FACTORS INFLUENCING SUSTAINABILITY OF NON GOVERNMENTAL ORGANIZATIONS [NGOs] MANAGED PROGRAMS: THE CASE OF APHIA II COAST YOUTH OUT OF SCHOOL PROGRAM, MALINDI, KENYA

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A RESEARCH PROJECT REPORT SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF MASTERS OF ARTS DEGREE IN PROJECT PLANNING AND MANAGEMENT OF THE UNIVERSITY OF NAIROBI
DECLARATION

I hereby declare that this research project report is my original work and has not been previously submitted for the award of a degree in this or any other University.

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DEDICATION

Dedicated to my loving parents Mr Stephen Njuguna and Mrs Cecilia Gathoni Njuguna for their support in my Education and career growth.
ACKNOWLEDGEMENTS

In preparation of this project report, I would like to thank my Supervisors Mr. Johnbosco Kisimbi and Dr Christopher Mwangi Gakuu for their tireless guidance, commitment and support throughout my research and culmination of this report. I would like to thank the Almighty God for giving me the gift of life and the strength to see the research project through. I would also like to thank my family, friends and colleagues for the support that they gave me. I have learnt a great deal from my colleague and friend Mr. Willis Ogutu who gave me the opportunity to critically think through my research . I wish also to thank my classmates especially Suki Wanza Nyadawa and Lorina Kagosha for their encouragement and support during the entire period.
ABSTRACT

Young people are inherently a part of the larger community in which they live. Parents, families, neighbors, schools, and religious institutions all play a significant role in shaping young people's knowledge, attitudes, and behaviors. Many NGOs in Kenya do not involve communities in youth reproductive health (YRH) and HIV prevention projects even though there is a potential to reach youth as individuals, members of families, and as a part of their community. Evidence of NGOs achievement is not easy to agree on and there is no one single path to their realization.

The purpose of this study was to assess the factors that influence sustainability of NGOs youths out of school managed programs, the case of APHIA II Coast youth out of a school program in Malindi. The independent variables were lack of community involvement in design, implementation and ownership, lack of capacity building in resource mobilization, lack of baseline information and use of existing community structures in promoting sustainability while the dependent variable was lack of sustainability of NGOs managed program. The research questions which the study was based sought to find out to what extent lack of community involvement and ownership affected sustainability of NGO managed youth out of school program as well as lack of capacity building in resource mobilization. The study also sought to find out if the use of existing community structures promoted sustainability and the extent to which lack of baseline information affected sustainability of NGO managed youth out of school program. In addition, there was a number of moderating variables which were been identified like government policies which had an effect on sustainability effort. The findings of this research will enable APHIA II Coast project and other stakeholders go beyond providing health information messages to the youth but to focus on a holistic approach to deal with youth out of school issues to enhance sustainability. The study used qualitative methods for data collection and analysis. These methods included structured questionnaires, Interviews with key informants and focus group discussion. The study found that very few youths were involved in program design and implementation and that the level of involvement was based on their level of education. The study also found out that the types of trainings conducted did not build the capacity of the youths to mobilize for resources hence ensure sustainability once the funded projects comes to an end.
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<tr>
<td>AIDS</td>
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<td>AOCs</td>
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<td>APHIA</td>
<td>AIDS, Population, Health, Integrated Assistance</td>
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<td>HIV</td>
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<td>M&amp;E</td>
<td>Monitoring and Evaluation</td>
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<td>YRH</td>
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<td>TOWA</td>
<td>Total War against AIDS</td>
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<td>SOLWODI</td>
<td>Solidarity with Women in Distress</td>
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<td>BMS</td>
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CHAPTER ONE
INTRODUCTION

1.1 Background of the study

NGOs have since the colonial period played a major role in socio economic development in Africa. Over the last two decades there has been a dramatic growth in the number of NGOs involved in development aid, in both developed and developing countries. As a result instead of channeling development assistance through state some donor agencies have done so through non state actors. But growing in number, are the very public criticisms of NGOs as a whole, which contain implicit and explicit judgments about NGO performance (de Waal, 1998; Maren, 1998; Shawcross, 2000; Bond, 2000). At the other extreme of involvement are the more biographical accounts of NGO work, which include insiders perspective on monitoring and evaluation practices (Morris, 1991). One small but emerging genre is the organizational ethnography (Harper, 1998; Crewe and Harrison, 1999).

Although most organizations have monitoring systems of some sort, many writers (Fowler, 1997: 169; Riddell, 1997; Roche, 1999) have noted the pervasive problem of organizations monitoring expenditure, activities and outputs, but not effects and impacts. All of these phenomena are really symptoms rather than explanations of why NGOs do not seem to know what impact their work is having. If some types of information are not being produced then we need to ask why there is no demand for that information. Organizational structure and relationships may be a more significant factor than the absence of appropriate M&E concepts or methods. Activities are measured against activity plans, expenditure against budget. These are immediate tasks where delays are visible and have consequences for those responsible. Staffs have to cope with the short term before they can worry about the long term. On the other hand there are external demands for
information about performance, arising primarily from donors and governments.

Expectations of project performance are raised even further by the hierarchical structure of large NGOs, and their position in a larger hierarchy of associated partner organizations (including both implementing partners and back-donors). Donors, such as USAID which is the funding agency of APHIA II coast activities will in turn have their own international objectives and targets. This plethora of objectives is only manageable if objectives are clearly nested, such that local objectives are detailed versions of more macro-level objectives (Fowler, 1997).

The total amount of public funds spent through NGOs has grown dramatically and the proportion of development aid going through NGOs, relative to bilateral or multilateral agencies, has also increased. Associated with this growth has been a growing concern about identifying the achievements of NGOs. While increasing availability of public funds for NGOs has been welcomed, for it expands their operations, NGOs are concerned that increasing acceptance of such funds could compromise their development goals, with the risk that they will be increasingly seen as agents of governments and multilateral institutions rather than as partners in development. The central challenge facing NGOs is how to maintain their voluntary character while becoming increasingly effective in their work. The impacts of NGOs have varied in terms of quality and quantity of service provided.

NGOs have realized that dependence on others for funding may compromise their flexibility to deal with pressing development issues. It may also undermine their ability to speak out against those policies of donors which they see as harmful to the interests of the poor. The other quandary which NGOs face is that while they advocate sustainable development and democracy for those they support, they themselves are, in many instances,
neither democratic nor self-reliant. In highlighting the potential and actual impact of NGOs as promoters of sustainable development, there are difficulties NGOs are facing in achieving their goals.

1.2 Statement of the problem

The overall research problem addressed in this study is that despite the many NGOs involved in different interventions in Kenya, little has been done to assess the factors influencing the sustainability of NGOs youth out of school managed programs. With the enormously increased resources to NGOs from the international community combined with fewer resources at national government level there is an emerging need for a detailed analysis of NGO activities. NGOs have a long history in Kenya. In the last 20 years there has been an explosive growth in their numbers. In 1993 there were 250 NGOs registered with the NGO Council of Kenya. Currently in Kenya NGOs work across forty eight sectors including health accounting for 15% of all stated sectors; education 13%, environment 8.8%, relief/welfare 13% and water 5.9%. Human Rights and minority groups including women’s rights, children and disabled people account for 6.85% of all activity (UN 2007).

However, together with the theoretical influence of the development paradigm, NGOs also have a strong reliance on multi-lateral and bi-lateral donors. This reliance forms a strong external constraint on NGO activities. As a result, NGO activities are determined not only by responding to the needs of the people but by doing so in a way that is consistent with the aims and goals of the major donors. This constraint has the effect of limiting the independence of NGOs and both their accountability to their program beneficiaries (Edwards & Fowler 2002) and their legitimacy.
1.3 **Purpose of the study**

The purpose of the study was to assess the factors that influence the sustainability of NGOs managed youth out of school programs, the case of APHIA II Project youth out of school program in Malindi.

1.4 **Objectives of the study**

The broad objective of this study was to assess the factors that influence sustainability of NGOs managed programs while the specific objectives were four fold as follows:

1. To determine the extent to which lack of community involvement in program design, implementation and ownership affects sustainability of NGO Youth out of school managed programs
2. To determine the extent to which lack of capacity building in resource mobilization affects the sustainability of NGOs youth out of school managed programs.
3. To determine the role of existing community structures in promoting sustainability of NGOs youth out of school managed programs
4. To determine the extent to which lack of baseline information affects sustainability of NGOs youths out of school managed programs.

1.5 **Research question**

The study sought to answer the following questions

1. To what extent does lack of community involvement in program design, implementation and ownership influence sustainability of NGOs youths out of school managed programs?
1.6 Significance of the study

This study assessed the factors influencing the sustainability of APHIA II youth out of school program in Malindi. The study identified a need for APHIA II project to diversify their funding support as most of the youth serving organizations do not have resources available to devote to organizational development, planning, and sustainability. The study provided a basis for APHIA II project to direct resources and opportunities towards local youths in Malindi.

The study focused on identifying training need of the young people especially on the areas of fundraising for training/skills-building, as many of the local development funding sources remained untapped and unknown by local implementers, creating a precarious dependence on international donors.

The study found the importance of involving the youths in designing programs for the youths by the youths. Also most of them did not have any knowledge on project planning and management. They were just recipients of information hence the study provided a lee way to involve the youth in Malindi. Information alone did not lead to behavior change among young people, but a holistic approach to the youth out of school program including social and economic aspects. Malindi education
development Association, MEDA receive funds from APHIA II project to implement the youth out of school program which meant that when the money run out, the organization shrinks, and programs will come to a slow halt.

The findings will be beneficial to other main stakeholders working towards youth reproductive health in Malindi like Red Cross society of Kenya, Marie stopes, Ministry of Health and Action Aid.

1.7 Scope of the study

The study focused on the APHIA II Coast youth out of school project in Malindi covering 9 zones in Malindi, namely Shella, Maweni, Barani, Majengo, Kisumu ndogo, Msabaha, Gede Watamu, and Mambrui. The study also involved the Chief executive officer of MEDA, Field coordinators, zone leaders, APHIA II Coast program Officer in charge of MEDA, Peer educators, peers and APHIA II Coast associate program officer in charge of providing technical support to the youth program in Malindi.

Wosia Wema Youth group in Marafa a rural part of Malindi was also involved. The friends of youths were involved to give their views of the APHIA II youth of school programs as well as the figure heads in the community. Other stakeholders working closely with the APHIA II project such as Ministry of youth affairs and sports, Marie stopes, Red Cross, SOLWODI as well as Ministry of health were involved.

1.8 Limitations of the study

The scope of the study was rather expansive as it covered the 9 zones and as far as Marafa hence it was time consuming and very expensive. The fact that senior officials within APHIA II Coast and MEDA were interviewed was a challenge in accessing them due to their busy schedule.
The study also coincided with a visit from USAID officials. Covering all the nine zones each with different peer educators scattered all over the zones was an uphill task. Having a Gender balance was not easy as male peer educators were more than female due to the culture of Malindi people where girls are supposed to be in the house doing domestic chores. Accessing information from the Chief executive officer of MEDA and the APHIA II project program officer in charge of Malindi was not easy.

1.9 Delimitations of the study

The youths had very high expectations when they were involved in interviews concerning the project hence expecting payment for their participation. Delimitation was the field officers viewing the study as an appraisal for their performance therefore not responding objectively. However the questionnaires items were designed is such a way that they counter checked previous responses given.

1.10 Assumptions of the study

The researcher had four assumptions for this study, firstly that the communities especially the youths have been involved in the design and implementation of the APHIA II Coast youth out of school program. Secondly the youths have been taken through capacity trainings for resource mobilization. Thirdly that the APHIA II program have been using existing community structures to implement the youths out of school program. The fourth assumption was that the there was a baseline information that was collected before the project was implemented.
### 1.11 Definition of significant terms

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<th>Term</th>
<th>Description</th>
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<tr>
<td>Maskan</td>
<td>A common meeting space in a given neighborhood, which is mostly frequented by male youth</td>
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<td>Beach Boys</td>
<td>These youth are found mainly along the beaches targeting tourists for financial gains.</td>
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<tr>
<td>Peers education</td>
<td>Interpersonal communications used by peers as the key approach to behavior change across the different beneficiary groups</td>
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<td>Magnet theatre</td>
<td>These are outreaches on health information carried in specific venues, time and day, repeatedly for a period of time.</td>
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<tr>
<td>Puppetry</td>
<td>This approach which combines entertainment and education and is targeted to young people and the community. It catalyzes individual and group behaviors through theatre approaches while focusing on HIV&amp;AIDS prevention and care and support.</td>
</tr>
<tr>
<td>Consortium</td>
<td>A group of partners or organization with different expertise working towards a common goal.</td>
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<td>Evaluation</td>
<td>Assessing the impact of a program to the beneficiaries.</td>
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<tr>
<td>Friend of Youths</td>
<td>These are the influential people in the community trained on youth adult partnership to enhance dialogue between the youths and adult on health and sexuality issues.</td>
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<tr>
<td>APHIA</td>
<td>AIDS Population Health and Integrated Assistance II is a consortium of 6 NGOs with different expertise that has come together to reduce the HIV infection and improve the quality of life of those infected by HIV.</td>
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<tr>
<td>MEDA:</td>
<td>Malindi Education Development Association uplifts the level of formal education through promotion of</td>
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education awareness forums in the district.

**Ambassadors of Change**

These are young people who have different talents including music, dancing, drawing, and acting and use their talents to reach fellow youths with Health information.

**NGOs**

Non governmental organizations are nonprofit organizations which are organized on local, national or international level's oriented and driven by people with common interests.

**Peer Group**

A person who is of equal standing with another in a

**Sustainability**

It is a process based on resources that will not be exhausted over a reasonable period (sometimes expressed as the 'long term')
1.12 Organization of the Study

In chapter one the researcher presents the background of the study, outlining the problem and significant of the study. The chapter further states the objectives that guide the study in assessing the factors that influence the sustainability of NGO youth out of school managed programs which acted as a guide for the research. In chapter two the researcher presents a review of literature with particular focus on the factors that influencing sustainability of NGOs managed programs. The chapter provide an in depth analysis of sustainability with special focus to community involvement and ownership, capacity building for resource mobilization, use of existing community structures to promote sustainability and baseline information.

Chapter three examines the research design, location of the study, population, sampling size, data collection and data analysis procedures that were used during the study. Chapter four presents the findings of the study and the analysis from the data collected from four youth organizations implementing APHIA II coast youth out of school program in Malindi and two stakeholders who have been collaborating with the APHIA II Coast. It also contains discussion on the reliability and the validity of research instruments. In chapter five the researcher presents and discusses briefly the summary of the findings of the study and further gives recommendations and makes suggestions of the future relevant research. A brief conclusion is also given in this chapter.
CHAPTER TWO
LITERATURE REVIEW

2.1 Introduction

This chapter presents a review of literature with particular focus on the factors that influencing sustainability of NGOs youth out of school managed programs. It provides an in depth analysis of sustainability with special focus to community involvement in designing, implementation and ownership, capacity building for resource mobilization, use of existing community structures to promote sustainability and use of baseline information.

2.2 Community involvement and ownership

The link between community involvement and sustainability is multi-dimensional and may be demonstrated in a number of ways. For example, (Mathur et al. 2005) conclude that community involvement will lead to sustainable results by mobilizing local capacity and resources, by diffusing information, and by building structures and mechanisms involving local ownership and authority. Although these connections are rarely made explicit, most of the interventions reviewed address information and skills among young people, the development of a supportive community environment for Youth Reproductive Health and HIV, and increasing access to quality services. A number of interventions, particularly those with a more integrated or holistic approach, place emphasis on developing youth capacity and social capital. Available evidence suggests that such emphasis is likely to be beneficial to both young people and the wider community in which they live (Mathur et al. 2004). YRH and HIV prevention programs enable community and youth involvement for a variety of reasons; including the contribution it is expected to make to sustainability. For example, the evaluation of the initial phase of an
HIV/AIDS intervention in Malawi found that the intervention was not sustainable without community participation (Hunter, 2002).

2.3 Capacity building for Resource Mobilization

The potential for mobilizing significant resources from poor communities should be assessed realistically. For example, an HIV and AIDS intervention working with poor communities in Malawi found that resource mobilization was possible but efforts netted small sums and required a relatively large investment of time (Hunter, 2001). Moreover, programs that rely heavily on volunteers often place a significant burden on people in poor communities (Zakus and Lysack, 1998), which militates against program sustainability. Reviewing a village health care project in rural Cameroon, (Eliason 1999) identifies community financial self-reliance as well as adequate fees from patient curative services as key factors enabling sustainability of community-managed health programs.

While it is doubtful whether NGOs are likely to become financially sustainable, diversification of funding sources is as a key action, and there is general agreement that efforts to achieve sustainability benefit NGOs in terms of becoming more independent, efficient, and client-driven (as opposed to donor-driven) (African Youth Alliance, 2005a).

2.4 Use of existing community structures

An example of the sex worker union formed as a result of the Sonagachi project in India demonstrates how such interventions may lead to the creation of autonomous Community-based organizations that sustain over a period of time and continue to contribute to program goals and objectives (Bandyo padhyay et al., 2003). Partnerships may provide the
possibility for integration of community-based interventions or their constituent components into partner programs.

In the broader context of health, experience from Cambodia found that involving communities through the existing structures of pagodas and pagoda volunteers was more effective and sustainable than newly established community structures with formally elected representatives (Jacobs’s ad Price, 2003).

In another example, forming health committees in India with external facilitators significantly improved the representation of women (Foundation for Research in Health Systems, 2004). It may be particularly difficult to find appropriate existing local structures for YRH activities, especially structures that enable youth to play an active and leading role in the intervention, Mathur et al. (2004) in the Nepal report suggest that newly created structures that serve the interests of their members – such as networks of local service providers – are likely to continue, at least in the immediate future.

2.5 Use of baseline information

The absence of adequate baseline information, is an almost universal complaint found in both NGO and donor meta-evaluations / synthesis studies (Mansfield, 1996; Riddell et al, 1997; Oakley et al, 1998; Evison, 1999) Another less noted phenomena is the incidence of base-line survey data being lost or forgotten, and unavailable to evaluation teams (Goyder, 1997). Although most organizations have monitoring systems of some sort, many writers (Fowler, 1997: 169; Riddell, 1997; Roche, 1999) have noted the pervasive problem of organizations monitoring expenditure, activities and outputs, but not effects and impacts. All of these phenomena are really symptoms rather than explanations of why NGOs do not seem to know what impact their work is having.
2.6 Government policies

The need to build a supportive policy environment is stressed by a number of interventions reviewed during this study (e.g., Save the Children, 2005). The Youth Net experience in Ethiopia provides an example of the feasibility and benefits of enabling young people to contribute in the policy arena at the national level. The iterative consensus-building Consultation process drew youth perspectives and input from all regions of the country to influence national policies and services, enabling young people to agree to a National Youth Charter and Plan of Action and launch them at a high-profile national event. This intervention resulted in increased recognition of YRH/HIV issues among government and other agency representatives and built the capacity of youth to play a leadership role in policy and program development (Attawell, 2004).

2.7 Sustainability

An intervention in Malawi established a youth network that has become an integral resource for a number of HIV/AIDS prevention initiatives, including projects funded by the National AIDS Commission. After several years of implementation, the implementing NGO is now working to partner with the government and other NGOs, further building the capacity of youth to organize their own associations to sustain and carry on their work in the project area and beyond (Save the Children, 2005). This example demonstrates that there is no “quick fix” to establishing a sustainable program, and a staged intervention is required.
2.8 Conceptual Framework

Below is the conceptual framework for the study on assessing the factors that influencing sustainability of NGOs youths out of school managed program in Malindi.

![Conceptual Framework Diagram]

Figure 1: Conceptual framework for the factors influencing NGOs managed youth out of school program.
2.8.1 Relationship between the Variables

The independent variable of the study was community involvement in project design; implementation and ownership of youth out of school NGOs managed programs. Community involvement in youth reproductive health (YRH) and HIV prevention programming refers to the engagement of the community as a whole, as well as the involvement of young people themselves. The other independent variable was Capacity building in resource mobilization for NGOs youths out of school managed programs. Most of the NGOs do not have the capacity and skills to fundraise for funds when their initial donors pull out hence the end of the project. Donor dependent syndrome becomes evident as they feel they cannot do anything without the donor.

The third variable was determining the use of existing structures in promoting sustainability of NGOs youth out of school managed programs. Such integration is often expected to contribute to the sustainability of the intervention, particularly when such institutions are considered to represent, or be accountable to, the community. Most NGOs tend to start new programs instead of using the existing structures in the community.

Lack of baseline information of NGOs youth out of school managed program was another independent variable. Before program implementation most of the donors already has set mind on what they want the NGOs to implement and even where the baseline is conducted the NGOs do not use the findings to implement the project but rather do it as a formality.

The moderating variable was government a policy, for any program to be not only sustainable but also successful there is needed to build a supportive policy environment.
The dependent variable was sustainability which will be affected by the independent variables. Sustainability is a concern common to many community health programs which, having incurred significant start-up costs often see their funding withdrawn before activities have reached full fruition (Shediac-Rizkallah and Bone, 1998)

2.9 Summary of the review

The available evidence of the sustainability of NGOs managed youth out of school Prevention programming is promising but limited. A body of knowledge exists relating to Promising practices, but it is not widely available as much it has not moved from grey Literature into peer reviewed journals. While research and evaluation will help clarify what constitutes best practices, utilizing the existing knowledge of program experiences can help move toward developing a more substantial body of knowledge – and eventually evidence – of good program practice. A recurrent theme in this review is the need for better process documentation. Stating how and why youth and sustainability of their programs is expected to take place – and how these relate to Youth Reproductive Health /HIV and community capacity outcomes – can facilitate the monitoring and evaluating of program impact. There are no standard or widely accepted approaches to assessments of YRH/HIV programs. Many challenges to measurement exist, and whether to apply core indicators across different situations is uncertain. In addition, participatory community-based programs imply a level of engagement in evaluation by communities, including youth. How communities define success and indicators of success may differ from donors and implementing organizations. Mechanisms for replication and scale up should be identified at the design stage and involve critical stakeholders.

This literature review did not find any detailed accounts of the extent to which young people who are particularly marginalized or vulnerable – for
example, orphans, street and working children, young people engaged in illegal or socially sanctioned activities such as sex work or drug use – are reached through mainstream Youth Reproductive Health and HIV interventions, including those specifically targeting out-of-school youth. More detailed analysis about how successfully different interventions reach marginalized or vulnerable young people is likely to help refine approaches to youth and community involvement hence providing guidance on sustainability of programs. In addition the review provided information that; urban residents are generally better off than rural populations and may not consider themselves in need of the benefits offered by NGO-initiated programs. They may have less time available to devote to participation in an NGO program and more opportunities for spending their time in other ways.

The literature reviewed provided no detailed analysis of costs relating to Youth Reproductive Health and HIV, community involvement, and economies of scale. However, experience of scaling up a poverty alleviation and nutrition program in Vietnam identified time and cost efficiencies in scaling up; noting that the intensive work is carried out during. The initial program development phase. The literature reviewed during this study did not detail issues specific to scaling up youth involvement. This appears to be a gap in research and documentation of programming experience the importance of demonstrating the effectiveness and sustainability of an existing intervention before scaling up is emphasized in the literature.
CHAPTER THREE
RESEARCH METHODOLOGY

3.1 Introduction

This chapter examined the research design, location of the study, population, sampling size, data collection and data analysis procedures that were used during the study. It also contain discussion on the reliability and the validity of research instruments

3.2 Research design

The study assessed the factors that influence the sustainability of NGOs Youths out of school managed programs in four youth serving organizations The research design was qualitative and used survey methods which allowed the researcher to collect large amount of data.

The research design employed various data collection instruments such as questionnaires, focus group discussions and key informant interviews .The instruments were guided by the variables of the study which were operationalized to know what to look for, observe or ask respondents. The study was carried out with youth peer educators and ambassadors of change of Malindi education development association MEDA] that implement APHIA II Coast youth out of school programs in Malindi and other youth serving organizations in 2 divisions of Malindi district. The duration of the study was 10 days .To ensures the research findings, evidence and conclusions stood the closest possible scrutiny and to reduce the possibility of getting the wrong answer to the research problem- the researcher paid attention to the reliability and validity of the research design.
3.3 Target Population and sample size

This included youth organizations that are implementing APHIA II Coast youth out of school activities in Malindi and other youth organizations that partner with APHIA II Coast and youth serving organizations in the rural parts of Malindi. These included:

- Malindi Education development association [MEDA],
- Visions Magnet theatre,
- Wosia Wema youth group.
- Jifikirie Youth group
- Red Cross peer educators
- Kakuyuni puppeteers
- Hope for the girl child youth group.
- Tosha youth group.
- Twahisi Youth group.
- Marie stopes

The target population for the study was the Youth Peer educators and youth ambassadors change from the Youth serving organizations drawn from four youths out of ten youths serving organization in Malindi district. A total of 95 respondents were interviewed using questionnaires, key informants guides and focus group discussions. The subject of the study were the youth peer educators, field coordinators, peers, program officers and the Program Managers, friends of youths and stakeholders. While the managers were not be directly involved in the implementation of the program, their roles in creating supportive and enabling environment is crucial in the success of the program. Youth peer educators and peers were the primary focus group in this study. The sample size was big enough to
be sure on detecting the smallest worthwhile effect or relationship between the variables. This included interviewing the Key informants as well as the staff and youth peer educators, friends of the youths and peers from the organization.

### 3.4 Sampling Procedure

Simple random sampling was used to select four out of the ten youth serving organizations. Program managers and field coordinators from each youth serving organization were sampled to fill the key informant interview while the youth peer educators, friends of youths and the peers from each youth serving organization were selected at random to fill in the questionnaires and the focus group discussion. The government line ministries like youth affairs and sports as well and Ministry of Health were also involved. These groups included:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Data methods</th>
<th>Respondents</th>
<th>No of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malindi education development association [MEDA]</td>
<td>Key informant</td>
<td>Chief executive officer</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Program officer monitoring</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Associate program officer</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Questionnaires</td>
<td>Field officers</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Focus group discussions [FGD]</td>
<td>Youth peer educators and Youth ambassadors of 8 change</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Youth Peer educators and youth ambassadors of 8</td>
<td></td>
</tr>
</tbody>
</table>

22
<table>
<thead>
<tr>
<th>Organization</th>
<th>Data Collection Method</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visions Magnet theatre</td>
<td>Key informant interviews</td>
<td>Friends of youths</td>
</tr>
<tr>
<td></td>
<td>Questionnaires</td>
<td>Youth peer educators</td>
</tr>
<tr>
<td></td>
<td>Program Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Field officers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Questionnaires</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Focus group discussion</td>
<td></td>
</tr>
<tr>
<td>Twahisi Youth group</td>
<td>Key informant interview</td>
<td>Executive director</td>
</tr>
<tr>
<td></td>
<td>Questionnaires</td>
<td>Youth ambassadors of change</td>
</tr>
<tr>
<td></td>
<td>Focus group discussion</td>
<td>Youth ambassadors of change</td>
</tr>
<tr>
<td>Wosia Wema youth group</td>
<td>Key informant interview</td>
<td>Chairman</td>
</tr>
<tr>
<td></td>
<td>Questionnaires</td>
<td>Youth peer educators</td>
</tr>
<tr>
<td></td>
<td>Focus group discussion</td>
<td>Youth peer educators</td>
</tr>
<tr>
<td>Government line Ministries</td>
<td>Key informant</td>
<td>District medical health officer</td>
</tr>
<tr>
<td></td>
<td>Key informant</td>
<td>District youth officer</td>
</tr>
</tbody>
</table>

23
3.5 Data Collection Methods

The modes of data collection were questionnaire which included key informant interviews and focus group discussions.

3.5.1 Key Informant Interviews  A key informant interview is a loosely structured conversation with people who have specialized knowledge about the topic one wish to understand. In this study key informants in the APHIA II Coast project were interviewed. This included the Program officer in charge of monitoring the project activities in Malindi, the associate Program officer providing technical support to youth out of school program in Malindi, the Chief executive officer of MEDA [local implementing partner of the Youth out of school program in Malindi. MEDA field officers and key figure heads in the community which included the friends of youths. The study critically evaluated the key informant data based on the knowledge of the field and the community. Responses were Crosschecked on the same topics from all the key informant interviews, as well as with any other data that was obtained (either by collecting own data or obtaining data from existing sources). Information was cross checked for inconsistencies and incongruities. Respondents' expertise or experience puts them in the position to know what they have given was accurate. Finally, if there was a question about the interpretation of an important point, respondents were called and asked to clarify the information.

3.5.2 Focus Group Discussion, Smith  defined group interviewing to be limited

To be those situations where the assembled group is small enough to permit genuine discussion among all its members” (Smith, 1954, p.59 cited in Stewart & Shamdasani, 1990, p.10). Glesne and Peshkin (1992) suggest that interviewing more than one person at a time sometimes proves very useful; some young people need company to be emboldened
to talk, and some topics are better discussed by a small group of people who know each other.

Focus Groups provided an opportunity for in-depth discussions with participants of selected demographics. Complex issues that cannot be addressed by other research methods, the focus group was discussion between eight to ten participants, guided by the researcher on factors influencing sustainability of youth out of school NGOs managed programs. This included the Youth Peer educators, the Friends of Youth, ambassadors of change and Peers. It lasted around one hour for each FGD at MEDA offices, Wosia Wema, Twahisi, Tosha and vision magnet theatre offices in Malindi. The session was recorded for use during the analysis and report writing phase.). At least 4 focus groups discussions were conducted

3.5.3 Questionnaires: Questionnaires are easy to administer confidentially.

Often confidentiality is the necessary to ensure participants responded honestly. According to Stewart and Shamdasani (1990), questionnaires should grow directly from the research questions that were the impetus for the research. Unstructured, open-ended questions allowed respondents to answer from a variety of dimensions. Questions were carefully selected and phrased in advance to elicit maximum responses from all participants.

3.6 Data collection procedures

The researcher visited the youth serving organizations to explain to the Program managers the details of the study and what it entailed for the study to be conducted in their organizations. The researcher booked appointments with the managers and set schedules to administer the questionnaires.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Variable</th>
<th>Indicators</th>
<th>Measurement</th>
<th>Scale</th>
<th>Type of research</th>
<th>Data collection method</th>
</tr>
</thead>
<tbody>
<tr>
<td>To determine the extent to which lack of community involvement and ownership affects sustainability of NGO managed youth out of school programs</td>
<td><strong>Independent variable</strong> Lack of Community involvement and ownership</td>
<td>Number of Community members participating in project design and implementation</td>
<td>Participation in project design</td>
<td>Nominal</td>
<td>Survey</td>
<td>Questionnaires</td>
</tr>
<tr>
<td>To determine the extent to which lack of capacity building on resource mobilization can affect the sustainability of NGOs youth out of school managed programs.</td>
<td><strong>Independent variable</strong> Lack of Capacity building in resource mobilization</td>
<td>Number of youths who have participated in capacity building trainings in resource mobilization</td>
<td>Participation in the capacity building trainings in resource mobilization</td>
<td>Nominal</td>
<td>survey</td>
<td>Questionnaires</td>
</tr>
<tr>
<td>To determine the extent to which lack of baseline information affects sustainability of NGOs managed youth out of school programs.</td>
<td><strong>Independent variable</strong> Lack of Baseline information before or during implementation of NGOs managed programs. Number of youths involved in baseline surveys</td>
<td>Number of baseline information</td>
<td>Number of baseline information used</td>
<td>nominal</td>
<td>survey</td>
<td>Key informants Questionnaires</td>
</tr>
<tr>
<td>To determine the role of existing community structures in promoting sustainability</td>
<td><strong>Independent variable</strong> Lack of existing community structures that promote sustainability</td>
<td>Number of existing structures that have promoted sustainability</td>
<td>Number of existing community structures</td>
<td>Nominal</td>
<td>Survey</td>
<td>Focus group discussion</td>
</tr>
<tr>
<td>To assess the factors affecting sustainability of NGO managed youth out of school program</td>
<td><strong>Dependent variables</strong> Lack of Sustainability of NGO managed programs</td>
<td>Types of factors</td>
<td>Factors affecting sustainability</td>
<td>ordinal</td>
<td>Survey</td>
<td>Questionnaires</td>
</tr>
<tr>
<td>To determine the extent to which government policies affect the sustainability of NGO managed youth out of school programs</td>
<td><strong>Moderating variable</strong> Government policies</td>
<td>Types of policies</td>
<td>Knowledge of the existence of the government policies</td>
<td>Nominal</td>
<td>survey</td>
<td>Focus group discussion</td>
</tr>
</tbody>
</table>
3.8 Data presentation techniques

Once the data was collected through the interviews and questionnaires, the researcher coded all the responses and manually keyed in the tables. The data collected was represented in tables. Frequencies and percentages were used to assess the factors that influence sustainability of NGOs managed youths out of school program in Malindi.

3.9 Summary

This chapter explained the research design that was used in the study and subsequently the methods and processes that were used during data collection. It also explains the data analysis process and presentation techniques that the study employed. Further it explains the researches role in data collection and administration of the questionnaires.
4.1 Introduction

This chapter presents the findings of the study and the analysis of the data collected from four youth organizations implementing APHIA II Coast youth out of school program in Malindi and two stakeholders who have been collaborating with the APHIA II Coast. The operational definition of variables found in chapter three guided the formulation of the questionnaire items which subsequently addressed the study objectives. Four major variables addressing the study included; community involvement and ownership in program design, implementation and ownership of NGOs youth out of school managed program, capacity building for resource mobilization of NGOs youth out of school managed program, using of existing community structures to promote sustainability of NGOs youth out of school managed program and use of baseline information in influencing sustainability of NGOS youth out of school managed program. After validation the questionnaires including focus group discussions and key informants were used for gathering data.

4.2 Reliability and validity

Reliability as the extent to which results are consistence over time and accurate representation of the total population under study can be reproduced under a similar methodology. Validity determine whether the research truly measures that which is intended to measure. The reliability of the instruments was assessed by means of internal consistence and test re test coefficient. The organization had some similarity to the study organizations and ensured that the expected results were valid. The questionnaires were approved after the necessary adjustment. The results
obtained from the pilot study were used to test the reliability of the instruments.

4.3 Profiles of the respondents

The researcher conducted a survey of 27 youths from four youths serving organizations in Malindi. The questionnaires were filled with respondents identified from each selected organization. A total of 27 respondents returned the questionnaires providing a 100% response. Of the 27 respondents 17 were male while 10 were female. They key informant tools were filled by 8 respondents who were group leaders and senior managers of their respective organizations while 4 FGDs each with 8 -12 respondents were conducted The respondents were drawn from Visions Magnet theatre Youth group, Twahisi youth Group, Tosha Youth group, Wosia Wema, MEDA, APHIA II Coast, Ministry of Health and Ministry of Youths and sports. Other respondents interviewed included stakeholders and partners that has been working closely with APHIA II Coast to implement the youth out of school program in Malindi including Marie stopes, Red cross society of Kenya and Solidarity of women in distress[SOLWODI]

4.4 Factor influencing the sustainability of NGOS managed youth out of school program

The study investigated the factors influencing sustainability of NGOs youth out of school managed programs, a case of APHIA II Coast youth out of school program in Malindi.

The variables included community involvement in program design, implementation and ownership, capacity building for resource mobilization, use of existing structures to promote sustainability as well as use baseline information.
Table 4.1: Level of community involvement in program design and implementation

<table>
<thead>
<tr>
<th>Level Of Involvement</th>
<th>Frequency</th>
<th>Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low level</td>
<td>16</td>
<td>59.3</td>
<td>59.3</td>
</tr>
<tr>
<td>Medium Level</td>
<td>7</td>
<td>25.9</td>
<td>85.2</td>
</tr>
<tr>
<td>High level</td>
<td>4</td>
<td>14.8</td>
<td>100.0</td>
</tr>
<tr>
<td>Total</td>
<td>27</td>
<td>100.0</td>
<td></td>
</tr>
</tbody>
</table>

Table 4.1 represents how the respondents rated the level of involvement in the APHIA II Coast youth out of school program. The level of community involvement in design and implementation shows that only 15% of the youths were involved at the highest level while a 26% were at the medium level. A majority fell on the lowest level of involvement which was 59%. This shows that the program was designed by senior management staff of the program and the youth's views were not put into consideration. A top down approach was used in designing the project. Those who were involved at a high level were only involved in implementation and not design as none of the respondents was involved in the design of the program. The respondents involved at medium level were mostly facilitators of trainings conducted by the project while those involved at low level have been trained as peer educators and ambassadors of change. From the findings it can be seen that most of the youths [59%] were involved at a very low level in the program.
Table 4.2: Gender and level of involvement in program design and implementation

<table>
<thead>
<tr>
<th>Gender</th>
<th>Level of Involvement in Implementation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low Level</td>
<td>Medium Level</td>
</tr>
<tr>
<td>Male</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Female</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>16</td>
<td>7</td>
</tr>
</tbody>
</table>

In comparing the level of involvement by the youths in terms of the gender, of the 17 male respondents, 2 were highly involved, 3 were averagely involved while 12 were involved at a low level of the implementation stages compared to the 10 female respondents who 2 were highly involved, 4 medium while 4 were involved at a low stage.

The results from table 4.2 shows that majority of males were involved at a low level than females while at a higher level there was a tie. At medium level more females than male were involved. However overall more males were involved than females.

This indicates that there are few females than males in the youth programs in Malindi due to the selection criteria of the ambassador of change program where one has to have some sort of artistic talents. Most of the females shy away from exposing their talents. The youths are expected to use their talents to pass health messages to their peer once they have been trained. Also the culture of the locals have contributed to the low number of females as the girls are supposed to be at home.
Table 4.3 Number of years volunteered in the organization

<table>
<thead>
<tr>
<th>Number of years Volunteered</th>
<th>Frequency</th>
<th>Percentage</th>
<th>Cumulative percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-2</td>
<td>5</td>
<td>18.5</td>
<td>18.5</td>
</tr>
<tr>
<td>2-5</td>
<td>20</td>
<td>74.1</td>
<td>92.6</td>
</tr>
<tr>
<td>5-10</td>
<td>2</td>
<td>7.4</td>
<td>100</td>
</tr>
<tr>
<td>Total</td>
<td>27</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

In the table 4.3 above there was 3 groups of categorized; the first were youths involved for 2 years and below, the second was for youths involved between 2 to 5 years while the third group was for youths involved between 5 to 10 years. 19% of the youths had volunteered for less than 2 years, while a majority of the youths at 74% had volunteered for between 2 to 5 years. Only 7% of the youths were in the bracket of 5 to 10 years.

The results from table 4.3 shows that 74% of the youths had volunteered in the project between two to five years. This gives a clear indication that they stay for long in the hope that the program will be sustainable enough to offer them livelihood. Most of the youths have not gone beyond primary school hence they tend to cling to volunteerism as it is difficult for them to find gainful employment. Others graduate from being youth peer educators to friends of youths and continue been in the program to share experiences with other youths.
Table 4.4: Number of years volunteered in the organization compared to the level of benefit from the program

<table>
<thead>
<tr>
<th>Number Of Years Volunteered In The Organization</th>
<th>Level of Youth benefit in the program</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Highest Level</td>
<td>Average Level</td>
</tr>
<tr>
<td>0-2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>2-5</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>5-10</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Totals</td>
<td>9</td>
<td>11</td>
</tr>
</tbody>
</table>

Table 4.4 shows comparison to the number of years volunteered by the youths in the program with the level of benefit in the program, of the 5 youths who had volunteered for not less than 2 years 3 were average beneficiaries while the remaining 2 fell between the high and low beneficiaries. Looking at the youths who had volunteered for between 2 to 5 years 7 were high beneficiaries, 8 were average beneficiaries while 5 were least.

The results from table 4.4 shows that only 3% of the youths who have volunteered between 5-10 years had benefited highly from the program. This can be attributed the high expectations that the youth have in the program hence dedicating their lives to programs hoping to get jobs.
In comparing the level of education with the level of youth involvement, 4 categories were looked at for primary, secondary, collage and the university. 11 of the 27 participants attained the primary education, 7 secondary, 7 collages while only 2 attained the university level. None of the primary school level respondents were involved in program design and implementation at the highest level. While only 3 were averagely involved, 8 claimed not to be involved at a low level. Of the 7 respondents who attained the secondary school education, only 1 was involved at the highest level while those who attained collage education majority (5) were at the lowest level.

The results from table 4.5 shows that the more a youth is educated the more the involvements in program implementation. It was clear that those who attained the university education were the most involved with a mark of 100%.

<table>
<thead>
<tr>
<th>Level Education</th>
<th>Level Of Involvement In Program Design And Implementation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low level</td>
<td>Medium Level</td>
</tr>
<tr>
<td>Primary</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>Secondary</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>College</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>University</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>16</td>
<td>7</td>
</tr>
</tbody>
</table>
Table 4.6: Level of education compared to the benefit of the program

<table>
<thead>
<tr>
<th>Level Education</th>
<th>Level of Involvement in Program</th>
<th>Design And Implementation</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low level</td>
<td>Medium Level</td>
<td>High level</td>
</tr>
<tr>
<td>Primary</td>
<td>8</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Secondary</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>College</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>University</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>16</strong></td>
<td><strong>7</strong></td>
<td><strong>4</strong></td>
</tr>
</tbody>
</table>

In Table 4.6 when the youths were asked whether their educational level was commensurate to the benefits they have attained in the program so far. The findings showed that the youths who attained primary and secondary education felt they benefited most as 17 out of 18 respondents agreed. On the other extreme end the youths who attained university education also felt most benefits as all the respondents agreed to have maximally benefited. The response was different for the youths in tertiary institutions as 43% were dissatisfied and claimed to have least benefited.

The result from table 4.6 shows that the youths have benefitted despite different levels of education. Those who had reached primary school felt that they have received knowledge and skills from the program despite their academic level. Those who have gone through college expected more than just knowledge and skills and expected to get employment hence the reason for feeling dissatisfied. The youths who have gone up to University and has been volunteering in the organization felt that that they have maximally benefitted as most of them have now been employed by the same organization.
Looking at the level of capacity building for resource mobilization conducted by the organization to the youths there was no single respondents who had undergone any training in resource mobilization. However there were 4 major categories of trainings that the respondents had gone through as follows; 55% of the respondents had gone through Peer education training, while 37% had undergone a capacity building training, 4% had gone through magnet theater training, and 4% had been taken through income generating [IGA] training.

The results from table 4.7 shows that the higher percentage of the trainings conducted in the organization was peer education [55%] followed by capacity building at 37%. However peer education and magnet theater are only useful as long as the program is still in existence but once the project period comes to an end they are no longer of use to the young people. Only 4% had attended an income generating which could have ensured sustainability after the end of the project if a large number of the youths had been trained. Only few have benefitted hence most of the trainings
did not strengthen the capacity of the young people to ensure continuity of the program. None of them have attended any training on resource mobilization hence achieving financial sustainability after the end of the project was a challenge.

**Table 4.8: Training attended through the organization compared to the level of involvement in program design and implementation**

<table>
<thead>
<tr>
<th>Training Attended Through The Organization</th>
<th>Level Of Involvement In Program Design And Implementation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low level</td>
</tr>
<tr>
<td>Peer education</td>
<td>6</td>
</tr>
<tr>
<td>Income generating</td>
<td>1</td>
</tr>
<tr>
<td>Magnet theatre</td>
<td>1</td>
</tr>
<tr>
<td>Capacity building</td>
<td>8</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>16</strong></td>
</tr>
</tbody>
</table>

From the responses on table 4.8 it was clear that even with the trainings organized for the youths by the organization the youths felt underutilized. Of the 15 youths trained in peer education only 2 were highly involved in the program design and implementation while of the 8 who were trained in capacity building only 2 were highly involved in the program design and implementation.

The results from table 4.8 shows that despite the different types of the trainings that the youths had attended many felt their knowledge and skills gained from the trainings have been underutilized. This can be attributed to the level of education as most of the youths volunteers in the organization have not gone beyond primary school.
Table 4.9: Use of existing community structures to promote sustainability

<table>
<thead>
<tr>
<th>Types of existing community structures</th>
<th>Frequency</th>
<th>Percentages</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use of Referral systems</td>
<td>2</td>
<td>7%</td>
<td>2</td>
</tr>
<tr>
<td>Use of Linkages and networking</td>
<td>3</td>
<td>11%</td>
<td>3</td>
</tr>
<tr>
<td>Use of Community based organization</td>
<td>11</td>
<td>41%</td>
<td>11</td>
</tr>
<tr>
<td>Use of existing Government structures</td>
<td>11</td>
<td>41%</td>
<td>11</td>
</tr>
<tr>
<td>Total</td>
<td>27</td>
<td>100%</td>
<td>27</td>
</tr>
</tbody>
</table>

Table 4.9 shows the respondents rating for the use of existing community structures to promote sustainability. The respondents rated the use of community based organizations, use of referral systems, use of linkages and networking as well as use of existing government structures as the existing community structure that the organization have been using to promote sustainability. However there was a tie of 41% between those who felt the use of existing government structures and use of existing community based organization was what the organization has been using to promote sustainability. The same respondents noted that the project is been implemented by MEDA, a community based organization founded by Muslim faithful in Malindi. This was followed by 11% for the linkages and networking and 7% for the utilization of referral systems with other stakeholders working with youths serving organizations in Malindi.

The results from figure 4.9 indicate that the project has used existing community structures to promote sustainability. The peer educators and ambassadors of change have formed youth groups, and anticipate that
once fully established with their own space, legitimacy, membership mechanisms and fundraising capabilities – these groups will continue to operate even after the APHIA II Coast out of school project in Malindi have come to an end. For example, there are 3 youth groups formed and have been hired by other organizations to perform plays during different events in Malindi hence contributing to the establishment of self-sustaining organizations of young people.

Table 4.10: Use of Baseline information before implementation of the project and its influence on sustainability after the end of funding period

<table>
<thead>
<tr>
<th>Baseline Survey Conducted Before Implementation</th>
<th>Program Sustainability After End Of Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Yes</td>
<td>4</td>
</tr>
<tr>
<td>No</td>
<td>3</td>
</tr>
<tr>
<td>Not sure</td>
<td>9</td>
</tr>
<tr>
<td>Total</td>
<td>16</td>
</tr>
</tbody>
</table>

This section attempted to look at whether there was an effect on the program sustainability if a baseline survey was done. The results from table 4.10 shows that 63% of the respondents were not sure if a baseline survey was conducted or not before the implementation of the project. Only 22% said a baseline survey was conducted while 14% said there was no baseline survey conducted.

The respondents were asked if they knew of a baseline survey conducted. Of the 6 who said a baseline was conducted only 4 believed the program would be sustainable while of the 4 who said there was no baseline survey, 3 respondents believed the program would be sustainable. 17 respondents were not sure whether a baseline was conducted or not 9 of them still...
believed the program would be sustainable. In total 59% of the participants believed the program would be sustainable even after end of funding period regardless on their knowledge of whether a baseline survey was conducted or not.

Table 4.11: Program sustainability after the end of funding period

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>16</td>
<td>59.3</td>
</tr>
<tr>
<td>No</td>
<td>11</td>
<td>40.7</td>
</tr>
<tr>
<td>Total</td>
<td>27</td>
<td>100.0</td>
</tr>
</tbody>
</table>

On the aspect of program sustainability 59% of the respondents believed that the program would be sustainable after the end of the funding period. This can be attributed to some groups within the project having received funds from National AIDS control committee [NACC] through total war against AIDS [TOWA] to implemented HIV and AIDS prevention activities. 41% believed the program would immediately extinct once the funding period as the groups will not have sources of funding once the project comes to an end.

4.5 Findings from interviews

The researcher conducted key informant interviews from Youth serving organization leaders and program Managers of the relevant stakeholders collaborating with APHIA II Coast youth out of school program in Malindi. Below as the responses which focused on the objectives of the study.
4.5.1 Community involvement in program design, ownership and implementation

The findings from the interviews indicated that most of the youths have not been involved in the design and implementation of the program. However, youths have been involved in continuous assessments to amend the program and their feedbacks have been put into consideration. Few youths who have been selected as zone leaders of the peer education group have been involved in implementing the program as they develop their own monthly work plans which they share with the field coordinators.

4.5.2 Capacity building for resource mobilization

The findings from the interviews indicated that most of the youths have been taken through leadership skills training, organizational development training, strategic planning, trainings on basic health information, communication skills while none had been taken through resource mobilization trainings.

4.5.3 Use of baseline information

The findings from the interviews indicated that the youths were not involved in the baseline information and most were not aware of any baseline conducted. However, as the implementation of the project progressed, information from other baseline surveys like Kenya AIDS indicator surveys [KAIS], Behavioral monitoring surveys [BMS] were disseminated to the youths. The two surveys provided the substance information that was adding value to the dynamics of the program.

4.5.4 Use of existing community structures

The findings from the interviews indicated that the program was using existing community structures as it was implemented by Malindi education Development association [MEDA] which is a community based
organization founded by Muslims faithful. The peer educators and ambassadors of change have already formed four community-based organizations and some of the groups have received funding from National AIDS Coordination Committee NACC through total war against AIDS [TOWA]. The program has also built capacity of community-based organizations and strengthening youth adult partnership by training friends of youths. The program has also initiated and strengthened youth-friendly services in government health facilities in Malindi.

4.5.5 Sustainability
The findings from the interviews indicated that the program has used existing government structures like Kenya Essential Package of Health [KEPH] community strategy as a way of directly linking the youths to the Ministry of Health. The program has also enhanced capacity of the youths' community health workers [CHWs] on facilitation techniques. The use of cluster approach which has been used in Lamu and Tana River as a pilot project where one of the groups is selected as the anchor organization to lead other groups is a step towards sustainability.

Establishment of the structures such as zones with zonal leaders for coordination purposes and Trainers of trainers [TOTs] for technical backstopping within the community.

4.5.6 Government policies
The program has a youth volunteer policy whose main purpose is to work with the youths for the youths. However, most of the youth interviewed though aware of the government policies on youths related issues were not aware what they entailed.
4.6 Summary

This chapter entails the findings of the study which are guided by the objectives of the Study. The researcher has put the findings into tables explaining and interpreting the findings according to the variables. The chapter also includes the findings from the key informants and focus group discussions.

The findings from this study showed that most of the youths are not involved in program design and implementation. There was no any training on resource mobilization hence most of the groups cannot write proposal to solicit for funds. Most of the youth did not seem to know if a baseline information was conducted or not prior to the implementation of the project. The study found out the project has been using existing community structures namely community based organization, government structures, networking and linkages as well as referrals to promote sustainability.
CHAPTER FIVE: SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction
In this chapter the researcher presents and discusses briefly the summary of the findings of the study and further gives recommendations and makes suggestions of the future relevant research. A brief conclusion is also given in this chapter.

5.2 Summary of findings
The study had set out to assess the factors that influences the sustainability of NGOs managed youth out of school programs, a case of APHIA II Coast youths out of school program, Malindi. Four aspects of this process were earmarked for the study: namely Community involvement and ownership in program design and implementation, capacity building for resource mobilization, role of existing community structures in promoting sustainability and use of baseline information. Other important factors like gender and level of education was also considered.

5.2.1 Community involvement and ownership in program design and implementation
The study found out that a small percentage of the youths were involved in program design and implementation especially those that had gone up to University level. Regarding the gender aspect more males were involved than females. However the level of involvement varied from low to high with 59% been involved at a very low level. Youth participation in designing and implementing programs is a key to success in developing programs relevant to youth in terms of services and information as well as helping empower youth in ensuring sustainability of the programs. Understanding the particular needs of young people through involving
them from the design to the implementation of the programs is important for developing relevant interventions which will ensure sustainability. The lives of young people are deeply embedded in, and affected by, community norms and expectations and by the behavior of adults around them. The study found that involving the youths in YRH/HIV has the potential to reach youth within their social contexts, to reach vulnerable and marginalized youth, and to create a more enabling environment to support and sustain healthy behaviors. The study indicated that Key informants like the Program officers, MEDA executive directors, field coordinators were more involved in design and implementation of the program as compared to the youths.

5.2.2 Capacity building for resource mobilization

Other findings included the capacity building for resource mobilization where only 37% had gone through capacity building training, 4% had gone through an income generating training and another 4% had been trained on magnet theatre. Over 55% of the youths had gone through peer education training which alongside magnet theater trainings are only be useful as long as the program exists .None of the respondents had gone through a training to build their capacity in mobilizing for resources .The extent to which building the capacity of youths to mobilize for resources cannot be under estimated .Without knowledge to mobilize for resource like proposal writing to solicit for funds to run projects , it will be futile for APHIA II Coast project in Malindi to expect the sustainability of the programs initiated with different youths serving organizations to continue.

5.2.3 Role of existing community structures to promote sustainability

In the role of existing community structures in promoting sustainability only 41% of the respondents agreed that the project has been using existing community based organization as structures to promote sustainability .A further 41 % agreed that use of existing government
structures in the program implementation has promoted sustainability as the government structures will remain in place long after the project has come to an end. They cited the fact that APHIA II youth out of school program is implemented by MEDA, a community based organization founded by the Muslims faithful shows that the program has used the existing structure hence sustainability is foreseen after the end of the funding period. The project has further used networking and linkages with other stakeholders as well as referral systems to enhance delivery of services to the youths. This referral systems include creation and integration of the youths friendly services in government health facilities in Gede health centre and Malindi district hospital.

5.2.4 Use of baseline information

Other key findings included the youths been unaware of any baseline survey conducted before the implementation of the program. 63% of the respondents were not sure if a baseline was conducted, 22% of the respondents said there was a baseline survey while 15% said there was no baseline survey conducted. However 59% of the participants believed the program would be sustainable even after end of funding period regardless on their knowledge of whether a baseline survey was conducted or not. The study indicated that the youths were not part on the program design and they never had a say on the project implementation. The study further indicated that there was no intensive youth involvement which could have provided an opportunity for broader capacity building, leadership development, and empowerment of youth. This shows the extent to which baseline information is important prior to any program implementation as the needs of the community are identified hence strengthening ownership and sustainability once the implementation of the program commences.
5.2.5 Sustainability

The findings form the study found that 595 of the youth believed the program would go on even after the funding period while 41% believed the program would extinct one the funding was over. The study also indicated that the program has enhanced the capacity of the youths by building their capacity in facilitation skills and use of government structures like KEPHs government structures. The link between community involvement and sustainability is multi-dimensional and may be demonstrated in a number of ways. Community involvement will lead to sustainable results by mobilizing local capacity and resources, by diffusing information, and by building structures and mechanisms involving local ownership and authority. The community should therefore not perceive the project as donors by not feeling part and parcel of it which means sustainability maybe a far dream to achieve as it is not easy if there is no community ownership.

5.2.6 Government policies

The findings of this study showed that young people do not only have limited capacity to influence policies and resource priorities for sustainability of Youth Reproductive Health but also lack knowledge of existence of the policies that influences their health.

5.3 Discussions

This section relates the findings of the study with the literature that the researcher had reviewed. The discussions are guided by the objectives of the study.
5.3.1 Community involvement and ownership in program design and implementation

The findings of the study suggest a relationship between community involvement, ownership, and increased likelihood of program continuation. Similarly, community involvement is expected to increase the responsiveness of an intervention to the needs of a community, which is understood to enhance sustainability. For example, (Hunter 2002:24) states, “Once empowered, service delivery continues even when external support is removed if services are valuable to the community. The findings of the study showed that most of the youth were not involved not only in the design of the program but also its implementation.

The effectiveness of participatory approaches which maximizes community involvement in defining and addressing the reproductive health concerns of the youths has revealed that participatory approaches yielded more positive results as the community feel involved, hence substantially become more practical in the participatory, community-involved intervention in terms of the broader, more contextual factors that influence youth reproductive health, as well as capacity building, empowerment, and sustainability. “Youth” are a diverse group with different issues, priorities, and perspectives (e.g., Hainsworth, 2002).

5.3.2 Capacity building for resource mobilization

The types of trainings that the youths were taken through could not empower them as they could not build their capacity to be self reliance after the funding period. Making empowerment-related objectives explicit in program plans and monitoring frameworks result in evaluation of data that provide more insights into the complex relationship between empowerment and Youth reproductive health and HIV program. The
approaches help change underlying social attitudes and beliefs, which enable incremental progress in the enabling environment that has some influence on Youth Reproductive Health outcomes, which would not otherwise be achieved.

Sufficient capacity building for resource mobilization and other specific program components, such as sports, livelihood development, or education as inclusion of many components increases the intensity youth intervention hence sustainability become achievable. The intensity of methods employed is identified as a factor contributing to the success of a multi-sectoral project in Haiti, along with the ability to engage youth through activities related to the full scope of their interests: cultural, sporting, community, religious, and economic (Tardieu, 200[).

5.3.3 Use of baseline information

The use of baseline information before the implementation of project is vital. However, most of the youths did not know of any baseline survey conducted hence their views were not put into consideration during the implementation of the APHIA II Coast youth out of school program.

When collecting baseline information, some tools are developed to measure specific aspects of sustainability mechanisms and can be used to assess progress over time (African Youth Alliance, 2005a). For example, Sarriot et al. (2004) developed a sustainability framework in consultation with NGOs implementing health projects. It should start with a consideration of the local systems that need to develop a common purpose. However, evaluating whether this impact occurs in practice will require involving the beneficiaries in collecting baseline information concerning the program and revisiting the program in many years’ time. A sex worker-led project in India is said to have taken the best part of a decade for the effects of community mobilization to take root (Castle et al., n.d.).
A time-frame such as this extends far beyond most donor funding – and evaluation cycles – and also suggests that establishing evidence about the sustainability may take longer than desirable given the current urgency and extent of YRH/HIV prevention needs.

5.3.4 Use of existing community structures to promote sustainability

The findings of the study showed that the APHIA II Coast youth out of school project has used existing structures by implementing the project through MEDA, a community based organization that was founded by Muslim faithful. The trained peer educators and ambassadors of change have formed groups and some solicited for funds from NACC. The project has also worked loosely with various stakeholders that implement youth out of school programs in Malindi to enhance networking and linkages.

Strengthening of partnership with various stakeholders working within the localities enhances sustainability, for example, a YRH/HIV intervention in Nepal found that partnership with the Nepal Red Cross enabled groups of peer educators to become part of the Junior Red Cross and thus maintain access to training and information (Mathur et al., 2004). For example, an HIV/AIDS intervention in Malawi scaled up effectively by integrating its services and functions into the national structure of AIDS committees at district, community, and village levels (Hunter, 2002).
5.4 Conclusions

This section gives a brief of the conclusions of the findings guided by the objectives of the study.

5.4.1 Community involvement, ownership in program design and implementation.

The results of this study indicate that Community involvement in design and implementation of Youth Reproductive health interventions increases ownership and sustainability of programs. Community involvement fosters sustainability because it creates a sense of ownership, which in turn stimulates community members to provide support and other contributions towards program sustainability. Youth Reproductive Health and HIV prevention programs enable community and youth involvement for a variety of reasons; including the contribution it is expected to make to sustainability. Actively involving community members especially the youths in planning how some components would continue after the project ends may contribute towards sustainability.

5.4.2 Capacity building for resource mobilization

Capacity building in resource mobilization is increasingly being recognized as a key action to increase chances for long-term sustainability, the same relate to capacity building of youth and adults and to shifts in relationships and social norms that may lead to empowerment outcomes for young people. The results of this study shows that the developing structures and organizational systems enable young people to emerge as new leaders and provide opportunities for youth to maintain involvement in Youth Reproductive Health and HIV as they become adults as well maximizes the contribution such organizations make to the sustainability of such interventions. An appropriate existing local structures and network of local service providers for
5.4.3 Use of baseline information

The study indicates that most of the youths are unaware of any baseline survey hence the absence of adequate baseline information which is an almost universal complaint found in many NGOS. Most of them do not conduct any baseline survey and if they do it is never disseminated to the beneficiaries.

5.4.4 Use of existing community structures to promote sustainability

Use of existing community structures leads to the creation of autonomous Community-based organizations that sustain over a period of time and continue to contribute to program goals and objectives while partnerships provides the possibility for integration of community-based interventions or their constituent components into partner programs.

5.5 Recommendations

The section gives the recommendations of the findings guided by the objectives of the study.

5.5.1 Community involvement and ownership in program design and implementation

There is need to understand and respond to the local context and to acknowledge the heterogeneous needs, perspectives, and priorities of young people. Participation of key youth and adult stakeholders is critical. Youth participation in designing and implementing programs is a key to success in developing programs relevant to youth.

There is need to strengthen local initiatives and sustain community ownership as an important way to sustainable programs. The degree of
community ownership directly increases project sustainability. Community involvement creates community commitment to sustaining activities similarly; managing community expectations of the longer-term path of an intervention is likely to be important.

The is need for more involvement for youth in program design and implementation so as to actually deal with issues affecting young people. The focus should be more on livelihood specifically unemployment and education.

5.5.2 Capacity building for resource mobilization

Providing greater access to fundraising opportunities to ensure that interventions aimed at youth development or social norms or systems are cost-effective when implemented through participatory processes because they allow for the effective mobilization of local resources and initiative. With youth projects, there are special issues such as the sustainability of the target group as young people grow out of, and into, the targeted age range. While it is doubtful whether NGOs are likely to become financially sustainable, diversification of funding sources are effective efforts to achieve sustainability that benefit NGOs in terms of becoming more independent, efficient, and client-driven (as opposed to donor-driven).

There is need to improve on capacity of the organizations to develop and implement programs on their own when the program come to an end. Increasing linkages that with other stakeholders well as talent search among the youths and nurturing will assist in the organization to be more sustainable.

Inculcating skills especially life skills and other entrepreneurships lead to high increase of knowledge of thus reducing the involvement in risky behaviours.
Linking of youth serving organization to micro finance institutions like K replic bank and Kenya women finance trust for them to get loans. Also the youth who have dropped out of school at primary level need to be supported to go back to school for private studies.

Involvement of females in the youths programs need to be intensified as more males than females are involved to have gender balance in youth programs in Malindi. Early marriages an issue affecting you females in Malindi and need a clear focus.

5.5.3 Use of baseline information

Involving the community especially the youths in baseline survey is very vital as they are able to identify with issues affecting them hence their inputs contribute to the success of the projects to be implemented. Understanding the particular needs of young people in a specific situation is important for developing relevant interventions that will be sustainable in the long run. For example, young people in rural areas in Nepal identified teachers as an important source of information and education and actively desired their involvement in the Youth Reproductive Health intervention.

Increased focuses to be directed to rural areas in Malindi as the concentration of programs have been in urban areas. Other focus should be on drugs and substance abuse which is a real issue in Malindi. This will only be possible if the youths have been involved in baseline surveys to identify issues affecting them.
5.3.5 **Use of existing community structures to promote sustainability**

Use of existing community structures as well as strengthening the ones already in place is a step towards sustainability. Also networking with relevant stakeholders ensures sustainability is achievable. Youth policies aims at ensuring that youths issues are reflected in all areas and to identify constraints that hinders Kenya youth from realizing their potential. However there is need to focus on increasing youths limited access to health and information pertaining the policies that exists. Relevant youth policies formulated and reviewed needs to be disseminated to youths at all levels.

The youths should be appointed to the NGOS board and be considered during staff recruitments as they have wealth of experience due to many years of volunteerism. Start up of income generating activities among youth serving organization e.g. hiring of tents, chairs and public address system from personal contribution of members and loan from youth funds will enhance sustainability instead of relying on donor funded programs.

5.6 **Suggestions for further research**

The following was the researcher's suggestion for further research. Programs integrated with other components, such as livelihood provide opportunities to address a greater range of issues affecting young people should be assessed.
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APPENDICES

Appendix 1: KEY INFORMANT INTERVIEWS GUIDE

The following questions are to assess the factors that influence the sustainability of the NGOs Managed programs, the case of APHIA II Youth out of school program.

1. How long have you worked for this organization
   
   A] 0-1 year   b] 2-3 years   c] 3-4 years   d] 4-5 years

2. What do you think about the Youth Health wellness program?

   Implemented by

   APHIA II Coast?

3. What has the health wellness program accomplished?

4. What, if anything, did the youth Health wellness program not accomplish?

5. What is the exit strategy of your organization when the APHIA II Coast funding period comes to an end?

6. Are there specific initiatives on sustainability carried out to the youths that the organization is working with? List them

Youth’s involvement

1. Have the youths being involved in the APHIA II Coast program design?
2. Are the youths involved in any decision making on how the program should be implemented?

3. Has the program addressed the youth’s expectations in Malindi?

**Capacity building trainings for resource mobilization**

1. Are there any capacity building trainings for resource mobilization conducted?

2. Trainings that the Youths have attended?

3. In which areas you they trained? What was the duration? Which curriculum was used?

4. Were the trainings adequate? Were the trainings effective?

**Sustainability**

1. Which organizations do you network within the program intervention?

2. What are the collaborative activities with other agencies working in areas related to youth issues?

3. Are there any areas of collaboration or networking that need improvement?

4. What are the exit strategies that the organization has developed to ensure sustainability after the APHIA II Coast funding period?

**Achievements and Challenges**

1. What are the key lessons learnt in implementation of the youth out of school programs

2. What have been the gaps in the implementation of the program?

3. What is the organization doing or has planned to do in addressing the gaps?
Baseline information

1. Were there any baseline surveys that was conducted before the implementation of the APHIA II Coast program. Yes No

2. Do you think the issues addressed in the baseline survey were adequate?

3. Does your organization have policy guidelines on support activities for the youths?

4. What needs to be strengthened/improved?
Appendix II: Focus Group Discussion Guide

Interviewer’s name ______________________________________________

Date (day/month/year) ___________________________________________

Site ___________________________________________________________

Number of participants: _______ Male _______ Female

General Knowledge on the APHIA II Coast youth out of school program

Youth involvement and ownership

1. How well informed are you and colleagues about the APHIA II Coast youth out of school program?

2. Are you involved in the implementation of the youth out of school program? Yes, No. If yes how are you involved?

3. Where or with whom would one go to within the organization if one need to discuss Youth wellness related issues?

4. Do you or your peers think the APHIA II Coast youth out of school program is meeting your expectations?

Sustainability

1. How effective is the organization in implementing the health wellness program?

2. Have the organization used existing Community structures to implement the programs?

3. In your opinion how effective are those structures in ensuring sustainability?
Capacity building

1. What do you think about the Health wellness program the organization is offering to youths?
2. Have you attended any training?
3. What types of trainings have you attended?
4. What type of training have you attended to improve your knowledge in resource mobilization?

Baseline information

1. Have you been involved in any baseline survey before the implementation of the program?
2. Have any of the information in the baseline survey used to implement the program?
Appendix III –Questionnaire

APHIA II COAST Youth out of school research questionnaires

INFORMED CONSENT

Introduction: Good morning/afternoon, My name is Sophie Wangari Njuguna, a student from the University of Nairobi[Mombasa campus]. I am conducting a research on factors influencing the sustainability of NGOs managed program, the case of APHIA II Coast youth out of school Program.

Confidentiality and Consent: “You have been randomly selected to participate in this study. Consequently, with your consent, you will respond to this questionnaire. Some of the questions may be very personal but we assure you that your answers are completely confidential. Your name will not be written on this form, and will never be used in connection with any of the information you fill. You do not have to answer any questions that you do not want to answer, and you may stop filling the questionnaire at any time you want to. However, your honest answers to these questions will help us better understand sustainability of NGO managed youth out of school programs.

We would greatly appreciate your help in responding to this study. It will take about 15 minutes to complete this questionnaire. Would you be willing to participate?”

1. Yes/ 2. No

Signature of interviewer ________________________________

QUESTIONNAIRE IDENTIFICATION INFORMATION

001 INTERVIEWER: Code [_____]
Name: ________________________________

002 DATE OF INTERVIEW: _____/_____/2010

003 SUPERVISORS: Code [_____]
Name: ________________________________
| Q01 | Gender | 1. Male  
|     |        | 2. Female |
| Q02 | How old are you? | 1. Below 18 years  
|     |         | 2. 18-25 years  
|     |         | 3. 25-35 years  
|     |         | 4. 35-45 years  
|     |         | 5. 45-55 years  
|     |         | 6. 55-65 years  
|     |         | 7. 65 years and above |
| Q03 | What is the highest level of education/school you have completed | 1. Primary  
|     |         | 2. Secondary  
|     |         | 3. College  
|     |         | 4. University |
| Q04 | How many years have you volunteered in this Organization? | 1. 0-2 years  
|     |         | 2. 2-5 years  
|     |         | 3. 5-10 years  
|     |         | 4. 10 years and above |
| Q05 | At what level have you been involved in the program design and implementation? | A) Low level  
|     |         | B) Medium Level  
|     |         | C) High level |
| Q06 | Have the youths benefited from the APHIA II Coast youth out of school program? | 1 Yes  
<p>|     |         | 2. No |
| Q07 | Are you volunteering for any other | A) One organization |</p>
<table>
<thead>
<tr>
<th>Q08</th>
<th>Is the program meeting the expectations of the youths in Malindi?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B] Two organization</td>
</tr>
<tr>
<td></td>
<td>C] Three organization</td>
</tr>
<tr>
<td></td>
<td>D] More than three organizations</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>2 No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>Is there any training you have attended courtesy of the organization?</th>
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<tbody>
<tr>
<td></td>
<td>1 Peer education training</td>
</tr>
<tr>
<td></td>
<td>2 Income generating training</td>
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<tr>
<td></td>
<td>3 Magnet theatre training</td>
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<tr>
<td></td>
<td>4 Capacity building training</td>
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<table>
<thead>
<tr>
<th>Q10</th>
<th>Do you think the youth out of school program will be sustainable after APHIA II Coast funding period has ended?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Yes</td>
</tr>
<tr>
<td></td>
<td>2 No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11</th>
<th>What are the major issues that NGO should address among the youths in Malindi?</th>
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<thead>
<tr>
<th>Q12</th>
<th>What existing community structures have APHIA II Coast used to promote sustainability?</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1 Networking and linkages</td>
</tr>
<tr>
<td></td>
<td>2 Use of community based organizations</td>
</tr>
<tr>
<td></td>
<td>3 Use of government structures</td>
</tr>
<tr>
<td></td>
<td>4 Use of referrals</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Q13</th>
<th>What are the challenges that have been faced in implementation of the youths out of school program in Malindi?</th>
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<thead>
<tr>
<th>Q14</th>
<th>What are the recommendations?</th>
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