in the countries of Asia, South America, Eastern Europe, and Africa remains tenuous. The concept of child protection is often a distant dream and the very structures of society negate the attempts to alleviate the position children find themselves in.

Klinck, Iuris, Louw, and Peens (2000) noted that in the last 25 years, children have been granted increased protection under national and international law, yet they continue to be abused in increasing numbers. Lachman *et al.* (2002) strongly points at global debt as a major

issue in many less developed countries which has resulted in the poverty that faces majority of the Africa population leading to negates against any realistic prospect of effective child protection services being developed. While, studies have also reported on increased HIV/AIDS incidences in African and Asian countries, with AIDS orphans and children infected and affected by becoming more common (Barruet, & Tchangai-Walla, 2000). While, continual war zones in some African states were reported unsafe and unrealistic for child protection (Gabarino, 1993).

In Zimbabwe despite the tremendous strides in the provision of health, education, and social services post-independence in the early 1980s, there are indications that these gains have been eroded. Infant, child and maternal mortality have been rising from the mid-1990s, primary school completion rates have been falling and the Department of Social Welfare is unable to cater to needy children and destitute families. However, the causes for these changes are multiple and complex and apart from reduced household real income levels, HIV/AIDS is believed to have contributed to this state of affairs. According to the National AIDS Council, at the turn of the century Zimbabwe had a population of about 12 million, of whom 1 million children (1 in 6 of all children) were estimated to have been orphaned to AIDS while under the age of 15 years (UNAIDS/WHO, 2000; Mukaro, 2013).

A study by Maeda (2000) yielded an understanding that at all levels, from family to government, lack of funds in its worst form that is poverty, makes the economic burden of caring for orphans frequently close to intolerable and at other times impractical. While, in face of AIDS pandemic African cultures are not able to cope and children not only find themselves without caregivers but also find some alternatives proscribed, such as adoption

that violate the family totem. Also reported are rife issues of children employment on farms and plantations, street trading and begging that often went on with the "knowledge, encouragement or instruction of the parents" (Shumba, 2001).

While, the Defense for Children International –Zimbabwe (2003) study in Mashonaland West province revealed that 25 percent of primary school pupils had no birth certificates and neither did 75 percent of people the farming communities, 60 percent of parents and 70 percent of orphans. Another study by the Zimbabwe Youth Council (2014) in Chikombedzi, Neshuro, Ngundu, Hwange, Lukosi, Uzumba and Mudzi, found five major issues of concern. The study found out that early/forced marriages in areas like Chikombedzi, Mwenezi-Neshuro, Ngundu, Hwange, Uzumba, Mudzi and Lukosi. The study also found issues of boarder jumping in Chikombedzi and Ngundu areas; child labour in Mwenezi-Neshuro, Mudzi; sexual abuse in Ngundu; child prostitution in Ngundu, Hwange and Lukosi areas; bullying in Ngundu and lastly, drug and alcohol abuse in Uzumba area.

The Zimbabwean situation, worries especially when considering the safety and welfare of the children. Also the fact that the National Case Management System is in place to achieve the mandate of protecting the child through compliment of its Community Child Care Workers (CCW). Hence, the reason this study assesses the effectiveness of the CCWs in child protection in Zhombe area in Kwekwe, Midlands province.

## **1.2 Statement of Problem**

The key mandate of the National Case Management System is to safeguard children welfare through a multi-sectoral approach. However, there seems to be a diversion from meeting the set goals. There have been increase in unreported cases of child abuse in form of sexual, physical, psychological/neglect and emotional in Zhombe ward 9 and 10. There have been also unreported cases of child marriages, child labor, out of school and school dropouts as well as increased child headed households and increased prevalence in teenage HIV/AIDS cases. Lastly, the number of children out of school and on the street has also been noted to be on an increase at Zhombe Central business center commonly known as Joel. However, this has negated on the NCM mandate and goal to protect the child losing millions in monetary resources towards the program. Hence, the need to assess the effectiveness of the CCWs in child protection in Zhombe Ward 9 and 10.

## **1.3 Main Objective**

To assess the effectiveness of the CCWs as a tool for Child protection.

### **1.3.1 Specific Objectives**

- a) To find out the main functions and mandatory of the Community Child Care Workers.
- b) To identify the challenges faced by CCWs in child protection.
- c) To explore the opportunities for CCWs in child protection.
- d) To recommend strategies to enhance effective child protection processes.

### **1.3.2 Research Questions**

1. What are the main functions and mandatory of the CCW in child protection?
2. What are the challenges CCW face in child protection?
3. Are there any opportunities for CCWs in child protection?
4. What can be done to enhance effective child protection?

### **1.4 Significance of the Study**

A study of this nature which critique efficiency and effectiveness of developmental programs is a critical study not only in terms of monetary resources but also in improving the targeted local communities' beneficiary and development at large. The study will go a long way in critiquing the effectiveness of the National Case Management System cycle or model but this time mostly focusing on implementing agencies which sorely harbor the responsibility of driving the NCMS goal and mandate in child protection. The study is therefore beneficiary to a wide range of stakeholders who will be discussed below.

#### **1.4.1 To the Researcher**

The study raised the researcher's awareness on the effectiveness of the CCWs in implementing the National Case Management System mandatory and goal. As a District Head of Child Welfare and Protection Services Officer, understanding the effectiveness of CCWs is in line with my job experiential and execution. The knowledge is also critical in informing my office's decision on strategies needed to strengthen and improve CCWs functions and mandatory in child protection especially at ward level. The study is also an eye opener and broadened the researchers' theoretical and conceptual understanding of the NCMS and effectiveness of the CCWs in child protection. The study does not only improve

the researchers' understanding and knowledge but also enriches his analytical and inquiry skills. Overall the study positions the researcher on a vantage point to spearhead a national monitoring and evaluation process on the effectiveness of the CCWs functions and mandate based on the study's findings thereby, improving the NCMS program and child protection at large.

#### **1.4.2 To the CCWs**

The study had potential to raise an awareness and critique the effectiveness of the Community Child Care Workers in child protection case management. The study will enlighten the CCWs on their shortfalls and suggest ways they can improve on their functions and mandate in child protection. The study will enhance the CCWs performance in child protection case management.

#### **1.4.3 To the Children**

The study had potential to increase the effectiveness of the CCWs in child protection and this will go far in increasing child protection in the communities. The life and safety of the children will be in great safety once the CCWs are working effectively. This will mean child abuse cases will decrease and the children will be more aware of their rights and have confidence to open up on child abuse issues. This will therefore, secure the children's safety and create a safe environment to bring up children.

#### **1.4.4 To other Stakeholders**

This study is not only important to the Social Welfare department and the National Case Management department but will also benefit a wide range of stakeholders including Non-Governmental Organization (NGO)s such as the CARE, GOAL Zimbabwe and PLAN International which have a mandate to safeguard the rights and the needs of the children. The knowledge raised and understanding brought by this study will also enhance and critique ways in which other stakeholders are engaging with the CCWs and how they also program their own Child protection programs. The understanding will suffice challenges child care activists are faced with and suggest on the strategies which can be adopted to enhance their effectiveness in dealing with child protection cases.

#### **1.4.5 To the University**

Furthermore, the study may raise a better understanding on the effectiveness of national development programs and this understanding may help out the University in preparing competent and efficient developmental agencies. This may also be exemplary for educational purposes. The study will also raise new knowledge since there are none studies conducted in Zimbabwe known to the researcher critiquing the NCMS or the effectiveness of its implementing efforts. Hence, the study adds on to the already existing board of knowledge and acts as a pioneering study for future reference in the field of developmental studies in Kwekwe, Zimbabwe.



### **1.5 Assumption of the Study**

- Success of the National Case Management System goals and mandate heavily relies on the effectiveness of Community Child Care Workers (CCW).
- CCWs are inefficient in achieving their main functions and mandate of child protection.
- There are factors or challenges inhibiting effectiveness of the CCWs in child protection goal and mandate.
- There are opportunities in child protection.

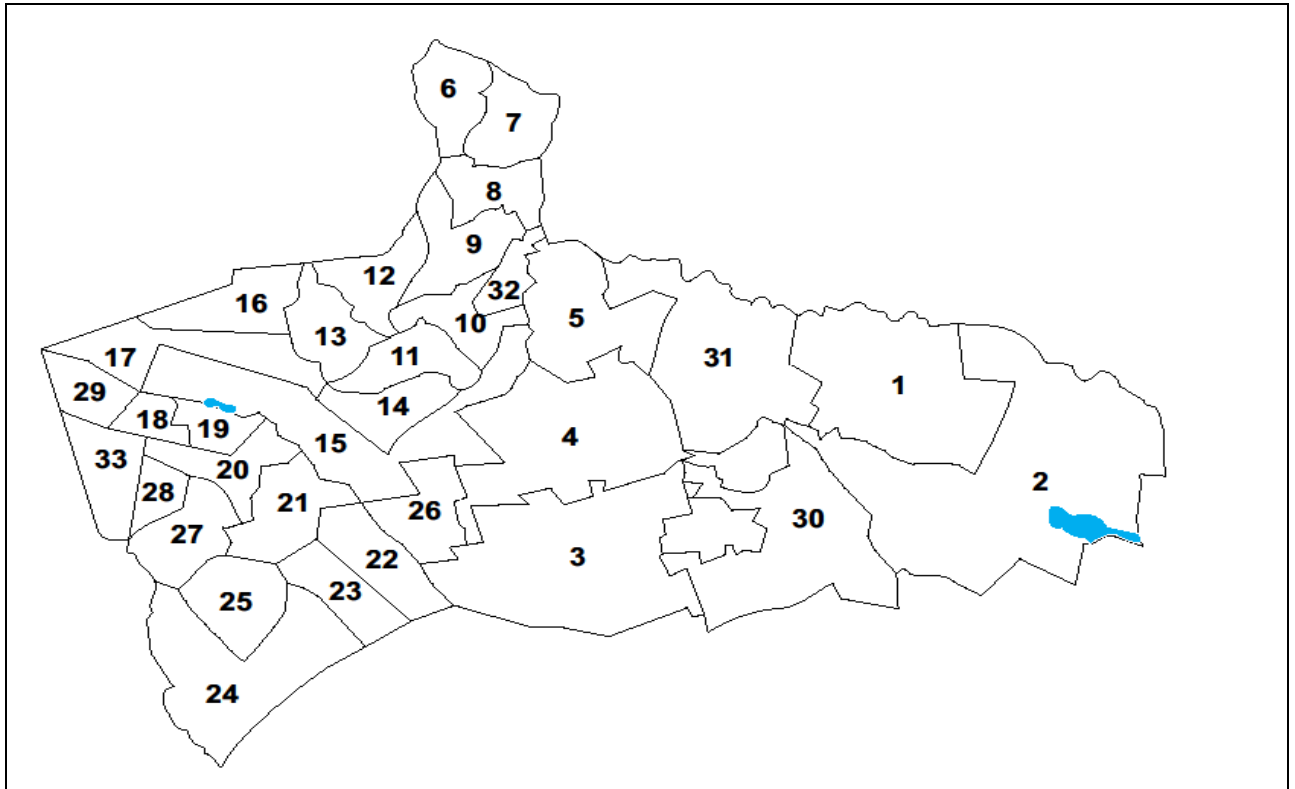
### **1.6 Limitations of the study**

- The study was conducted as a case study which Stake (2005) argues is more concerned with particularization and generalization of findings and insights is not acceptable. However, the study's findings and insights may be transferred to homogeneous cases for policy formulation, implementation and evaluation purposes as argued by Mertens (2005).
- Since the study was targeted on the effectiveness of the CCWs the study may be subjective and because of that the study findings are not replica of the wards studied but CCWs in general and anonymity and confidentiality of information and participants were a priority in the study.
- Financial resources and time were a challenge since the researcher is also a part-time student hence, a case study approach and methods such as sampling and use of

questionnaires were employed to cut travelling costs, time but emphasizing on quality and depth data from the cases.

### **1.7 Delimitation of the Study**

The study was conducted and confined to Zhombe Central region in Kwekwe District. Zhombe Central comprise mainly of 2 wards namely ward 9 and 10 towards. Zhombe Central is in the agricultural region 4 where farming is generally poor due to the sparse and sporadic rainfall usually ranging between 450-500ml. The region also experience extreme high temperatures with average temperatures ranging 22-30 degrees and 10 to -16 degrees in summer and winter respectively. The region is also covered by the *Mopane Colosepherum* woodlands (commonly known as the Mopane) with some sparse dwarf acacia woodlots mainly the *Dychrostachys Cyneria* commonly known as the Buffalo thorn (Mupangare). The region is poverty stricken and evidence of poverty related ills such as forced child marriages, children labour, child sexual abuse are dominant in this region.



*Fig. 1.1: Zhombe map*

## **1.8 Definition of Key Terms**

### **Case management**

According to the International Social Work (2008) case management is the process of assisting an individual child (and their family) through direct support and referral to other needed services, and the activities that case workers, social workers or other project staff carry out in working with children and families in addressing their protection concerns. While, the World Education (2014) defined case management as a systematic and accountable process that fully aims to provide a high quality, transparent monitoring and professional response to children, primarily and most importantly meets the needs of beneficiaries both individually and collectively (World Education, 2014).

## **Community Child Care Workers (CCWs)**

CCWs also known as case workers are the people who directly managing a particular case. In the study the community volunteers who are responsible for the primary functions of implementing the major role and mandate of the National Case Management System are defined and understood as the CCWs.

## **Child Protection**

Mukaro (2013) defined child protection as the process of identifying, providing and safeguarding the welfare of children.

## **1.9 Outline of the Study**

### **Chapter one**

This section is the problem and its context section. The chapter is the first chapter and an introductory chapter to the whole study. It served the purposes of discussing the background information to case management in child protection. The chapter has provided an overview of case management from a broader context, regional and contextually. The chapter has also presented known findings on the effectiveness of the Community Child Care Workers in child protection case management systems. The chapter went on to present the current problem in the Zimbabwean case and laid down the intended objectives of the study. The chapter has further justified the importance and significance of this study to stakeholders and went on to delimit the study both geographically and conceptually. The study further

presented some key assumptions of the study, limitations before defining the key terms in the study. In fact this chapter has laid a background and contextual knowledge important for the following chapter where further discussions on the concept of case management will be done.

## **Chapter two**

Chapter two served to review literature on the effectiveness of the CCWs in case management and child protection. The chapter has discussed the concept of case management reporting on the major four components. The chapter further discussed the National Case Management System (NCM) which has been adopted in Zimbabwe in child protection. The chapter has described and explained the NCM cycle which is also a blue print for the CCWs. The chapter has further discussed on the role of the CCWs in the NCM system and the challenges as well as the opportunities in child protection. Lastly, the chapter has presented some strategies learnt from other cases and countries to enhance effective child protection. In essence, the chapter has laid a better understanding to case management and the role of CCWs which was important for chapter three which followed where methodological decisions were made based on the understanding of case management, the NCM system and the role of the CCWs.

## **Chapter three**

The chapter is a methodological chapter which served to present and discuss the qualitative philosophy and the cased study research design that guided this study. The chapter has also discussed the study population the sample and random and purposive sampling procedures employed to select respondents in this study. The chapter has further discussed on the data collection procedure used to acquire data from the respondents through the questionnaires and interviews. The chapter has also discussed on the data management and analysis plan and

went on to discuss on data validity, reliability and trustworthiness before explaining how research ethics were considered and dealt with in the study.

#### **Chapter four**

This chapter is a data presentation, analysis, interpretation and discussion section. Therefore, the chapter merely served the purposed of presenting the data generated from the questionnaires and interviews and present it in form of tables, bar graphs, pie charts and in descriptive manner. The chapter organized the findings in relation to the research objectives and discuss the findings with aid of literature insights. In essence, the chapter begun on reporting the response rate, described and presented the demographic information of the respondents and went on to present the findings on the role and functions of the CCWs, their challenges and opportunities in child protection and presented the best possible strategies to enhance effective role and function of the CCWs. Lastly, the chapter concretized by a discussion section concluding on the whole chapter and purpose of the research. The chapter has laid for chapter five which follows.

#### **Chapter five**

The chapter is a summary, conclusion and recommendation section. The chapter presented a summary of the findings, concluded and recommended based on the study findings. The chapter also recommends on areas for further research. In essence, this is the last and concluding chapter which answers the research objectives and the broader research question.

#### **1.10 Chapter Summary**

The chapter has served the purpose of introducing the study. The section has therefore, discussed the background to the study, the statement of the problem, objectives the study

intend to cover and has justified the importance and significance of the proposed study. The section has also discussed on the delimitations, limitations and the key assumptions the study anchor on. In essence, the chapter laid background and contextual information necessary for chapter two which follows.

# **CHAPTER TWO**

## **REVIEW OF RELATED LITERATURE**

### **2.0 Introduction**

The chapter served to discuss related literature to case management in child protection. The chapter will therefore discuss Case Management, the National Case Management System (NCM) model and further discussed challenges faced by the Community Child Care Workers (CCW) in implementing the NCM goal and mandate; the opportunities in child protection and propose strategies to enhance effective child protection.

### **2.1 Case Management**

According to the Zimbabwe Council of Social Workers (2011) case management is the process of working with one individual child until their problem is solved through direct support or referral services. Case management systematically arranges assistance to individuals from beginning to the end of the relationship, from identifying a problem, assessing, formulating a plan of action, reviewing the case and then case closure as a step-by-step approach (Moseley, 2000). In essence, case management is a systematic and accountable process that fully aims to provide a high quality, transparent monitoring and professional response to children, primarily and most importantly meets the needs of beneficiaries both individually and collectively (Agosta, 2000). According to the Zimbabwe Council of Social Workers (2011) case management operates within a policy and legal framework guided by both domestic and international legal instruments namely:

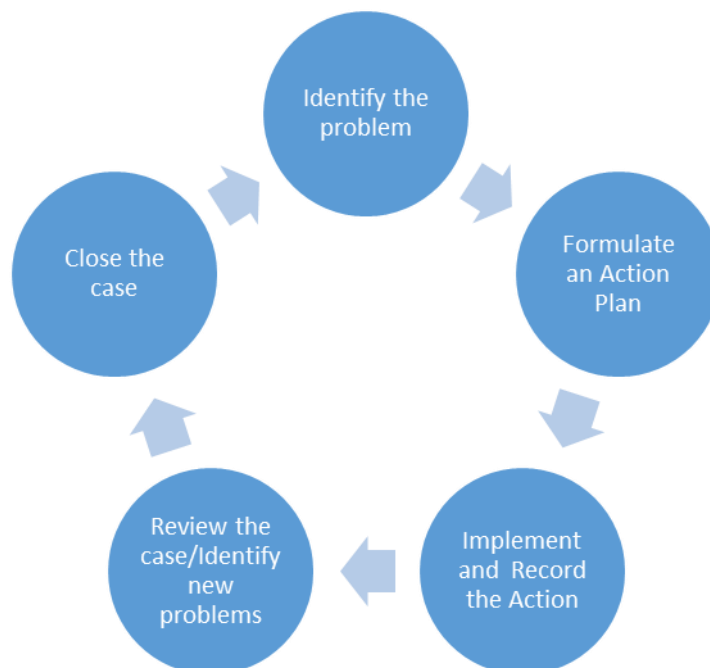


- The Children’s Act Chapter 5:06
- The United Nations Convention on the Rights of the Child (UNCRC)
- The African Charter on the Rights and Welfare of the Child (ACRWC)

Therefore, case management aims to strengthen families and decrease risks to children and young people through integrated and coordinated service delivery. This is achieved through the four basic components of case management namely;

1. Identification and assessment (including the opening of a case and start of documentation)
2. Individual support planning (planning of response and care)
3. Referral and liaison with support services (where required)
4. Monitoring and review (including case closure)

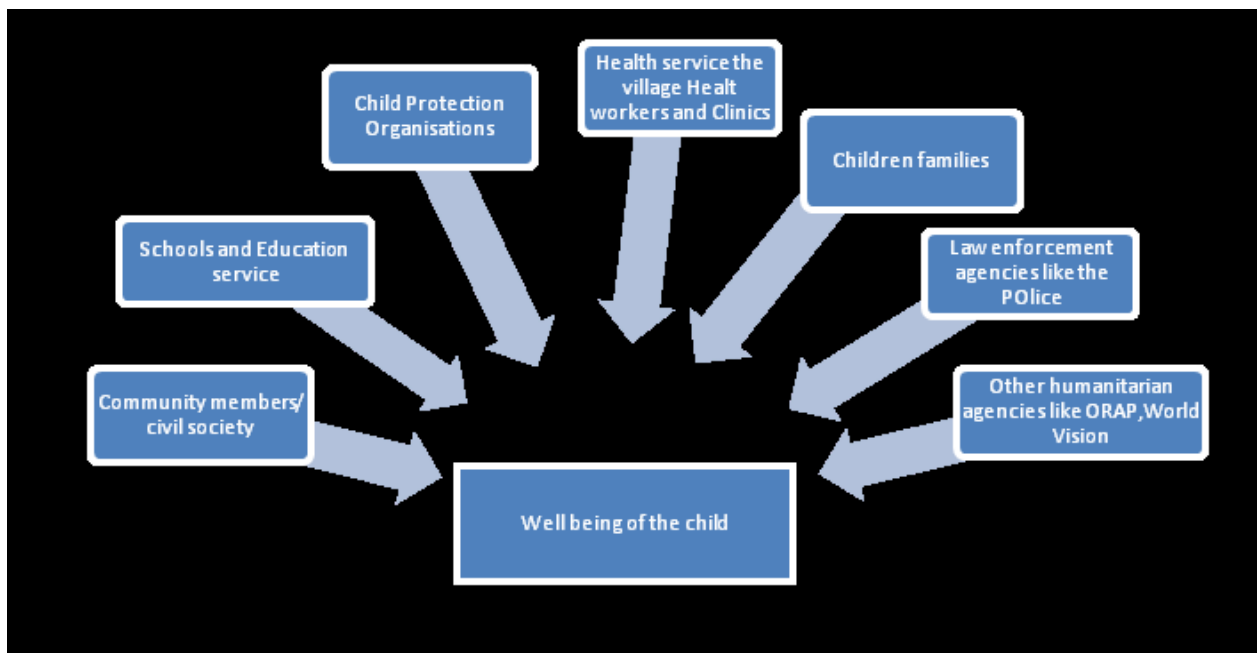
The four components of Case Management



**Source:** Zimbabwe Council of Social Workers (2011)

*Fig 2.1: The four Components of Case Management*

According to the Zimbabwe Council of Social Workers (2011) initial phase of the Zimbabwean National Case Management (NCM) involves *identification and assessment of vulnerable children in need of assistance*. In essence, the phase involves identifying children who are experiencing or vulnerable to any risk. Various identification procedures may be explored i.e. during monitoring of relevant environments by child protection authorities and agencies or identified within communities specialist community outreach workers; may be identified and registered as needing support following release or recovery from an exploitative environment (e.g. child sexual abuse). In some cases a child may be identified and referred by relevant professionals in education, law enforcement or health sectors (e.g. police, local authorities etc); identified by community members, including neighbours and employers as well as through community-based child protection mechanisms such as orphans and vulnerable children/child protection committees, anti-trafficking groups, children's CPC's, etc. Lastly, children may also make themselves known to child protection agencies. Identification is convened in a multi-sectoral approach as shown below:



*Source: Zimbabwe Council of Social Workers (2011)*

*Fig. 2.2: Multi-sectoral approach to identification process*

### **Assessment**

Assessment belongs to the first phase and is a more thorough process of collecting information about the child's general living conditions with specific emphasis to issues related to medical, physical and psychological condition, resources and needs. Assessment serve the purpose of identifying the child's problems and care needs, following questioning sequence of what care need are being met and by whom and what needs re-being met and what needs are not being adequately met. The following can be included in an assessment

- Physical status
- Psychological status
- Financial status

- Social needs
- Legal needs
- Living arrangement, relationship to household head, age of household head etc.
- Educational needs (Zimbabwe Council of Social Workers, 2011)

In essence, initial assessment should provide more insights into the particular protection concern or vulnerability affecting the child and this information will dictate whether assistance is required. Assessment will clearly identify the full range of a child's needs and in line of urgency. Alternatively, assessment may also indicate the need for protection concerns and in case there is no need for protection no further action is required.

#### **b) Development of case plans**

At this phase the problems and the needs of the child and the family are recorded. Case plan therefore, involves recording the assistance the child and family may receive and the necessary steps to be followed together with a timeline for achievement (Seltzer, 2003). Whenever, assessment indicates that assistance is required, an individual support plan will be devised, determining the type of support required. The plan depends on a quiet wide range of factors including the case, the environment and of most the best interests of the child. The plan is coined with the child participation, their primary carers and other relevant stakeholders, building upon the resources of the child, their family and networks.

According to the Case Management Manual, the plan must include details of:

- *The precise assistance that will be provided to the child and their family.*
- *Where this assistance is to take place?*

- *Who is responsible for providing it?*
- *The length of time for which it is to be provided.*

### **c) Monitoring/review**

This is the third stage in which reviews are conducted through individual follow ups. Cases that have been open for long periods are reviewed to ensure that the partner organization is active and can justify the case remaining open. At this stage the situation of all children registered within the relevant programme using case management are monitored in an appropriate and timely manner throughout the period in which they have been receiving support. Furthermore, CCWs visit the children in their home or care environment with a regularity that is necessary for the child's situation. For example, a child who has very recently come out of an extremely exploitative and dangerous environment and who requires very regular support in the initial stages of their recovery.

### **d) Case closure**

This is the last phase of case management. Case closure refers to a major change in the level of services provided to a child and it occurs when a major change has occurred e.g. a child has died or relocated. In this situation the case will be closed and the golden rule of case management states that: no case can be closed without consultation and authorisation.

## **2.2 Case Management Models**

Case management concept has evolved from more traditional forms of social work during the 19th century to more complex system of governmental funding and social services programs

which evolved for vulnerable individuals throughout the early part of the 20th century (Spitalnik, 2000). There are many case management models regionally and abroad. Such models include the Classic Models of case management i.e. Moxley's (1989) Practice of Case Management model in Uganda. The Moxley (1989) case management model is guided by three goals: to promote, the skills of the client in accessing and utilizing support and services; to develop the capacities of social networks and relevant human service providers in promoting the functioning and well-being of the client and lastly, to promote service effectiveness while attempting to have services and support delivered in the most efficient manner possible. The Moxley model follows the five key functions of case management as: · Assessment; Planning; Intervention; Monitoring and Evaluation. The model was a success and mostly adopted and used in the 1990s in Hennepin County in Uganda with disabled people.

Another known case management model is the Bantwana's Community-based Case Management model. The model is an innovative, cost effective approach designed to ensure that highly vulnerable children in Uganda receive the urgent care and support they need in their own communities. Bantwana model was developed and tested under the PEPFAR/USAID-supported. The model was pilot tested in March 2014 in the East Central Uganda in areas such as Namutumba, Bugiri, Iganga, Mayuge and Kamuli (Bantwana Initiative of World Education, 2008). The model was built on the culture of care inherent in Ugandan society and was centered on training community-based volunteers or Case Care Workers (CCWs) to ensure that children and families received the care they needed. Beneficiaries included the children in child-headed households, out of school children, children in need of HIV-related services, disabled children, and those affected by violence or

exploitation (Bantwana Initiative of World Education, 2008). Bantwana model also gave birth to the Children First program in Zimbabwe.

In Zimbabwe the most common case management model is the National Case Management System/model (NCM). The NCM will be discussed in detail below:

### **2.2.1 National Case Management System (NCM)**

According to the Zimbabwe Council of Social Workers (2011) the National Case Management System (NCM) is a community based developmental programme with a multi-sectoral approach. The NCM can be explicitly understood through its model. The model comprises of the following:

The components of the case management model are:

#### *Program Pre-assessment*

This is the entry stage of the model on which needs assessment is conducted through pre-project consultation meetings with key stakeholders. The Needs assessment considers local power structures such as community leaders, key institutions, village Headman, councilors and other representatives at the grassroots level and informs how the project will be implemented in the area depending on the unique community dynamics.

#### *Identifying and Developing Appropriate Partnerships*

The overall implementation of the project falls under the mandate of the District Department of Social Services. However, at this stage the program implements a multi-sectoral approach hence, other key players are identified in the area such as the Victim Friendly Unit, The

Registrar's Office, The Agritex Office, Service organizations in the area and the district, ward and village CPCs. Sensitization meetings are held with the key stakeholders.

### *Resource Mapping*

At this phase services available to children both at community and district level are identified through the process of creating district service maps. The mapping survey assesses the capacity, scope and area coverage of service providers as well as the quality of the services on offer.

### *Development of a Community Based Steering Committee*

At this phase of the cycle the steering committee ensures that there is community participation in the case management process and reinforces the sustainability of the project. Usually the steering committee will be the District Child Protection Committee, whose role is to oversee the implementation of the project.

### *Identification and Selection of Child Care Workers*

At this stage the Village CPCs identifies potential community child care workers from their members under the technical oversight and involvement of the DSS. CPCs select case care workers based upon a given criteria. The care worker position is strictly voluntary and selected individuals are vetted either by the police or through the community.

### *Training of Trainers in Community Child Care Principles*

During this phase the National Association of Child Care Workers (NACCW), which is a professional, non-profit making association of child care workers train the selected individuals building the capacity of provincial and district DSS officers and partner organization officers and to mentor the child care workers (CCWs). The training focuses on



developing the core competencies and communication skills needed when working with at-risk children.

#### *Capacity Building for Case Workers*

At this phase Community Child Care Workers (CCWs) are trained in the basics of child care. The training is geared to ensure that case workers are able to provide holistic and integrated services to children and their families in a Transparent, accountable way. At the end of the training, case workers are registered with the Council of Social Workers, a professional body of social workers, as Community Child Care Workers.

#### *Beneficiary Child and Family Identification and Enumeration*

At this stage the CCWs spear heads the mandate and objectives of the CCWs. The CCWs take the lead role of identifying beneficiaries from village registers and community outreaches. Child care workers prioritize cases based on the severity of the case and the case worker's ability and capacity to handle it, e.g. child sexual abuse and life threatening health issues are prioritized over minor issues such as birth certificate issues.

#### *Supervision and Mentorship of Case Workers*

The District Social Welfare officers and Officers from partner organizations mentor and supervise child care workers through one on one meetings and monthly case review meetings. At the community level, the secretary of the Ward CPC will be the immediate supervisor. This phase is the critical assessment and monitoring phase with guidelines and principles which the CCWs are supposed to meet. This phase is the major source of data to this study and will be used to understand the effectiveness CCWs in their execution of line of work.

### *Setting up Relevant Mechanisms for Project Accountability*

At this phase the child care workers are oriented to the minimum standards for child care and child care worker grievance procedures. The child care workers will also be exposed to trainings to enhance their skills related to record keeping and generating effective statistics for monitoring processes. At DSS level, a database will be created and maintained to track service provision and lobby for services that are lacking.

### *Project Feedback*

This is the last phase on the cycle but in reality stakeholder and beneficiary feedback is considered throughout the various phases of the project to ensure that children are receiving services in a timely and effective manner.

In essence, the Case Management model raises awareness in communities about the need for social services for vulnerable households and identifies key community members, or volunteer case care workers, to assist these families (Zimbabwe Council of Social Workers, 2011). CPC members, community members and vulnerable individuals are identified in the community and linked to the case worker. Community members also act as whistle blowers and highlight child protection cases that need follow up. While, the OVC area/village register, a DSS tool to improve access to services for vulnerable children identified in communities, serves as a baseline of children in need of case management services. CPCs also conduct door-to-door outreach to ensure that the most vulnerable households are not excluded from service delivery. In this way case management system is a multi-sectoral program with a holistic approach to child protection.

The Community Child Care Workers (CCWs) are responsible for driving the primary goal of the National Case Management System (NCM). CCWs are responsible for the following tasks and functions:

- ✚ Accompany the child/ family/ guardian when child needs support to access a service
- ✚ Ensures that the child has been assisted and has received services through continuous follow up on the child and their family
- ✚ Maintain an up to date file with information on the child
- ✚ Always check on the children to ensure that children are getting assistance and determine whether there is need for another case plan.
- ✚ Should play an intermediary role between the child and service providers
- ✚ Work in partnership with community partners and government agencies in delivering services to children, young people and their families
- ✚ Consider all relevant aspects of culture, disability, language, religion and sexuality in providing services to children, young people and their families
- ✚ Ensure that holistic services are provided to vulnerable children, young people and their families.
- ✚ Develop early intervention planning
- ✚ Achieve high quality service by following through cases step by step to the point where the beneficiary gets the service, then the case can be closed.
- ✚ Collaborate with families and sharing a commitment to finding solutions which are vital to achieving positive outcomes for the family

✚ Recognize that self-determination is integral to our work

They also serve the purpose of encouraging participant participation and they should commit to communicate all relevant information with the family and between the family and other partners in service delivery.

### **2.3 Challenges Faced By CCWs in Child Protection**

Lachman et al. (2002) strongly points at global debt as a major issue in many less developed countries which has resulted in the poverty that faces majority of the Africa population leading to negates against any realistic prospect of effective child protection services being developed. The Federal Government of Nigeria/UNICEF (2001) posited that, ignorance begets poverty and poverty begets ignorance in a vicious cycle that results in and is reinforced by ill health, vulnerability, and voicelessness. While, social exclusion and political marginalization compound the synergistic inter-relationship between poverty, ignorance, poor health, malnutrition and mortality, this could have a meaning to the African child protection scenario where high levels of illiteracy are still evident, poverty is the rule of the day, social exclusion and political marginalization are continued. It is in these delicate environments and societies Community Child Care Workers (CCWs) volunteers to bring some change to the welfare of the child.

According to the Zimbabwe Youth Council (2014) some of the challenges posed come from harmful social and cultural practices and child sexual abuse issues. In their study they realized that the objective of child protection has mainly been lacking because the CPC's were inactive and did not meet to advance the needs to children. This was because they lack

funding and incentives for committees. Also considering the CCWs work on voluntary basis, lack of remuneration or monetary incentives could have an effect on their execution of duty. However, the study also realized that in case of exceptional committed volunteers who devoted their time and resources they lack other stakeholders' support and in some cases they ended up threatened by perpetrators of child abuse who are not even arrested or prosecuted for child abuse perpetration.

A systematic review on the challenges to the Scale-up the Integrated Community Case Management found five major constraints to the effectiveness of CCWs. These were 1) the deployment, motivation, supervision and retention of adequate numbers of community health workers as the backbone of the program; 2) maintaining reliable supply chains; 3) demand side barriers to utilization; 4) weak monitoring and evaluation systems and 5) the need for supportive government policies and engagement to achieve sustainable progress (UNICEF, 2012). These five constraints may perfectly apply to the Zimbabwean situation and may mean the same effect to the effectiveness of the CCWs.

## **2.4 Opportunities for Child Protection**

According to the Save the Children (2013) protection of the child is a key priority for Save the in both development and humanitarian contexts. Protecting children from violence, abuse, exploitation and neglect is essential for them to enjoy their rights to survival, development and participation. Child protection goes a mile to protect the girl child from issues that directly or indirectly affects them i.e. early marriage and other harmful practices; drop out of school. Hence, protecting the children offers an early remedial since every failure to protect children has negative effects that continue into their adult life and also holds back a country's

national development. By contrast, where children are protected, their health, education and well-being are improved as well as their ability to contribute to society as future citizens.

In addition, the Save the Children (2013) also argues that, “Children have suffered violence at the hands of adults unseen and unheard for centuries. But now that the scale and impact of violence is becoming visible, they cannot be kept waiting any longer for the effective protection to which they have an unqualified right.” Hence, protecting the child is an effort to amend the long standing evils against children and to provide for their rights at most a safe environment at all costs.

Furthermore, according to Crosson-Tower (2003) child protection is essential in providing the following opportunities: *Safety*- grounded in the understanding that all children have the right to live in an environment free from abuse and neglect; *Permanency*- based on the ideology that children need a family and a permanent place to call home. A sense of continuity and connectedness is central to a child’s healthy development and *Child and family well-being*- based on the mentality that children deserve nurturing families and environments in which their physical, emotional, educational, and social needs are met. Therefore, child protection practices take into account each child’s needs and promote the healthy development of family relationships.

## **2.5 Strategies to Enhance Effective Child Protection**

There are vast strategies to enhance effective child protection but these again vary by region, states and in time. Some of the best practices have been noted to be offered through the Child

Protection Acts and Bills for instance, the Egypt, Law No. 12 of 1996 Promulgating the Child Law as amended by Law No. 126, 2008, article 1: which guarantees the rights of the child, as stated in the Convention of the Rights of the Child and all other relevant international covenants enforced in Egypt. Also the Syrian, Bill of the Rights of the Child, 2006, article 321: which take precedence of the Convention on the Rights of the Child No. (44/25) dated 20/11/1982, and the two Optional Protocols thereto No. (263) dated 25/5/2000 regarding the sale of children, child prostitution, child pornography and the involvement of children in armed conflict, in the absence of a provision in the Syrian law and in all cases, principles and provisions of the Constitution in issues to deal with the child.

Furthermore, the provision of treatment, therapies and access to services for traumatized children and families was reported as an effective strategy to child protection. This strategy has been mandated by US Congress in 2000, with the introduction of the National Child Traumatic Stress Network (NCTSN) providing a comprehensive federal initiative to address childhood trauma. The NCTSN pairs frontline providers and researchers with victims, thus facilitating information sharing and enhancing access to services for professionals and families. Another strategy is training on law enforcement on human trafficking. This strategy has been widely adopted in India through the ATSEC Bihar which provides training programs for law enforcement to increase awareness of trafficking improve support and sensitivity for child trafficking victims and create a child friendly systems.

## **2.6 Chapter Summary**

The chapter has discussed related literature to case management, the challenges faced by Community Child Care Workers (CCWs) in executing the National Child Care Management System (NCM) in protecting children. The chapter has also discussed on the opportunities for

protecting the child and strategies to enhance effective child protection. The chapter has provided essential information and paved in for chapter three which follows.



# **CHAPTER THREE**

## **METHODOLOGY**

### **3.0 Introduction**

This chapter discussed the research design and methods employed in assessing the effectiveness of Community Child Care Workers in child protection. The chapter discussed the study population, sampling techniques used in choosing the study sample and the methods and instruments used in data acquisition in the study. The chapter further described and justified the decisions implemented in choice of instruments and tools in the study. The chapter further described and justified the data analysis plan adopted for the study and lastly, explained data validity, reliability and trustworthiness measures implemented before discussing the ethical issues considered in the study.

### **3.1 Research Design**

Leedy (2005) described research design as the mechanics of collecting, classifying, tabulating and comparing information in order to deduce essence, logic and application. While, Yin (2009) defined research design as the study's blue print whilst, Creswell (2009) further views it as a research plan. The study was conducted qualitatively in assessing the effectiveness of the CCW in child protection. Trochim (2006) defined qualitative research as a way of general description of a phenomenon by words rather than by statistical explanations. In simplicity qualitative research is the "research that captures holistic pictures using words" (Mertens, 2005: 6).

The study was designed in a case study manner. Yin (2002) described case study design as an in-depth investigation of an individual, group, incident, situation or community giving detailed account of the case under scrutiny. Ward 9 and 10 in Zhombe made the case study on which the study was conducted and generalized the findings and conclusions over. A case study design resonated well with the qualitative philosophy employed in this study in order to assess the effectiveness of the CCW in child protection.

Case study design was ideal for the study because it allowed the researcher to “comprehend more detail, richness, completeness and variance that is of depth from the unit of study” (Flyvbjerg, 2001: 301). Although, case study design was more concerned with particularization than generalizations, insights and findings from the study won’t be generalized but can be transferred to other homogeneous cases of for policy formulation, implementation and monitoring purposes (Patton, 2002; Stake, 1995).

### **3.2 Study Population**

According to Best and Kahn (1993) a target population is a clear defined group of individuals or a community with one or more characteristics in common. To add on, Chiromo (2006) explained population as all individual units, objects or events that are considered in a research project. Therefore, it was important to define the population of the study since, it helped the researcher in selecting a sample for the study. Frankel and Wallen, (2007) suggested that it is upon this group that the researcher is interested in collecting and making inferences on the information. In the study, population included 1224 households who resides in Zhombe ward 9 and some 3235 households in ward 10 where the CCWs work to protect children.

### **3.3 Sample and Sampling Procedures**

Creswell (2012) described a sample as a subgroup of the target population that the researcher plan to study and generalize about the whole population. While, Brynard and Hanekom (2006) defined a sample as a sub-group of the population, Chiromo (2006) also opined a sample as a smaller group or subset of population selected from the entire population. In essence a sample is derived from the broader study population and is used to estimate the measurement of the entire population within the required limits. In the study population sample was as follows; ten (10) CCWs, two (2) Councilors, two (2) Ward Child Protection Committees' focal people and four (4) chairpersons of the four (4) In-school Child Protection Committees. The study further includes two (2) representing Behavioral Change Facilitators, two (2) Health Workers and two (2) Plan International Representatives drawn from Zhombe ward 9 and 10 respectively. However, Cardwell *et al.* (2000) argued for a true representative sample and they suggest a range of 20 to 40 informants for small scale studies. But considering the scope of the study, a sample population of twenty-four (24) participants is justified and acceptable in social science research and yields enough findings and insights.

However, sampling is generally a process of selecting a representative or small proportion or subset of the population. The study employed two sampling techniques namely, random and purposeful sampling. As noted by Saunders, et al. (2009) that, sampling saved time since, few people were involved and it made organization of data collected manageable and also enabled collection of more detailed information. Hence, the reason, sampling was chosen for this study and furthermore, sampling eradicated the chances of bias.

### **3.3.1 Random Sampling**

Welman and Kruger, (2001) defined random sampling as a surveying technique where a subset of individuals is chosen from a larger set, randomly and entirely by chance. Wiid and Diggins (2013) further described random sampling as a probability sampling where every unit has a positive chance of being selected. Carter (2011) further stressed that random sampling base upon probability theory whereby the sample of people are chosen purely by non-probabilistic means from the identified population. In light of the above definition the process of selecting a sample was done in such a way that all individuals have equal chances of being selected.

In essence, random sampling is a probability sampling technique where every element of the population has equal chance for selection. In the study sixteen (16) participants from Zhombe ward 9 and 10 respectively were sampled by probabilistic means. The participants were selected across the National Case Management System structures responsible for Child protection and who has direct contact and influence on the CCW in the area. As such the participants were drawn from a pool of the CCWs themselves, In-school Child Protection Committees (CPCs) and lastly, the Ward CPCs. Again all the 16 participants were selected randomly by means of the simple hat system whereby, names of the involved participants in each ward were written on small pieces of papers and put into a hat. The hat was rigorously shaken and with help of a friend the first hand-picked names were defined as the sample participants of the study. The process was repeated in the next ward until a sample population to 16 participants was achieved, the participants' description is as presented in the table below.

### **3.3.2 Purposive Sampling**

Purposive sampling was also used to choose eight (8) participants from Zhombe ward 9 and 10. Purposive sampling was described by Klave (1996) as a purposeful or convenient selection of participants from a pool of respondents and Yin (2009: 106) referred these respondents as “data rich” respondents. According to Creswel (2003) purposive sampling is also known as purposeful, judgmental or convenience sampling which simply referred to intentional selection of individuals or situations which are likely to yield a greater understanding of the phenomenon of interest. In this case the researcher used his prior knowledge and judgement in choosing the participants. Hence, the researchers’ knowledge and judgment were used to select the two (2) Ward Councilors, two (2) Behavioral Change Facilitators, two (2) Health Workers and two (2) Plan International Representatives in the two wards respectively. The participants were chosen simply because they were available and the fact that they were knowledgeable and responsible for monitoring, supervising, mentoring and chairing ward child protection meetings among other functions. Hence, they were well versed and knowledgeable of the CCW functions and mandatory in the two wards respectively.

Therefore, purposive sampling was mainly chosen for its abilities to choose knowledgeable, data rich participants in the proposed study thereby, allowing gathering of relevant data from knowledgeable people (Yin, 2004). Furthermore, purposive sampling allowed the researcher to select resourceful participants who are well versed in the study area reducing volumes of data by having key and most valuable data (Mertens, 2005).

The target population, sampling procedures, sample and desired research instruments are represented in the table below:

Table 3.1: Showing target population, sampling procedures, sample and instruments.

<b>Ward 9 &amp; 10</b>	<b>Sampling Procedure</b>	<b>Sample</b>	<b>Instrument</b>
CCWs	Random	10	Questionnaire
In-School CPCs	Random	4	Questionnaire
Ward CPCs	Random	2	Questionnaire
Ward Councilors	Purposive	2	Interview
Behavioral Change Facilitators	Purposive	2	Interview
Health Workers	Purposive	2	Interview
Plan International Representatives	Purposive	2	Interview
<b>Total</b>		<b>24</b>	

### 3.4 Research Instruments

Chisi et al. (2000) defined research instruments as tools the researcher use for collecting information and data needed to establish the state of affairs and problem under investigation. In the study participant observation, questionnaires and interviews were used to acquire data from the participants. Research instruments are discussed below.

#### 3.4.1 Document Analysis

Yin (1995) argued that document analysis involves a systematic review of both primary and secondary documents. The study manipulated documents to generate contextual and background information. Furthermore, document analysis was used as an analytical and

assessment tool to measure the effectiveness of the individual CCW and their combined efforts towards fulfilling and achieving the stipulated guidelines on monthly reporting systems. Documents such as National Case Management System program document; CCW's Peer Supervisory Reports; Village Child Committees' meeting minutes were also analyzed to get a better understanding of the CCW functions and mandate and to provide the premises and base to equate their efforts against the stipulated. Related literature and journals were reviewed to gain a broader perspective of Case Management systems.

Access and permission to the documents was properly negotiated and promise of no harm, information security, privacy and confidentiality was divulged to the respective offices and was made a priority in the study. Document analysis was vital for this study as supported by Patton (1990) who noted that, document analysis can give the investigator (researcher) ideas about important questions to pursue through questionnaires and interviewing.

### **3.4.2 Questionnaires**

Gray (2009) defined questionnaire as a research tool where participants are asked to respond to a set of questions that will be in a predetermined order. In simplicity Macmillan and Schumacher (1989) described a questionnaire as a set of questions or statements that assess attitudes, opinions, beliefs and biographical information. In the study semi-structured questionnaires were used to acquire information from the ten (10) CCWs, two (2) Ward Counselors, four (4) In-school Child Protection Committees' (CPCs) representatives from four schools and two (2) Ward CPCs drawn from Zhombe ward 9 and 10 respectively. The questionnaire was designed to capture demographic information of the participants; gain an

understanding on the functions and mandatory of the CCWs; get an understanding on the opportunities and challenges in child protection and to source out strategies to enhance effective child protection by the CCWs. Furthermore, as posited by Kumar (2005) the questionnaire was designed in simple, readable, well presented and sequenced format for easy following by respondents.

Questionnaires were used mostly for their abilities as noted by Robson (2008) that questionnaires reach a wider sample of the population within a shorter time and at low cost. Furthermore, semi-structured questionnaires were used for their ability as noted by Wimmer *et al.* (1997: 156) that, “semi-structured questionnaires allow the researcher to probe deeper into initial responses or to prior knowledge gained from other sources to gain more detailed answers to the questions”. Furthermore, as argued by Patton (1993) semi-structured questionnaires enabled the researcher to probe deeper into the insights drawn from observations hence, generating more relevant data of the case and at the same time triangulating the former techniques.

### **3.4.3 Interviews**

An interview is a formal meeting or conversation done with a person in order to obtain information about the subject under investigation. Sharon (1992) stated that, an interview is a form of research instrument where individuals are questioned orally. The main purpose of the interviews were to obtain valid and reliable data through the interviewee’s response to questions. Therefore, Face to face interviews are described by Khan and Cannel (1957) as a powerful discussion between two or more people. Whilst, Frey and Oishi (1995) further



defined an interview as a face to face purposeful conversation in which one person ask prepared questions (interviewer) and another answers them (respondent). To add on, Koul (1984) described interviews as a tool for gathering data through conversation between the researcher and the informant.

In the study six (6) face to face interviews were conducted with purposefully selected participants across National Case Management System (NCMS) structures drawn from Zhombe ward 9 and 10. Face to face interviews were mainly conducted to understand the effectiveness of the CCWs in child protection in Zhombe ward 9 and 10. Furthermore, interviews were used mostly for their advantages as noted by Wimmer et al., (1997: 156) that, “interviews allow researcher to probe deeper into initial responses to gain more detailed answers to the questions”. In addition, interviews are also highly recommended by Frey and Oishi (1995) as a very useful technique to gather particular data from a case.

### **3.5 Data Management and Analysis Plan**

Huberman and Miles (2011) argue that, data collection, storage and retrieval are important aspects of the entire process of data management. In essence, data management involved the capturing, storage of all data collected for any study. Therefore, a systematic approach to data management was applied in the study. This involved data source indexing, folder labelling and interview transcriptions. Data were generally stored in form of hard copies for example interview transcripts and copies of all questionnaire responses were kept in hard copies as well. Backup systems in the form of Compact Discs (CDs) were done.

Blumberg (2008 p. 418) described data analysis as, “the process of evaluating data using analytical and logical reasoning to examine each component of the data provided”. Whilst, Patton (1990, pp. 347-348) further noted that, “data analysis involves making sense of what people have said, looking for patterns, putting together what is said in one place, and integrating what different people have said”. Therefore, in the study data were analysed inductively and deductive. Although, Oleary (2004, p. 195) argued that “deductive reasoning (hypothesis verification/theory testing) is more associated with positivist/quantitative whilst inductive reasoning (to drive theory from specific instances) is seen as central to post-positivist/qualitative research, in practice the distinction is not clear-cut”. Data interpretation was informed and guided by an interpretive paradigm in order to assess the effectiveness of the CCWs in child protection. McMillan & Schumacher (2006, p. 317) described interpretive paradigm as “making meaning out of a phenomenon”. Therefore, an interpretive approach was appropriate for the study since it allowed for a deeper understanding on the CCWs functions and mandate; their challenges in executing their roles; the opportunities of child protection and strategies to enhance effective child protection system in Zhombe ward 9 and 10.

### **3.8 Ethical Considerations**

Mertens (2005) argued that research ethics is a process which should be carried out throughout the research process and not as an afterthought. In this light, the study incorporated ethics throughout the study. To add on, Bassey (1999) reminded us on certain freedoms when conducting researches in democratic societies such as, freedom to give and receive information and the freedom to publish research findings. Therefore, respect of freedom, a promise for honest, trustworthy research and safe guard to information security,

confidentiality and privacy was prioritized in this study. Suitor (2006) argued that ethical considerations are guidelines that demand adherence by the researcher to protect participants' right.

To add on, Karloff (2008) noted that ethics are professional standards that prescribe the right and wrong that bind researchers. Therefore, as a researcher, I adhered to the following research guidelines:

- Security of informants which means anonymity and confidentiality of informants hence, the need to protect participants from physical and emotional harm. Hence, in the study use of fake names and code system to ensure anonymity was done.
- Research honesty, which entails clearly outlining objectives and intended use if the data acquired in the study. Hence, the researcher informed participants on the objectives and the purpose of the study and what the result would be used for. This way informant were not fooled but empowered to make their independent decision to be included and participate in the study.
- Information security and confidentiality were a priority in the study. This was achieved through the use of coding system and assurance of information confidentiality.

### **3.9 Chapter Summary**

The chapter has discussed the research design, the study population, defined the population sample and discussed data collection procedures that were used. The chapter has also described the data collection methods used and further justified the choice. The chapter

further described data management and analysis plan and all the ethical questions observed in the study. In general the chapter gave an overview on how data were collected in Zhombe ward 9 and 10.

## **CHAPTER FOUR**

### **DATA PRESENTATION, INTERPRETATION, ANALYSIS AND DISCUSSION**

#### **4.0 Introduction**

The chapter presented the study findings, interpretation, analyzed and discussed the findings and insights in relation to literature. The chapter provided answers to the study's research objectives and research questions. In essence, the chapter answered the broad research objective of the study that is to assess the effectiveness of the Community Child Care Workers (CCWs) in the National Case Management System in Child Protection in Zhombe ward 9 and 10. The chapter has also presented the study's response rate and described the participants' demographic information before answering to the specific research objectives.

#### **4.1 Response rate**

The study findings are presented below:

Table 4.1: Response rate

Population	Instrument	Send out/planned	Received/conducted	Percentage (%)
CCWs	Questionnaires	10	10	100
CPCs/in school	Questionnaires	4	4	100
CPCs/ward	Questionnaires	2	2	100
Interviews		8	8	100
<b>Total</b>		<b>24</b>	<b>24</b>	<b>100</b>

The *table 4.1* above shows that out of all the 10 questionnaires send to the Community Child Care Workers (CCWs) they were all returned, while questionnaires sent to 2 Ward based Child Protection Committees (CPCs) and 4 In-Schools Child Protection Committees (CPCs) were all received back and for the planned 8 interviews with local Leadership members and the PLAN Ward representatives were all conducted. This therefore defines the study response rate as 100 percent and this was made possible through self-administration of the instruments and also considering that the researcher has a good working reputation with the subordinates and lastly, this was made possible because of the specific small population of the respondents included in the study. Since, the study response rate is 100% which is far above the recommended 70% by Mertens (2005), the study response rate is acceptable and validates the research findings and increases the reliability of the study.

## 4.2 Participants' Demographic Information

The study sought respondents' demographic information. This was of great importance since Child Protection activities are voluntary yet critical in our society hence it was necessary to understand the study participants. Respondents' demographic information is presented below:

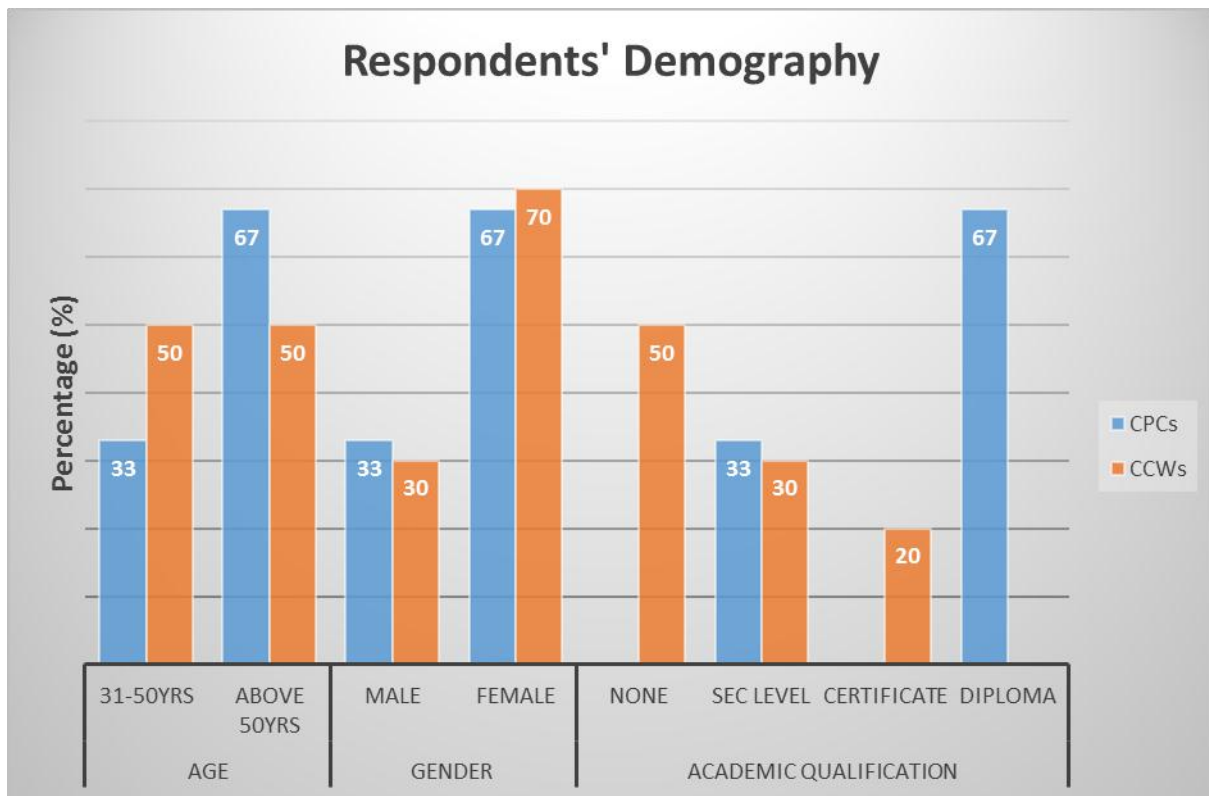


Fig 4.1: Showing respondents' demography

### 4.2.1 Age

Study findings on respondents' age are presented in *fig 4.1* above. The findings presented in *fig 4.1* shows that majority of the CPCs respondents (50%) are aged above 50 years whilst, 33% of the respondents are aged between 31-50 years and 17% of the respondents are aged below 30 years. The study findings further revealed equal (50%) distribution of the CCWs population in age groups below 30 years and between 31-50 years. In general the study findings shows that the majority of the study respondents are mature, energetic and

economically active. This therefore, justifies the study population as fit for the study since they are mature and old enough to be parents hence, they are knowledgeable and well-versed with all forms of child protection issues and commands some respect in the society as adults. These are the rightful population to gain a better understanding on child protection issues.

#### **4.2.2 Gender**

Study findings on respondents' gender composition is presented in *fig 4.1*. The study findings presented in *fig 4.1* shows that majority of the Child Protection Committees (CPCs) (67%) are females while, the remaining 33% are males. Whilst, majority of the Community Child Care Workers (CCWs) (70%) are females and the remaining 30 % are males. Overall the study findings shows that women dominates in the study by 69% while men constituted the remaining 31%. This therefore, defines the study population as feminist in nature and gender has an effect on several attributes including performance, determination, efficiency and effectiveness. Hence, in the study gender may have an influence on the respondents' effectiveness and this fact should be put into considerations since the study aimed to assess the effectiveness of the CCWs whom by chance are dominated by women (70%).

#### **4.2.3 Academic Qualifications**

Study findings on respondents' academic qualifications' composition is presented in *fig 4.1*. The study findings shown in *fig 4.1* reveals that majority of the Community Child Care Workers (CCWs) respondents (50%) haven't acquired any academic qualifications while, 30% of the respondents have acquired a Secondary level and 20 % of the CCWs have obtained a College certificate qualifications. The study findings further revealed that majority of the Child Protection Committees (CPCs) (77%) have attained a Diploma while the



remaining 33% have attained a Secondary education qualification. The study findings reveals that majority of the CCWs volunteers haven't acquired any formal educational qualification.

However there is need to emphasis that this doesn't mean they haven't been to school but could have reached Ordinary level but failed to get a certification or could have dropped out of school at ordinary level and because primary certification is no longer of any value people normally ignores it as an academic qualification. Furthermore, the study findings shows that only a few (20%) of the CCWs have attained a College certificate. These findings describes the CCWs as a mixed population of educated and non-educated which again have an implication to the effectiveness of the Child Protection program since the CCWs are the driving effort towards the success of the program since they interact with the community where cases are identified for further action. Furthermore, the findings shows that majority of the CPCs are educated, literate and knowledgeable. This may describe this wing as more accessible but the main worry is that they are trained and they report to the CCWs.

#### **4.3 The main functions and mandatory of the Community Child Care Workers**

The study further sought to understand the main functions and mandatory of the Community Child Care Workers (CCWs) in case management. The study investigated from the respondents selected from the Child Protection Committees (CPCs) in Wards and Schools. When the respondents were asked on how they work with the Community Child Care Workers (CCWs) their responses are presented below:

Table.4.2: CPCs perceptions on the role of CCWs in the wards and schools

<b>How do you work with the CCWs?</b>		
	Frequency	Percent
follow up cases on child abuse	1	16.7
fundraise child awareness activities in schools	1	16.7
they are our referral point for child protection issues	1	16.7
they go between child protection issues	1	16.7
they link us with the community	1	16.7
we refer child cases to them & they refer them forward	1	16.7
Total	6	100.0

The study findings shown in the above *table 4.2* shows that 17% across the group reported that in the course of executing their duties as Ward CPCs and as In-School CPCs the CCWs plays a critical role of making follow ups on child abuse cases, do some fundraising awareness activities in schools. Another 17% of the respondents reported that the CCWs are their referral points for child protection issues hence, they become the go between in child protection issues (17% of the respondents confirmed). 17% of the respondents also reported that the CCWs play a link role between the Ward CPCs and In-School CPCs and the community. Lastly, another 17% reported that the CCWs serve a purpose of receiving the Ward CPCs' and In-School CPCs' child abuse references and the CCWs refer them forward to the Social Welfare. In essence the study findings reveals that the CCWs plays a critical role in raising awareness in the communities, working with other case management structures such as the CPCs gathering information and references on child protection issues which they

later manipulate and refer to the forward procedural actions to ensure the safety and needs of the child are met.

The study further realized that when the CPCs in the study were asked on the role of CCWs in the respective wards and schools, the study findings are presented in *table 4.3*.

*Table 4.3: Showing CPCs’ perceptions on the role of the CCWs in the communities*

<b>What role does the CCWs play in your ward/at your school?</b>		
	Frequency	Percent
advisory role- psycho-social support in child protection	1	16.7
help by identifying cases- children for BEAM and drought relief programmes	1	16.7
impart knowledge to the pupils on child abuse issues, link school with the community, advise on changes in policies laws in relation to child protection	1	16.7
raise awareness on child protection issues; help out with sustainable projects i.e. gardening	1	16.7
to visit the communities & refer cases in schools communities to the child welfare	2	33.4
Total	6	100

The study findings shown in *table 4.3* above shows that 17% of the respondents viewed the role of the CCWs as an advisory role where they give psychological and social support in the protection of the child. While another 17% of the respondents mentioned that the role of the

CCWs is to help by identifying child protection cases and children needs assessment which includes identifying children who classify to benefit from the BEAM and drought relief programmes. Another 17% of the respondents reported that the CCWs role includes imparting knowledge to the pupils on child abuse issues, linking the school with the community and advice the school and communities on the changes in policies laws in relation to child protection. Whilst, another 17% mentioned raising awareness on child protection issues and went on to include that the CCWs are also responsible for helping out with sustainable projects i.e. gardening in the communities they are working in. Lastly, 33% of the respondents reported that the main role and mandate of the CCWs is to visit the communities and refer cases in schools communities to the Child Welfare.

The findings drawn from the CPCs basically shows the high role the CCWs have in the case management cycle. These findings have justified the role of the CCWs throughout the case management cycle or procedures which includes the identification and child needs assessment; referring the cases through the procedural steps which includes making an action plan, implementing the action plan, recording the action implemented, make case reviews, follow ups and track recording as well as identifying new cases, closing cases among others. This makes it eligible to further investigate if the CCWs are knowledgeable and involved in some of the above listed steps in case management.

#### **4.3.1 Identifying cases and assessing needs of vulnerable children**

The study sought to understand if the Community Child Care Workers (CCWs) role in Zhombe ward 9 and 10 included identifying cases of child abuse and needs assessment on vulnerable children. The study found the following:

Table 4.4: Showing Respondents' role in Zhombe 9 and 10

<b>Does your role involve the following?</b>					
<b>a) identifying cases of child abuse and assessing needs of vulnerable children</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	3	30.0	30.0	30.0
	agree	6	60.0	60.0	90.0
	disagree	1	10.0	10.0	100.0
	Total	10	100.0	100.0	

The study findings shown on *table 4.4* above reveals that majority of the CCWs (60%) respondents to the questionnaires agreed that their role involves identifying cases of child abuse and conducting needs assessment on vulnerable children in Zhombe ward 9 and 10. While, 30% of the respondents strongly agreed and only 10% disagreed. However, in conclusive this shows that majority of the respondents (90%) are aware of their roles as CCWs which is to identify child protection cases and assess the needs of those vulnerable children. The study findings are also in line with the 17% respondents drawn from the CPCs who also mentioned that one of the roles of the CCWs is to help to identify cases in the societies and this includes identification and selection of the children eligible for the BEAM and drought relief programmes. However, the 10% of the respondents drawn from the CCWs who disagreed may reflect on the level of ignorance in some of the CCWs on the actual role they are supposed to play in their respective societies. This ignorance may have an impact on the effectiveness of the CCWs in case management.

### 4.3.2 Formulating Action Plan

The study went on to investigate if the role of CCWs includes formulation of action plans.

The study findings are presented in the *table 4.5*.

*Table 4.5: Showing the role of CCWs*

formulating an action plan					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	6	60.0	60.0	60.0
	agree	4	40.0	40.0	100.0
	Total	10	100.0	100.0	

The study findings shown in *table 4.5* above shows that majority of the respondents (60%) who were the CCWs strongly agreed that formulating an action plan is one of the role and mandate of the CCWs. The findings further reviewed that the other 40% of the respondents also agreed that CCWs' role and mandate includes formulating an action plan. This shows that majority of the respondents in the study (100%) agreed that formulating an action plan is one of their roles and mandate. This reveals that the CCWs in the study were knowledgeable and well versed of the role they are supposed to play in the community.

### 4.3.3. Implementing the action plan

The study investigated if the CCWs role involves implementing the action plan. The study findings are shown *table 4.6*.

Table 4.6: Showing the role of CCWs.

<b>implementing the action plan</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	5	50.0	50.0	50.0
	agree	5	50.0	50.0	100.0
	Total	10	100.0	100.0	

The study findings shown in *table 4.6* shows an equal distribution (50%) on respondents' perceptions on implementing an action as a role for the CCWs. The findings revealed that 50% of the respondents strongly agreed while, another 50% agreed that one of the role played by the CCWs is to implement an action plan once they found a child protection case. This reveals that majority of the respondents (100%) are in acknowledgement that they have a role of implementing an action plan laid on identification of a child protection case. Making them knowledgeable and well versed of the role and mandate they are supposed to fulfill in their respective communities.

#### **4.3.4 Recording the action implemented**

The study went on to investigate if recording the action plan implemented is part of the CCWs routine role. The study found out the following:

*Table 4.7: Showing CCWs perceptions on recording the action implemented*

<b>recording the action implemented</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	5	50.0	50.0	50.0
	agree	5	50.0	50.0	100.0
	Total	10	100.0	100.0	

The study findings shown in *table 4.7* above reveals an equilibrium distribution (50%) of the respondents strongly agreeing and another 50% of the respondents agreeing that they have a role and mandate of recording the action implemented. This shows that majority of the respondents (100%) who are the CCWs are in strong agreement that they have a role and mandate to record the action plan implemented on any child protection case. This therefore confirms that majority of the CCWs are well knowledgeable and versed of the role and mandate of recording any action plan implemented on any child protection case dealt with.

#### **4.3.5 Case Reviewing and track recording**

The study further sought to understand if case reviewing and track recording such cases. The study findings are presented in the *table 4.8*.



*Table 4.8: Showing Respondents’ perceptions on case reviewing and track record the cases*

<b>case reviewing or track record the cases</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	6	60.0	60.0	60.0
	agree	4	40.0	40.0	100.0
	Total	10	100.0	100.0	

The study findings presented in *table 4.8* above shows that majority of the respondents (60%) strongly agreed and 40% of the respondents also agreed that case reviewing and track recording cases is part of their role and mandate. This therefore shows that 100% of the respondents agreed that they are responsible for case reviewing and track recording the child protection cases. This means that all the CCWs in the study confirmed their acknowledgement and awareness on their role of case reviewing and track recording the child protection cases.

#### **4.3.6 Referring cases and case follow ups**

The study further investigated if case referring and follow ups is part of the CCWs’ role and mandate in the communities they operate in. the study findings are shown in *table 4.9*.

Table 4.9: Showing respondents' perceptions on case referring and follow ups

case referring and follow ups					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	6	60.0	60.0	60.0
	agree	4	40.0	40.0	100.0
	Total	10	100.0	100.0	

The study findings shown above in *table 4.9* shows that majority of the respondents (60%) strongly agreed whilst, 40 % agreed that case referring and follow ups is part of their roles and mandate as CCW. This shows that majority of the respondents (100%) are in agreement that it is the role and mandate of the CCWs to refer cases and make follow up on the cases on child protection. The study findings are also in agreement with findings drawn from the CPCs (17%) who also mentioned that one of the roles played by the CCWs in the communities is to become a referral point to the community and make follow ups on the cases reported to the Child Welfare. This therefore, shows that being knowledgeable of this role is vital in case management and may go a long way in enhancing the effectiveness of the CCWs performance in the communities they serve.

#### **4.3.7 Identifying new problems or challenges arising in the communities**

The study went on to find out if CCWs' role and mandate includes identifying of new problems or challenges that arise in the communities they work and live in. the study findings are shown in *table 4.10*.

*Table 4.10: Showing respondents' perceptions on the roles and mandate of CCWs in communities*

<b>identifying new problems or challenges arising</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	7	70.0	70.0	70.0
	agree	3	30.0	30.0	100.0
	Total	10	100.0	100.0	

The study findings shown above on *table 4.10* reflects that majority of the respondents (70%) strongly agreed while the remaining 30% agreed that the role of the CCWs involve identification of new problems of challenges in the communities they serve. This means that all the respondents (100%) who were CCWs are acknowledging their role and mandate to identify new problems or challenges arising in the communities they are residing. This therefore mean that all the CCWs are well knowledgeable and versed with their mandate and role in the society and this knowledge should add up towards CCWs effectiveness in doing their roles.

#### **4.3.8 Closing cases**

The study further find out if the role of the CCWs involve closing cases within their reach.

The study findings are revealed in *table 4.11*.

*Table 4.11:* Showing respondents' perceptions on CCWs' role on closing cases

<b>closing the case</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	agree	7	70.0	70.0	70.0
	neutral	2	20.0	20.0	90.0
	disagree	1	10.0	10.0	100.0
	Total	10	100.0	100.0	

The study findings shown above in *table 4.11* reflects that majority of the respondents (70%) agreed that one of the CCWs role includes closing cases. While, 20% of the respondents remained neutral and only 10% disagreed that it is their role to close cases. This reflects a confusion among the respondents on the responsibility of closing cases. Although majority of the respondents are knowledgeable of the procedure and the mandate to close cases. The remaining 30% may reflect on the confusion and lack knowledge on their mandate and role in closing child protection cases and this may mean that some cases remain unclosed for some time and may hinder on resource distribution and may as well reflect on some degree of low track recording of cases. This alone may cause loss of thousands of dollars in misdirecting resources to cases which should have been closed long back. This may therefore, indicate some ineffectiveness in the WWCs.

#### 4.3.9 Establish family clubs and support groups for communities

The study went on to figure out if the CCWs partake in establishing family clubs or support group as part of their community role and mandate as a CCW. The study findings are presented in *table 4.12*.

*Table 4.12:* Showing respondents’ perceptions on the role and mandate of establishing community clubs or support groups.

<b>establishing family clubs or support groups for parents</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly agree	5	50.0	50.0	50.0
	agree	5	50.0	50.0	100.0
	Total	10	100.0	100.0	

The study findings shown in *table 4.12* above reveals an equal distribution (50%) on respondents’ perceptions on the role of establishing family clubs or support groups by the CCWs. This means that 50% of the respondents who were CCWs strongly agreed while another 50% also agreed that it is their role and mandate to establish family clubs or parental support groups in the communities they served. The study finding are also in agreement to findings drawn from the CCPs (17%) who also acknowledged that the role and mandate of the CCWs includes fundraising for child awareness activities and to help out sustainable projects such as gardening projects. In conclusive, this shows that all the CCWs (100%) are aware and knowledgeable of their role and mandate to establish community parental clubs or groups. This knowledge may have an influence on the effectiveness of the CCWs in executing their role and mandate in the communities they serve.

#### 4.4. Challenges faced by CCWs in child protection.

The study went on to investigate on the challenges faced by the CCWs in pursuit of their role and mandate in the societies and communities they served. The study findings revealed 6 major challenges namely lack of training and frequent trainings; lack of financial motivation/incentives, cultural factors, lack of legal protection, poverty and lack of community support. The challenges are discussed in detail below.

##### 4.4.1 Training

The study went on to find out if training has any influence in hindering the effectiveness of the CCWs in delivering services in the local communities. The study findings are presented below.

*Table 4.13: Showing findings drawn from respondents on the challenges faced by the CCWs*

<b>were you trained in child protection case management</b>		
	Frequency	Percent
yes	10	100.0
<b>if "Yes" was your training enough and why?</b>		
"No" too few days, little time yet, a lot was covered in a short space of time; a lot had to be taught & learnt in so short time; too little time yet much to be learnt	6	60.0
"Yes" it helped us to deal with cases of children protection	1	10.0
inadequate resources; no monetary benefits	2	20.0
we did not manage to master on how to read cases	1	10.0
Total	10	100.0

<b>How long was your training</b>		
5 days	10	100.0
<b>How often do you receive training?</b>		
3 months	10	100.0
<b>Does availability or lack of training affect your job? Explain:</b>		
"Yes' lack of knowledge & new information on changes and developments; lack of training affects because we lack information on new cases arising i.e. disabilities	3	30.0
"Yes" -I usually forget; lack of training usually make us forget our roles	3	30.0
"Yes" I don't know how to do my job	2	20.0
"Yes" limits my response strategies	1	10.0
lack of training demotivates & makes us feel informative	1	10.0

The study findings shown in *table 4.13* revealed that when respondents mostly drawn from the CCWs were asked if they had any training prior to their entry in case management, all the respondents (100%) reported that they had received some training. When the study further probed on the adequacy of the training received, majority of the respondents (60%) reported that "No" the training was held in few days which proved to be too little time yet, a lot was covered in that short space of time. They further mentioned that a lot was taught & learnt in so short time which made it very impossible to absorb all information learnt. The study further found out that the other 20% of the respondents also denied that the training was adequate. They mentioned inadequacy of training resources and lack of monetary benefits from the training. While 10% of the respondents also denied that the training was adequate pointing to the fact that they did not manage to master on how to read cases.

However, only 10 % of the respondents claimed that the training was adequate in fact it has helped us to deal with cases of children protection. The study findings brings an understanding that, training in itself was a shortfall, the training failed to deliver the respondents expectations which included enough time for information absorption and digestion as well as providing adequate training materials and incentives which can be in form of monetary benefits. This finding may reflect on dissatisfaction in the type and form of training the CCWs were involved in. the respondents showed a high degree of dissatisfaction especially on the time frame they had to be trained. This alone may have a significant influence on the CCWs' efficiency and precise in conducting and performing their role and the mandate of Child Protection.

The study findings further revealed that all the respondents who were drawn from the CCWs also confirmed that they all (100%) went through a 5 day case management training which is also often repeated quarterly that is after three months. However, when the study further probed on whether lack or availability of training affect their role and job execution, 30% of the respondents reported that, "Yes' lack of training leads to lack of knowledge and new information on changes and developments in child protection issues. They further revealed that lack of training affects them because they lack information on new cases arising i.e. disabilities. This alone worries when it comes to effective execution of roles when the respondents themselves are acknowledges that they are not aware of any changes or new developments in child protection issues. This therefore, may lead to ineffective execution of roles by the CCWs since they lack adequate and regular training.



The study findings further yielded that another 30% of the respondents drawn from the CCWs reported that "Yes" lack of training has caused them to forget their roles. While, another 10% of the respondents also reported that "Yes" lack of training limit their response strategies in child protection. Lastly, another 10% reported that lack of training demotivates and makes them to feel informative. These findings have one thing in common that is lack of training is detrimental to the effectiveness of the CCWs because they usually forget what they have learnt and this make much sense considering that 50% of the CCWs who were respondents to the questionnaire in this study were described as illiterate whom haven't achieved any educational qualification except for grade 7. Hence, their span of understand and concentration is jeopardized if a training is conducted in very little time and in a rush worse still in a difficult medium i.e. English which is strongly believed to be difficult yet the majority of the trainees are considerably slow learners or illiterate. This therefore, cause a major issue on efficiency and effectiveness of the CCWs. In this understanding availability, and frequency of training has an absolute effect on the effectiveness of the CCWs in the communities they served.

In addition, findings drawn from the CPCs questionnaires yielded similar to the earlier discussed findings from the CCWs' questionnaires on the effect of training on the effectiveness of the CCWs in executing their role and mandate in child protection. The study findings are presented in table 4.14.

Table 4.14: Showing training factors/constraints that challenges the CCWs

Training factors/constraints		
	Frequency	Percent
lack of training; more training is needed; some CCWs have no background knowledge on child protection	3	50.0
they are not frequently trained	1	16.7
never taught about CCWs; misunderstandings because training is just for CCWs	2	33.3
Total	6	100.0

The study findings shown in the *table 4.14* above shows that majority of the respondents (50%) reported on lack of training in the CCWs and calls for more training to equip them on child protection knowledge. As claimed by the respondents who mentioned that some of the CCWs have no background knowledge on child protection. While, 33% of the respondents reported that the on community clash with the CCWs mentioning that the community lack awareness on the role of the CCWs since they have never been trained nor taught about them and may end up in some misunderstandings since the training was only conducted with the CCWs.

This also shows that the CPCs are not well trained nor aware of the actual roles the CCWs plays in their societies and schools and may cause some conflicts. This finding may also make sense with the earlier finding drawn from the CPC's questionnaire data which mentioned on the need for the CCWs to upgrade their academic qualifications and if they are to serve as superiors to the CPCs whom are more educated as shown in *fig 4.3*. Furthermore, another 17% of the respondents reported that the CCWs are not frequently trained hence, the

reason some may show some signs of lack of knowledge although all CCWs (respondents to the questionnaires) reported to have attended the 5 day Child Protection training. These findings have a significant influence on the effectiveness of the CCWs in achieving their role and mandate in case management.

#### 4.4.2 Lack of financial incentives/motivation

The study went on to investigate if financial incentives/motivation has an effect on the CCWs' effectiveness in partaking their roles and mandate in the communities they live and serve. The study findings are presented in *table 4.15*.

*Table 4.15: Showing responses on receiving financial incentives/motivations*

<b>Do you receive any financial incentive/motivation?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	10	100.0	100.0	100.0

The study found out that all the respondents in the study reported that they do not receive any financial incentives or motivation in order to pursue their duties, roles and mandate. However, this finding is also in line with the insights drawn from the interviews which also confirms that the role of CCWs is purely voluntary, “the do not receive any form of financial incentives” as narrated by interviewee C1. These findings may have an implication on the effectiveness of the CCWs in pursuit of fulfilling their roles and mandate of child protection case management.

When the study further probed on how lack of financial incentives/motivation has impacted on the effectiveness of the CCWs in performing their roles and mandate. The study findings are presented in the table below.

*Table 4.16:* Showing respondents’ perceptions on how lack of financial incentives/motivation affects the CCWs roles and mandate.

	Frequency	Percent
makes it difficult to attend or report a case on time; I attend few cases because we don’t have transport;	3	30.0
I don’t have power, I get tired of using my own resources	2	20.0
no motivation; lack motivation & we are discouraged because we use our own resources; lack of incentives demotivates & less committed to the job; lack of financial incentives make us divide our attention	4	40.0
not all cases can be discussed on phone but some requires visiting & we don’t have transport	2	20.0
Total	10	100.0

The study findings shown in *table 4.16* shows that majority of the respondents drawn for the CCWs (40%) pointed out that lack of financial incentives/motivation has instilled no motivation in them, in fact this has led to lack of motivation and discouragement since they have to rely and use their own resources to fulfill their roles and mandate as Community Child Care Workers (CCWs). Furthermore, the respondents mentioned that lack of incentives has demotivated them and made them less committed to their roles and mandate and lastly,

this has led to divided attention since they are not financially gainfully employed and they still have to fend for their families. This finding was also strongly echoed by interviewee C2 who argued that, "... in this world of today you can't expect a person to volunteer without any financial motivation and perform to the best of their levels. Somehow, the same volunteers still need to cloth, eat, travel and you can't expect them to self-sponsor the Ministry mandate..." These findings and insights highly illustrate how difficult it is to achieve effectiveness from workers who are not motivated at all. Hence, lack of financial incentives or motivation may have a significant influence on the effectiveness of the CCWs in performing their roles and mandate in the communities they serve.

The study further found out that 30% of the respondents woe that lack of financial incentives or motivation makes it difficult to attend or report a case on time. They further reported that this result in them attending to few cases because they don't have transport. This therefore, impact on their efficiency and effectiveness in executing their roles and mandate. The study findings further revealed that 20% of the respondents reported that lack of financial incentives or motivation has limited their coverage because not all cases can be discussed on phone but some requires visiting and they don't have transport or the transport fees.

Hence, this make it difficult for them to cover mostly far distance since they have to rely on readily available resources that is walking to scene areas or villages. Hence, this again can limit the effectiveness of the CCWs. Furthermore, the study also found out that the other 20% of the respondents reported that because of the lack of financial incentives or motivation they are now powerless and got tired of using their own resources. This may show that the workers have burn out considering that there is a lack of financial resources and they can't

even keep using own resources to meet their roles and mandate. This overly means financial incentives or motivation plays a critical in motivating, assisting and enhancing effectiveness of the CCWs' role and mandate and without financial incentives or motivation CCWs' role and mandate is heavily affected.

The study further found out complimenting findings drawn from the questionnaires answered by the CPCs on challenges caused by financial factors or constraints. The study findings are presented below:

*Table 4.17: Showing financial constraints to effective child protection*

<b>financial constraints</b>		
	Frequency	Percent
some are not financially employed hence few sustenance; its voluntary hence few people are committed	2	33.4
lack of financial resources to do the awareness campaigns; limited financial resources to carry out the roles & duties; minimum budget	3	50.1
the community is not financially supportive	1	16.7
Total	6	100.0

The study findings shown in the table above shows a wide variety in respondents' perceptions on financial constraints that affect the effectiveness of the CCWs in case management. The findings reveals that majority of the respondents (50%) reported that lack of financial resources limit the CCWs from doing awareness campaigns; perform their roles and duties. In essence, the respondents reported that the programme work with a minimum budget which

doesn't allow the CCWs to financially benefit in any way or to provide the resources adequate to achieve their role and mandate. In support to this finding 33% of the respondents reported that most of the CCWs' are not financially gainfully employed hence, their role is voluntary in nature. The respondents further argued that because the CCWs' role is voluntary, few workers are committed to the work. This finding is not new but was also realized above on insights generated from the CCWs who also answered to questionnaires in the study. Lastly, the study found out that 17% of the respondents reported also reported that the community is not financially supportive meaning the CCWs have to seek for themselves in order to achieve their role and mandate of child protection in the communities they serve. This may mean deep deeper in their pockets as highlighted earlier on to purchase communication means such as airtime, to secure transport to visit the victims and further investigatory or needs assessment activities.

#### **4.4.3 Poverty**

The study went on to investigate if poverty is by any way hindering their effectiveness in executing their role and mandate in child protection. The study findings are presented in the table below:

Table 4.18: Showing the effect of poverty on CCWs' role and mandate in child protection

<b>How does poverty make your job challenging?</b>		
	Frequency	Percent
poverty is the root causes of the most cases here, & cases are on an increase; increases case load & vulnerability of children to be assisted; children suffer and cases are on increase & we can't cover them all because we are few & we are overwhelmed because cases arise but we can't handle them	7	10.0
frustrates because some cases we fail to help as individuals	1	10.0
makes me use my own finances which also cause troubles with my husband	1	10.0
the government is struggling to sponsor & support cases	1	10.0
<b>Total</b>	<b>10</b>	<b>100.0</b>

The study findings shown in *table 4.18* above reveals that majority of the respondents (70%) drawn from the CCWs and who respondents to the questionnaires were acknowledged that indeed poverty has caused some challenges to their role and mandate in child protection issues. They reported that poverty is the root cause to most of the child protection cases in Zhombe ward 9 and 10 and the cases are on an increase. They further mentioned that poverty has increased the case load and increase the number of vulnerable children who are in need of assistance. They further posited that poverty has made the children to suffer increasing the cases of child protection need which they can't even cover because they are few and they are overwhelmed by the rise in cases which they can't even handle. This finding is also in support to the insights drawn from the interviews which strongly argued that poverty has



destroyed the means and sustenance methods resulting in more child abuse cases in pursuit for a better life. These findings shows that poverty is a great threat to efficiency and effectiveness of the CCWs who are also part of the local communities and are suffering the same effects of poverty and may be hindered from performing their roles and mandate in the communities they serve.

The study findings further revealed that 10 % of the respondents reported that poverty has frustrated them because they fail to solve some cases which they can easily help out as individuals. While, another 10% further reported that poverty has left them with non-options when the need arise than to use own financial resources which also cause troubles with their husband/spouses. Lastly, because of the poverty child protection issues are on an increase and this has left the government struggling to sponsor & support the child protection cases identified in the societies. These findings shows how poverty is complicated and tangled within the social networks and has a devastative effects on the means of sustenance and support leaving the children victims and even more vulnerable. This therefore shows that poverty has a strong effect on the effectiveness of the CCWs. Furthermore if considerations are put on the fact that the CCWs are not financially gainfully employed and are part and parcel of the struggling societies hence, their effectiveness in child protection issues is inseparable from the poverty that exists in the communities they live and serve.

#### **4.4.4 Lack of Legal Protection**

The study went on to investigate if the CCWs are protected by the Zimbabwean law through the Ministry of Justice and Legal Affairs. The study findings are presented in *table 4.19*.

Table 4.19: Showing respondents' perceptions on Law protection

Are you by any chance protected by the law?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	7	70.0	70.0	70.0
	no	3	30.0	30.0	100.0
	Total	10	100.0	100.0	

The study findings shown in the *table 4.19* above reveals that majority of the respondents (70%) drawn from the CCWs who were answerable to the questionnaires agreed that they are protected by the law. While, the remaining 30% of the respondents disagreed that they are protected by the law. This may show that majority of the respondents are satisfied and comfortable of the protection rendered by the law. While, the minority (30%) are uncomfortable and unsafe in their execution of their roles. However, this finding on the minority (30%) of the respondents is worrying considering that these are the frontline personal responsible for identifying cases of child protection in the society and this insecurity may reflect lack of knowledge but has a detrimental effect on the effectiveness of the CCWs in executing their roles and mandate in the societies they serve. Insecurity or lack of knowledge on law protection may also position the CCWs more vulnerable and ineffective in the execution of their role and mandate in the communities.

The study further probed on CCWs' vulnerability from the community or child abuse perpetrators. The study findings are presented in the table below:

Table 4.20: Showing perceptions on CCWs' vulnerability from the community or child abuse perpetrators

<b>If "NOT" how vulnerable are you from the community/child abuse perpetrators?</b>		
	Frequency	Percent
hatred and death threats	1	10.0
n/a	7	70.0
threatened at times	1	10.0
threats on my life	1	10.0
Total	10	100.0

The study findings shown in *table 4.20* above reveals that majority of the respondents reported that they didn't know how vulnerable they are from the community and the child abuse perpetrators. While, a 10% of the respondents reported to have received some hatred and death threats whilst, another 10% reported that they are threatened at times and lastly, another 10% has reported to have received some threats on their lives.

This shows that majority of the respondents who reported unaware could be the once who have shown some appreciation on the justice system and have highlighted that they are protected by the law. While, the minority (30%) who have reported that they are not protected could be the same respondents (30%) who mentioned fear from hatred and death threats in the societies or from the perpetrators they have dealt with before. However, when such scenarios happens when a volunteer CCW receive a death threat in a job/role she/he is not financially benefiting it is always difficulty to devote 100% commitment and engage in

the role effectively under such conditions. Hence, this findings have a significant impact on the CCWs effectiveness in child protection case management.

The above findings are also in line with study findings drawn from the questionnaires with the CPCs. The findings are presented in the table below:

*Table 4.21: Showing legal factors/constraints that affect the effectiveness of the CCWs' role and mandate*

<b>legal constraints</b>		
	Frequency	Percent
CCWs & CPCs lack legal statutory protects them	1	16.7
lack of technical know-how of legal apparatus	1	16.7
legal frameworks are inaccessible to locals, language should be translated to local vernacular	1	16.7
need for simplified statutory documents to be issued to schools, children rights groups	1	16.7
no knowledge of the law	1	16.7
people are used to local community law and chiefs are too powerful	1	16.7
Total	6	100.0

The study findings shown in the *table 4.21* above reveals on the legal constraints the CCWs are challenged with when dealing with cases of child protection. These findings are therefore, complimenting to the few respondents mentioned above who felt that they are not protected and vulnerable. The findings from the CPCs explains on how causes of legal constraints and

on how the legal issues constrain the effectiveness of the CCWs' role and mandate. The findings reveals that 17% of the respondents drawn from the CPCs reported that both the CCWs and CPCs lack legal statutory protection. Again this finding share the same thoughts with the 30% respondents drawn from the CCWs mentioned above. At the same time another 17% of the respondents reported that the CCWs lack technical know-how of legal apparatus which may result in inefficient and ineffective reporting systems.

Furthermore, 17% of the respondents reported that the legal frameworks are inaccessible to the locals because they are not written in local vernacular forms which are easily accessible and understandable. This therefore, make the judiciary system an alien to the local communities and taking part in case management may create uncertainty to the individuals and the family at large. Hence, many cases go unreported and this has an implication on the effectiveness of the CCWs. In addition, another 17% just mentioned that the CCWs lack knowledge on the law while, another 17% called for the need of a simplified statutory documents which can be issued in schools and children rights groups to improve people's knowledge on the law. Whilst, 17 % of the respondents also reported that the local people are used to local community law and chiefs are too powerful hence, most of the communities are keen to go to the traditional local chieftainship for assistance of any sort. Yet chieftainship lack knowledge on the law and investigative skills to unleash truths and issue the stipulated sentence but just propel for community family arrangements and leave the victims traumatized and unsafe. However, breaking this customary law dependency is a mammoth task which the CCWs has to struggle with and may end their effectiveness in child protection be jeopardized.

#### 4.4.5 Community support

The study further probed to understand if the communities (ward 9 and 10) where the CCWs serve are supportive of their role and mandate. The study findings are shown in the table 4.22.

*Table 4.22: Showing respondents' perceptions on community's support to the CCWs' role and mandate in the communities*

<b>Is the community/parents supportive of your job?</b>					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	9	90.0	90.0	90.0
	no	1	10.0	10.0	100.0
	Total	10	100.0	100.0	

The study findings shown in *table 4.22* highlights that majority of the respondents (90%) agreed that they are receiving some support from the community/parents in child protection case management. Whilst, 10% of the respondents disagreed that the communities/parents are supportive in the execution of their roles and mandate in the respective communities they serve. This means that the majority of the respondents in the study are enjoying and satisfied with community involvement and participation in supporting them in the execution of their roles and mandate whilst, the few (10%) could have clashed and could be among the few who reported that they are threatened and feel the law is not protective and now the society may have been unsupportive. This observation is of great concern especially considering that the role and mandate of the CCWs is primarily working with the community and in addition, child protection issues are complex and difficult to handle individually without the help of the

community. This may show some degree on ineffectiveness in the few who are not working along with the communities.

The findings drawn from the questionnaires answered by the CPCs may help to understand the ordeal of the few respondents who might have found themselves unprotected by the law and in cross with the communities or perpetrators. The study findings shows the following:

*Table 4.23: Showing some challenges in child protection issues*

<b>In general from your own experience and knowledge what are the challenges in child protection?</b>		
	Frequency	Percent
It's not taken seriously by community members, few perpetrators are arrested	1	16.7
lack of information,	1	16.7
misunderstandings because training is just for CCWs	1	16.7
outnumbered by the number of people wanting help	1	16.7
some cases are too personal & risk to handle	1	16.7
some children are reluctant to participate	1	16.7
<b>Total</b>	<b>6</b>	<b>100.0</b>

The study findings shown above in *table 4.23* reveals that the CPCs had varying perceptions when it comes to the challenges faced by the CCWs in child protection case management. 17% reported that the challenges arise from the fact that child protection is not taken seriously by community members and also a shortfall on the lawsuit since only few

perpetrators are arrested. While, another 17% of the respondents blamed on lack of information and another 17% highlighted on the misunderstandings between the community and CCWs mentioning that this is because the CCWs are the only ones trained in case management issues. These findings concurs with the earlier found findings from the CCWs data. These findings highlights both on the lack of knowledge and concern by the community and also on the shortfall in policy and lawsuits in dealing with child abuse perpetrators leaving them roaming around in the communities unpunished resulting in causing more threats to the CCWs. These findings are worrying when assessing the effectiveness of the CCWs because they compromise efficiency and effectiveness in role execution and mandate fulfilment in the communities.

The study findings further revealed that 17% of the respondents selected from the CPCs who answered to the questionnaires in the study reported understaffed as a challenge to effective execution of their roles and mandatory. They mentioned that due to the low staffing in the wards they served they outnumbered by the number of children in need of assistance and by the numbers of reported cases which may need a follow up. Another 17% further highlighted that the issue of privacy and information confidentiality is a challenge in case management. They pointed out that in some instances the cases are too personal and risk to handle. This may impact on the effectiveness of the CCWs work. At the same time another 17 % reported that children's stigmatization and lack of confidence in the system has impact on the effectiveness of the CCWs. The study yielded that the 17% believed that some children are scared or reluctant to participate in the child protection process. Notably, the study findings overall identifies privacy and confidentiality of the information, understaffing, stigmatization and lack of confidence and reluctance to be involved and to take part in the child protection



process as challenges which have an impact on the effectiveness of the CCWs in conducting their mandate and fulfilling their roles in the communities they serve.

#### 4.5.6 Cultural Factors

The study went on to investigate on the challenges the CCWs are facing in child protection issue. The study findings have shown the following:

*Table 4.24: Showing cultural factors affecting effective child protection by the CCWs*

<b>What challenges do you think the CCWs are facing in child protection issues?</b>		
<b>a) cultural factors</b>		
	Frequency	Percent
community do not invest in the children because of poverty	1	16.7
follow the leader attitude & because of that many drop outs in schools	1	16.7
most parents are gold panners & don't sent their children to school	1	16.7
people are not used to get help from external or distant	1	16.7
some child don't realize they are being abused & wont report	1	16.7
some families still believe in privacy in family issues	1	16.7
<b>Total</b>	<b>6</b>	<b>100.0</b>

The study findings shown in *table 4.24*, drawn from the Child Protection Committees (CPCs) who were answerable to the questionnaires shows a wide spread views on cultural factors that are challenging the CCWs in handling child protection issues thereby determining the rate of CCWs' effectiveness in conducting their roles and mandate. The study found out that 17% of the respondents reported that because of poverty the community does not invest in the children. This findings was also highly reflected on in interviews insights. Interviewee C2 explained that, "poverty has hit us hard and because of that, culturally the boy child is highly privileged compared to the girl child hence, any investment is rendered towards making the boy child success at the expense of the girl child. In the act girl child is denied of her equal rights and intervention is required." This therefore, cause complex situations in the society and with the CCWs since, they are part of the societies and share almost equally but they have to balance their role and mandate of child protection. This therefore, impacts on their effectiveness in the executing their roles and mandate as Community Child Care Workers (CCWs).

The study further highlights that 17% of the respondents reported on the follow the leader attitude in the society as a major challenge to the effective execution of the role and mandate of the CCWs. The respondents reported that there has been a high school dropout rate because the children are failing to realize the importance and value of education since the elderly people also dropped out of school. Notably, in the study area is high illiteracy level which was also realized in the CCWs' education levels and in most leaders. Hence, the follow the leader attitude has forced many children out of school to engage in artisanal mining where most of the elderly people are engaged in. The issue of artisanal mining was also mentioned by another 17% of the respondents highlighting that most of the parents are artesian miners hence, they find no association between education and wealth. As such most

of the parents do not invest in education but always find artesian gold mining more rewarding and sustaining livelihoods. This therefore, increase cases of child protection from child abuse, child labour, drug abuse in children, sexual abuses in girl child and early or forced marriages in pursuit for livelihood sustenance.

The study also found out other cultural factors more close to family integrity as some of the challenges faced by the CCWs in child protection. Such factors identified in the study include the facts reported by 17% of the respondents who mentioned that some families are not used to get help from external or distant while, another 17% of the respondents mentioned that some children doesn't know or realize that they are being abused and they won't report whilst, another 17% of the respondents pointed out that some families still believe in privacy in family issues and such issues go unreported. These findings added up together may make up a real story in the local communities where families are not open to new interventions especially from outsiders and they want to maintain their social integrity within the family. This means that even if assistance is offered the families are still reluctant to accept and they are not ready to open up the social ills in their families and would rather protect family pride and connects than to expose fellow family members. As supported by interviewee C2 who explained that, "social factors are complex, just imagine a father abuse his own daughter what would the mother say and what would the daughter do when they all know that reporting may end the breadwinner castrated for a long period and their livelihoods are hammered and social traits are compromised." This may pose a great challenge to break these cultural and social perspectives when it comes to child protection. At the end compromise on the effectiveness of the CCWs' role and mandate in child protection.

#### 4.6 Opportunities for CCWs in child protection

The study further investigated on the opportunities for CCWs in child protection case management. The study findings are presented in *table 4.25*.

*Table 4.25: Showing opportunities in Child Protection*

<b>From your own work experience what are the opportunities in child protection?</b>		
	Frequency	Percent
helped in strengthening child protection systems; helped to deal with cases holistically; helped to understand children's rights	3	30.0
I can protect my children & the community; increases community stability & unity	2	20.0
personal growth in understanding children; teamwork and coordination in case management	3	30.0
trainings safeguards the children and community; we get information at home;	2	20.0
Total	10	100.0

The study findings shown in the *table 4.25* above reveals diverse opinions on the opportunities in child protection. The study findings drawn from the questionnaires answered by the CCWs reveals that 30% of the respondents reported that child protection has helped in strengthening child protection systems they further argued that it has helped in dealing with child protection cases holistically and has also helped the CCWs to understand children's rights. While, another 30% of the respondents reported that child protection has helped them in personal growth, especially allowing them to understand children and their vulnerability in

the societies and lastly, it has allowed them an opportunity for developing teamwork and coordination skills in case management. These findings shows that there is more than just child protection in case management but the involved members do also benefit by dealing with the children, they learn more about children protection issues and grow professionally through attributes such as team working and coordinating. These attributes are enough to enhance effectiveness of the CCWs in fulfilling their role and mandate.

The study further found out that 20 % of the respondents revealed that child protection has helped them in raising awareness on child protection issues and now they can protect their children and the community at large. They further highlighted that child protection has increased community stability and unity. This has come about after communities have learnt to speak out their voices and can stand up and protect the rights of the children. This has brought sense of oneness and common cause. The study further noted that 20% of the respondents also figured out that the trainings in child protection has helped to safeguard the children and community at large. This has also allowed the CCWs to get information at home, which may resemble high degree of cooperation and togetherness with the community. This somehow may reflect on some level of CCWs effectiveness through community involvement and participation in child protection issues.

#### **4.5 Strategies to enhance effective child protection by the CCWs**

The study went on to investigate on the strategies that can be implemented to enhance the effective child protection by the CCWs. The study findings are presented in *table 4.26*.

*Table 4.26: Showing strategies that can be implemented to enhance effective child protection by the CCWs*

<b>As a CCW what strategies can be done to make your role/work effective?</b>		
	Frequency	Percent
community sensitization and concretization on the importance and role of CCWs, sensitize the community on the scope of CCWs	2	20.0
give CCWs authority to close cases since officers at DCWPS are overwhelmed by work	1	10.0
headman & chiefs should not be involved in child cases	1	10.0
Should give incentives i.e. monetary incentives, give little groceries, transport money	4	40.0
more resources are needed i.e. uniforms	1	10.0
more trainings	1	10.0
Total	10	100.0

Study findings shown in *table 4.26* above reveals that majority of the respondents (40%) strongly emphasized on the need to incentivize as a better strategy to enhance effective child protection by the CCWs. The respondents highlighted on incentives such as monetary incentives i.e. bonus, commissions; little groceries or transport monies. They believe unleashing such incentives may boost the moral and commitment of the CCWs towards and in conducting their roles and mandate. The study findings further revealed that 20% of the respondents concurred that community sensitization and concretization on the importance, role of CCWs and on the scope of CCWs is a worthy strategy to enhance effective child

protection by the CCWs. These respondents are of the view that current clashes, lack of community support, is basically because the communities are not aware of the roles of the CCWs, their scope of work and mandate. Hence, enlightening on such roles may help out to bring forth a better understanding and cooperation between the communities and may go a long way to dismiss any misunderstanding or suspicion.

The study findings further revealed that another 10% were of the view that there is need to give the CCWs some authority to close cases since officers at DCWPS are overwhelmed by work. This came after a realization that some of the cases remain open for some time because they await the DCWPS authorization to close. Hence, granting and decentralizing closing authority to CCWs may go a long way in saving resources. While, another 10% of the respondents are of the view that excluding the headman and chiefs from child cases is a better strategy that may enhance effective child protection by the CCWs. This may have arisen from the earlier discussed observations that the local communities are reliant and comfortable of the customary lawsuits which are perpetuated through the chiefs and headman. Hence, excluding them from child protection cases may enhance effective child protection process.

The study findings also revealed that another 10% of the respondents pointed out to more resource allocation as a better strategy to enhance effective child protection by the CCWs. Some of the resources includes some uniforms for easy identification and recognition once in field and attending to child protection case management. Lastly, another 10% highlighted on the need for more trainings for the CCWs as a strategy to enhance their effective role and mandate in child case management. This may have come as a result of the earlier found complaints that the CCWs were only trained once in a 5 day training session. Hence, more

training and more frequent trainings are essential to update them on new developments and in ensuring them effective conduct of their role and mandate in child protection.

The study findings drawn from the CPCs who answered to the questionnaires in the study are presented in *table 4.27*.

*Table 4.27: Showing CPCs’ strategies to enhance effective child protection by CCWs*

<b>What strategies do you think can be implemented to enhance effective role of the CCWs?</b>		
	Frequency	Percent
should be trained regularly & more CCWs; CCWs should be more educative & knowledgeable because pupils are now more advanced	2	33.4
give identity cards,	1	16.7
improve communication between the CCWs and In-school CPC	1	16.7
resources especially air time	1	16.7
sensitize communities on the role of CCWs	1	16.7
Total	6	100.0

The study findings shown on *table 4.27* above shows that the majority of the respondents (33%) drawn from the CPCs who were answerable to the questionnaires pointed out to training as an effective strategy that can enhance the CCWs’ role and mandate. The respondents further reported that the CCWs should be regularly trained and become more educative and knowledgeable because most of the pupils they are dealing with have become



more advanced. Hence, a strong call to upgrade on the CCWs' education acquisition as noted earlier on and improve on training delivery since with the advent of technology children have become more advanced, unpredictable and experimental hence, a need to keep up to the call.

The study findings also shows that 17% of the respondents reported targeting on identity. They mentioned the idea of giving identity cards as a strategy to enhance better performance and effectiveness of the CCWs in tackling child protection issues. These respondents are of the view that some of the clashes and misunderstandings are due to lack of identity and recognition by the community. This mentality also concurred to another 17% of the respondents who pointed out to the need to sensitize the communities on the role of CCWs and with another 17% who pointed out on the need to improve communication between the CCWs and In-School CPCs. These strategies are developed from the understanding of the lack of recognition of the CCWs in the communities and schools hence, sensitization becomes an important strategy to ensure all the stakeholders are aware, appreciate and complement the efforts of the CCWs in child protection case management. This way the roles and mandate of the CCWs are appraised and achievement won't be a struggle any more. This observation is not unique to the CPCs but was also highlighted earlier on by the CCWs themselves hence, sensitization of the communities on the role and mandate of the CCWs is essential to make a more coordinated efforts. Lastly, like mentioned before by the CCWs the CPCs (17%) have also mentioned on the idea of making resources available to allow the CCWs' perform and fulfill their roles and mandate with perfection and effectiveness.

## **4.6 Chapter Summary**

The chapter has served to present the findings drawn from the CCWs, CPCs and interviews on the role and mandate of the CCWs, the challenges they face and opportunities in child protection. The chapter further presented and discussed findings on strategies to enhance effective child protection system. In essence, the chapter has laid for chapter five which follows where a summary of findings is given, conclusions are made and recommendations are drawn.

## **CHAPTER FIVE**

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

#### **5.0 Introduction**

The chapter served to present a summary of the findings drawn from the respondents who were answerable to the questionnaires and interviews in the study. The chapter will further concludes based on the findings drawn and the research objectives. Lastly, the chapter will provides some recommendations in relation to the study objectives and also in future research areas.

#### **5.1 Summary of findings**

The study yielded a high response rate (100%) which is acceptable and validates the research findings as well as justifying the reliability of the study. The study was also conducted with mature respondents. The majority of the Child Protection Committees (CPCs) (50%) were aged above 50 years whilst, 33% were aged between 31-50 years and 17% aged below 30 years while, an equal (50%) distribution was attained in the CCWs' age distributions between below 30 years and between 31-50 years. The study was also dominated by women (69%) while the males only constituted 31%. Lastly, the study was conducted with 50% of the CCWs respondents with none academic qualifications, 30% who acquired a Secondary level and 20 % who have obtained at least a College certificate qualifications. And some 77% of the Child Protection Committees (CPCs) with a Diploma and some 33% with a Secondary education qualification.

In essence, the study aimed to answer the following research specific objectives:

- a) To find out the main role and mandate of the Community Child Care Workers.
- b) To identify the challenges faced by CCWs in child protection.
- c) To explore the opportunities for CCWs in child protection.
- d) To recommend strategies to enhance effective child protection processes.

### **5.1.1 The main role/function and mandate of the Community Child Care Workers**

The study investigated on the main roles and mandate of the Community Child Care Workers (CCWs) in child protection. The study found out that 17% across the Child Protection Committees (CPCs) conferred that the CCWs plays a role of making follow ups on child abuse cases, do some fundraising awareness activities in schools. They are the referral points for child protection issues and are the go between in child protection issues between the Ward CPCs and In-School CPCs and the community. In essence, they play a critical role in raising awareness in the communities, working with other case management structures such as the CPCs gathering information and references on child protection issues which they later manipulate and refer to the forward procedural actions to ensure the safety and needs of the child are met.

Findings drawn from the CPCs further shows that the CCWs role includes advisory role providing psychological and social support in the protection of the child; identifying child protection cases and children needs assessment i.e. for BEAM and drought relief programmes. Their role also include imparting knowledge to the pupils on child abuse issues,

raising awareness on child protection issues and helping out with sustainable projects i.e. gardening projects.

Findings drawn from the CCWs shows that the main functions/role and functions of the CCWs involve the following:

***Identifying cases and assessing needs of vulnerable children***

The study found out that 60% of the respondents to the questionnaires agreed that their role involves identifying cases of child abuse and conducting needs assessment on vulnerable children in Zhombe ward 9 and 10 while, 30% strongly agreed and only 10% disagreed.

***Formulating Action Plan***

The study found out that 60% of the respondents strongly agreed while, 40% also agreed that formulating an action plan is one of the role and mandate of the CCWs.

***Implementing the action plan***

The study found out that, 50% of the respondents strongly agreed while, another 50% agreed that one of the role played by the CCWs is to implement an action plan once they found a child protection case.

***Recording the action implemented***

The study found out 50% of the respondents strongly agreed while, another 50% agreed that they have a role and mandate of recording the action implemented.

### ***Case Reviewing and track recording***

The study also found out that 60% of the respondents strongly agreed while, 40% of the respondents agreed that case reviewing and track recording cases is part of their role and mandate.

### ***Referring cases and case follow ups***

The study found out that 60% of the respondents strongly agreed whilst, 40 % agreed that case referring and follow ups is part of their roles and mandate as CCWs.

### ***Identifying new problems or challenges arising in the communities***

The study found out that 70% of the respondents strongly agreed while, 30% agreed that the role of the CCWs involve identification of new problems of challenges in the communities they serve.

### ***Closing cases***

The study found out that 70% of the respondents agreed that one of the CCWs role includes closing cases while, 20% remained neutral and 10% disagreed.

### ***Establish family clubs and support groups for communities***

The study also found out that 50% of the respondents strongly agreed that their role involves establishing family clubs or support groups in the communities they serve while, another 50% of the respondents also agreed.

### **5.1.2 Challenges faced by CCWs in child protection.**

The study found 6 major challenges faced by the Community Child Care Workers (CCWs) in effective child protection. Major challenges identified includes lack of training; infrequent

trainings; lack of financial motivation/incentives, cultural factors, lack of legal protection, poverty and lack of community support

#### **5.1.2.1 Lack of Training**

The study found out that 100% of the CCWs confirmed that they have received some training but, 60% of the respondents reported that the training was inadequate mentioning that it was held in few days which is too little time considering the content covered in that short space of time making it very impossible to absorb all the information learnt. While, 40% of the respondents also denied the adequacy of the training pointing out to the fact that they did not manage to master on how to read cases. The study further found out that 30% of the respondents reported that lack of training led to lack of knowledge and new information on changes and developments in child protection issues or on new cases arising i.e. disabilities issues. While, 30% reported that lack of training has caused them to forget their roles whilst, another 10% reported that lack of training limited their response strategies in child protection. Lastly, another 10% reported that lack of training demotivates and makes them to feel informative when handling child protection cases.

Furthermore, findings drawn from the CPCs reflects that 50% of the respondents also reported on lack of training in CCWs also mentioning that some of the CCWs have no background knowledge on child protection while, 33% mentioned that community lack awareness on the role of the CCWs and misunderstandings are inevitable since the training was only conducted with the CCWs. Hence, lack of training is bound to effect on the effectiveness of the CCWs in child protection.

### **5.1.2.2 Lack of financial incentives/motivation**

The study found out that all the respondents in the study reported that they do not receive any financial incentives or motivation in order to pursue their duties, roles and mandate. The study further found out that 40% of the respondents reported that lack of financial incentives/motivation has led lack of motivation and discouragement, less committed and to divided attention since the CCWs are not financially gainfully employed yet they still have to fend for their families. While, 30% found it difficult to attend or report a case on time and as a result they have only attended to few cases because they lack transport fees, whilst, 20% have been limited of their coverage because they can't afford visiting and lastly, 20% reported powerless and tired of using their own resources to fulfil the CCW role/function or mandate.

### **5.1.2.3 Poverty**

The study found out that 70% of the CCWs reported that poverty has posed a challenge on their role/function and mandate in child protection since poverty is one of the root cause to most of the child protection cases in Zhombe ward 9 and 10. Therefore, poverty has increased the case load and the number of vulnerable children who are in need of assistance. While, 10% reported that poverty has failed them to help out even small cases which can easily be helped out individually lastly, another 10% reported that because of poverty they have been left with non-options than to use own financial resources when the need arise which also cause troubles with their husband/spouses and at the same time the government is struggling to sponsor & support the child protection cases identified in the societies. Therefore, poverty has affected on the effectiveness of the CCWs in child protection issues.



#### **5.1.2.4 Lack of Legal Protection**

The study found out that 70% of the respondents drawn from the CCWs agreed while, 30% disagreed that they have legal protection. The study further found out that 10% of the respondents (CCWs) reported to have received some hatred and death threats whilst, 10% reported that they are threatened at times and lastly, 10% have received some threats on their lives and the majority (70%) showed they are not sure. Furthermore, the study found out that 17% of the CPCs reported that both the CCWs and CPCs lack legal statutory protection while, another 17% reported that the CCWs lack technical know-how of legal apparatus whilst, another 17% pointed out that the legal framework is inaccessible to the locals because of the instruction medium which is non-local vernacular. Lastly, another 17 % of the respondents also reported on local people's heavy dependency and faith in customary law.

#### **5.1.2.5 Community support**

The study found out that 90% of the respondents drawn from CCWs agreed that they are receiving some support from the community/parents in child protection case management while, only 10% disagreed. However, 17% of the respondents drawn from the CPCs reported that child protection issues are not taken seriously by community members and also considering the shortfalls in the lawsuit since only few perpetrators are arrested. Another 17% of the respondents blamed on lack of information on the CCWs by the communities and another 17% highlighted the misunderstandings between the community and CCWs because the CCWs are not formally introduced and communities are not aware of the CCWs roles and mandate. While, 17% reported on low staffing of the CCWs in the wards they serve being outnumbered by the number of children in need of assistance and by the numbers of reported cases which need follow ups. Whilst another 17% pointed to issues of privacy and

information confidentiality since some child cases are too personal and risk to handle and the families are not willing to share them. Another 17 % reported on children's stigmatization and lack of confidence in the Child Protection system and lastly, 17% believed that some children are scared or reluctant to participate in the child protection process. All together this explains the reasons to lack of community support.

#### **5.1.2.6 Cultural Factors**

The study found out that 17% of the CPCs reported that the local community does not invest in the children while, another 17% reported that there is a follow the leader attitude in the society which has led to high school dropout rate because the children fail to realize the importance and value of education since the elderly people also dropped out of school. Another 17% also reported that most of the parents are artesian miners hence, the children find no association between education and wealth instead may want to help out their families in artesian mining. While, another 17% mentioned that some families are not used to get help from external or distant whilst, another 17% pointed out that some children doesn't know or realize that they are being abused and they won't report lastly, another 17% reported that some families still believe in privacy in family issues and such issues go unreported. All together the cultural factors impact negatively on the effectiveness of the CCWs in child protection.

#### **5.1.3 Opportunities for CCWs in child protection**

The study found out that 30% of the CCWs respondents to the study reported that child protection has helped in strengthening child protection systems. In addition, it has helped in

dealing with child protection cases holistically and has also helped the CCWs to understand children's rights. Furthermore, 30% reported that child protection has helped them in personal growth, especially allowing them to understand children and their vulnerability in the societies. In addition, it has also allowed them an opportunity for developing teamwork and coordination skills in case management. While, 20 % mentioned that child protection has helped them in raising awareness on child protection issues and now they can protect their children and the community at large and has increased community stability and unity. Lastly, 20% reported that child protection has helped them to safeguard the children and community at large.

#### **5.1.4 Strategies to enhance effective child protection by the CCWs**

The study found out that 40% of the respondents strongly emphasized on incentivizing the CCWs. The incentives includes monetary incentives i.e. bonus, commissions; little groceries or transport monies. While, 20% reported on community sensitization and concertization on the importance, role of CCWs and on the scope of CCWs since this may help out to bring forth a better understanding and cooperation between the communities and may go a long way to dismiss any misunderstanding or suspicion. Furthermore, another 10% reported on the need to give the CCWs authority to close cases since officers at DCWPS are overwhelmed by work. While, another 10% reported on the need to exclude the headman and chiefs from child cases this is because the local communities are reliant and comfortable with the customary lawsuits which are perpetuated through the chieftainship. Hence, excluding them may give a leeway to child protection National Case Management system. Lastly, 10% reported on the need to allocate more resource such as uniforms and identity cards for easy identification and

recognition and more trainings for the CCWs. These strategies added together may enhance effective child protection by the CCWs.

## **5.2 Conclusions**

Overall based on the findings presented above the study reached a conclusion that the CCWs are not effective in child protection in the communities they are served. The study further reached the following conclusions:

### **5.2.1 Main role/function and mandatory of the Community Child Care Workers**

Based on the findings presented above the study therefore, concludes the following as the main role or functions and mandate of the CCWs: Identifying cases and assessing needs of vulnerable children; Formulating Action Plan; Implementing the action plan; Recording the action implemented; Case Reviewing and track recording; Referring cases and case follow ups; Identifying new problems or challenges arising in the communities; Closing cases; Establish family clubs and support groups for communities.

### **5.2.2 Challenges faced by CCWs in child protection.**

Based on the findings presented above the study therefore, concludes the following challenges lack of training; lack of financial incentives/motivation; poverty; lack of legal protection; lack of community support and cultural factors as the most prominent challenges faced by the CCWs in child protection.

### **5.2.3 Opportunities for CCWs in child protection**

Based on the findings presented above the study therefore, concludes that child protection has provided the following opportunities: helped in strengthening child protection systems in the communities; allowed for a holistic approach to case management and understanding of children's rights; helped in personal growth, in understand children and their vulnerability in the societies; developed teamwork and coordination skills in case management; raised awareness on child protection issues; protected the children and the community at large; increased community stability and unity; helped in safeguarding the children and community at large.

### **5.2.4 Strategies to enhance effective child protection by the CCWs**

Based on the findings presented earlier the study concludes on the following strategies: incentivizing the CCWs in form of monetary incentives i.e. bonus, commissions; transport monies or non-monetary i.e. little groceries; community sensitization and concertization on the importance, role of CCWs and on the scope of CCWs; authorizing CCWs to close cases; allocating more resource i.e. uniforms and identity cards and more trainings for the CCWs. These strategies added together may enhance effective child protection by the CCWs.

## **5.3 Recommendations**

Based on the study findings and literature insights the study recommends the following:

- There is need to sensitize and concertize the local communities on child protection issues, the role/functions and the mandate of the Community Child Care Workers in order to create a strong cooperation and partnership with the local authorities towards

an effective child protection system. Part of sensitization may also include raising awareness on child protection issues, interpreting the laws and policies governing child protection and lastly, the CCWs should be easily identified either by form of identity cards or by uniforms.

- There is need to incentivize the CCWs in order to motivate, encourage, increase their commitment and efforts towards child protection. Incentives may include cases based bonuses or commissions, transport reimbursements, groceries and uniforms.
- There is need to enroll more CCWs per ward to lessen travel distances within the wards. This may mean increasing the current 5 CCWs per ward to about between 10-15 workers. This will not only lessen caseloads but also raise awareness and coverage with minimum efforts preventing the few CCWs from being overwhelmed.
- There is also need to regularly train the CCWs upgrading on their knowledge, education and practice. This will not only equip them with knowledge and experience but will also go a long way to enhance their confidence and role in case management systems.

### **5.3.1 Recommendations for future studies**

- This study concentrated on the effectiveness of the CCWs in child protection in Zhombe ward 9 and 10. Hence, there is need to repeat similar study in other wards, districts and province for a generalized findings. This may award a national recognition if the study findings are generalized nationwide.

- The study focused mostly on the CCWs but there is also need to focus on other departments such as the In-School CPCs, Ward CPCs and the DCWPS for an enhanced effective child protection.

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## Appendix A: Questionnaire for CCWs



### MIDLANDS STATE UNIVERSITY

I am **Gwekwerere** studying Masters in Arts in Development Studies at the Midlands State University in the faculty of Arts. It is in partial fulfilment of my degree that I am supposed to conduct a study. Therefore, I am currently assessing the effectiveness of Community Child Care Workers (CCWs) in the National Case Management System in Child Protection. Your support, truthful and honest responses in this Questionnaire is highly appreciated. The outcome is strictly used for academic purposes, anonymity and confidentiality of information is guaranteed.

#### Questionnaire for CCWs

Code: .....

#### SECTION A: Demographic information.

Please Tick correct box (es)

Age: Below 30 years  31-50 years  Above 50 years

Length of service

Less than a yr  1-3 yrs  3-5 yrs  More than 5yrs

Academic qualification:

None  Secondary level  A' Level  College   
Certificate/Diploma

Other specify .....

**SECTION B: Main functions and mandatory of the CCWs in child protection**

**1. Does your role involve the following?**

a) Identifying cases of child abuse and assessing needs of vulnerable children

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

b) Formulating an action plan

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

c) Implementing an action plan

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

d) Recording action implemented

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

e) Reviewing the case or taking a track record of the case

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

f) Referring cases and follow ups

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

g) Identifying new problems or challenges arising

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

h) Closing the case

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

i) Conduct family clubs or support group for parents

1	Strongly Agree	2	Agree	3	I don't know	4	disagree	5	Strongly disagree

**SECTION C: Challenges faced by the CCWs in child protection**

2. Were you trained to equip you with the necessary knowledge and skills?

Yes  or No

b) If "Yes" was your training enough and why?

.....

.....c) How long was your training

.....

d) How often do you receive trained

.....

e) Does availability or lack of training affect your job? Explain:

.....

.....

3. Do you receive any financial incentives to do your job? Yes  or No

b) If No how does lack of financial incentive affect your job? Explain:

.....

.....

4. How does poverty make your job challenging?

.....

.....

5. Are you by any chance protected by the law? Yes  or No

b) If **NOT** how vulnerable are you from the community/child abuse perpetrators?

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6. Is the community/parents supportive of your job? Yes  or No

7. From your own work experience what are the opportunities in child protection?

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8. As a CCWs what strategies can be done to make you role/work effective?

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9. What strategies can be implemented to enhance effective child protection process?

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**Thank you**

## Appendix B: Questionnaire for CPCs



### MIDLANDS STATE UNIVERSITY

I am **Gwekwerere** studying Masters in Arts in Development Studies at the Midlands State University in the faculty of Arts. It is in partial fulfilment of my degree that I am supposed to conduct a study. Therefore, I am currently assessing the effectiveness of Community Child Care Workers (CCWs) in the National Case Management System in Child Protection. Your support, truthful and honest responses in this Questionnaire is highly appreciated. The outcome is strictly used for academic purposes, anonymity and confidentiality of information is guaranteed.

#### Questionnaire for CPCs

Code: .....

#### SECTION A: Demographic information.

Please Tick correct box (es)

Age: Below 30 years  31-50 years  Above 50 years

Length of service in CPC

Less than a yr  1-3 yrs  3-5 yrs  More than 5yrs

Academic qualification/current level:

None  Secondary level  A' Level  College   
Certificate/Diploma

Other specify .....

**SECTION B: Main functions and mandatory of the CCWs in child protection**

1. What are the main functions and mandate of your In-school/Ward CPC?

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2. How do you work with the CCWs?

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3. What role does the CCWs play in your ward/at your school?

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**SECTION C: Challenges faced by CCWs in Child protection**

4. In general from your experience and knowledge what are the challenges in child protection?

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.....What challenges do you think the CCWs are facing in child protection?

a) Cultural factors

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b) Legal factors/constraints

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c) Financial factors/constraints

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d) Training factors/constraints

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5. What strategies do you think can be implemented to enhance effective role of the CCWs?

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**Thank you**

## Appendix C: Interview Guide



### MIDLANDS STATE UNIVERSITY

I am **Gwekwerere** studying Masters in Arts in Development Studies at the Midlands State University in the faculty of Arts. It is in partial fulfilment of my degree that I am supposed to conduct a study. Therefore, I am currently assessing the effectiveness of Community Child Care Workers (CCWs) in the National Case Management System in Child Protection. Your support, truthful and honest responses in this Interviews is highly appreciated. The outcome is strictly used for academic purposes, anonymity and confidentiality of information is guaranteed.

#### Interview Guide

1. What are the main functions and mandate of the CCWs?
2. What role does the CCWs play in the wards and schools?
3. In general from your experience and knowledge what are the challenges in child protection?
  4. What challenges do you think the CCWs are facing in child protection?
    - Cultural factors
    - Legal factors/constraints
    - Financial factors/constraints
    - Training factors/constraints
5. What strategies do you think can be implemented to enhance effective role of the CCWs?
6. What strategies can be adopted to enhance effective child protection processes?

**Thank you**