CHAPTER VI
FUNCTIONAL EFFICIENCY OF CHILDREN’S HOMES IN NON-GOVERNMENT SECTOR

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CHAPTER VI
FUNCTIONAL EFFICIENCY OF CHILDREN’S
HOMES IN NON-GOVERNMENT SECTOR

6.1 Introduction

The non governmental efforts have in fact been the basic instrument for the development of child welfare services in India. Today these efforts fill the gap created by the government sector. This chapter discusses the everyday working, administrative functioning and organizational practices within the institutions for children in the non government sector. These institutions function under different names such as Balasadan, Children’s Home, Poor Home, Boy’s Home and the like. For the convenience of discussion they are referred to as Children’s Home in this study.

6.2 Data Presentation and Discussion

Data is collected from 106 non government institutions by means of interview schedule, observation, focused interview and case studies. The data is presented as a frequency distribution table or in diagrammatic form wherever found necessary. Each table is interpreted and inferences are drawn. Statistical tools such as Chi-Square and corelogram are also used wherever found significant. Data analysis starts with the general information regarding institutions and then analyses the specific variables. Hypotheses pertaining to the non government institutions are also analysed later.
### 6.2.1 District wise Distribution of Institutions

#### 6.2.1.1 Tabular Presentation

**Table - 6.1**

**District wise Distribution of Institutions**

<table>
<thead>
<tr>
<th>Districts</th>
<th>No. of Institutions</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kasargode</td>
<td>4</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Kannur</td>
<td>10</td>
<td>9.4 %</td>
</tr>
<tr>
<td>Wayanad</td>
<td>4</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Calicut</td>
<td>8</td>
<td>7.5 %</td>
</tr>
<tr>
<td>Malappuram</td>
<td>11</td>
<td>10.4 %</td>
</tr>
<tr>
<td>Palakkad</td>
<td>7</td>
<td>6.6 %</td>
</tr>
<tr>
<td>Trichur</td>
<td>12</td>
<td>11.3 %</td>
</tr>
<tr>
<td>Ernakulam</td>
<td>13</td>
<td>12.3 %</td>
</tr>
<tr>
<td>Idukki</td>
<td>4</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Alappuzha</td>
<td>3</td>
<td>2.8 %</td>
</tr>
<tr>
<td>Kottayam</td>
<td>15</td>
<td>14.2 %</td>
</tr>
<tr>
<td>Pathanamthitta</td>
<td>3</td>
<td>2.8 %</td>
</tr>
<tr>
<td>Kollam</td>
<td>4</td>
<td>3.8 %</td>
</tr>
<tr>
<td>Trivandrum</td>
<td>8</td>
<td>7.5 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>106</strong></td>
<td><strong>100 %</strong></td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.1.2 Discussion

The non-government sector has not ignored any districts of Kerala. Kottayam district has maximum number (14.2%) of institutions. Ernakulam, Trichur, Malappuram and Kannur districts also have comparatively higher number (12.3%, 11.3%, 10.4% and 9.4% respectively) of voluntary organizations for children. Lowest numbers of institutions are existing in Alappuzha and Pathanamthitta districts. These districts consist of only 2.8% of the total institutions. Though there are variations in the percentage of institutions in various districts, unlike the government sector, the non-government sector is not geographically biased. Not only that all the districts are covered by the non-government sector, they also have given importance to both rural and urban areas. There is a considerable number of institutions functioning in Kannur, Malappuram, Palakkad and other districts corresponding to the urban areas such as Ernakulam, Kottayam and Trichur. The non-government sector is more aware of the growing need in protecting needy children and fills up the gap created by the government sector. The values and commitment with which the voluntary organizations and workers are attributed enables them to take few steps and stand ahead of the government sector.

6.2.1.3 Tool(s) Used

Interview Schedule was sufficient to gain information regarding the district wise distribution of non-government institutions.
### 6.2.2 Gender wise Distribution of Institutions

#### 6.2.2.1 Tabular Presentation

**Table – 6.2**

Gender wise Distribution of Institutions

| District     | Institution for boys | Institution for girls | Total
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
</tr>
<tr>
<td>Kasargode</td>
<td>3</td>
<td>75%</td>
<td>1</td>
</tr>
<tr>
<td>Kannur</td>
<td>4</td>
<td>40%</td>
<td>6</td>
</tr>
<tr>
<td>Wayanad</td>
<td>1</td>
<td>25%</td>
<td>3</td>
</tr>
<tr>
<td>Calicut</td>
<td>5</td>
<td>63%</td>
<td>3</td>
</tr>
<tr>
<td>Malapuram</td>
<td>7</td>
<td>63%</td>
<td>4</td>
</tr>
<tr>
<td>Palakkad</td>
<td>4</td>
<td>66%</td>
<td>3</td>
</tr>
<tr>
<td>Trichur</td>
<td>4</td>
<td>33%</td>
<td>8</td>
</tr>
<tr>
<td>Ernakualm</td>
<td>5</td>
<td>38%</td>
<td>8</td>
</tr>
<tr>
<td>Idukki</td>
<td>1</td>
<td>25%</td>
<td>3</td>
</tr>
<tr>
<td>Alapuzha</td>
<td>1</td>
<td>33%</td>
<td>2</td>
</tr>
<tr>
<td>Kottayam</td>
<td>6</td>
<td>40%</td>
<td>9</td>
</tr>
<tr>
<td>Pathanamthitta</td>
<td>1</td>
<td>33%</td>
<td>2</td>
</tr>
<tr>
<td>Kollam</td>
<td>2</td>
<td>50%</td>
<td>2</td>
</tr>
<tr>
<td>Trivandurmu</td>
<td>3</td>
<td>38%</td>
<td>5</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>47</td>
<td>44%</td>
<td>59</td>
</tr>
</tbody>
</table>

Source : Interview Schedule
6.2.2.2 Discussion

Majority i.e., 56% of the institutions in the non-government sector are meant for girls and only 44% are meant for boys. Though the difference in the percentage of homes meant for both gender is not very alarming, yet a slight majority is noticed in the number of homes for girls. This is a trend different from government sector. Institutions for girls outnumber that of boys in ten districts. Only in four districts (Kasargode, Calicut, Malappuram and Palakkad) homes for boys are seen in greater number than that of girls. These are mostly the northern districts of Kerala. Highest number of homes for boys is noticed in Malappuram district i.e., 63% and for girls in Kottayam district i.e., 60%. This table offers a ray of hope for girl children. Non-government sector have risen above gender considerations and are acting according to the felt need of the society.

6.2.2.3 Tool(s) Used

The Interview Schedule used by the researcher could furnish details regarding the gender wise distribution of Children’s Homes in non-government sector.
6.2.3 Length of Service

6.2.3.1 Diagrammatic Presentation

Fig - 6.1

Length of Service

- 41% > 20 Years
- 34% > 30 Years
- 25% > 10 Years

Source: Interview Schedule

6.2.3.2 Discussion

41% of the voluntary organizations for children have existed for more than 20 years and 34% have been existing for more than 30 years and 25% have been existing for more than ten years. A considerable percentage of non-government organisations have stood the test of time and are still confidently marching ahead in the service sector. A pretty good number of institutions are newly established in a spell of ten years and above drawing inspiration from the success of the already established organisations. In the absence of an
alternative arrangement for saving the children in need of care and protection there is a need for greater number of institutions to protect them. The non government sector guided largely by the spirit of service has recognised this need and has acquired responsibility of protecting them.

6.2.3.3 Tool(s) Used

The information regarding the length of service of the institutions was gathered by means of Interview Schedule for the institutions

6.2.4 Number of Beneficiaries Supported

6.2.4.1 Diagrammatic Presentation

Fig - 6.2

Number of Beneficiaries Supported

Source: Interview Schedule
6.2.4.2 Discussion

Majority (32%) of the organizations support an average of hundred to two hundred beneficiaries. 28% of institutions support up to hundred beneficiaries and they form the second largest category. 8% are huge organizations supporting four hundred to five hundred inmates. 6% of institutions support even more than five hundred inmates. 17% of institutions support two hundred to three hundred children and 9% supports three hundred to four hundred children. This point out the fact that, voluntary organizations continue in the field of service with an intention of reaching maximum number of beneficiaries. One can also presume that they enter the field of welfare with a definite motive.

6.2.4.3 Tool(s) Used

Basic information about the number of children is provided by the Interview Schedule.

Observation has brought up an interesting feature regarding the number of institutions that the orphanages run by Muslim management support huge number of inmates compared to Hindu and Christian denominations. But some of the Muslim management institutions are communal. They admit only children from their religion while other homes are more open minded.
### 6.2.5 Categories of Beneficiaries

#### 6.2.5.1 Tabular Presentation

**Table – 6.3**

**Categories of Beneficiaries**

<table>
<thead>
<tr>
<th>Categories</th>
<th>No. of institutions supporting each category</th>
<th>Total number and percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Girls Number</td>
<td>Percentage</td>
</tr>
<tr>
<td>Destitute</td>
<td>59</td>
<td>100%</td>
</tr>
<tr>
<td>Cruelty from parents</td>
<td>12</td>
<td>20%</td>
</tr>
<tr>
<td>Unfit parents</td>
<td>24</td>
<td>41%</td>
</tr>
<tr>
<td>Missing / Runaway</td>
<td>11</td>
<td>19%</td>
</tr>
<tr>
<td>Sexually Abused / Risk of exploitation</td>
<td>31</td>
<td>53%</td>
</tr>
<tr>
<td>Vulnerable to drug addition</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Victim of natural calamity</td>
<td>4</td>
<td>4%</td>
</tr>
<tr>
<td>Orphans</td>
<td>42</td>
<td>71%</td>
</tr>
<tr>
<td>Street children</td>
<td>14</td>
<td>13%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.5.2 Discussion

This table depicts the figures regarding the number of institutions supporting various categories of children. Destitute children are supported by all homes for both boys and girls. Orphans are yet another category supported by highest number of institutions. 83% of homes for boys and 71% of homes for girls have orphans under its care. Victims of natural calamity are found in very small percentage of institutions. They are mostly the victims of tsunami that hit the state recently. 53% of the institutions for girls support sexually abused children which are indirectly revealing that exploitation is a major cause of worry as far as girl children are concerned while 34% of homes for boys have such children under its care. Missing or unaway children and street children are also found in large number of institutions for boys. (55% and 72% respectively). Vulnerability to drug addiction is a cause of worry among boys since this table shows that 47% homes for boys accommodate such children.

6.2.5.3 Tool(s) Used

Interview Schedule provided quantitative data. Observation is also used by the researcher which revealed certain significant features in the non government organizations.

Observation: It was observed that most of the homes do not maintain any register showing exact figure of each category of children under its care and hence number of children belonging to each category could not be presented here. The reasons stated by the authorities for this limitation is that the
population of these homes is flexible. There is a possibility for any child to be admitted or discharged on any given day and they find updating the data difficult. The huge number of beneficiaries supported by them also makes the maintenance of these figures difficult. Hence they could only give the researcher an idea about the various categories of children under its care and not the exact number of children in each category. The researcher’s observation in this regard is that the absence of computer makes the maintenance, updating and retrieval of data difficult for them.

6.2.6 Reasons for Institutionalisation among Beneficiaries

6.2.6.1 Tabular Presentation

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Girls</th>
<th></th>
<th>Boys</th>
<th></th>
<th>Total</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
<td>Percentage</td>
</tr>
<tr>
<td>Destitution</td>
<td>21</td>
<td>42%</td>
<td>19</td>
<td>38%</td>
<td>40</td>
<td>40%</td>
</tr>
<tr>
<td>Unfit parents</td>
<td>6</td>
<td>12%</td>
<td>2</td>
<td>4%</td>
<td>8</td>
<td>8%</td>
</tr>
<tr>
<td>Missing/runaway</td>
<td>2</td>
<td>4%</td>
<td>0</td>
<td>0%</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td>Sexually abused/risk of exploitation</td>
<td>0</td>
<td>0%</td>
<td>7</td>
<td>14%</td>
<td>7</td>
<td>7%</td>
</tr>
<tr>
<td>Orphans</td>
<td>13</td>
<td>26%</td>
<td>8</td>
<td>16%</td>
<td>21</td>
<td>21%</td>
</tr>
<tr>
<td>Street children</td>
<td>8</td>
<td>16%</td>
<td>14</td>
<td>28%</td>
<td>22</td>
<td>22%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>50</strong></td>
<td></td>
<td><strong>50</strong></td>
<td></td>
<td><strong>100</strong></td>
<td></td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.6.2 Discussion

Out of the hundred children interviewed by the researcher 40% of institutionalized children belong to destitute category. 8% are institutionalized due to their unfit parents. 2% are children missing from home and 7% were at the risk of exploitation. 21% of children are institutionalized due to their orphan status and 22% of them were street children. Among both genders destitute children form the largest category (42% among girls and 38% among boys). The second largest category among girls is orphans (26%) and among boys is street children (28%). Missing or runaway children were not found among boys and sexually abused and children at the risk of exploitation were not found among girls interviewed.

6.2.6.3 Tool(s) Used

Interview Schedule administered on the beneficiaries revealed the above data.

6.2.7 Sources of Fund

6.2.7.1 Tabular Presentation

<table>
<thead>
<tr>
<th>Source</th>
<th>No. of institution availing these source</th>
<th>percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government grants</td>
<td>106</td>
<td>100%</td>
</tr>
<tr>
<td>Foreign Funds</td>
<td>51</td>
<td>48%</td>
</tr>
<tr>
<td>Donations</td>
<td>66</td>
<td>62%</td>
</tr>
<tr>
<td>Sponsorship</td>
<td>17</td>
<td>16%</td>
</tr>
<tr>
<td>Religious and other organisations</td>
<td>34</td>
<td>32%</td>
</tr>
<tr>
<td>Others</td>
<td>3</td>
<td>3%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.7.2 Discussion

Main source of fund for all homes is the government grants. Government provides grants to limited number of children. As these homes support more number of children, they depend on additional sources for income. Foreign funds from funding agencies are received by 48% of the homes. These are mostly the homes that are well established and have been existing for several years. 62% of the institutions are receiving local donations in the form of cash and kind. But this is not a fixed income. 16% of the institutions are receiving sponsorship for children for various needs such as education, treatment, vocational training, food, picnics and the like. Children are sponsored in group by certain organisations and association during school re-opening to meet their educational expenses. 32% of the institutions are receiving funds from religious institutions such as church and mosque and also from trusts and committees under them. A small percentage of the offering they receive is given away to these homes. 3% of homes have developed their own technique of raising additional income.

6.2.7.3 Tool(s)Used

Apart from the interview schedule that furnished the above details, focused interview is also used by the researcher.

Focused interview revealed that three homes have innovated new methods of raising funds. One of the homes raises funds through website and by distributing pamphlets in offices and clubs. They have designed various
packages of sponsorship, each scheme specifying the purpose and amount of sponsorship. One such package is known as ‘Help a child to celebrate his birthday’ at a rate of five hundred rupees for a child in a year. Another package is ‘Tuition fee package’ at a rate of hundred and fifty rupees per child per month. The website and pamphlets give the public details of several such packages. The authorities are satisfied at the response they receive. Another organization raises funds by organizing cultural programmes of the children during Onam, New Year and so on for which they will be paid. Yet another home sent its beneficiaries in groups to residential areas in the locality and request for contribution. The first two methods are innovative and scientific and a good example for others to follow. The third method does not appear to be scientific.

Non government organisations depend on several other sources for funds. Government grants alone do not satisfy their demands. Though in small number, NGOs are thinking in terms of new ways of raising funds. Unlike the government sector there is a deliberate attempt on part of the voluntary organizations to raise funds in order to provide better services for its beneficiaries.
6.2.8 Adequacy of Funds

6.2.8.1 Diagrammatic Presentation

Fig - 6.3

Adequacy of Funds

34% Inadequate
66% Adequate

Source: Interview Schedule

6.2.8.2 Discussion

34% of the institutions are of the opinion that they have adequate funds to meet the needs of the beneficiaries whereas majority i.e. 66% of them face an inadequacy in funds. The financial difficulties are likely to adversely affect the efficient functioning of voluntary agencies. It is this financial crisis that tempts organisations to depend on unscientific methods of fund raising. This figure calls for a highly scientific and professional approach on the part of the non-government organisation. The spirit of service and commitment alone will not take the voluntary sector to a high platform. Proper planning of the
programmes and budgeting are also to be done right from the beginning in the context of enormous needs and scarcity of resources. Planning and budgeting are two essential aspects of social welfare administration. Most of the NGOs seem not to have given due importance for these aspects of administration.

6.2.8.3 Tool(s) Used

The scope of tools other than Interview Schedule is limited here

6.2.9 Infrastructural Facilities

6.2.9.1 Tabular Presentation

Table - 6.6
Infrastructural Facilities

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Infrastructure</th>
<th>Number of institutions</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Own land</td>
<td>73</td>
<td>69%</td>
</tr>
<tr>
<td>2.</td>
<td>Own building</td>
<td>73</td>
<td>69%</td>
</tr>
<tr>
<td>3.</td>
<td>Own Vehicle</td>
<td>41</td>
<td>39%</td>
</tr>
<tr>
<td>4.</td>
<td>Bed rooms</td>
<td>92</td>
<td>87%</td>
</tr>
<tr>
<td>5.</td>
<td>Dining Hall</td>
<td>38</td>
<td>36%</td>
</tr>
<tr>
<td>6.</td>
<td>Study Hall</td>
<td>24</td>
<td>23%</td>
</tr>
<tr>
<td>7.</td>
<td>Kitchen</td>
<td>106</td>
<td>100%</td>
</tr>
<tr>
<td>8.</td>
<td>Bathrooms and toilets at a ratio of 10:1</td>
<td>4</td>
<td>4%</td>
</tr>
<tr>
<td>9.</td>
<td>Cleaning and sanitation facilities</td>
<td>26</td>
<td>25%</td>
</tr>
<tr>
<td>10.</td>
<td>Sick room</td>
<td>8</td>
<td>7%</td>
</tr>
<tr>
<td>11.</td>
<td>Prayer Hall</td>
<td>23</td>
<td>22%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.9.2 Discussion

As indicated by the above table, majority of the homes i.e. 69% of them are functioning in own land and building and the rest 31% are functioning in rented buildings and land. Some of them will be shifting soon to own building after the construction is over while others are still waiting for some funding agencies or organizations to give grants to construct own building. Only 39% of the homes own vehicle. Separate provision for dining hall and study room are found only in limited number of organizations. 87% of the homes have separate and enough sleeping space for children while 13% are not able to provide dormitories or bed room. The children of these homes sleep in office room, dining hall, corridors, etc. 36% homes have separate dining hall and 23% have separate study hall. Bathrooms and toilets at the ratio prescribed by the Board are seen in only 4% of the homes. Only 25% of the homes have appointed a sweeper to clean the rooms and bath rooms while in 75% of homes it is the duty of inmates. 7% of institutions have separate sick room and only 22% homes have separate prayer hall. Most of these homes have a chapel or mosque attached to it.

The table above shows that infrastructural facilities are not satisfactory in all homes. All these homes are established with a definite aim and the accomplishment of its aims depend on good administration. A good administration is well aware of the various requirements in achieving the objective. Unfortunately it is found that social welfare administration in the non-government sector lacks proper planning and organization and hence the
infrastructure facility which is one of the basic necessities in providing welfare services is found to be neglected.

6.2.9.3 Tool(s) Used

Quantitative data was gained through Interview Schedule. Focused interview is also used here. Focused interview with the staff of one of the institutions revealed that homosexual tendencies are found among few children. According to the observation made by the staff these tendencies in them are accelerated due to the limited living space available in the home. The children sleep very close to each other in congested rooms thereby providing opportunities for them to indulge in such acts.

6.2.10 Educational Facilities in NGOs

6.2.10.1 Tabular Presentation

Table - 6.7

<table>
<thead>
<tr>
<th>Educational facilities</th>
<th>No. of institutions providing education</th>
<th>percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education to all children</td>
<td>19</td>
<td>18%</td>
</tr>
<tr>
<td>Lower Primary Education</td>
<td>106</td>
<td>100%</td>
</tr>
<tr>
<td>Upper Primary Education</td>
<td>106</td>
<td>100%</td>
</tr>
<tr>
<td>High School Education</td>
<td>106</td>
<td>100%</td>
</tr>
<tr>
<td>Higher Secondary Education</td>
<td>89</td>
<td>84%</td>
</tr>
<tr>
<td>College Education</td>
<td>37</td>
<td>35%</td>
</tr>
<tr>
<td>Professional Courses</td>
<td>13</td>
<td>12%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.10.2 Discussion

Regarding educational facilities, only 18% of the institutions provide education to all children under its care. In rest of the 82% of institutions there are varying numbers of children who are not attending schools or colleges. The reason for this as stated by the authorities is either the disinterest on part of the child or the failure in examination. Inability to pursue higher education due to low academic performance and lack of enough funds are also among the hurdles stated by the authorities. Education upto high school level is provided by all homes without any difficulty. This is made possible by sending children to either government schools or to schools under their own management. 84% of the institutions are providing education to deserving children at plus two level. 16% of the institutions are not providing education at plus two levels mainly because they support children up to fifteen years. After this age, children are either sent to their own sister concerns or referred to other homes or discharged with parents. 35% of the homes have inmates pursuing different levels of college education. 12% of the homes are providing professional education to its inmates. The professional courses for which the inmates are sent are nursing ITI, TTC, B.Ed, Journalism, lab technician course, etc.

From this table it is understood that all children supported by non-government organizations do not have an access to education. There are varying degrees of deprivation. While their normal counterparts receive high education followed by a career option, these unfortunate lot either have no
access to schooling or fail to give a satisfactory performance in academics. With some pockets of exceptions, childhood experience of education and other opportunities for improving life chances for these kids are grim. The absence of proper education clearly deteriorates the quality of childhood. It is hard not to conclude that the administrators and planners are washing off their hands from their responsibility by stating excuses such as poor performance of the child and lack of funds. They do not take any extra effort to help these children set a goal in life, motivate them or improve their performance. The following case will illustrate this.

6.2.10.3 Tool(s) Used

Interview Schedule provided the above data. Case study is also used which reveals the lack of importance given to the educational facilities by NGOs.

Case Study

Prasanth is 16 years old. He stopped schooling with VIIIth standard and is now learning screen printing in a press owned by one of the executive committee members of the home. Though he attempted VIIIth standard annual examination twice, he failed in both attempts. The reason for his failure as analysed by him is the difficulty in learning physics and mathematics. He expressed his desire to continue education and requested for one more chance to the authorities. With little help from some source he was sure he could manage. The education committee of the home discussed the case and decided that there was no hope by further sending him to school and it would be better
if he learn a trade and hence decided to send him to learn screen printing. If the goal of the administrators is to simply close every case, it would be relatively easy to make such a remark and decision but the question remains what would it do for Prasanth’s learning? Such cases of deprivation are seen in voluntary organizations in plenty. The programme planners should re-think their attitude and decision if the real welfare of each child is their intention.

6.2.11 Vocational Training Facilities in NGOs

6.2.11.1 Diagrammatic Presentation

Fig – 6.4

Vocational Training facilities in NGOs

Source: Interview Schedule

6.2.11.2 Discussion

Vocational training facilities are found only in 55% of the institutions. 45% of the non-government sector has no facilities of vocational training for its inmates. While education is a right for every child and providing schools a
duty for these homes, education is not the only thing that happens in childhood. Vocational training is an equally important area of concern for these homes. In the absence of vocational training, occupational rehabilitation of institutionalized children remains as a question mark. Here again a lack of proper vision for the programme planners is revealed.

6.2.11.3 Tool(s) Used

Interview Schedule was found sufficient in gaining the data presented above.

6.2.12 Various Trades in Institutions

6.2.12.1 Diagrammatic Presentation

**Fig - 6.5**

Various trades in institutions

![Diagram showing percentage of various trades in institutions](image)

Source: Interview Schedule
6.2.12.2 Discussion

Various trades in which training is offered by different institutions are revealed by this diagram. 44% of the homes provide training in type writing and 71% in tailoring. Both these trades are outdated. Rather than teaching them to merely cut and join clothes, training in new avenues of textile industry must be given such as textile designing, embroidery etc. 35% of homes provide training in book binding and 29% of homes offer computer training to its inmates. Training in carpentry, screen printing and painting are given by small percentage of homes (17%, 10% and 4% respectively).

There have been significant changes in the nature of work and the composition of the workforce in the past few years. Work is increasingly becoming specialized and considerable automation is occurring and our economy is emphasizing high technology. Those who are well educated in high tech areas have a promising future, whereas the children from these homes who are unskilled, face increased prospects of being trapped in the lower social economic class. The authorities should wake up and accept this reality and plan the programs accordingly.

6.2.12.3 Tool(s) Used

Other than the Interview Schedule the researcher has used observation as a tool to assess the quality of vocational training given in NGOs. Observation revealed that there is not enough resources in most of the homes to provide individual training. In some of the homes two or more children share a computer. Similarly in one of the homes it was observed that eighteen
children were trained in type writing with a single type writer and hence each child receive only one class in almost two months. Training in tailoring is also not different. Inadequate resources lower the quality and impact of training on children.

6.2.13 Availing Government Assistance

6.2.13.1 Qualitative Presentation

For the purpose of rehabilitating beneficiaries from various government aided institutions, the State Government has issued orders that give special assistance for inmates to secure better prospects of employment and training. Following are the courses for which seats are reserved in government institutions.

**ITI**

Pharmacists

Textile Technology Diploma

Printing Technology Diploma

Civil Engineering and Mechanical

The study has revealed that only 4% of the homes have made use of this provision in sending their children to ITI. All other provisions are unavailed by any of the homes under study.

6.2.13.2 Discussion

Lack of genuine interest in the betterment of beneficiaries is revealed here. Those institutions committed towards a cause will make use of every opportunity before them and explore for more opportunities. Unfortunately, it
is found that non government organizations fail to make the best use of the opportunities before them.

6.2.13.3 Tool(s) Used

Other than the Interview Schedule which furnished the above data, focused interview is also used. Focused interview with the authorities and staff of some of the organizations revealed that they were unaware of the government assistance. The home authorities lack updated information. This is reflected in their performance as well.

6.2.14 Counselling Facilities

6.2.14.1 Diagrammatic Presentation

Fig - 6.6

Counselling Facilities

Source : Interview Schedule
6.2.14.2 Discussion

This diagram indicates that 75% of homes in non-government sector do not offer counselling facilities for its inmates. Out of the 25% that offers counselling, 18% of the homes have appointed a full-time counsellor and 7% of the home have part-time counsellors. The researcher’s interaction with the home authorities and inmates have confirmed the existence of various problems such as aggressiveness, restlessness, scholastic backwardness, depression and negative thinking and low level of self-confidence among these children. These are problems that need highly therapeutic approach. The behaviour of the children must be understood in its total context because there is an interactive effect among various units. This responsibility can be effectively addressed by a professional and skilled person. Only a counsellor or a therapist can help the inmates to think for themselves, discover their conflicts, feelings and potential so that they can learn and try to solve their own problems. The voluntary sector holds an outmoded concept of welfare. They are motivated and guided by sympathy. The administrators need to be open towards the new concept of professional social work and enrich the existing welfare programmes.

6.2.14.3 Tool(s) Used

Information regarding the existence of counselling facilities in NGOs are provided by the Interview schedule. The need for counselling facilities in NGOs was confirmed through the focused interview.
Focused interview with the staff revealed the existence of problems such as aggressiveness, restlessness, scholastic backwardness, depression and negative thinking and low level of self confidence in the beneficiaries that require professional intervention.

6.2.15 Experience of Institutions and Counselling Facilities

Data presentation here has two aspects. A table describing the quantitative data and a diagram expressing the correlation between the two variables.

6.2.15.1 Tabular Presentation

Table 6.8

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Number of Institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In terms of experience</td>
</tr>
<tr>
<td></td>
<td>Number</td>
</tr>
<tr>
<td>&gt;10 years</td>
<td>27</td>
</tr>
<tr>
<td>&gt; 20 years</td>
<td>43</td>
</tr>
<tr>
<td>&gt;30 years</td>
<td>36</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.2.15.2 Discussion

According to this table, 25.4% institutions have been existing for more than 10 years and 11.3% out of them provide counselling facilities. 40.5% of institutions have been existing for more than twenty years and 9.4% out of them provide counselling facilities. 33.9% of institutions have
been existing for more than thirty years and only 3.7% out them are providing counseling to its inmates.

6.2.15.3 Diagrammatic Presentation

**Fig - 6.7**

Experience of Institutions and Counselling Services provided

![Graph showing experience vs. number of institutions and counseling services provided](image)

Source: Interview Schedule

6.2.15.4 Discussion

By using simple graph method also known as the correlogram, presence of correlation between the two variables, i.e. years of service and counseling facilities is determined here. Considering the two lines in this diagram, it is understood that the variables are not related. The two lines move in opposite direction, therefore the co-relation between the variables is said to be negative. It can be concluded here that several years of experience of the institutions in the service sector has nothing to do with the facilities
provided by them. Services provided by the organizations depend on other factors such as good visionaries, scientific thinking, professionalism and the like.

6.2.15.5 Tool(s) Used

Interview Schedule is used to gain information regarding the experience of institutions and counselling services provided by them.

Correlogram is used to determine the association between the two variables.

6.2.16 Social Integration Facilities in NGOs

6.2.16.1 Diagrammatic Presentation

Fig - 6.8

Social Integration Facilities in Non Government Organisations

Source: Interview Schedule
6.2.16.2 Discussion

Home visits, Adoption and foster care are not practiced in any home. They never felt the need to conduct home visits. Adoption could not be practiced as they are not recognized adoption agencies and the concept of foster care appeared new to all the homes. 26% of the homes conduct regular parents meeting though the participation level of parents are flexible 10% of the home included in the study mentioned that they take maximum efforts to occupationally rehabilitate maximum number of inmates.

6.2.16.3 Tool(s) Used

The quantitative data gained through Interview Schedule regarding the social integration facilities in NGOs is supported by case studies.

6.2.16.3.1 Cases Studies of Occupational Rehabilitation

Nisha, 24 years was very good at academics and she was given assistance by a home in Malappuram district to pursue B.Ed. and after which she was appointed as a teacher in a school under their own management. Saritha, 28 years completed her Engineering with the help of sponsorship which the home has arranged for her. She is now working abroad and is sponsoring a child in the same home. Maya, 23 years has completed journalism course at the press club, Trivandrum with the recommendation from the secretary of the home to which she belong and is now working as a trainee in Amrita channel. Though in small number, the education and training given by these homes and the efforts taken by them have brought light to the lives of these children.
20% of the homes mentioned that they provide familial rehabilitation. But all cases that these homes consider as familial rehabilitation could not be called so in its true sense. The following case will illustrate this.

6.2.16.3.2 Case study of Familial Rehabilitation

Ramesh is 16 years old. He was admitted to this particular home at the age of 8 due to the ill-treatment by his stepmother and alcoholic father. He has completed SSLC from this home. This particular home does not accommodate children above 15 years. Therefore once he completed 15 years his parents were called and he was discharged with them and the home call it a case of familial rehabilitation. Either the home could have referred him to some other institution or could have taken efforts to solve his family problems and then discharged him or could have arranged for a sponsor for him. The options are many but they did not consider the options and discharged the child. The voluntary sector seems to be satisfied by providing minimum facilities to the beneficiaries. The inefficiency and extremely impersonal approach is revealed here.

6% of the homes conduct follow up of the discharged cases in a systematic way and 30% of the homes have good net working with other similar homes and do referral service and only 13% of the homes consider it as their responsibility to look into the familial problems of the beneficiaries. Altogether this table reveals that a holistic approach towards the development of each and every child is missing in majority of the institutions.
6.2.17 Recreational Facilities

6.2.17.1 Tabular Presentation

<table>
<thead>
<tr>
<th>Recreation Facilities</th>
<th>Number of Institutions</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Television</td>
<td>94</td>
<td>89%</td>
</tr>
<tr>
<td>Library</td>
<td>21</td>
<td>20%</td>
</tr>
<tr>
<td>Indoor Games</td>
<td>18</td>
<td>17%</td>
</tr>
<tr>
<td>Outdoor games</td>
<td>32</td>
<td>30%</td>
</tr>
<tr>
<td>Picnics</td>
<td>48</td>
<td>45%</td>
</tr>
<tr>
<td>Music</td>
<td>8</td>
<td>8%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.2.17.2 Discussion

Television is the main source of recreation provided by non-government sector. 89% of the homes provide opportunities to watch television to its inmates. 20% of homes have library, 17% of homes provide indoor game facilities such as caroms, and chess and the like. 30% of the homes have outdoor game facilities. In 45% of the homes, a yearly picnic of the inmates is organized. 8% of the homes arrange music classes for its inmates. Music teachers in all these homes are doing voluntary service.

6.2.17.3 Tool(s) Used

Other than the Interview Schedule that provided the above information, observation is also used by the researcher.
Observation: It was observed that children have a great fascination in watching television. The library facilities except in five homes are not very good. Children are not encouraged and motivated to make use of the library. Indoor game facilities are also inadequate. There is not enough Chess board and carom board and its coins are also missing.

6.2.18 Maintenance of Registers

6.2.18.1 Qualitative Presentation

The Board of Control of Orphanages and other Charitable Homes insist that all NGOs should maintain the following registers.

- Admission Register
- Attendance Register
- Visitors Book
- Log Book
- Minutes Book
- Cash Book
- Complaint Book
- Office Order Book
- Staff Register
- Stock Book of Ration
- Stock Book of miscellaneous articles

The interview schedule has revealed that all homes maintain these registers.
6.2.18.2 Discussion

As in the case of government sector, the researcher was not asked to record her visit in any of the homes in the visitor’s book in non-government institutions as well. The accuracy in maintaining these registers is beyond the scrutiny of the researcher as these are strictly official records and documents. Case files of inmates though not prescribed by the Board are very essential in a welfare institution to keep track of the progress of every child but case files are maintained by few organizations.

6.2.18.3 Tool(s) Used

The tools of Interview Schedule and Observation furnished the above details.

6.2.19 Staff in the NGOs

Under the heading Staff in the NGOs, various aspects pertaining to the staff pattern in NGOs such as availability of staff, qualification of the staff, training for the staff, job satisfaction and reasons for job dissatisfaction of the staff are analysed.
6.2.19.1 Availability of Staff

6.2.19.1.1 Tabular Presentation

Table -6.10
Availability of Staff

<table>
<thead>
<tr>
<th>Details of staff pattern</th>
<th>No. of Institutions</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing committee</td>
<td>106</td>
<td>100%</td>
</tr>
<tr>
<td>Manager</td>
<td>106</td>
<td>100%</td>
</tr>
<tr>
<td>Warden</td>
<td>103</td>
<td>97%</td>
</tr>
<tr>
<td>Counsellor</td>
<td>26</td>
<td>25%</td>
</tr>
<tr>
<td>Rehabilitation officer</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td>Psychologist</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Medical officer</td>
<td>20</td>
<td>20%</td>
</tr>
<tr>
<td>Care takers</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Teachers</td>
<td>34</td>
<td>32%</td>
</tr>
<tr>
<td>Vocational Instructors (Part -time)</td>
<td>58</td>
<td>55%</td>
</tr>
<tr>
<td>Typist</td>
<td>76</td>
<td>72%</td>
</tr>
<tr>
<td>Clerk</td>
<td>19</td>
<td>18%</td>
</tr>
<tr>
<td>Cook</td>
<td>68</td>
<td>65%</td>
</tr>
<tr>
<td>Peon</td>
<td>20</td>
<td>20%</td>
</tr>
<tr>
<td>Watchman</td>
<td>84</td>
<td>79%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.2.19.1.2 Discussion

The Board of Control of Orphanages and other Charitable Homes prescribe that every home should have a managing committee and a manager and all the homes included in the study fulfills this criteria. The Board does not mention anything about the other categories of staff required in a home. All other staff mentioned in the table above is either insisted by the grant
giving agency or felt by the researcher as required for the proper functioning of the homes.

97% of the homes have a warden. In three homes warden was not found due to different reasons. In one of the homes, the earlier warden had resigned recently and the authorities are in the look out for a new person. In yet another home the manager is staying in the same compound with family and hence a warden is not appointed and in the third home the two cooks who stay in the institution at night substitutes the warden. The other administrative tasks are done by the manager and clerk.

25% of the homes have counsellors. As mentioned earlier 72% of them are full time counsellors and 28% are part time counsellors. Only 2% of the homes have rehabilitation officer. 20% of the homes have part time medical officer. A doctor from the locality is shown as the medical officer. Some of them visit the home occasionally. In other homes, children are taken to the medical officer during emergency for consultation. 80% of the homes do not have a medical officer and the children from these homes are taken to government hospitals when required. Though there is a government order to depute the District Medical Officers from nearest dispensaries or hospitals to visit these homes once a month, such a practice was not noticed in any of the homes.

There are no caretakers to give any personal care for the inmates. 32% of homes have teachers. 55% of the homes that provide vocational training have part-time vocational instructors. The other administrative staff such as
clerk, peon, cook, and typist is seen in non-government organizations at varying percentages. Watchman is appointed only in 79% of homes. Proper staffing is an essential aspect of social welfare administration. In order to carry out the various functions, appointment of suitable persons to various posts under the organization is essential. By such appointments the organization attempts to achieve a pattern of position and responsibilities which ensure unity of aim through supervision. Unfortunately in non-government institutions one cannot find a strong staffing pattern.

6.2.19.1.3 Tool(s) Used

Interview Schedule provided information on the staff availability in NGOs and focused interview revealed the reasons for the non-existence of staff and how the institution manage in the absence of these staff.

6.2.19.2 Qualification of the Staff

6.2.19.2.1 Tabular Presentation

Table -6.11

<table>
<thead>
<tr>
<th>Posts</th>
<th>Professionally Qualified (MSW)</th>
<th>Post Graduates</th>
<th>Graduates</th>
<th>Plus Two</th>
<th>SSLC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
<td>4(4%)</td>
<td>28(26%)</td>
<td>70(26%)</td>
<td>4(4%)</td>
<td>0</td>
</tr>
<tr>
<td>Warder</td>
<td>0</td>
<td>12(11%)</td>
<td>64(60%)</td>
<td>16(15%)</td>
<td>14(13%)</td>
</tr>
<tr>
<td>Counselor</td>
<td>11(42%)</td>
<td>15(58%)</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rehabilitation Officer</td>
<td>0</td>
<td>2(100%)</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>15</td>
<td>57</td>
<td>134</td>
<td>20</td>
<td>4</td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.19.2.2 Discussion

Table above shows the qualification of various levels of staff employed in the Children’s Homes in non-government institutions. 4% of the managers are professionally qualified and 26% of them are post graduates. Majority (70%) of managers is graduates and 4% of the managers are only qualified up to plus two level. None of the wardens and rehabilitation officers is professionally qualified. Majority of the wardens (60%) are graduates and 11% of them are post graduates. 15% of the wardens are only qualified up to plus two and in 13% are persons with SSLC qualification. 42% of the counsellors are professionally qualified and 58% of them are post graduates in either psychology or sociology. Rehabilitation officers are found only in two homes and both of them are post graduates. From this table we understand that professional training of the candidates is given little importance while appointing the staff in most of the institutions in non government sector.

Social Welfare Administration requires specialized knowledge. The administrators and other staff should possess sufficient knowledge regarding the agency’s aims, programmes, methods of treatment and social resources. Such knowledge enables the administrator to perform his tasks. They should know the technique of management and the principles according to which co-operative programmes are carried out successfully. Further they should also have a sound knowledge regarding social work principles and dynamics of human behaviour. In the absence of this knowledge, anyone will find it difficult to work satisfactorily in welfare sector.
6.2.19.2.3 Tool(s) Used

The above details are gained by the researcher through Interview Schedule.

6.2.19.3 Training for the Staff

6.2.19.3.1 Tabular Presentation

<table>
<thead>
<tr>
<th>Training for the Staff</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Institutions</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>By Social Welfare Department, Social Welfare Board</td>
<td>26</td>
<td>25%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.2.19.3.2 Discussion

None of the organizations have taken initiative to organize training sessions for its employees or even arrange workshops by skilled persons. 25% of the institutions included in the study mentioned that their staff has attended various training programmes organized by Social Welfare Department and Social Welfare Advisory Boards. From the previous table we understand that only a small percentage of staff in the non-government sector is professionally qualified and this increases the significance of training for the employees. The table 6-12 shows that even training for the employees is not given due importance. The lack of professional qualification and training for the staff can misguide the voluntary sector and can make them incapable of acting scientifically.
6.2.19.3.3 Tool(s) Used

The scope for tools other than Interview Schedule is limited in this context. Hence the data is gained through the interview schedule.

6.2.19.4 Job Satisfaction among Staff

6.2.19.4.1 Diagrammatic Presentation

Fig – 6.9

Job Satisfaction among Staff

![Pie chart showing job satisfaction among staff]

Source : Interview Schedule

6.2.19.4.2 Discussion

A total of 120 staff working in various posts were interviewed by the researcher from various institutions and majority of them i.e. 52% expressed that they are satisfied in their job and 48% of them expressed dissatisfaction. There is no significant difference between the percentage of staff who expressed satisfaction and dissatisfaction.
6.2.19.4.3 Tool(s) Used

The quantity of satisfied and dissatisfied staff in the non government organizations is revealed by the Interview Schedule administered on them.

6.2.19.5 Reasons for Job Dissatisfaction among Staff

6.2.19.5.1 Tabular Presentation

Table - 6.13
Reasons for Dissatisfaction among Staff

<table>
<thead>
<tr>
<th>Reasons</th>
<th>No. of Staff</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Remuneration</td>
<td>43</td>
<td>74%</td>
</tr>
<tr>
<td>Monotony</td>
<td>18</td>
<td>31%</td>
</tr>
<tr>
<td>Lack of Promotion</td>
<td>15</td>
<td>26%</td>
</tr>
<tr>
<td>Nature of job</td>
<td>28</td>
<td>48%</td>
</tr>
<tr>
<td>Strained relation with management</td>
<td>28</td>
<td>16%</td>
</tr>
<tr>
<td>Strained relation with Inmates</td>
<td>3</td>
<td>5%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.2.19.5.2 Discussion

Most of the staff expressed more than one reason for dissatisfaction. Majority i.e. 74% of the staff are dissatisfied due to the low remuneration they receive. Nature of job is a reason for dissatisfaction among 48% of the staff. Nights shifts, dealing with problematic children, need for patience and tolerance are the various factors associated with the nature of job that makes them uncomfortable. 31% of the staff finds their job monotonous and 26% are unhappy about the limited scope for promotion. 16% of the staff has strained
relation with management which makes them unhappy to continue and 5% is unhappy due to their strained relation with the inmates. Some of these are genuine reasons which can be overcome through proper planning.

6.2.19.5.3 Tool(s) Used

The data gained through Interview Schedule regarding the reasons for job dissatisfaction among staff is supported by case study.

Case Study

Omana is the warden of a home for girls. Her relationship with inmates is not very good. She knows that she is disliked by most of the inmates for her strictness and strong decisions. She allows the children to attend phone calls only in her presence, she scolds them when they fail in exams, force them to study till ten at night. She expresses her opinion regarding their dress, hairstyle and so on. She checks their bags, rooms and other belongings frequently. She questions almost every act and need of theirs. All this has created a strong dislike towards her among inmates. The inmates, most of them in their teenage who love freedom, privacy and fashion hate the warden’s behaviour. They have united against the warden and talk back to her. Though the warden has only good intentions, her unprofessional and strict dealings, which lack empathy towards the children has only worsened the relation between her and the inmates. As a result almost every day the warden and inmates fight each other making life difficult for all of them.

6.2.20 Beneficiaries in the NGOs

An analysis of certain significant aspects of beneficiaries in the non
government sector is made under the broad classification of ‘Beneficiaries in NGOs,. Gender and satisfaction of beneficiaries, reasons for dissatisfaction, years of stay and dissatisfaction among beneficiaries, beneficiaries’ view on the extent of institutional services and the problems faced by them are the aspects analysed in detail.

6.2.20.1 Gender and Satisfaction of Beneficiaries

6.2.20.1.1 Tabular Presentation

<table>
<thead>
<tr>
<th>Levels of Satisfaction</th>
<th>Girls</th>
<th>Boys</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
</tr>
<tr>
<td>Satisfied</td>
<td>21</td>
<td>42%</td>
<td>14</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>29</td>
<td>58%</td>
<td>36</td>
</tr>
<tr>
<td>Total</td>
<td>50</td>
<td></td>
<td>50</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.2.20.1.2 Discussion

35% of the inmates are satisfied in institutional life while a majority of 65% is dissatisfied. Dissatisfied children are found in high rate among both genders i.e., 58% among girls and 72% among boys. Comparatively dissatisfied children are found more among boys. 42% of girls are satisfied in institutional life while only 28% of boys find satisfaction in institutional life.

6.2.20.1.3 Tool(s) Used

Interview Schedule provided data regarding the satisfaction level of
beneficiaries of both genders in institutional life. The association between the variables – gender and satisfaction is analysed by the statistical tool of Chi-Square

**Statistical Analysis**

Proceeding with the hypothesis that gender and satisfaction of inmates are dependent, chi-square test is applied to test the association of these two variables. The calculated value of $\chi^2$ is 2.44 and table value of $\chi^2$ at one degree of freedom at 5% level of significance is 3.84. The calculated value of $\chi^2$ is less than the table value and hence the hypothesis is accepted. Gender of inmates does influence their satisfaction level.

6.2.20.2 Reasons for Dissatisfaction among Inmates

6.2.20.2.1 Tabular Presentation

Table 6.15

<table>
<thead>
<tr>
<th>Reasons</th>
<th>Girls</th>
<th></th>
<th>Boys</th>
<th></th>
<th>Total</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
<td>Percentage</td>
</tr>
<tr>
<td>Strained relations with staff</td>
<td>11</td>
<td>22%</td>
<td>33</td>
<td>66%</td>
<td>44</td>
<td>44%</td>
</tr>
<tr>
<td>Discrimination from society</td>
<td>23</td>
<td>46%</td>
<td>11</td>
<td>22%</td>
<td>34</td>
<td>34%</td>
</tr>
<tr>
<td>Punishments</td>
<td>18</td>
<td>36%</td>
<td>28</td>
<td>56%</td>
<td>46</td>
<td>46%</td>
</tr>
<tr>
<td>Partiality by Staff</td>
<td>32</td>
<td>64%</td>
<td>22</td>
<td>44%</td>
<td>54</td>
<td>54%</td>
</tr>
<tr>
<td>Lack of Freedom</td>
<td>35</td>
<td>70%</td>
<td>42</td>
<td>84%</td>
<td>77</td>
<td>77%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.20.2.2 Discussion

Among both gender lack of freedom is the main reason for dissatisfaction. 70% of girls and 84% of boys dislike institutional life for this reason. Partiality by staff is yet another reason found by majority (64% girls and 44% boys). 36% of girls and 56% of boys consider punishments as a reason for dissatisfaction. 44% have strained relationship with staff. Of this 22% are girls and 66% are boys. 46% girls and 22% boys hate institutional life due to the discrimination from society.

6.2.20.2.3 Tool(s) Used

The quantitative data gained by Interview Schedule is substantiated by case study

Case Study

Paul dislikes institutional life for the frequent punishments he receives. Paul belongs to a single headed family. His father died and mother could not raise three children and hence institutionalized two sons. Paul once received a punishment for a small mistake of his. He was given permission to go home for vacation for four days. He returned only after a week. He was punished for this reason which the home authorities considered as an irresponsible act.

As punishment, he was taken to the home secretary’s house on the next Sunday. He was asked to clean and dust the rooms of the secretary’s house an courtyard, wash the cars and water the plants in the garden. Paul hated to do all these while the secretary’s grand children who were of his age were playing and watching television. Moreover he was given the left over food of
the previous day while all others in the home enjoyed a good meal. He was given this punishment several times for various mistakes. Other children also had received the same punishment. The secretary’s act appears to be an exploitation of their disadvantaged position rather than a correctional measure.

6.2.20.3 Years of Institutional Stay and Dissatisfaction of Beneficiaries

Data presentation here has two aspects. A table presenting quantitative data and a correlogram representing the association between the two variables.

6.2.20.3.1 Tabular Presentation

Table 6.16

Years of Institutional Stay and Dissatisfaction of Beneficiaries

<table>
<thead>
<tr>
<th>Years of institutional stay</th>
<th>Number of children</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In institutional stay</td>
<td>Dissatisfied</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Number</td>
<td>Percentage</td>
<td>Number</td>
</tr>
<tr>
<td>&lt; 5 years</td>
<td>22</td>
<td>22%</td>
<td>18</td>
</tr>
<tr>
<td>5 - 10 years</td>
<td>25</td>
<td>25%</td>
<td>23</td>
</tr>
<tr>
<td>&gt;10 years</td>
<td>28</td>
<td>28%</td>
<td>24</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.2.20.3.2 Discussion

As this table reveals, 22% of children stay in institutions for less than five years and 18% of them are dissatisfied in institutional life. 25% has been staying for 5 to 10 years and 23% of them are dissatisfied and 28% has been staying for more than 10 years and 24% of them are dissatisfied.
6.2.20.3.3 Diagrammatic Presentation

Fig -6.10

Years of Institutional Stay and Dissatisfaction of Beneficiaries

![Diagram showing years of stay and dissatisfaction of beneficiaries]

Source: Interview Schedule

6.2.20.3.4 Discussion

The presence of co-relation between the variables – years of stay of beneficiaries in institutions and their dissatisfaction in institutional life is tested in the above diagram. It is observed that the two lines move in the same direction and hence there exist a positive corelation between the beneficiaries’ dissatisfaction in institutional life and their long years of stay in the institution. Lengthy institutional stay is adversely affecting the attitude of inmates.

6.2.20.3.5 Tool(s) Used

Interview Schedule furnished the quantitative data and correlogram is used to determine the association between the two variables.
6.2.20.4 Beneficiaries’ view on Institutional Life

6.2.20.4.1 Tabular Presentation

Table – 6.17

Beneficiaries’ View on Institutional Life

| Facilities offered by institutions | Girls | | | Boys | | | Total | | |
|---|---|---|---|---|---|---|---|
| | Number | Percentage | Number | Percentage | Number | Percentage |
| Solve personal Problems | | | | | | |
| Girls | 4 | 8% | 14 | 28% | 18 | 18% |
| Boys | | | | | | |
| Solve familial problems | | | | | | |
| Girls | 11 | 22% | 1 | 2% | 12 | 12% |
| Boys | | | | | | |
| Facilitate peer group interaction | | | | | | |
| Girls | 34 | 68% | 38 | 76% | 72 | 72% |
| Boys | | | | | | |
| Provide opportunities for talent promotion | | | | | | |
| Girls | 12 | 24% | 21 | 42% | 33 | 33% |
| Boys | | | | | | |

Source : Interview Schedule

6.2.20.4.2 Discussion

Only 18% of the children believe that institutions solve their personal problems and only 12% believe that institutions solve their family problems. Majority of the beneficiaries in the non government institutions are of the opinion that the institutional life does not solve their personal and familial problems. 72% of the institutionalized children are of the opinion that institutional life facilitates peer group interaction. 24% of the girls and 42% of boys believe that institutions provide them opportunities for promoting their talents through competitions.
6.2.20.4.3 Tool(s) Used

The above data was gained through the Interview Schedule administered on the beneficiaries.

6.2.20.5 Problems faced by Beneficiaries

6.2.20.5.1 Tabular Presentation

Fig - 6.11
Problems Faced by Beneficiaries

Source: Interview Schedule

6.2.20.5.2 Discussion

Majority of the children in the non government sector face problems such as lack of individual attention, lack of love and care and adjustment problems. 14% of girls and 20% of boys experience loneliness. Monotony is experienced by 52% of girls and 68% of boys. 58% girls and 84% boys experience lack of love and care. Lack of individual attention is faced by 68% of girls and 84% of boys. 42% of girls face lack of self confidence and 22% of boys experience the same problem. Lack of motivation is experienced by 36% of girls and 48% of boys. 52% girls and 64% boys experience fear of future and 72% girls and 76% boys experience adjustment problems.
6.2.20 5.3 Tool(s) Used

The data above is gained by interview schedule for beneficiaries. Case study is also used to reveal the depth of the problems faced by inmates

**Case Study:** Sushama is fourteen years old. Her parents committed suicide due to huge debts which they were unable to repay. After her parent’s death she was under the care of her paternal uncle. Her life in uncle’s house was difficult because her aunt did not want Sushama to stay with them. As a result her uncle was forced to institutionalize her. The institution where she is staying accommodate children only up to fifteen years. After this age the inmates will be either discharged with parents or guardians or referred to other organizations. Sushama is afraid that she will be discharged after a year with her uncle. She can only think of her life in uncle’s house as a nightmare due to the ill treatment by her aunt. Her fear of future aggravates day by day. The institution dose not provides family intervention services and hence is not taking any efforts to solve her problem.

6.2.21 Public Relations

6.2.21.1 Tabular Presentation

<table>
<thead>
<tr>
<th>Public Relations</th>
<th>Number of Staff</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neighborhood Committee</td>
<td>24</td>
<td>23%</td>
</tr>
<tr>
<td>Networking with Other NGO’s</td>
<td>32</td>
<td>30%</td>
</tr>
<tr>
<td>Networking with other welfare organizations ,clubs, etc</td>
<td>34</td>
<td>32%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.2.21.2 Discussion

23% of the institutions have neighborhood committees. They meet and discuss the cases of different children regularly and give assistance to towards various needs of children such as educational, health, recreational, career needs and so on. Committee members volunteered to give free tuition to children, sponsor them, provide career opportunities in their business concerns etc. Neighborhood committees of the non-government sector seem to be functioning better than that in the government sector. 30% of the homes have very good networking with similar organizations and they use these relations to transfer children and to secure the service of skilled persons and the like. 32% of the homes have networking with various clubs, associations and schools of social work. They make use of all these relations as and when necessary.

6.2.21.3 Tool(s)Used

Interview Schedule provided the quantitative data.

Focused interview brought out the results of good public relations. An organization in Malappuram district maintains an alumni association. Most of the old inmates have gone abroad and is working there. All of them visit the organisation and give them donations whenever they come back. They also take children from the home with them and provide them employment opportunities abroad.
6.2.22 Evaluation Procedure in NGOs

6.2.22.1 Diagrammatic Presentation

Evaluation

Fig – 6.12

Source: Interview Schedule

6.2.22.2 Discussion

All the homes conduct both internal and external evaluation regularly. External evaluations are the inspection by the funding agencies or government bodies. But the existence of lot of limitations in the non-government sector naturally give rise to doubts regarding the genuineness of the evaluation process.

6.2.22.3 Tool(s) Used

Interview Schedule is used to gather information regarding the evaluation procedure.

6.3 Hypotheses

The study is based on two hypotheses. They are analysed here in the context of non government sector. Simple percentage method is used to analyse the hypotheses. Data is supported by qualitative presentation.
6.3.1. There is a gap between vision and reality in the field of social welfare

Non government sector suffers from the lack of any authoritative or officially established set of administrative yardsticks for all social agencies. Though the Board of Control of the Orphanages and Other Charitable Homes is the controlling agency, it has not laid down any concrete and specific guidelines regarding the administration and service delivery of NGOs. A good administration depends upon the knowledge, ability and sincerity of those responsible for the organizations. However, analyzing from a social work perspective, the following aspects cannot be ignored by any organization while planning a social welfare programme

6.3.1.1 Facilities in Non Government Organisations

6.3.1.1 Tabular Presentation

Facilities in Non Government Organisations

Table - 6.19

<table>
<thead>
<tr>
<th>Facilities</th>
<th>Number of Institutions</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualified Staff</td>
<td>15</td>
<td>14%</td>
</tr>
<tr>
<td>Training for Staff</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Adequacy of Funds</td>
<td>36</td>
<td>34%</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>46</td>
<td>43%</td>
</tr>
<tr>
<td>Educational facilities</td>
<td>19</td>
<td>18%</td>
</tr>
<tr>
<td>Vocational Training</td>
<td>58</td>
<td>55%</td>
</tr>
<tr>
<td>Counselling</td>
<td>26</td>
<td>25%</td>
</tr>
<tr>
<td>Rehabilitation</td>
<td>32</td>
<td>30%</td>
</tr>
<tr>
<td>Evaluation</td>
<td>106</td>
<td>100%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule
6.3.1.1.2 Discussion

The functional aspect of an organization depends on the people who run the organization and the financial management of the organization. Professionally trained staff constitutes an integral part of welfare organization. Even a well planned organization may produce unsatisfactory results if it is run by mediocre people. Unfortunately it is seen that only 14% of the organizations for needy children in Kerala has professionally competent persons. Efforts taken by the organizations to train the non professionals also appear to be nil.

Budget making is a prominent component of financial management and is followed by the formal act of appropriations, supervision of expenditure, control of accounting and reporting system, treasury management and audit. As the NGOs were reluctant in disclosing the details of all these process, misappropriations and misuse of funds could not be figured out. However only 34% of the institutions have sufficient funds whereas majority faces inadequacy of funds for its functioning.

Infrastructure is the basic element in service delivery. Various aspects such as land, building, rooms, furniture, bathrooms, vehicle, hygienic surroundings, etc comes under the broad heading of infrastructure. Infrastructural facilities regarding the above mentioned aspects were observed at varying levels in different institutions. While considering the average, only 43% of the institutions manage sufficient infrastructure while a majority of 57% lacks sufficient infrastructure.
Education, vocational training, counselling and rehabilitation facilities for inmates are the essential aspects of institutionalization. These facilities are also observed in small percentage in the non government sector. Only 18% of organizations provide education to all children under its care, 55% provides vocational training, 25% provide counselling facilities and 30% rehabilitate its inmates. Therefore the service delivery of non government organizations is not up to the mark.

All social welfare agencies without any exception, conduct meetings, prepare and submit their annual reports to the funding agencies and are inspected by the government bodies and funding agencies. Though internal and external evaluation takes place in all agencies, figures with regard to the administration and service delivery points towards the fact that evaluation becomes a routine activity.

It is an irrefutable fact that non government efforts are necessary for social welfare and development. Every aspect of social welfare has become increasingly complex and takes a multi-disciplinary dimension. Therefore non governmental efforts need to be adapted to the changing scenario. Though all non governmental organizations has protection and rehabilitation of the children under its care as its vision, in practice it is observed that vision is not accomplished by majority due to the absence of professionalism, scientific thinking and scarcity of resources and poor implementation

6.3.2 Social Welfare Administration in Kerala lacks scientific application of social work methods and developmental approach to welfare

The following variables are considered in analyzing the application of social work methods in non government sector.
6.3.2.1 Scientific Application of Social Work Methods

Table -6.20

<table>
<thead>
<tr>
<th>Social Work Methods</th>
<th>No. of institutions</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social case work</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Social Group work</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Counselling</td>
<td>26</td>
<td>25%</td>
</tr>
<tr>
<td>Home visits</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Planning of Rehabilitation</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td>Follow up</td>
<td>6</td>
<td>6%</td>
</tr>
<tr>
<td>Efforts to solve family problems</td>
<td>14</td>
<td>13%</td>
</tr>
<tr>
<td>Research activities</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.3.2.1.1 Discussion

Table above confirms that professional social work is ignored by the institutional services in non-government sector. Social case work, group work, research activities and Home visits are not practiced in any home. Counselling facilities are seen in 25% of the organizations. Rehabilitation planning is found is only 2% of homes. Follow up of rehabilitated or discharged cases are done in 6% of institutions. Efforts to solve family problems of the inmates are initiated in only 13% of homes. These are very hopeless figures.

The scope of professional social work in institutional set up is immense. Social work methods can convert institutional life into a positive
and strength building experience to each and every child. Case Work can help each child on a one to one basis to resolve his personal and social problems and get adjusted to the environment and to overcome pressures. Similarly Group work can facilitate the intellectual, emotional and social development of individuals through group activities. Group Work can improve socialization, exchange information, curb delinquency, provide recreation, change unacceptable values, develop better relations and so on. Counselling techniques can also be used in dealing with a variety of problems. Homes Visits help in probing into a child’s problem and in treating him. It is also an essential aspect in solving familial problems. Rehabilitation and follow up is the end point of institutional service without which institutional welfare programmes remain incomplete.

It may not be wrong to conclude that despite the immense scope of professional social work in institutions; its position has largely been undermined by the voluntary sector by highlighting the missionary zeal. There is a huge difference between voluntary worker and professional worker. The approach of the former is far from being technical and therefore cannot be rendered with lasting results. However while service mindedness continue to play an important role in the planning and organisation of various welfare projects, the success of those will essentially depend on the professional competence and skill of full time trained workers.
6.3.2.2 Developmental Approach

<table>
<thead>
<tr>
<th>Various Provision</th>
<th>No. of institutions</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value Education</td>
<td>18</td>
<td>17%</td>
</tr>
<tr>
<td>Awareness programme</td>
<td>6</td>
<td>6%</td>
</tr>
<tr>
<td>Career Guidance</td>
<td>12</td>
<td>11%</td>
</tr>
<tr>
<td>Higher Education</td>
<td>50</td>
<td>47%</td>
</tr>
<tr>
<td>Talent Promotion</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Creative Entertainment</td>
<td>3</td>
<td>3%</td>
</tr>
</tbody>
</table>

Source: Interview Schedule

6.3.2.2.1 Discussion

From this table we understand that 17% of the institutions provide value education, 6% of institutions provide awareness programmes, 11% of the institutions provide career guidance and 47% of the institutions provide higher education facilities to its inmates. Talent promotion opportunities and creative entertainment facilities are not provided by any home. 3% of homes provide creative entertainment facilities.

Poverty, unsafe family atmosphere and unfavourable social conditions epushes several children to institutional life. Such institutionalised children do not have a childhood in the absence of natural environment. Hence the huge responsibility of providing them opportunities for growth and development rests with the institutional authorities. Besides the physical needs and academic excellence, there are a lot more required for each child to develop as a better person. The child should be given opportunities to observe, imitate,
learn and practice many skills. Good nurturing will include providing the child all the above mentioned facilities. It is the responsibility of these homes to lay a strong foundation for each child’s life-long physical, emotional and spiritual health.

It is also their responsibility to imbibe social and moral values in them, guide their feelings and thoughts in the right way, provide opportunities for creative activities to sharpen their intellect and so on. More over opportunities and experiences might be created in such a way that they develop a high self-esteem and become able to work independently and interdependently and emerge as useful and productive citizens. To realize these goals institutions must provide all above mentioned facilities and not merely food, shelter and clothing. But unfortunately we find that awareness programmes, talent promotion opportunities and creative entertainment are not provided in any homes. Value education, career guidance and higher education facilities are seen only in small percentage of homes. It can be concluded here that the real development of children are ignored by the voluntary sector.

6.4 Conclusion

If a child and his problems is to be perceived in the context of his family and society and if his integrated development as a person is the desired goal of the institutions which stand to protect them, then the welfare programmes must be based on developmental attitude and scientific application of social work methods and techniques.
CHAPTER VII

PROBLEMS AND LIMITATIONS IN THE ADMINISTRATION OF CHILD WELFARE INSTITUTIONS IN KERALA

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7.2.9 Inadequate Training
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7.2.12 Lack of Professionalism
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7.3 Conclusion