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## A STUDY OF CHILD WELFARE SERVICES PROVIDED BY NON-GOVERNMENTAL ORGANIZATIONS IN THE JAIPUR DISTRICT OF RAJASTHAN

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### ABSTRACT

*The study finds out that Children are the budding flowers of the society. They are the future of any nation. Hence, their nurturing in all sense is very important for the overall development. United Nations explored that overall development is something which has got combination and balanced development of social, psychological, emotional and physical. It is also explored that each aspects of development are interrelated. Hence, variation in one of the aspect can bring variation in another. Therefore, each and every aspect of development is equally important in attaining overall development of the children.*

### KEYWORDS

child welfare, NGO, Jaipur.

### INTRODUCTION

India is the fifth largest economy in the world, after China, Germany, Japan, and the USA. As with many Western economies, healthy growth of an economy over a long term depends largely on the relevance of scientific and technological research to the needs and demands of that economy. Economic liberalization has intensified competition in all sectors, including research organizations and NGOs (non-governmental organizations). The bureaucracy riddled Government Agencies have been forced to make way for NGOs. When funds and resources are scarce, using them efficiently becomes a real challenge, requiring special skills and experience. Administrative services, which include such sections as personnel, accounts, purchase, training, and fleet management, therefore, play an important role in research organizations and NGOs. Efficient use of funds, pooling of material and human resources, and a proactive approach to administration are a few key features of an ideal administrative system within such organizations. It is therefore essential for personnel in administrative services to learn the techniques of managing resources effectively. The study of Child Welfare Services provided by the NGOs has something to do with the organization effectiveness of the organizations involved in such services.

In the olden civilized societies, the weaker sections, marginalized, resource poor, and power less in general and children in particular have had a good condition due to existence of two mechanisms. The traditional welfare institutions and associations such as, joint family, caste groups, panchayat system, religion, etc., were very strong in meeting the needs of the children. Besides, the socio-cultural values such as, impersonal thinking, group living, communal harmony also made the life of the children comfortable. During their unable conditions, these institutions, associations and values protected and never made any problem as a significant problem.

The processes of modernization, urbanization, industrialization have had a negative impact on the traditional welfare institutions and higher socio-cultural values. Further, the increasing processes of globalization, economic liberalization also have had a negative impact on the both traditional safe guards. As a result of it, the Government either state or central not able to manage to deal with social welfare needs of the society in general and children in particular. Therefore, NGOs are given a chance to act towards delivering welfare services to the children on behalf of the state machinery.

If we look at the present social conditions, nature, number and depth of the problems of the children are increasing. The severities of the problems are also increasing. As a result of it the Non-Governmental Organizations got a wide scope to deal with the children in delivering welfare services.

Since India's independence, the State machinery is making an effort to help the children. Over the period of time many departments have started for decentralization of works. Each and every department is rendering services mostly with the help of NGOs as they lack time, money and human resources. Until now so many programmes have been implemented for the children. Some of them are completed and some other on going. If we look at the change and development, it is difficult to make any mark authentically. In other words, by spending lot of resources of the state, and efforts made by government and NGOs were not able to produce or give considerable quality outcome. The programmes are only programmes. How they meaningfully met the needs of children is hardly answerable. On paper everything has been recorded. In practical terms, the situation is totally different.

It is to be noted that most of the NGOs lack professionals and systematic approach. They also lack in humanistic and holistic approach which are must for successful working of any organization. Without having committed professionals how systematic approach or appropriate management is expected? If there is no proper treatment don't it effect on the quality of services delivered? When the quality of service is affected, the total programme would get non-significant.

Our State lacks in resources. Whatever resources we have, it should meet the children who are in badly need of it. The programmes are devised to meet the vulnerable children. If the programmes are not implemented meaningfully it will be a waste attempt by both Governmental as well as Non-Governmental Organizations. Keeping in view this, the paper makes an attempt to understand the child welfare services rendered by NGOs in Jaipur district of Rajasthan with following objectives.

1. To understand profile of the non-governmental organizations providing child welfare services;
2. To understand about personnel, management, services and problems and difficulties of the non-governmental organizations providing child welfare services;
3. To understand personal background of the inmates and their opinion on services rendered by the non-government organizations in the area of child welfare; and
4. To understand personal background of the functionaries and their functioning in the non-governmental organizations rendering child welfare services.

### HYPOTHESIS

A detailed review literature enabled to draw some logical assumptions with reference to the child welfare services provided in Jaipur district.

1. The profile of the non-governmental organizations providing child welfare services have no association with the quality of service they are rendering;
2. The background of personnel, type of management, quality of services and problems and difficulties of the non-governmental organizations providing child welfare services have no association with the upliftment and development of children in Jaipur district;
3. The personal background of the inmates and their opinion on services have no association with the quality of services rendered by the non-government organizations in the area of child welfare; and
4. The personal background of the functionaries and their functioning have no association with the quality of services of the non-governmental organizations rendering child welfare services.

### METHODOLOGY

To satisfy and meet objectives of the study qualitative as well as quantitative methodologies are used. The study is exploratory in nature. A sample of 20 organizations providing child welfare services in Jaipur district are studied. The primary data were collected over face to face to interviews with the inmates, functionaries and the management itself of the non-governmental organizations providing services of child welfare in Jaipur district. A semi-structured interview schedule was



used with all the respondents. Further, participant and non-participant observation method was also used to triangulate the facts. The secondary data were collected from scientific journals, books, magazines, newspapers, dissertation abstracts, encyclopedias, internet websites publish by national and international organizations on voluntary organizations, and CD Rom on the research topic.

### PROFILE OF THE NGOS

Most of the Non-Governmental Organizations providing child welfare services in Jaipur district are located in urban areas surrounding Jaipur and the adjoining Shekhavati regions. Among the studied organizations many established between 1976 and 2013. They registered under Societies Registration Act 1960 and did not register under Foreign Contribution and Regulation Act and 80 G of Income Tax exemption. With reference to geographical area covered by them is limited to Jaipur district. The organizations have the aim to provide education to orphan, destitute and deprived children. They did not receive any award as recognition of their work. Have no projects of the local government, state government and international agencies and have executive members of 5 to 7 on an average.

### PERSONNEL DETAILS

The Non-Governmental Organizations providing child welfare services in Jaipur district have personnel between 11 to 15 members. It is to be noted that many organizations do not have professional social workers. However, it is mentioned that they have sufficient number of staff to work. They have a capacity building training to the staff for the human resource development.

### MANAGEMENT

Most of the Non-Governmental Organizations providing child welfare services in Jaipur district's pioneers have background of social work. However, they are educated up to graduation. For their contribution in the field of child welfare services, did not receive any award so far. They are hardly able to write project proposals and also unable to maintain documentation properly.

### SERVICE PROVIDED BY NGOS

Most of the Non-Governmental Organizations providing child welfare services in Jaipur district are providing services to 76 to 100 children in a year. Services are extended to both male as well as female children. Services are mostly provided to the normal children and that are of institutional and non-institutional. The organizations are providing computer and vocational training and books over book bank. Children are mostly received through Child Welfare Committee. The capacity of intake at a time is 100. The expenditure made on each inmate is Rs. 11,400 per inmate per year. However, they have financial constraints and not able to get projects easily and also do not get funds easily.

### SWOT ANALYSIS OF THE NGOS

The strengths of the Non-Governmental Organizations providing child welfare services in Jaipur district are reported as; infrastructure, trained and skilled staff, planning, problem solving, leadership and communication facilities. Weaknesses are identified by themselves as; Infrastructure, trained and skilled staff, recognition, communication facilities, documentation and interpersonal relations.

Opportunities are explored as; trained and skilled staff, resource availability, communication facility, documentation, interpersonal relations, leadership, planning, problem solving and recognition; and Threats pursued by them are; communication facilities, transportation and problem solving.

### PERSONAL BACKGROUND OF THE FUNCTIONARIES

Most of the functionaries of Non-Governmental Organizations providing child welfare services in Jaipur district are aged between 26 and 35 years, married and males. Working as a Superintendents and Care takers. Educated up to Graduation followed by +2 level. Have experience of up to 4 years followed by 5 to 10 years. Hails from rural places. Belong to other castes followed by scheduled castes and Hindu religion.

### FUNCTIONING OF THE FUNCTIONARIES

Most of the functionaries are providing services to the socially challenged followed by normal children. They led supportive role followed by managerial work. They are living at work place. With reference to satisfaction on their present work they are Satisfied. They spend uncertain time followed by 12 hours in a day. When it is asked about knowledge of child rights among them it is said that many are aware. They think that teasing children and discrimination based on socio-economic background are violation of the child rights. They also think that shouting and humiliating, providing improper food, shelter, clothing and education are not violation of the child rights. When it is asked about their expectation, they expect computer training and vocational training, better facilities and change in the policy of the organizations and not satisfied with the salaries and promotion policy.

### PERSONAL BACKGROUND OF THE INMATES

- A majority of the inmates in the Non-Governmental Organizations providing child welfare services in Jaipur district are identified as males;
- Aged between 7 and 12 years followed by 13 and 18 years;
- Hindus and followed by scheduled castes make up the population;
- Speak Rajasthani as mother tongue;
- Normally have no any disability;
- Hail mostly from rural followed by semi-urban areas;
- Have been with Ashram for in between 1 to 4 years;

### OPINION ON SERVICES OF THE ORGANIZATION BY INMATES

- Majority of the inmates like mostly food and teachers;
- Do not like playground followed by building and surrounding environment;
- Have comfortable room, cot, bed sheet, toilet, bathing facilities. However, considerable number of children reported that they do not get the same;
- Get satisfactory breakfast, lunch and dinner. However, considerable number of children reported that they do not get the same;
- Food is given twice in a day;
- Get timely and quality of treatment. However, considerable number of children reported that they do not get the same;
- Expect to improve the playground, garden, accommodation and food; and
- Expect to introduce computer education, vocational training, trained teacher, health and sport facilities.

### SUMMARY

Children are the budding flowers of the society. They are the future of any nation. Hence, their nurturing in all sense is very important for the overall development. United Nations explored that overall development is something which has got combination and balanced development of social, psychological, emotional and physical. It is also explored that each aspects of development are interrelated. Hence, variation in one of the aspect can bring variation in another. Therefore, each and every aspect of development is equally important in attaining overall development of the children.

Poverty is one of the major issues in the developing countries like India. It has got a bearing on most of the aspects of life for the middle and lower middle class people. The people living below the poverty line have to struggle for meeting their basic needs. These large sections face difficulties in fulfilling integrated needs of their children. Illiteracy and ignorance is the second aspect in most of the countries that push people into many disasters. Such disasters largely affect the weaker section of the society. Children are one of the vital sections of it. They are largely affected by adverse conditions resulted due to poverty, illiteracy and ignorance.

Children in need of care and protection and children in difficult circumstances are the weaker among the weaker section. Most of such children have either family support with chronic poverty or have absence of both. In such conditions, children need alternative supportive mechanisms. In other words, children who do not have care takers for their development are provided with alternative system by the government or non-government. Non-government organizations are one of those take up a vital responsibility of developing such children by providing their integrated needs and protect their rights and nurture them in such a way that they would be a responsible and creative citizens of the nation.

Understanding on functioning of any organizations needs the understanding from multi-dimensionality. It is to be understood from service givers as well as receiver's point of view. The service delivering personnel are also important in such understanding. In one sense, it is accessing organizational effectiveness from three levels. Hence, the services of child welfare provided by the Non-Governmental organizations are studied not only with the organizational perspective but also from the functionaries and inmates.

The non-governmental organizations providing child welfare services in Jaipur district are few as compared to actual needs. Most of the organizations have got multiple objectives of functioning. They are working in a limited geographical range. The major reasons for limited work are; lack skilled and professional staff, infrastructural resources and financial resources. They wish to take as many as projects for the implementation. However, so far, many depend on government for the financial support. The time taking procedures of the government push the organizations into complications.

The government procedural aspects have something to with this limitation. They lack human and financial resource. Despite limitations, they are functioning. How meaningfully they are functioning is questionable. SWOT analysis clearly shows that despite identified strengths the organizations are not able to overcome from weakness and also able to utilize opportunities to face threats. Hence, speaking, the organizations are putting effort only where there is a government support. If the support withdrawn, they do stop functioning.

The functionaries working in child welfare non-governmental organizations are mostly non-professionals. They lack ideological orientation and thereby lack in commitment and dedication. Working with given salary made them to satisfy within available resources. This has led them to compromise many their desires against scarce of resources. Suppression of desires and insecure feeling and familial commitments lead them into a burnout status.

The inmates availing child welfare services are mostly neglected children, destitute, orphan and belonging to lower socio economic strata. They lack family support. For them, it is inevitable to avail given services. They are mostly not aware about their rights. If their rights are violated by any, it is thought to be their fate and adjustment is the only solution before them. Their living conditions are not so appreciable. The reasons for the same lie with both the government and the non-governmental organizations. There is a need to improve the quality of services. This is possible only when the organizations work on some ideologies with lot of commitment and dedication and also provided proper and timely resources by the government.

Children availing services of the non-governmental organizations are not surely in good conditions. They are in a vulnerable condition. For that only non-governmental organizations are not responsible. It is also government, functionaries, parents, society at large is responsible.

In view of above following suggestions are made in order to improve the quality of services of the non-governmental organizations providing child welfare services in Jaipur district;

1. Non-government organizations providing child welfare services must be given a capacity building training on NGO management, communication skills, documentation, project proposal writing etc.
2. Orientation of child rights need to be given to the management, functionaries and inmates is important to protect rights of children.
3. There must be a monitoring and regulating system with frequent intervals need to be develop by the State machinery to ensure minimum quality services delivered by non-governmental organizations.
4. The organizations need to be supported in order to get registered under 80 G income tax relaxation and FCRA so that they can be able to generate sufficient funds within and outside the country for the sake providing better and greater services to the children.
5. The project sanctioning process and procedure of the government needs to be simplified and free from mal practices to avoid unnecessary delay and harassment to the organizations.
6. Infrastructure facilities need to be provided to the organizations providing institutional residential services to the children.
7. The support must be given to the non-governmental organizations in such a way that sufficient number of organizations must be available to provide services to all type of children viz., physically, mentally and socially challenged and normal children.
8. The functionaries working in organizations must be provided with proper facilities and adequate salary to keep their satisfaction level constant.
9. Each organization providing child welfare services must have a professional social worker and also special educationalist or such experts to deal with the type of child for their development.
10. Mainstreaming formal education of the children must be prioritized irrespective of their limitations.

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