**ASSESSING GUIDANCE AND COUSELING SERVICE PROVISION TO WOMEN SURVIVORS OF VIOLENCE: A CASE OF NORTH “A” DISTICT UNGUJA ZANZIBAR**

**MWADINI HAMADI RASHID**

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# CERTIFICATION

The undersigned certifies that she has read and hereby recommends for acceptance by Open University of Tanzania, a Dissertation entitled: ***Assessing guidance and Counseling service provision to Women survivors of violence: A case of North “A” Distict Unguja-zanzibar*** in fulfillment of the requirements for the degree of Masters of Arts in Monitoring and Evaluation.

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Dr. Elna Lyamuya

(Supervisor)

………………………………………

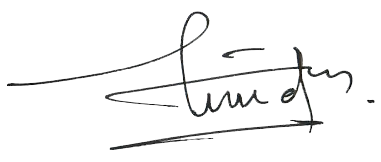
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# DECLARATION

I, **Mwadini Hamadi Rashid,** declare that, the work presented in this dissertation is original. It has never been presented to any other university or institution. Where other people’s works have been used, references have been provided. It is in this regard that I declare this work as originally mine. It is hereby presented in partial fulfillment of the requirement for the Degree of Master of Arts in Monitoring and Evaluation (MAME).



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Signature

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Date

# DEDICATION

This work is dedicated to my Father Hamadi Rashid Seif and my late Mother Miza Shaame Ali, who laid and consolidate a strong educational fundamental that enabled me to attain this academic level.

# AKNOWLEDGEMENTS

I thank the Almighty God, the lord and sustainer the world who gifted me the life, relief and strength throughout my study. This work present for the collective effort of various people, in this consideration I express my sincere to those raised their assistance in this dissertation, though I cannot nominate all but I appreciate their contribution.

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# ABSTRACT

Tanzania experience Violation Against Women, majority of women experience sexual and Gender Based Violence whereby they adopt psychological, physical and health problem as a results they have no better room of participating in social and national development matters. The main objective of this study was to assess the guidance and counseling service provision to women survivors of violence, a case study of North “A” District Unguja-Zanzibar. The specific objectives of this study were; to examine availability of guidance and counseling service, to examine current planned programs on guidance and counseling and to identify challenges that hinder guidance and counseling service provision to women survivors of violence in North “A” District Unguja. The study used a case to archive its objectives. The sampling techniques used in this study were simple random sampling and snowball techniques where eight-six (86) respondents were selected. The main source of information collected were self-administered questionnaire and structured interview which were designed to obtain primary data and secondary data were collected through reading policies and office reports dealt with Women developmental matters. The findings of the study shown that, about fifty-six percent (56%) of women survivors of violence are not access guidance and counseling service this is due to due to less sharing of information. Furthermore, the counseling offices are challenged by poor Gender Based Violence Policy, inadequate professional counselors and low allocated budget. The researcher recommended that allocation of enough budget and formulation of strong GBV Policy will alleviate existing challenges.

***Keywords****: violence, Women survivors of violence, guidance and counseling, guidance and counseling service, North “A” District Unguja- Zanzibar*

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# LIST OF ABREVIATIONS

APA American Psychological Association

ACA American Counseling Association

EAC East African Community

FGM Female Genital Mutilation

GBV Gender Based Violence

G&C Guidance and Counseling

HIV/AIDs Human Immune Virus/Acquired Immune Deficiency Syndrome

JUVIKUKA Jumuiya ya Vijana ya kupambana na Udhalilishaji Kaskazini

MCDGC Ministry of Community Development, Gender and Children

MIS Malaria Indicator Survey

MLEEW Ministry of Labor, Empowerment, Elders, Women and children

NGOs Non-Governmental Organizations

SPSS Statistical Package of Social Science

TAPA Tanzania Psychological Association

TACOGA Tanzania Counseling and Guidance Association

TAMWA Tanzania Media Women’s Association

TDHS Tanzania Demographic Health Survey

URT United Republic of Tanzania

UN United Nation

UNAMA Jumuiya ya Ushaurinasaha na Mazingira

WB World Bank

# CHAPTER ONE

# INTRODUCTION

## **1.1 Background of the problem**

Since the 1990s, there has been an increased focus on violence against women in general, and domestic violence in particular, in both developed and developing countries (EAC, 2018). Prevalence of violence against women remains at a high level, worldwide, 35.5% of women have been subjected to sexual and/or physical violence, with the highest prevalence (45.6%) in African nations (WHO, 2013)

Not only has domestic violence been acknowledged worldwide as a violation of basic human rights, but an increasing amount of research continues to highlight health burdens, intergenerational effects, and demographic consequences of such violence. Tanzania like other countries experiences violence against women especially in rural areas. It is one of the countries whereby majority of women experience Sexual and gender based violence caused by unequal power relations between men and women, sociocultural norms that normalize Gender Based Violence practices such as Female Genital Mutilation and changing gender roles. Poverty, illiteracy, breakdown of the family unit, support systems, insecurity conflict and political instability contribute to sexual and gender based violence. (EAC, 2018).

Violence against women is a form of discrimination and is deeply rooted in power imbalances and structural inequality between women and men. Women are subjected to different forms of violence: physical, sexual, psychological and economic both within and outside of the home. (UN: 2006). Generally, violence against women is a result of the various means of social control among and between gender, social classes, and age groups which legitimize violent action under the tag of disciplinary measures.

Some factors like social isolation, inadequate communication, stress, alcohol, drugs, violence upbringing and poor self-control, these causes and consequences of violence against women and children are complex and require well planned integrated approaches in order to combat it. (MCDGC, 2010).

Violence remains a daily reality for significant numbers of women and children in Zanzibar. Data from National Household Surveys report high levels and an increasing trend of physical, sexual and emotional violence experienced by women and children. According to the 2015/16 Tanzania Demographic Health Survey and Malaria Indicator Survey (TDHS-MIS 2015/16), 14 % of women survey respondents in Zanzibar aged 15–49 experienced physical violence since the age of 15-17. This represents a significant increase when 10 % of women reported physical violence in 2010. Sexual violence is most frequently committed by people whose close relationship. Less than half of women who ever experienced sexual or physical violence find assistance, and 29 % of women never sought help and never told anyone about their experience of violation. (MLEEW,2017)

The importance of taking action in timely basis and provides psychological counseling to women who were psychological affected by Gender Based Violence practices (TAMWA, 2019). The need for guidance and counseling has become paramount in order to promote the well-being of the people. Effective guidance and counseling helps to improve the self-image of young people and facilitate achievement in life tasks. (Allen & Geuz, 2015). In realizing the importance of guidance and counseling to the entire life of women survivors of violation, there is need to assess provision of guidance and counseling service to North “A” District Unguja,.

## **1.2 Statement of the problem**

Tanzanian government adopted a National Plan of Action to Combat Violence against Women and Children (MHCDGEC, 2016). This plan aimed build systems that both prevent violence against women and children in all its form and respond to the needs of victims/survivors.

Following that, Zanzibar Government through Ministry of Labor, Empowerment, Elders, Youth, Women and Children formulated National Plan for Action to end Violence against Woman and Children in which it sets out clear pathways towards the elimination of violence against women and children and outlines the specific steps that need to be taken in order to effectively prevent violence and treat the harmful consequences of violence when it does occur. (MLEEWC, 2016). It plans meant to provide service for assisting women to participate in social matters and grow their personal competencies.

Apart from action planed, Guidance and counseling offices seemed to be confronted with management challenges and counseling policy during implementation. it did not emphasize on provision of guidance and counseling service as a result women survivors of violence still continue to adopt psychological problem, hence, they have no better room of participating in social matter and national development. Moreover, in Zanzibar, about 20% and women survivors of violence show tendency of losing their lives by hanging and 6.7% suffer from health problems (MLEEWC, 2017). In order to help behavioural change of women survivors of violence, it seemed that provision of the guidance and counseling service is a crucial to survivors of violence in North “A” District Unguja-Zanzibar.

## **1.3 Objectives of the Study**

## **1.3.1 General Objective**

The purpose of this study is to assess guidance and counseling service provision to woman survivors of violence in Zanzibar.

## **1.3.2 Specific Objectives**

1. To examine availability of guidance and counseling service to Women survivors of violence in North “A” District Unguja.

b) To examine current planned programs on guidance and counseling to women survivors of violence in North “A” District Unguja.

1. To identify challenges that hinder guidance and counseling service provision to Woman survivors of violence in North “A” District Unguja.

## **1.4 Research Questions**

From the objectives above, the following research questions were formulated:

1. Where guidance and counseling service available to women survivors of violence in North “A” District Unguja-Zanzibar?

b) What are current planned programs on guidance and counseling to women survivors of violence in North “A” District Unguja?

1. What are the challenges that hinder guidance and counseling service provision to women survivors of violence in North “A” District Unguja-Zanzibar?

## **1.5 Significance of the study**

The study aimed to build foundation of knowledge and offer ways for further study. It helps to identify challenges facing guidance and counseling provision in the effort of minimizing and overcoming the Women violation. Also this study provides basis for planners, local government, Non-government organizations and other stakeholders on understanding the efforts taken by North “A” District Unguja administration to minimizing and overcoming physical and psychological consequences of women survivors of violence.

This study has potentiality to make further recommendations for practical direction in future by linking what has been happening in North “A” District Unguja with what should happen in the spheres of women violation.

The study intended to be an eye opener to the women who faced by violence so that they may consider the service of a professional counselor. The information gained from this research can be used by the community to understand appropriate aspects of assessing counseling service.

# CHAPTER TWO

# LITERATURE REVIEW

**2.1 Definition of the Terms**

**2.1.1 Guidance**

Is an assistance made available by competent counselors to an individual of any group to help him/her direct the life course, develop a point of view, make decisions and be better adjusted. Guidance does not mean giving directions, nor is it an imposition of one’s point of view on another person. We can see that guidance is more about assisting people to find their way rather than giving instructions or readymade solutions.

## **2.1.2 Counseling**

## 

Is a learning oriented process carried on in a one-to-one social environment in which the counselor seeks to assist the client by methods appropriate to the latter’s needs and within the context of the total personal program to learn how to put such understanding into effect in relation to more clearly perceived, realistically defined goals to the end, that the client may become a happier and more productive member of society. (Gustard,1953)

## **2.1.3 Guidance and counseling service**

## 

Are procedures or program to women survivors of violence to assist them in knowledge and skills need in making them free from social, emotional, physical and psychological harm. They include: Spiritual service, educational guidance and counseling service, Health service etc.

## **2.1.4 Violence against women**

It means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life (Ellsberg & Heise ,2005)

**2.1.5 Women survivors of violence**

Are those women that are affected by gender based violence actions that results physical, sexual or psychological harm or suffering to women including threats of such acts, coercion or arbitrary deprivation of liberty.

## **2.1.6 Physical Violence**

## 

The intentional use of physical force with the potential for causing harm, injury or death. Physical violence may include: pushing, shoving, slapping, choking, shaking, grabbing, biting, punching, hitting, burning and the threat to use a weapon.

## **2.1.7 Sexual Violence**

## 

Includes sexual exploitation and sexual abuse. It refers to any act, attempt, or threat of a sexual nature that results, or is likely to result, in physical, psychological and/or emotional harm. It includes rape.

## **2.1.8 Emotional / psychological violence**

## 

Any act or omission that damages the self-esteem, identity, or development of an individual. It may include: humiliation, forced isolation from family and friends, threatening loss of custody of children, threatening abandonment, threatening harm, repeated yelling and degradation, destruction of property and controlling behavior.

## **2.2 Theoretical Review**

Theoretical review is a set of abstract or theories which form a basis or model for research undertaking. This section presents different theories that guide this study. Anfara *et al* (2006)

noted that, theory is a lens to understand different phenomenon. Theoretical foundation of this study will be guided by guidance and counseling theories.

## **2.2.1 Behavioral Theory**

The theory does not stress on how behaviour depends or gained (Mangal,2007). The basic of this theory is that, behavior can be learned, without learned and learned again. (Ngari, 2008). The idea is that, learning process and the environment are highly affect how people doing things and their performance. This theory is based on scientific observation of human behaviour using systematic approach and structure of counseling. Behavioural therapy is the uses of primary research and theories to bring about behavioural change for the sake of breaking out personal and social difficulty and increase human performance. (Engelks & Vandergoot, 1982).

So, Adams, Calhoun and turner (1981) argue that, behavioral change intends to enlarge the skills of the people and so enable them to become very useful in a variety of fields. Thus the knowledge will be very helpful to counselors for enabling them to justify behaviour of women survivors of violence and give them ability to expand counseling procedures for the need of helping women survivors of violence to defeat their life’s challenges and finally being capable in social, psychological, physical and personal concerns.

The general characteristic of behavioural therapy is to identify intended goal at early stage of counseling session. The counselor guides and directs the clients to achieve required goal, so the client al large decides on the kind of behaviour needed to be changed by the assistance from the counselor. The counselor determines and use specific and relevant techniques and procedures to complete the process of the therapy for certain client.

The counselor may select the strategies during therapy, these includes relaxation training, claim training and self-management programs.

The counselor uses different techniques during counseling process to satisfy his/her clients, the counselor can summarizes reflect explain and asking open ended questions (Nelson- Jones, 1995). They intend to be role model to their clients. In this case they seemed to be very worth and hence the clients imitate their attitude, values beliefs and even good behaviour behind it. Thus, women survivors of violence may have social, psychological, physical, emotional and personal skills buy demonstrating personal abilities. The counselor being best teacher during counseling in such a way that, client can be risk taker transparent and trust among others. Hence, Behavioural theories characterized to increase behavioural change to violate women if can be used to the entire life span.

## **2.2.2 Social Learning Theory**

Social learning theory as proposed by Albert Bandura in 1986 stresses that behavior is not solely determined by inner drives or the environment, but is result of an interactive association between inner processes and environmental variables. The inner processes are covert events based on earlier experiences and are controlled by external environmental influences to bring about overt responses (Feltham & Horton, 2006).

In Bandura’s view, verbal representation and imaginable representation of the environment guide a person’s behavior. Thus one can use both insight and foresight to solve his or her problems. Learning also occurs through observation in a process known as modeling. Therefore, women cope the violation challenges and acquire competencies in society through modeling.

The counselor needs to act as a role model to the traumatized women in their living environment. Bandura also developed the concept of efficacy expectations, which he conceived as convictions of an individual that certain behavior will produce certain outcomes.

Mangal, 2007). Efficacy expectation can also be explained as a person’s judgment about his or her ability to plan, execute and maintain a particular action or behavior. These expectations influence choices of activities and environment settings. For provision of effective guidance and counseling, the understanding of the client efficacy expectation in his/her prevailing environment is essential.

He also explained issues on motivation and based it on representation of future outcomes, which generate current motivators of behavior because of the anticipated future reinforcements. The anticipation of self-approval or self-criticism motivates or demotivates behavior. Thus, women can also be motivated to their social matters in order to avoid psychological barriers. Bandura also observed that learning is controlled by limits of someone’s expectation efficacy.

Thus people learn from various environments that Bandura proposed in counseling and learning new behavior include: modeling, efficacy expectations and phobia reduction. These processes can be enhanced through guided participation, modeling and systematic desensitization.

## **2.2.3 Client -Centered Theory**

Carl Rogers who is a Student of Sigmud Frued as a modem counselor. Client Centered Theory is relied on personal therapy, the counselor of this theory tends to assists the client to identify his/her problem, as according to Rogers emphases the client’s ability to recognize and discover his problem and create an environment in which self-transformation take place.

Rogers (1967) believes that, determination of the person destiny is every one, so, a man can control and guide him/herself. Also Roger believe that, a person developed toward right goal and promote self-esteem, therefore, the counselor who provide insight to a client’s stress is in the way of building positive close with client.

The experts needed positively interact and giving intensive care to the client as a one whose feeling and thought. The therapist must show proper understanding and regard by listening intensively in order to realize feelings and emotions correctly The counselor reemphasized to provide and create positive environment to insure elimination of interference, hence, the client will able to do personal research and lead personal fulfilment.

The theory assumptions that, the human nature has self-sustaining, so the counseling should be immediately available and accessible to the clients.

## **2.3 Empirical Literature Review**

## **2.3.1 Guidance and counseling service overview**

## 

Counseling is a concept that has existed for a long time. We have sought through the ages to understand ourselves, offer counsel and develop our potential, become aware of opportunities and, in general, help ourselves in ways associated with formal guidance practice. In most communities, there has been, and there still is, a deeply embedded conviction that, under proper conditions, people can help others with their problems. Some people help others find ways of dealing with, solving, or transcending problems. (Gordon, 1997)

Biswalo (1996), argue that, the need for guidance and counseling service today could be due to the over-growing complexity of the society and people have to learn how to cope with the upcoming challenges. In addition, there are increasing social and economic challenges in the modern society. Then, the expansion of science and technology, create a number of unfaithful activities that intended to increase number of physical, mental and psychological problems.

## **2.3.2 Counseling needs for Women**

According to Dixon and Gilber (1984) the hard ship comes when a person needs to jump from one situation to another but he/she does not aware on how to reach the second situation. For the women this situation can be daily happen from s partner, in fact the achievement process ca lead hardship and so the situation need to be controlled. Milner (2000) says that, there is need of people with specific qualifications (Professional Counselors) to provide full counseling to the women especially women survivors of violence to guarantee even smallest needs of women are available.

Moser (1963) emphases that, counseling is required to assist women in setting their goals in adopting new situation, in solving personal and social problems and addressing other problems. Peter and Sheltzer (1997) insist that, the counseling is formulated to assists a person with a mental disorder to adjust the behaviour and helping him to make positive and right expected decision, defining their views, attitude and goals.

The fundamental responsibility of counseling is to let a person to adopt with emotional shock. The counseling respects much the commitment and freedom of choice to the clients, the counselor always is not required to choose but only can assist the client to select the most appropriate method that can help him to reach his goal.

In summary, counseling is the crucial service as it helps women survivors of violence to understand themselves and direct them to the positive goals that can possibly change their lives.

## **2.3.3 Ethical issue in provision of guidance and counseling service**

## 

The issue of ethics in profession and provision of guidance and counseling service in Tanzania in charged by Tanzania Psychological Association (TAPA) and Tanzania Counseling and Guidance Association (TACOGA) in which the developed code of conduct to protect the right of clients and monitor profession.

Consideration of ethics in guidance and counseling provision specially to women survivors of violence is very difficult now day. Some counselors are not considerably taken it as vital phenomena; they examine this field more than ever before and uses results some times without reality. (Mdidi, 2015)

Gladding, (1990) discussed that, there is misunderstanding between the counseling need that are required to be provided and how to manage guidance and counseling and other service for a very large number women survivors of violence and the need to provide high quality and comprehensive care with careful documentation. In the counseling field, there is a concern that counselors behave in an ethical way.

Further, privacy right of the client conflicted with the role of counselor to manage the client, Ideally, the counselor needed to protect the client’s information without expose to another one else and if happen to do so is for client’s permission, legal or moral right. (ACA,2014).

It is important to be objective in relationship with clients, so counselor should be non-judgmental in dealing with client. He/she should give out clear and understandable options for the sake of making client’s decision, thus the counselor should put wide his/her comments to the clients. The Professional Counseling Associations give out major aspects of ethical issues in order to assist counselors in making professional advice to the clients during counseling for the outcome of

changing their lives, the aspects include:

1. Counselors support the healthy achievement of client in the way of stimulating desire and customer wellbeing and enhance positive relationship.
2. Trust and honesty is the foundation of counseling relationship and counselor responsible to protect the right of clients.
3. Counselor strive to fully recognition the culture of customer.
4. Counselors are insisted to contribute to the respective community by volunteering professional share and technical activities with no return.
5. Counselors also explore their own cultural identities and how these affect their values and beliefs about the counseling process.

Counselors’ dilemmas include doubts or conflicts about what to say or do when all the possible alternatives are equally unsatisfactory (Scaturo, 2005; Scaturo & McPeak, 1998). In these situations, the level of anxiety involved in choosing between two mutually exclusive courses of action depends on the difficulty of evaluating the best alternative and the severity of the consequences associated with a poor decision (Scaturo, 2002). The experience of a dilemma is Trans theoretical, because it occurs in different counseling or psychotherapy modalities, regardless of the counselor’s or therapist’s theoretical framework (Scaturo, 2005). The inevitability of this experience is rooted in the complex nature of human relationships and the need to manage interactions in processes that are not linear or rational, which raises questions about the most appropriate course of action to choose. In counseling and psychotherapy, this complexity is synthesized by Paul’s classic question: ‘‘what treatment, and applied by whom, is most effective for this individual with this particular problem in these circumstances?’’

## **2.3.4 Monitoring and evaluation in guidance and counseling**

## 

Monitoring is a continuing faction of tracking project activities to find out whether the implementation of activities is going as planned. Evaluation is a selective exercise that attempts to systematically and objectively assess progress towards and the achievement of an outcome. (UNDP, 2002). Monitoring and evaluation (M&E) is a systematic process of collecting and analyzing information of ongoing intervention and comparison of the intervention outcome and impact against the intervention goal. (Hunter, 2009).

Monitoring helps to assess the progress of performance, identify problems, give feedback and solving problem before delay and fail of projects. Therefore, monitoring and evaluation help to improve performance and archive results. In provision of guidance and counseling service, it helps to maintain the database system in the guidance and counseling centers which correctly show the number of survivors of violence, the number of clients, those who participate in the developmental matters and also the number of training operated per annual. Also, it monitors the input in term of sufficiency, quality and quantity, tracking the implementation of activities of different guidance and counseling and assess how those services give out positive impact to intended clients.

**2.3.5 Management contribution in provision of guidance and counseling service**

Near support of District Government is very essential to bring about effectiveness in provision of guidance and counseling service to women survivors of violence, it keeps them free from physical, psychological and emotional consequences and enable them to be personal and social competent.

The plan of reducing violation against women in North “A” District Unguja-Zanzibar will be hardly succeeding by ensuring every one accomplish effectively assigned responsibilities in time frame. Conducive environment including enough resources and facilities such as enough space office, waiting rooms and professional counselors improve effectiveness of the service delivery.

Not only, District Government should maintain privacy and confidentiality, having reading materials for clients, required transportation especially for home visit, staff meeting room, waiting room for clients, records storage and other facilities like adequate lighting, air condition and ventilation.

## **2.4. Knowledge gap**

Despite of the above literatures, there are very few studies that have been conducted to examine provision of guidance and counseling service to women survivors of violence. Many studies conducted rely of assessment of guidance and counseling in academic matters such as schools and universities.

However, there are some few studies that conducted outside Zanzibar such as “The role of counseling in rehabilitation of women experiencing domestic violence and other form of abuse in Kenya: Kirimi,2005. But, most of the studies conducted outside Zanzibar having little information or knowledge about assessment of guidance and counseling service provision in North “A” District Unguja Zanzibar.

Thus, assessment of guidance and counseling service provision to women survivors of violence in North “A” District Unguja – Zanzibar require intensive concern as there are day to day increasing of violation and thus cause physical, psychological, emotional and personal problems.

Therefore, the objective of this study is to fill the gap by increasing new knowledge in the part of guidance and counseling service provision to women survivors of violence so as to ensure women live free from any form of physical, psychological, emotional and personal problem in Zanzibar and other parts of Republic of Tanzania.

## **2.5. Conceptual framework**

For effective study of assessment of guidance and counseling service to women survivors of violence in North “A” District Unguja, the following diagram show conceptual framework for management practice for delivery comprehensive guidance and counseling service.

# **Figure 2.1 Conceptual frame work on provision of guidance and counseling service**

Independent variables Dependent variable Independent variables

**Materials**

-G&C Rooms

-G& C Books

-Computers

-G&C system

**Involvement**

-Parents/Family involvement

-Women involvement

-Society involvement

-Interaction between family,

Clients and Counselors

**Availability of Guiders and Counselors**

-Trained guiders and

counselors

-Trained Counselors in

women violation

**Policy frame work**

-Existing Legal frame work

-Policy for G&C

**Source:** Modified from reviewed literature

The important factors such as training, professional counselors, good guidance and counseling policies and office materials play huge part on provision of effective guidance and counseling service to women survivors of violence. Having enough trained counselors who can wisely perform counseling functions is determination of District Government’s ability to carry out their responsibilities.

Training for trainers and trainee and good condition of providing guidance and counseling service are outcome of policy frame work and its implementation.

Procure materials has great part of finding the right session for delivering guidance and counseling service. The ability of District Government to access sustaining counseling materials determine the ability of planning, providing and obtaining good guidance and counseling programs.

The involvement of the Parents and Family is important as women survivors of violence come from home that are under parent’s care and have a significant role to play in their lives. Their involvement greatly affects how women survivors of violence are organized and directed from home. It plays important part in facilitating the formation of character inside and outside and profound effect on the success of full counseling service at the advent of parent involvement.

# CHAPTER THREE

# RESEARCH METHODOLOGY

## **3.1 Introduction**

## 

Research methodology is the way to systematically solving the observed problem. It based on “why and how” the research was conducted. It simply shows how research was conducted scientifically and reasons to why a researcher adopts any method in the research. Kothari (2005) supports that, it is necessary for the researcher to know not only the research method but also the methodology.

## **3.2 Research Approach**

This study employed both approaches, which were qualitative and quantitative approach. But qualitative approach will be employed to large extent because it produces the thick description of participants’ feelings, opinions, and experiences; and interprets the meanings of their actions.

According to Johnson and Onwuegbuzie (2004), mixed method approach is described as a class of research where the researcher combines both quantitative and qualitative approaches in a single study. The approach is suitable for this study as it helps the researcher to triangulate both methods of data collection, that is, qualitative and quantitative methods and on the other hand, it will drastically improve findings and hence capitalize quality of the study.

## **3.3 Research Design**

This study employed a case study design to ensure accessibility of sufficient and potential responses. Actually, case study means a study in depth. Here depth means to explore all peculiarities of case. It gives a detailed knowledge about the phenomena and not able to generalize beyond the knowledge (Singh, 2006). This design employed because the goal of the study was to provide an accurate and complete description of the region. The study also required considerable amount of information so that conclusions, were drawn based on a much more detailed and comprehensive set of information.

The merits of case study are fully contextual analysis, comprehensive description of few events and its relationship acted as a motive for research to adopt design for this study. And then, case study is more conducive because it is fairly exhaustive method which enables the researcher to study deeply and thoroughly different aspects of phenomenon, it is flexible in data collection and it saves time and costs (Kothari, 2003).

## **3.4 Location of the Study Area**

This study was conducted at North “A” District which located North Region Unguja Zanzibar. According to the 2012 population census, the District had a population of 105,780 among 187,455 of total population of North Region Unguja. It has an area of 470 km² (180 sqmi). Unguja stretches about 85 km in length, between 20-30 km wide and has an area of 1,500 km². According to the 2012 population census, the islands had a population of 1,303,569 of whom 896,721 lived in Unguja and 406,848 people in Pemba. (URT, 2012). The location selected due to day to day increasing of women violation.

## **3.5 Target Population**

According to Kazeroon, 2001, population is a group of individuals to which we can legitimately apply our conclusion. The target population in this study comprised women survivors of violence, NGO’s staff and social welfare officers from Ministry of Labor, Empowerment, Women and Children in North “A” District Unguja.

## **3.6 Sampling procedures and sample size**

### **3.6.1 Sampling Procedures**

This study employed both probability and non-probabilities sampling procedure. The simple random sampling was used to select sample where every member in population has equal chance to participate in the study and snowball sampling techniques was used where existing subject was given a chance to recruit other sample required for a research. Snow ball sampling techniques was used purposively to the women survivors of violence. The researcher focused on gathering information from target population of 150 respondents, the researcher used small population due to nature of targeted population, the most targeted respondents (Women survivors of violence) were not easily affordable.

**Table 3.1: Sample categories and Sampling techniques**

|  |  |  |
| --- | --- | --- |
| S/N | Category of Respondents | Methods of selection |
| 1 | Social Welfare officers from North “A” District | Simple random |
| 2 | Disable officers from North “A” District | Simple random |
| 3 | Women and children officer from North “A” District | Simple random |
| 4 | JUVIKUKA members from North “A” District | Simple random |
| 5 | UNAMA members from North “A” District | Simple random |
| 6 | Women survivors of violence from North “A” District | Snowballing |

### **3.6.2 Sample Size**

The number of families or electors from whom you obtain the required information is called sample size and usually denoted by later n. (Kumar, 2001). Researcher adopted the following formulae to calculate appropriate sample size.  *n= 2*

Where:

N is sample size

N is population size

e is the margin of error.

The researcher used above formulae with 93% of confidence level and 7% od level of precision of margin of error (Which represented by 0.07)

*n= 2*

n= 150÷1+150\*0.07\*0.07

n=150÷1.735

n= 86.4

n=86.

There for expected sample size was eight-six (86) respondents. This sample taken from two (2) main important groups. The first group composed of fifty-two (52) respondents, who are responsible on the issue of social welfare (social welfare officers, Disable officers, Women and children officers from Ministry of Labor, Empowerment, Women and Children, one stop centers and NGO’s staff from North “A” District Unguja. They were specifically informants who work on women developmental matter.

The second group included a sum of thirty-four (34) respondents especially women survivors of violence, those from North “A” District Unguja.

**Table 3.2: The categories of Respondents**

|  |  |  |  |
| --- | --- | --- | --- |
| **S/N** | **Category of Respondents** | **Number** | **Percentage** |
| 1 | Social Welfare officers from North “A” District | 8 | 9.3% |
| 2 | Disable officers from North “A” District | 2 | 2.3% |
| 3 | Women and children officer from North “A” District | 1 | 1.2% |
| 4 | JUVIKUKA members from North “A” District | 22 | 25.6% |
| 5 | UNAMA members from North “A” District | 19 | 22.1% |
| 6 | Women survivors of violence from North “A” District | 34 | 39.5% |
|  | **TOTAL** | **86** | **100.0** |

## 

## **3.7 Data Collection Design**

## 

### **3.7.1 Data Collection Methods**

Survey method of data collection was used to achieve the given study. Survey Method is concerned with the present and attempts to determine the status of the phenomena under investigation. Descriptive surveys or studies also serve as direct sources of valuable knowledge concerning human behavior (Singh, 2006). On this study survey was applied under descriptive survey which allows the use of questionnaire and interview survey method. Data were collected through the survey method because it facilitates direct communication between the researcher and his respondents and it is essential for primary data collection. And documentary review method was effectively used to bring up suitable information which is based on the secondary data.

### **3.7.2 The Instruments for Data Collection**

This study employed various instruments in collecting data. They include questionnaire, interview and documentary review.

#### **3.7.2.1 Questionnaire**

Questionnaire is a written list of questions, the answers to which are recorded by respondents. In a questionnaire respondents read the questions, interpret what is expected and then write down the answers (Kumar, 2011). A questionnaire is a careful instrument which contains a set of questions for the process of data collection in accordance with the specification of the research questions and hypothesis.

In this study, self-administered questionnaires with closed and open ended questions were applied to collect data from one stop center staff, NGO’s Social welfare officers and other women survivors of violence who able to read and write. The aim of using this method is to make respondents feel free, to give information that could not otherwise be obtained through interview method. In addition, this instrument was selected because it is cost effective even if the population is larger and wide spread geographically

#### **3.7.2.2 Interview**

This study employed interview because it is more appropriate for collecting in-depth information. Information can be supplemented for ensure the evidence are competent. This is an efficiency method, whereby questions can be explained in details and it has a wider application. An interview can be used with almost any type of population such as children, the handicapped, illiterate or very old.

In this study, semi structured interviews were applied to complete the gap of ideas that missing in other approach. Through this tool, the researcher was free to order these in whatever sequence he wishes. This provides a complete freedom in terms of the wording researcher use and the way he explains questions to his respondents.

The researcher used interview technique to other women survivors of violence who are not able to read and write. The advantage of this instrument is that, it authorizes the qualitative approach and facilitates the required level of interaction between the researcher and participants (Bogdan and Blklen, 1992). This technique is purposely selected because it normally provides opportunity to probe further issues that need more information.

To ensure clarity, the interview was designed in a simple manner, direct language and meaningful to encourage respondents to answer properly.

#### **3.7.2.3 Documentary Review**

Document analysis involves the study of public and private documents such as the minutes of meetings, newspaper and personal journals, diaries and letters (Tharenou *et al,* 2007). Therefore, documentary review is the analysis of documents that contains information about the phenomenon we wish to study, (Bailey, 1994).

This study employed documentary review technique for data collection. Researcher reviewed different documents based on the survivors of violence and guidance and counseling like reports, and policies. Tharenou (2007), describes that, documentary is used for triangulation of data; it helps to remove the biases of other methods and improves other sources of information.

## **3.8 Data analysis**

According to Magigi (2012) data analysis is the process of gathering, sorting, organizing and structuring data. In research process, data analysis process was made to guide the compilation of data obtained from the field. This section presented the ways in which the data were analyzed and presented.

Data processing and analysis started during collection of data through review of all filled questionnaires and after each interview completed. Interviews and Questionnaires designed to elicit qualitative data. Qualitative approach, therefore, will be employed in this study for data analysis.

Data were analyzed using the Statistical Package for Social Sciences (SPSS) software to compute values, percentages and ratios. SPSS is chosen because it can take data from various type of file and use then to generate tabulated reports, charts, and perform descriptive statistics.

## **3.9 Reliability**

Kothari (2004) noted that reliability is important test for sound measurement. Measuring instruments are reliable if they provide consistent results.

The pilot study was taken before official conduct of the study to ten (10) respondents. Moreover, the researcher ensured clear definition of the questions and unambiguous, and questionnaire consisted close ended questions format to a large extent than the other form of the questionnaires in order to maintains the reliability of the research. And the interview guided the children to provide short answer. Also, enough time was given to respondents to understand the questions before administering the questionnaires.

## **3.10 Validity**

Kothari (2004), define validity as the extent to which variances found with evaluating device reflect among those being tested. Also, it refers to the scope to which the concept one wishes to measure is actually being measured by a particular scale or index (Sirkin, 1995).

In this study, research assistant trained well and both researcher and assistant researcher were guided by pre –test in order to conduct interview in appropriate manner. Also, simple random sampling technique was applied to ensure equal chance in selection of sample and the data were collected through questionnaire, interview and documentary review. All of these were emphasized to ensure validity of this study.

## **3.11 Ethical Considerations**

Mason (2002), noted that, research should be as concerned to produce a moral or ethical research design as we are to produce an intellectually coherent and compelling one. This means attempting not only to carry out our data generation and analysis morally, but also to plan our research and frame our questions in an ethical manner.

This study considered ethics through observing anonymity and privacy in data collection, analysis and report writing, confidentiality and voluntarily participation is encouraged. Moreover, trustfulness, thoughtfulness, relevance and objectivity in this study were guaranteed to provide the benefits, validity and reliability of the study.

# CHAPTER FOUR

# PRESENTATION OF FINDINGS, ANALYSIS AND DISCUSSION

## **4.1 Introduction**

This chapter presents Data interpretation and discussion of the results found from data collection methods. The chapter divided into five Sections. Section 4.1 presents introduction of the chapter, Section 4.2 presents demographic characteristics of the respondents, Section 4.3 represents availability of guidance and counseling service to women survivors of violance in North “A” District Unguja.

Section 4.4 presents the current planed guidance and counseling service and Section 4.5 presents challenges that hinder provision of Guidance and Counseling service in North “A” District with measure to be taken to eliminate the challenges on provision Guidance and Counseling service in North “A” District.

## **4.2 Demographic characteristics of Respondents.**

This Section describes the characteristics of the respondents who participate in the study. The demographics which were described are sex, age, educational level and occupation (position) of the respondents.

### **4.2.1 Distribution of respondents by sex**

The results of the study revealed that, 36% were male and 64% were female. These results are shown in the Table No. 4.1

**Table 4.1 Sex of Respondents**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sex of Respondent** | | **Frequency** | | **Percent** | | **Cumulative Percent** | |
|  | Male | | 31 | | 36.0 | | 36.0 | |
| Female | | 55 | | 64.0 | | 100.0 | |
| **Total** | | **86** | | **100.0** | |  | |

**Source:** Field Data Survey, 2021

The Table 4.1 presents the percentage distribution of the respondent by their sex category. There was significant deference in the percentage of respondents along sex lines. Male were comparatively fewer and rated for 36% while the remaining 64% were female.

This results signifies that, the different persisted because the most the respondents who participated in this study were female which were targeted characters of the study. In that scenario, the researcher did not regard much the balance of the sex and made decision to increase the number of female, but this difference cannot effect the finding of the study.

## **4.2.2 Distribution of Respondents by Age**

The research findings revealed that 16.3% were aged between 11-20 years; 31.4% were aged between 21-30 years, 30.2% were between 31-40 years; However, 9.3% were aged between 41-50 years and 12.8% were above 50 years. The distribution demonstrated in Table No 4.2

**Table 4.1 Age of respondents**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Age of respondent** | | **Frequency** | **Percent** | **Cumulative Percent** |
|  | 11-20 years | 14 | 16.3 | 16.3 |
| 21-30 years | 27 | 31.4 | 47.7 |
| 31-40 years | 26 | 30.2 | 77.9 |
| 41-50 years | 8 | 9.3 | 87.2 |
| Above 50 years | 11 | 12.8 | 100.0 |
| **Total** | **86** | **100.0** |  |

**Source:** Field Data Survey, 2021

The composition of respondents’ age is very critical in study as it helps to determine the age group who took part in the certain activity and be aware with age distribution of women survivors of violence who were afford guidance and counselling service.

The findings justified that, the respondents of this study were of different age groups in such a way that, young, youth, middle age and olds are well represented. However, 16.3% of respondents between 11-20 years old were still participated, this revealed that the most of women in this age group are highly suffered from violation due early marriage and sexual harassment like raping in North “A” District Unguja and so Counseling is their right to avoid psychological and physical harm.

### **4.2.3 Distribution of Respondents by Level of education**

As summarized in Table 4.3, 16.3% were Primary level of education; 11.6% were Secondary level of education; 15.1% were completed certificate level of education. However, 22.1% were completed Diploma level of education; 15.1% were graduated bachelor degree level; 4.7% were above bachelor degree and remaining 15.1% were non educated.

**Table 4.2 Education of Respondents**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Education level** | | **Frequency** | **Percent** | **Cumulative Percent** |
|  | Primary level | 14 | 16.3 | 11.6 |
| Secondary level | 10 | 11.6 | 27.9 |
| Certificate level | 13 | 15.1 | 43.0 |
| Diploma level | 19 | 22.1 | 65.1 |
| Bachelor Degree | 13 | 15.1 | 80.2 |
| Above Bachelor Degree | 4 | 4.7 | 84.9 |
| Unschooled | 13 | 15.1 | 100.0 |
| **Total** | **86** | **100.0** |  |

**Source:** Field Data Survey, 2021

The study encountered respondents of different level of education, however fourteen (16.3%) respondents of primary education, ten respondents of secondary level (11.6%) and 15.1% of non-education respondents are full participated. The research found that, most of the Primary, Secondary and unschooled respondents effected by violence in North “A” District Unguja.

### **4.2.4 Distribution of Respondents by their occupation**

Eight respondents (9.3%) were social welfare officers, two respondents (2.3%) were disable officers, one respondent (1.2%) was an officer from department of Women and children. However, twenty-two respondents (25.6%) were workers from JUVIKUKA Organization, moreover, nineteen respondents (22.1 %) were workers from UNAMA members and thirty-four respondents (39.5%) were women survivors of violence of North “A” District Unguja. Illustration shown in Table No 4.4

**Table 3.4 Occupation/Status of respondents**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Occupation/Status of respondents** | | **Frequency** | **Percent** | **Cumulative Percent** |
|  | Social Welfare officers | 8 | 9.3 | 9.3 |
| Disable officers | 2 | 2.3 | 11.6 |
| An officer from Department of women and children in North “A” District | 1 | 1.2 | 12.8 |
| Workers from JUVIKUKA Organization in North “A” District | 22 | 25.6 | 38.4 |
| Workers from UNAMA Organization in North “A” District | 19 | 22.1 | 60.5 |
| Women survivors of violence in North “A” District | 34 | 39.5 | 100.0 |
| **Total** | **86** | **100.0** |  |

**Source:** Field Data Survey, 2021

The research finding shows that, the most respondents of this study were women survivors of violence (39.5%). This justifies that, the women survivors of violence are still found in North “A” District and so intensive care is needed to insure guidance and counseling service are intentionally acquired. With reference to 25.6% were JUVIKUKA members and 22.1% were UNAMA members, these are NGO’s members who were respondents, this implied that, they are the most participants in combating violation against women’s violation and curing the effects of violence to the survivors in North “A” District Unguja.

## **4.3 Availability of guidance and counseling service to Woman Survivors of Violence**

The first objective of this study was to examine availability of guidance and counseling service to women survivors of violence in North “A” District Unguja- Zanzibar. In order to reach the needs of this objective, the questions were given to those responsible of the daily social matters and women survivors of violence as targeted respondents. Such questions were focus on identifying either guidance and counseling service provided or not in the respective offices, the women survivors of violence receive guidance and counseling service or not in the responsible offices and identifying different places in which guidance and counseling service provided.

Apart from questionnaire used but there were interview questions which were intended to ensure expected data are attained in relation to the study.

### **4.3.1 Provision of Guidance and Counseling service to women survivors of violence**

In relation to assessing guidance and counseling service provision to women survivors of violence in North “A” District Unguja, the respondents were required to identify if the service are provided to women survivors of violence in respective places by saying **YES** or **NOT** and those who said **NOT** required to provide the reason against their opinion. Fifty-two (52) respondents who selected to respond this question apart from thirty-four (34) women survivors of violence justified that, the guidance and counseling service in North “A” District Unguja are provided to women survivors of violence by saying **YES** option. The results are shown in the Table No 4.5

**Table 4.4 Provision of Guidance and Counseling service to women survivors of violence**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Provision of Guidance and Counseling to Women survivors of violence** | | | **Frequency** | | **Percent** | | **Cumulative Percent** |
|  | Yes | | 52 | | 100.0 | | 100.0 |
| No | |  | | 0 0.0 | | 0.0 | |

**Source:** Field Data Survey, 2021

By considering to above findings, North “A” District Unguja Zanzibar to large extent takes effort to avoid women survivors of violence against psychological and physical harm and suffer from discriminatory laws.

North “A” District Social welfare office, (2021): reported that “the office monitors unlawful actions which seemed to be different from Zanzibar culture and though as signs of violation. Also, offices provide education about Violation Against Women to insure every women and other stakeholders know about their right”

In that scenario, the responsible District offices needed to ensure the number of women who were violated officially able to identify their rights and use them confidently. This can be archived when each stakeholder is responsible to his/her duties as it helps to improve self-image of women survivors of violence and facilitates participation in social matters.

### **4.3.2 Accessibility of guidance and counseling service to women survivors of violence**

For the sake of understanding women survivors of violence access much guidance and counseling service, the total number of thirty-four (34) women survivors of violence who picked to answer this question apart from other fifty-five (52) respondents were needed to answer **YES** if they access the service and **NOT** if they are not access the guidance and counseling service in the responsible offices.

It has been noticed that, for those thirty-four (34) women survivors of violence who were needed to respond this question, fifteen (44%) were responded to access guidance and counseling service, and nineteen (56%) were respondent that they not access guidance and counseling service. The findings demonstrated in figure No 4.1

**Figure 4.1 Accessibility of Guidance and Counseling service**

**Source:** Field Data Survey, 2021

With accordance to the findings, 44% said **YES**, this means that, women survivors of violence who access the guidance and counseling service are small amount compare to those who do not access the service. However, during interview one (1) respondent argue that,

“… *I receive Guidance and counseling service not intentionally and timely but I do so when social welfares make home visit as my living area located long distance and that I have no enough bus fair to go to offices for the service…”*

This results evidenced that, officers take their personal effort to ensure Guidance and Counseling Service reached to the violation women.In the part of 56% responded **NOT**, these findings mean that, many survivors of violence do not access guidance and counseling service. During interview one among respondent said that,

*“…I don’t access the service due to the fact that, don’t know if the guidance and counseling service are provided and so, I decided to stay home……., some of the family members give me hope as they believe such issue may be appeared to any one in his/her life span”*

From that fact, there is no specific of system information flow which insure everyone have information about the issues of women violation in North “A” District Unguja. Also there is no monitoring and evaluation plan (M&E Plan) to insure the activities implemented and evaluated, monitoring gives the clear number of the women survivors of violence and those who receive guidance and counseling services. Also, it helps to know if the services provided have positive impact or not to those clients.

Moreover, Social welfare officers and other stake holders should have connection to the village members to ensure availability of valid data about Gender based Violation. The data can help them to identify true number of women survivors of violence who access guidance and counseling service and those who are not access the service in order to make plan and strategies of approaching the clients. Also, it found that there is no specific schedule of receiving guidance and counseling service in respective shehia. According to North “A” District welfare office there are total forty-four (44) shehia in North “A” District Unguja in which there is no possibility to approach all shehia instead they able to reach at least twenty (20) shehia for first quarter of implementation.

*Not only that, but another respondent said that, “…. there is no privacy and secret during and after provision of guidance and counseling service to the clients, the counselors expose their matters to their friends …”*

The issue of respecting client’s privacy and confidentiality is very important and ensure maintained by the subordinates like other employees as the ethics of counseling profession. The counselor may disclose information with appropriate client’s consent or with sound legal or ethical justification”

### **4.3.3 Offices in which guidance and counseling service are provided**

In order to know the offices in which guidance and counseling service are provided, the respondents were needed to identify offices in which guidance and counseling are provided and the women survivors of violence were required to identify the offices in which they receive guidance and counseling service.

The research findings shown that, 49.3% identified one stop center, 14.9% were mentioned District Welfare offices, 10.4% identified Gender desks offices and 25.4% were responded Other offices of guidance and counseling. Figure No. 4.2 illustrate the finding.

**Figure 4.2: Offices of guidance and counseling service in North “A” District**

**Unguja**

**Source:** Field Data Survey, 2021

With accordance to this finding, most of the respondents (49.3%), seemed one stop center is a major office in which guidance and counseling service are provided and accessed. This center found in the kivunge Hospital and works under umbrella of that hospital which located at North “A” District, the center is hopefully one stop Centre for the survivors of violence.

The results show that, many sexual survivors (raped) take guidance and counseling service from the first day of violation in which the cases are reported and investigated. One of the client explained,

“… *I receive the counseling service at one stope center for long time since a day that i reported the case of violation..., hence, it is office of hope for me…”* she concluded.

This indicates that, the roles of one stop center on building strong clients is cornerstone on personal, social and national development as it gives the healthy citizens who live free from hurtles in such a way that, they participate in social and economic matters. The Centre needs external funding to increase service delivery.

On the part of 14.9% responded the District welfare office provide guidance and counseling service and accessed. This means that, the respondents who receives the service are of another type of violation apart from raping, like forced marriage, marriage dispute, inheritance, division of matrimonial property, abduction, assault and so on.

## **4.4 Current planed Guidance and Counseling programs/service**

The second objective of this study was to identify current planned guidance and counseling programs/service in North “A” District Unguja-Zanzibar. To meet this objective, the questions were structured through questionnaire to the officials who responsible in social welfare and women survivors of violence who were received guidance and counseling service. The same questions through interview posed to the women survivors of violence who do not able to read and write. Such questions were focused on kind of questions provided and received, the priority of the service provided and the useful of those service to the women survivors of violence.

## **4.4.1 Current available guidance and counseling service**

Total fifteen (15) among thirty-four (34) respondents attired this question, it has been discovered that, four (4) respondents (26.7%) were responded that, they received psychological counseling service to large extent, followed by educational and vocational training and personal/social counseling in which three (3) respondents (20%) were said to be acquired to each service.

Moreover, two (2) respondents (13.3 %) responded spiritual service is accessible to the offices and each remaining service include justice awareness service, physical awareness service and Health service, one (1) respondent (6.7%) responded to access spiritual counseling. The finding shown in Table No. 4.6

**Table 4.5: Current available Guidance and Counseling service**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Current available G and C service** | | **Frequency** | **Percent** | **Cumulative Percent** |
|  | Psychological counseling | 4 | 26.7 | 26.7 |
| Educational and Vocational counseling | 3 | 20.0 | 46.7 |
| Justice awareness | 1 | 6.7 | 53.3 |
| Health | 1 | 6.7 | 60.0 |
| Physical awareness | 1 | 6.7 | 66.7 |
| Personal/social counseling | 3 | 20.0 | 86.7 |
| Spiritual counseling | 2 | 13.3 | 100.0 |
| **Total** | **15** | **100.0** |  |

**Source:** Field Data Survey, 2021

With regards to the above representation, most group of women survivors of violence access psychological counseling service in their respective centers, this justified for 26.7% of responses. And the groups who receive educational and vocational and personal/social counseling were suggested by 20% respectively. Moreover, 13.3 % of two (2) respondents suggested Spiritual counseling, and remaining 6.7% suggested heath, physical and justice awareness. More detailed in Figure No. 4.3 below

# Figure 4.3 Current available Guidance and Counseling service by percentage

**Source**: Field Data Survey, 2021

The researcher observed that, the most sexual violence survivors suffer from stress, fear and anxiety as a psychological health consequences during early stage of the case that’s why psychological counseling took part for 26.7%. During interview, one among survivor said,

*“… I was very frustrated once the action happened, I blamed myself hardly for the evil, I believed my life dream is ended…”*

Researcher found that, the higher rate of depression and anxiety for those women violation survivors resulted from violence and so psychological counseling should remain priority to ensure victims live free from mental infection and provide prior opportunity to participate in economic activities as a source of defeating periodic hardship of life.

On the part of justice, health and physical awareness seemed to have law provision as gained 6.7% of responses for each. Health and physical awareness are very importance to the sexual survivors because they have attendance of visiting to the doctor after the case.

MLEEYWC (2015), reported that, “… women and girls are more often subjected to physical, sexual and psychological abuse”. Many women are not aware about physical harm as results they experience long term injuries, however North “A” District welfare offices (2019) reported to provide Gender Based Violence training and meeting in respective shehia to ensure all women live free from physical harm.

These arguments are supported in large extent as many women survivors of violence experience to have physical injuries, however, most clients from North “A” District reported to have genital injuries after investigation particularly those who are under 20 years. If that the case, there is need to find alternative ways to ensure women survivors of violence are live free from physical and health problems at the early stage of event.

### **4.4.2 Prioritization in planning and provision of guidance and counseling service**

In this part of the question, respondents were required to show their feelings about prioritization in planning and provision of guidance and counseling service. They were needed to circle the number of appropriate feeling. Four options were given, where **1=Very strong provided, 2=strong provided, 3=weak provided and 4= not provided at all.**

The average of the responses shows that, 8.3(16.1%) indicated in 1= very strong provided, 22 (42.8%) were responded to 2=Strong provided, 14.5 (24%) of all responses indicated to 3=weak provided and 6.8 (12%) responded to 4= not provided at all. Seen Table No 4.7

**(1=Very strong provided, 2=strong provided, 3=weak provided and 4= not provided at all)**

**Table 4.6 Prioritization in planning and provision of guidance and counseling service**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **s/n** | **Guidance and Counseling service** | **1** | **2** | **3** | **4** |
| 1 | Psychological counseling service | 9(17.3%) | 26(50%) | 13 (25%) | 4(7.7%) |
| 2 | Educational and Vocational Guidance and Counseling Service | 6(11.5%) | 29(55.8%) | 13(25%) | 4(7.7%) |
| 3 | Justice awareness service | 5(9.6%) | 16(30.8%) | 25(48.1%) | 6(11.5%) |
| 4 | Funding to participate in civil society | 0 | 7(13.5%) | 16(30.8%) | 29(55.8) |
| 5 | Health service | 7(13.5%) | 31(59.6%) | 11(21.2%) | 3(5.8%) |
| 6 | Physical awareness | 10(19.2%) | 21(40.4%) | 19(36.5%) | 2(33.8%) |
| 7 | Personal/Social Guidance and Counseling Service | 14(26.9%) | 23(44.2%) | 12(23.1%) | 3(5.8%) |
| 8 | Spiritual Guidance and Counseling Service | 16(30.8%) | 25(48.1%) | 7(13.5%) | 4(7.7%) |
|  | **AVARAGE** | **8.3(16.1%)** | **22(42.8%)** | **14.5(24%)** | **6.8(12%)** |

**Source:** Field Data survey, 2021

These responses meant that, The District planned, prioritized and provided guidance and counseling service to the survivors of violence. The average of twenty-two (42.8%) supported the program. However, this percentage supported program to be provided strongly and not very strong provided.

Also, the reference shown that, there are some service are either weakly or not provided at all. Example, funding to participate in the economic matters, the data shown 29(55.8%) of the respondents supported neither planned nor provided to the survivors. The scenario highlighted that, the District is either has no enough budget allocation to funds the survivors of violence or currently funding the survivors is not prior program.

North District “A” Unguja, should believe that, to fund their survivors now time is very helpful, the most women survivors of violence suffer from abuses in such a way that, their caregivers refuse to support them in the case of the right of daily basic needs such as food, clothes and shelter, and so, economic activities such as entrepreneurship is their life’s back born for improving their access the sustainable self-employment. Moreover, violation survivors experience health problems thus, they frequently supposed to visit clinics for cure, some of them unintentionally experience to have pregnant and so they need to care their expected babies.

## **4.4.3 Usefulness of guidance and counseling service provide to women survivors of violence**

For the requirement of understanding the useful of guidance and counseling service provided to violation victims in North “A” District Unguja, the questions posed to survivors themselves, NGO’s members and officials who responsible for social matters in the District. They were required to identify usefulness of those service to the victims. The sixty-seven (67) who were responded this question their responses were; 28.4% responded the service help prepare client to be psychological strong, 25.4% indicated the service help the victims to improve social and personal awareness.

Then, eight (8) respondents (11.9%) were responded the service help the clients to avoid threatening problem and to promote educational and vocational engagement. Moreover, five (5) respondents (7.5%) identified the service insist spiritual foundation.

The total number of three (3) respondents (4.5%) responded the service provide awareness on justice service to the survivors, and finally, the same three (3) respondents (4.5%) responded other answers instead of the former responses. The results shown in Table No 4.8

**Table 4.7 Usefulness of Guidance and counseling service provided.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Usefulness of service** | | **Frequency** | **Percent** | **Cumulative Percent** |
|  | Avoid threatening problem | 8 | 11.9 | 11.9 |
| Improve Social/Personal awareness | 17 | 25.4 | 37.3 |
| Prepare client psychologically strong | 19 | 28.4 | 65.7 |
| Provide awareness in health service | 4 | 6.0 | 71.6 |
| Provide awareness on justice service | 3 | 4.5 | 76.1 |
| To insist spiritual foundations | 5 | 7.5 | 83.6 |
| To promote educational engagement | 8 | 11.9 | 95.5 |
| Others | 3 | 4.5 | 100.0 |
| **Total** | **67** | **100.0** |  |

**Source:** Field Data Survey, 2021

#### **4.4.3.1 Prepare Clients Psychological Strong**

#### 

According to the research finding, guidance and counseling service prepare highly women survivors of violence to be psychological strong, this trust justified through nineteen (19) respondents (28.4%) of the total responses**.** Most of survivors of violance in North “A” District Unguja seemed to have prepared psychologically to cope with the negative challenges that hinder them.

Kabir:2017 accept the idea by saying “A vast majority of people are well prepared physically and psychologically to cope with many negative events that take place during their life’s time, this can de death within the family, injury, Divorce, Marriage, Stress, Unemployment Changes of job, War, Disaster, Birth and so forth. Family and friends help the survivors of violence to absorb many negative events making painless transitions to accepting the challenge. However, all lead to an enormous of pressure being placed on the individual and some can cope and other just simply cannot”

This argument tends to explain the healing situation of the negative events to the victims in order to bring back normality and so, one of the healing technique is counseling. North “A” District offices make sure that the psychological counseling takes the first priority for their clients to keep them free from psychological barriers.

#### **4.4.3.2 Improve Social and Personal Awareness**

#### 

With the reference to the finding, the total seventeen (17) respondents (25.4%) were said counseling improve social and personal awareness to the women survivors of violence in North “A” District Unguja.

During interview one among survivor argue that, *“…from counseling given, now I understand my self positively and I participate in social matters without the idea that society may segregate me…”* she said.

This is true change for some women survivors of violence from the counseling session given out by supportive offices, this idea also reported to North “A” District welfare office (2019) by saying, “many women survivors of violence changed their mind and reestablish true identity in which they are out of the feeling of segregated by the society hence they play part of social development and live free from unwanted judgement”

#### **4.4.3.3 To Promote Educational Engagement**

Data that presented in Table 4.8 shown that, Counseling promote educational engagement to the violence victims as responded by eight (8) respondents (11.9%) of total responses.

Social welfare officers of North “A” District Unguja have tendency of having meeting in different schools include Gongowe, Nungwi, Bwereu, Muwanda, Bandamaji, Kibeni, Gamba, Tumbatu and Moga. The aim of the meeting to provide guidance and counseling education on the educational matters which open students mind to actively and fully participate in learning. Also, officers open the eyes to violence women as they can return to their mind and see the education is their part of life, the women survivors of violence able to have specific goals that they might set and so they can archive them but they should have achievement motivation.

Without doubt the survivors are actively performing best what so ever if the counselor can change the client’s view point, fill the concept of future will and building mental ability to take right decision to engage in the school matters and remain positive in the future.

#### **4.4.3.4 To Insist Spiritual Foundations**

The finding show that, there is law provision of counseling in the case of religious/spiritual matters to the women survivors of violence. The most of respondents did not respond this matter and only five (5) respondents (7.5%) who supported the case.

The religious identity and status is a critical for the counseling process to those women survivors of violence as a major part of their foundation of development and success. The District “A” offices and supportive stakeholders should consider spiritual beliefs when they plan, prioritize and provision of guidance and counseling to their clients because it seems to contributes to the understanding one’s own personal spiritual development. Many counseling centers like school counseling centers experience to use religious leaders like Sheikh and Pastors to build and insist spiritual foundations.

## **4.5 Problems that Received from Women Survivors of Violence and Alleviation Measures**

In this part of the study describes the discussion about the problems that received from women survivors of violence and the ways taken by management to alleviate those problem. The questions in the form of questionnaire and interviews were posed to the Women survivors of violence and only questionnaire indicated to officials who responsible in social matters in the North “A” District Unguja.

## **4.5.1 Problems Received from Women Survivors of Violence**

This part provides the discussion on the problems that are received from women survivors of violence, there are several problems that face the Violence victims, these include; Family conflict, Stigmatization among members of the society, Neglecting of violence survivors after action, Lack of basic needs, Survivors school dropout, Disappointment, Unaware about Gender Based Violence, Divorce and other problems like health problems (savior headache, stress and so forth). The illustration shown in Table No 4.9

**Table 4.8 Problem received from women survivors of violence**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Problems received from women survivors of violence** | | **Frequency** | **Percent** | **Cumulative Percent** |
|  | Neglecting from the family | 4 | 6.0 | 6.0 |
| Family conflict | 11 | 16.4 | 22.4 |
| Divorce among couples | 6 | 9.0 | 31.3 |
| Stigmatization among the member of society | 11 | 16.4 | 47.8 |
| Lack of basic needs | 8 | 11.9 | 59.7 |
| School dropout | 7 | 10.4 | 70.1 |
| Disappointment of the survivors | 9 | 13.4 | 83.6 |
| Unawareness about Gender Based Violence | 7 | 10.4 | 94.0 |
| Others | 4 | 6.0 | 100.0 |
| **Total** | **67** | **100.0** |  |

**Source:** Field Data Survey, 2021

## **4.5.1.1 Conflict of survivors’ family members**

## 

Family conflict become famous in the family, the results show that, sixteen point four percentage (16.4%) of the responses justified that, the family forbidden, beaten and even separate each other after violence action. The survivors’ lives harden due to conflict, one among women survivors of violence in the District “A” Unguja said

*“… my family is in the conflict for two years now, before the action my uncles were coming to our home and helping us, give me school uniform… One-day sheikh called my family to keep them to gather but they did not come for resolution meeting...”* She finalized.

The conflict among the survivors’ family has been effecting much the life of the women survivors of violence in North “A” District Unguja, the family seemed to lack required basic needs particularly food, clothes and some other needs which can enable survivors to engage in school, vocational training and afford health service. This is another thing to be considered to the District “A” government, NGO’s and other stakeholders during planning and provision of the counseling service with parallel to insure that the preferable mechanism of conflict resolution is hardly put in action.

## **4.5.1.2 Disappointment among women survivors of violence**

The finding shown that nine (9) respondents (13.4%) responded that women survivors of violence in North “A” District disappointed to their life. The researcher found that disappointment to survivors of violence in North “A” District happened due to social stigmatization and lack of participated in social matters and economic matters like building the nation and small business support.

Not only that but the social isolation in which some of society seems women survivors of violence as they loaded huge sins which were done intentionally and unforgivable. Some of them seem they are not deserved to live with that society and should be lonely separated.

## **4.5.1.3 Lack of basic needs**

Eight (8) respondents (11.9%) responded that, in North “A” District Unguja most of women survivors of violence have problem of lacking basic needs such as food clothes, shelter and medical service. Family conflict and divorce are huge causative agent to this situation in which most of the families of violation survivors rely on each other and their husbands.

Women survivors of violence still live in hard lives due to North “A” District government not yet committed to poverty reduction strategies however he Zanzibar Strategy for Growth and Reduction of Poverty (ZSGRP III) still in action but most of women survivors of violence are not beneficiaries of that strategy. Farming is only way of food production in North “A” District but it depends on whether condition and enough input, though women survivors of violence still live hand to mouth life.

## **4.5.1.4 School dropout**

The findings revealed that, the women survivors of violence in North “A” District Unguja drop out the school, this justified by 10.4% of responses.

During interview, one women survivors of violence argued that

*“School is far from here, I don’t go to school because my mother has no money to give me for bus fare, always I help her to take care for my siblings, fetching water, cooking the food and some days go to farming. I am very interested to learn and I will back to the school when I get assistance”*

The researcher found that, the Violence is really affect the women survivors of violence’s right particularly the right to have education, the most women survivors of violence in North “A” District Unguja assumed to be task care of the family bay

cooking, fetching water and even farming. This situation hardly caused by divorce in the family and hence the single parent fails to take care of the child behaviour and school financial requirement.

The accessibility of employment in Zanzibar’s public and private sectors available for the specific educational requirement, if women survivors of violence dropout the school, exactly they remain behind other men and so violence will be still rotten in North “A” District.

## **4.5.1.5 Unawareness about Gender Based Violence**

## 

Seven (7) respondents (10.4%) were indicated that, the most women survivors of violence in North “A” District Uguja are not aware about Gender Based Violence (GBV) that’s why might have no idea of finding counseling to their partners or specific centers in which counseling are provided.

MLEEW (2007) found “…widespread ignorance on Gender Based Violence, not only in the general public but also among key functionaries dealing with Gender Based Violence within the legal and administrative system. In particular, legal literacy levels on Gender Based Violence are low among the structures of first instance like the Sheha’s office and the Kadhi’s Courts. Moreover, even though respondents indicated Gender Based Violence knowledge they commonly associated crimes like theft and assault to Gender Based Violence possibly because they were perceived as violent as suggested by the terminology naming the phenomenon”

The researcher found that, however Gender Based Violence training given to the women survivors of violence in the North “A” District but the most of them are not regards and taken it just lost of time. Some of them are quite serious and aware as they handle Gender Based Violence (GBV) with great care, vital and cross cutting issue in District and Zanzibar at all.

## **4.5.2 Alleviation measures of problems of women survivors of violence**

After discussing the problems that received from women survivors of violence different measures were proposed to alleviate those problems these includes; training on gender based violence, taking action, provision of aids to survivors, involving in social matters, home visit, counseling provision, vocational training and others like medical support.

**Table 4.9 Proposed measures of women survivors of violence problems**

|  |  |  |  |
| --- | --- | --- | --- |
| Alleviation measures of Women survivors of violence Problems | Frequency | Percent | Cumulative Percent |
| Training on GBV | 15 | 22.4 | 22.4 |
| Taking action | 13 | 19.4 | 41.8 |
| Aids provision | 10 | 14.9 | 56.7 |
| Involving on social matters | 6 | 9.0 | 65.7 |
| Home visit | 3 | 4.5 | 70.1 |
| Counseling provision | 8 | 11.9 | 82.1 |
| Vocational Training | 7 | 10.4 | 92.5 |
| Others | 5 | 7.5 | 100.0 |
| **Total** | **67** | **100.0** |  |

**Source:** Field Data Survey, 2021

## **4.5.2.1 Training on Gender Based Violence (GBV)**

## 

The research found unawareness about Gender Based Violence to women survivors of violence in North “A” District Unguja, in relation to that fifteen (15) respondents (22.4%) were proposed that training of Gender Based Violence should be given out in order to eliminate percentage of ignorance on Gender Based Violence.

Women should be aware that Gender Based Violence are criminal offences, the Laws and their content and able to identify respective punishment for common GBV offences and more importantly to know medical service, their guidance and counseling service, quality of those service and where they are supposed to be affordable.

## **4.5.2.2 Taking Action**

The most women violation cases in North “A” District are taken easy and even not seriously considered. It experienced that the violation cases are ended in the family base in which parents and other family members negotiate themselves without the consent of survivor, this because no action taken when cases reported, the cases charged and even dropped out. In relation to that, thirteen (13) respondents (19.4%) of responses suggested that taking action is among of ways can be used to alleviate the problems that hinder women survivors of violence in North “A” District Unguja.

The government of North “A” Unguja should be consider that survivors are likely to be disappointed and seemed to lack their right in the home country by seeing that offender live hopeful and happier where survivors live with no legal relief.

**4.5.2.3 Aids provision**

The research finding shows that many women survivors of violence faced with challenge of missing basic needs after neglecting by family or divorce. In relation to this, ten (10) respondents (14.9%) of all respondents were proposed that, providing aid to those women survivors of violence can eliminate the problem of lacking basic needs. This can be practiced by providing legal aids, medical kits and direct cash

Women survivors of violence are not read to live without basic needs and they need special aids in order to defeat the life challenges and violence harassment. The government of North “A” District Unguja and its stakeholders should be importantly focus on this area of aids support.

# 4.6 Challenges that hinder provision of guidance and counseling service and alleviation measures

The objective number three of this study was to identify challenges that hinder provision of guidance and counseling service to women survivors of violence in the North “A” District offices. The questions were indicated to the NGO’s staffs and officials who were responsible to the social welfare to the women survivors of violence in North “A” District Unguja.

This section provides discussion on the challenges facing District “A” offices on provision of guidance and counseling service and also prevention measures of those challenges.

## **4.6.1 Challenges that hinder provision of guidance and counseling service**

There were various challenges that face provision of guidance and counseling service to women survivors of violence in North “A” District offices, include: inadequate professional counselors and translators, Poor Gender Based Violence policy, Lack of enough commitment, Inadequate offices, Unaware about Gender Based Violence, Lack of office transport, low allocated budget, Inadequate office materials. Fear and hiding violation issues, no proper records on service provision and other challenges like attitude toward guidance and counselling, privacy and confidentiality. Table No. 4.12 illustrate the challenges.

**Table 4.10 Challenges that hinder provision of Guidance and Counseling service**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Challenges** | | **Frequency** | **Percent** | **Cumulative**  **Percent** |
| Valid | Inadequate offices | 5 | 9.6 | 9.6 |
| Inadequate Office's Materials | 1 | 1.9 | 11.5 |
| Lack of office transport | 3 | 5.8 | 17.3 |
| Low allocated budget | 3 | 5.8 | 23.1 |
| Lack of enough commitment | 6 | 11.5 | 34.6 |
| Inadequate professional counselors and translators | 15 | 28.8 | 63.5 |
| Unaware about Gender Based Violence | 4 | 7.7 | 71.2 |
| Scattered houses of Survivors | 5 | 9.6 | 80.8 |
| Poor Gender Based Violence policy | 8 | 15.4 | 96.2 |
| Fear and hiding violation issues and improper records on service provision | 2 | 3.8 | 100.0 |
| **Total** | **52** | **100.0** |  |

**Source:** Field Data Survey, 2021

## **4.6.1.1 Inadequate professional counselors and translators**

The finding shown that fifteen (15) respondents (28.8%) blamed to have in adequate of professional counselors and translators in the guidance and counseling offices.The researcher found that the most counselors of North “A” District offices are not profession to the area of counseling where they are social workers, even though they are in that profession but they are not well trained to be counselors and somehow defeated to initiate, progress and finalize the counseling session.

ACA (2014), said “Counselors practice only within the boundaries of their competence based on their education, training, super mind experience, state and national professional experience. Whereas multicultural counseling competency is required across all counseling specialties, counselors gain knowledge, personal awareness, sensitivity, disposition and skill pertinent to being a culturally competent counselor in working with diverse client population. In adequate professional and untrained counselors will make delivery of counseling service to be very difficult as they are behaviorally and culturally competent.

## **4.6.1.2 Poor Gender Based Violence Policy**

Eight (8) respondents (15.4%) commented on poo policy of Gender Based Violence hinder provision of guidance and counseling service to women survivors of violence. Zanzibar adopted women Protection and Development Policy in 2001 which deals with women empowerment in politics and economy, legal awareness, education and vocational training also recognizes laws which discriminate against women in Zanzibar**.**

This policy does not consider much provision of counseling service to the women survivors of violence, however in 2011 Ministry of Youth Women and Children Development introduced A Multi-sectoral strategy and Action Plan for preventing and responding GBV in Zanzibar which aim of facilitating access to user friendly pro-survivor service including protection, medical, legal and psychosocial service but in relation to that service should be considered in formulation of Gender Based Violation policy.

## **4.6.1.3 Lack of enough commitment**

The researcher finding shown that the government of North “A” District Unguja and its stakeholders are not willing committed to hell the soul of women survivors of violence physically and psychologically instead they do just not cross-cutting issue, with relation to this, six (6) respondents (11.5%) were argued to this situation.

The researcher found that, Violation Against Women viewed and treated in isolation manner in which each organization fulfil its bit and leaving other duties to another organization. However, an effectiveness of outcome requires different sectors, organizations and working discipline but the ministry should consider commitment on working.

## **4.6.1.4 Inadequate guidance and counseling offices**

The finding 9.6%, responded there is inadequate of guidance and counseling offices in District “A” Unguja that hinder provision of guidance and counseling service to the women survivors of violence.

The researcher found that, as the guidance and counseling service to violated survivors guide them to their entire life but the most North “A” District offices are very few and no wide space compare to the number of clients considerably to their privacy and confidentiality

It found that North “A” District guidance and counseling offices are also small with no offices materials.

## **4.6.2 Measure to eliminate the challenges of guidance and counseling offices**

Different measures were proposed by respondents to ensure minimizing the challenges that face provision of guidance and counseling service to women survivors of violence in North “A” District offices. Those measures include; provision of training on Gender Based Violence, enough budget allocation, employment of professional counselors and translators, parent and social participation, home visit, provide office transport, formulation of strong Gender Based Violation Policy and other like enough workers’ earning. Table 4.13 illustrates the finding.

**Table 4.11 Measures to eliminate challenges**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Measures to eliminate challenges** | | **Frequency** | **Percent** | **Cumulative**  **Percent** |
| Valid | Provision of GBV training | 5 | 9.6 | 9.6 |
| Enough Budget allocation | 14 | 26.9 | 36.5 |
| Professional counselors and translators employment | 13 | 25.0 | 61.5 |
| Parent and social participation | 4 | 7.7 | 69.2 |
| Home visit | 3 | 5.8 | 75.0 |
| Provide transport | 3 | 5.8 | 80.8 |
| Strong GBV policy formulation | 8 | 15.4 | 96.2 |
| Others | 2 | 3.8 | 100.0 |
| **Total** | **52** | **100.0** |  |

**Source: Field Data Survey, 2021**

## **4.6.2.1 Enough Budget Allocation**

With accordance to the finding of this study, it revealed that there is in sufficient budget allocated by Northern Unguja government to insure combating Violation Against Women. In regard with this, fourteen (14) respondents (26.9%) of respondents were proposed that, more and enough budget should be allocated in combating violence against Women. The budget should be considered enough and used in accordance to the certain inputs and activities like enough offices, books, journals, office transports, direct and indirect cash for the service to women survivors of violence, formulation of policy, GBV strategy and Plan and so forth.

## **4.6.2.2 Employment of professional counselors and translators**

From the problem of inadequate professional counselors and translators in North “A” District Unguja offices, thirteen (13) respondents (25%) of total respondents suggested the employment of professional counselors and translators. Budget allocated should show the activity of employment of professional personnel who can able to initialize, progress and finalize the guidance and counseling session according to the profession code of conduct. The personnel should be very competent based on their education, training given, experience and culture of the clients, they also able to keep clients’ privacy and confidentiality.

## **4.6.2.3 Strong Gender Based Violation Policy formulation**

In regards to the findings, the study shows that, there is challenges of poor Gender Based Violence Policy. Therefore, eight (8) respondents (15.4%) suggested to formulate strong Gender Based Violence Policy.

The policy should not be isolated from other social and developmental matters and their indicators examples poverty, health, education, HIV/AIDS, COVID 19 and others. Also the policy should not be treated as a private but the matter of public and Violation against Women (VAW) no longer approached as family issue but as social and public health concern.

# CHAPTER FIVE

# SUMMARY, CONCLUSION AND RECOMMENDATIONS

# 

## **5.1 Introduction**

## 

The study has assessed the guidance and counseling service provided to women survivors of violence in North “A” District Unguja. As it observed in chapter one and chapter two, we found that the guidance and counseling service are very crucial as survivors adopted psychological problems as results they have no better room to participation social and developmental matters due to health problems.

The research came up with three specific objectives namely; to analyze availability guidance and counseling service to women survivors of violence in North “A” District Unguja, to identify current planned guidance and counseling service to women survivors of violence in North “A” District Unguja and to identify challenges that hinder provision of guidance and counseling service to women survivors of violence in North “A” District Unguja. Finally, the research suggested the ways to overcome the challenges.

The research conducted Unguja with case study design, the study employed both qualitative and quantitative approach. Both simple random and snowball sampling techniques were employed with total eight-six (86) respondents. The data were collected through interview, questionnaire and documentary review.

The findings, Analysis and Discussion were presented in Chapter four. This Chapter has provided the summary of major findings, conclusion and recommendations from the study and finally suggestion for further research.

## **5.2 Summary of major findings**

The study intended to assess the guidance and counseling service to women survivors of violence in North “A” District Unguja. It focused in three specific objectives these are; to analyze availability of guidance and counseling service to women survivors of violence, to identify current available guidance and counseling service to women survivors of violence and finally to identify the challenges that hinder provision of guidance and counseling to women survivors of violence in North “A” District Unguja offices. Also, research has suggested some majors that can eliminate those challenges.

## **5.2.1 Availability of guidance and counseling service.**

The results of the findings shown that one hundred percent of total fifty-two respondents required to answer this question responded the guidance and counseling service are provided to women survivors of violence in North “A” District Unguja. Fifteen (15) respondents (44%) were responded to access the service and remaining nineteen (56%) were not access the service, this is due to less information sharing.

Also the finding shown the offices in which guidance and counseling are provided, those offices includes; one stope center, District welfare office, gender desks, and other offices like District hospitals and Non-Governmental Organization’s offices.

## **5.2.2 Current planned guidance and counseling Programs/service**

The research finding shown that, there are number of planned programs/service, the programs linked to psychological counseling service, spiritual counseling service, justice awareness service, health service, physical counseling service, personal and social awareness service. Also, the study shown the prioritization of the guidance and counseling service in planning and provision to women survivors of violence in North “A” District Unguja. The finding revealed that, service are laid in the strong provision by the average of 22(42.8%), however, some of the service like assistance of the fund is very week or not provided at all.

Moreover, the finding shown the usefulness of the guidance and counseling service thee include; preparing client psychological strong, improve personal and social awareness, avoiding threatening problems, to promote educational engagement and so forth. Apart from usefulness the research shown the problems receives from violate women in provision of guidance and counseling service in which the number of them are commented like family conflict, disappointment, stigmatization, lack of basic needs, neglecting form the family and others. Those problems can be mitigated by training on Gender Based Violence, taking action, aids provision, involving in social matters, home visit counseling provision, and vocational training.

## **5.2.3 Challenges that face guidance and counseling offices in North “A” District**

The study revealed that guidance and counseling offices in North “A” District Unguja faced with different challenges, among of them are; inadequate professional counselors and translators, poor gender based violence policy, inadequate offices, lack of enough commitment, low allocated budget and others. In order to overcome these challenges, different efforts are needed, among of these measures are enough budget allocation in order to fit on the activities concerning with violation against women, employment of professional counselors, formulation of strong Gender Based Violation Policy in relation to the time and other crosscutting issues like HIV/AIDs, COVID 19 and finally parent and social participation of those service provided to violation survivors.

## **5.3 Conclusion**

## 

On the basis of the discussion, the study came up with the following conclusion.

In spite of provision of guidance and counseling service to women survivors of violence, the most of women survivors of violence are not access the service. This is justified through results of this study whereby only forty-four percent (44%) of respondents access the guidance and counseling service and remaining fifty-six percent (56%) of respondents are not access the service. This is caused by North “A” District government and counseling offices have no tendency of providing and sharing information to the clients and other members in the society about provision of the service to the respective offices and home visit. There is no specific announcement to social media networks and other sources of information if the service are available, hence, most of women survivors of violence and other members of society not access those service.

Those beneficiaries of those service are disappointed due to family conflict, social stigmatization, divorce among corps and isolation from the family. Moreover, however there are success in provision of guidance and counseling service but the offices faced with different challenges include; low budget allocated to Violence Against Women, Poor Gender Based Violence Policy and Inadequate professional counselors and translators.

The District offices that deals with provision of guidance and counseling have no specific schedule to reach the clients to provide service and Gender Based Violation training but they hardly depend those who go to the offices, hence they able to approach small number of clients in shehia per year of implementation.

Finally, the research concludes that, North “A” District government and counseling officers should be launching the programs that can be used for providing and sharing information about availability of guidance and counseling service to women survivors of violence in North “A” District. The lesson learned from this study is that, the government, stakeholders, parents and society working together to solve nominated challenges.

## **5.4. Recommendations**

The study has assessed the guidance and counseling service provision to women survivors of violence in North “A” Distric Unguja as a case study. The finding of this study justified that, the guidance and counseling service are very important to women survivors of violence in hilling the survivors physically and psychologically, but provision of those service faced with some challenges as barriers that affect effort taken in reaching the expected goal. Therefore, on regards to the findings and discussion the study comes up with the following recommendations;

## **5.4.1 Recommendations to guidance and counseling offices and management of District**

Through this study, it recommended to North “A” District government and counseling offices to provide more training and short courses for those officers who provide guidance and counseling service to women survivors of violence to insure the service provided are very useful and cure to the clients in their entire life span. Also the guidance and counseling offices should have specific timetable to ensure all forty-four Shehia of North “A” District are reached in each year of implementation, for example, the officers should visit fifteen (30) shehia for first and second quarter and fourteen (14) shehia for last quarter.

Moreover, the District “A” offices suggested to have monitoring and evaluation plan for each quarter to ensure the service provided timely and effectively. The staff should increase their effort and commitment in provision of the service to the clients in order to allow them to engage in social and development mattes. Lastly it is important to initiate the system of providing and sharing information to the society in order that everyone know about the service.

## **5.4.2 Recommendations to Policy makers**

## 

For the sake of women survivors of violence, there is need for policy makers to formulate strong Gender Based Violation Policy that will show openly, widely and detail those service in which survivors deserved to access. Also, the policy should regard provision of guidance and counseling to other members of the society and put together Violation Against Women with other indicators of social and developmental matters such as poverty, education, health, HIV/AIDs, COVID 19 and others chronic diseases.

## **5.4.3 Recommendation to internal and external Stakeholders**

## 

Internal and external stakeholders are recommended to support effectively the programs of combating violation in North “A” District by initiating the study that will be based on improving the guidance and counseling service delivery, particularly on the challenge of inadequate counselors and translators that face provision of those service and the ways for its reduction.

## **5.4.4 Recommendation to Parents and society**

Parents should be ready to let their children to access the guidance and counseling service to the respective offices and even them to take part of being counselors to their children. Also, society is suggested to support the survivors to engage in social matters and not to isolate and stigmatize them. Then, the society should be hand to hand with guidance and counseling offices to ensure they report those survivors of violence. Also, Parents should work together on social issues and be ready to solve family and marriage issues.

## **5.4.5 Recommendation to women survivors of violence**

It recommended to women survivors of violence to find guidance and counseling service when they faced by problem, they should not be disappointed and participate fully in developmental concerns. Also, they are needed to be away from malpractices like hanging and drug abuse hence they should control their behaviour in positive manner.

## **5.6 Area of further study**

The study assessed provision of guidance and counseling service to women survivors of violence in North “A” District Unguja-Zanzibar. Not only the District that have number of women survivors of violence in Zanzibar but there are other Districts, so there is need to be conducted the same study to other Districts of Zanzibar.

Other studies should also include;

Conducting research to evaluate the degree of community awareness about availability of guidance and counseling service to women survivors of violence in North “A” District Unguja. Also the study convinces to conduct research in the area of impact of the guidance and counseling service provided to women survivors of violence. Moreover, it is essential to conduct research on the women survivors of violence who dropout the school and find the ways to help them in educational concern.

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# APPENDICES

## **Appendix I: Study Questionnaire**

**Introduction**

I, Mwadini Hamadi Rashid is a student at the Open University of Tanzania (OUT) pursuing Master of Arts Degree in Monitoring and Evaluation (MA (M&E). I am currently doing a research on Assessing guidance and Counseling service provision to women survivors of violence: A case of North “A” District Unguja-Zanzibar. Your information given out will be for the need of completion of this study and though no part of your information will be exposed to anyone else. Thus, I need your support in filling this instrument.

**SECTION A:** **Personal Identification and Demographic characteristics of respondents**

**1. Personal Identification**

This section is to be completed for each respondent.

1. Organization Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Name of Region: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. District Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Job Position /Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2. Demographic characteristics. (Please tick (√) appropriately**

**2.1. Sex of respondent**

a) Male b) Female

2.2. What is your age?

a) 21-30 years b) 31-40 years

c) 41-50 years d) above 50 years

2.3. Your educational level. **(Please tick (√) in correct level of your education)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Primary** | **Secondary** | **Certificate** | **Diploma** | **Bachelor Degree** | **Above B. Degree** |
|  |  |  |  |  |  |

**SECTION B: Guidance and counseling programs/service.**

**3.** Is there any Guidance and counseling service provided to women survivors of violence in North ‘A” District? **(Please circle the number of correct answer)**

A) YES B) NO

**(For those who circle number B (NO), please identify reason)**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**4**. Where Guidance and Counseling service available to women survivors of violence in North “A” District?

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5.** The following G&C Programs/service provided for women survivors of violence. **(Please circle the most correct service provided for women survivors of violence in north A” District Uguja and add extra if there are)**

**Scale Reference:**

1= very strong provided

2= strong provided

3= weak provided

4= no provided at all.

|  |  |  |  |
| --- | --- | --- | --- |
| **s/n** | | **Guidance and counseling service** | **Ranks** |
| 5.1 | | Psychological counseling service | 1 2 3 4 |
| 5.2 | | Educational and Vocational Guidance and Counseling Service | 1 2 3 4 |
| 5.3 | | Justice awareness service | 1 2 3 4 |
| 5.4 | | Funding to participate in civil society | 1 2 3 4 |
| 5.5 | | Health service | 1 2 3 4 |
| 5.6 | | Physical awareness | 1 2 3 4 |
| 5.7 | | Personal/Social Guidance and Counseling Service | 1 2 3 4 |
| 5.8 | | Spiritual Guidance and Counseling Service | 1 2 3 4 |
| 5.9 | |  | 1 2 3 4 |
| 5.10 | |  | 1 2 3 4 |
| 5.11 |  | | 1 2 3 4 |
| 5.12 | |  | 1 2 3 4 |
| 5.13 | |  | 1 2 3 4 |

6. What are the strength of Guidance and counseling programs available to women survivors of violence.**?**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

7. What are the problems received from women survivors of violence (Guidance and counseling clients)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. What does management do to prevent problems of women survivors of violence (Guidance and

Counseling clients)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SETION C: Challenges that faces Guidance and Counseling service provision to**

**Women survivors of violence in North “A” District Unguja**

**9.** In your opinion, what are weaknesses and challenges facing Management to ensure Guidance and counseling provision for women survivors of violence?

1. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_10. What are measures to be taken to overcome those challenges?
6. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Others**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

## **Appendix II: Study Interview guideline for women survivors of violence.**

**Introduction**

I, Mwadini Hamadi Rashid is a student at the Open University of Tanzania (OUT) pursuing Master of Arts Degree in Monitoring and Evaluation (MA (M&E). I am currently doing a research on Assessing guidance and Counseling service provision to women survivors of violence: A case of North “A” District Unguja-Zanzibar. Your information given out will be for the need of completion of this study and though no part of your information will be exposed to anyone else. Thus, I need your support in filling this instrument.

1. Sex or respondent

a) Male b) Female

2. What is your age?

a) 11-20 years b) 21-30 years

c) 31-40 years d) 41-50

e) Above 50 years

3. What is your educational level?

a) Primary level b) Secondary level

c) College d) University e) Non

4. Have you ever violated?

5. Dou you receive guidance and counseling service?

6. Which are currently available guidance and counseling service?

Examples.

|  |  |
| --- | --- |
| **s/n** | **Guidance and counseling service** |
| 5.1 | Psychological counseling service |
| 5.2 | Educational and Vocational Guidance and Counseling Service |
| 5.3 | Justice awareness service |
| 5.4 | Funding to participate in civil society |
| 5.5 | Health service |
| 5.6 | Physical awareness |
| 5.7 | Personal/Social Guidance and Counseling Service |
| 5.8 | Spiritual Guidance and Counseling Service |

7. What are the strength of guidance and counseling service do you receive?

8. Do you faced with any challenges in receiving guidance and counseling service?

9. a What are appropriate measures to overcome those challenges?

b. Do you have any other suggestion?

## **Appendix III: Study Questionnaire for women survivors of violence**

**Introduction**

I, Mwadini Hamadi Rashid is a student at the Open University of Tanzania (OUT) pursuing Master of Arts Degree in Monitoring and Evaluation (MA (M&E). I am currently doing a research on Assessing guidance and Counseling service provision to women survivors of violence: A case of North “A” District Unguja-Zanzibar. Your information given out will be for the need of completion of this study and though no part of your information will be exposed to anyone else. Thus, I need your support in filling this instrument.

1. Demographic characteristics. (Please tick (√) appropriately

a. Sex or respondent

a) Male b) Female

b. What is your age?

i) 11-20 years ii) 21-30 years

iii) 31-40 years iv) 41-50 years

v. Above 50 years

c. Your educational level. **(Please tick (√) in correct level of your education)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Primary** | **Secondary** | **Certificate** | **Diploma** | **Bachelor Degree** | **Above B. Degree** |
|  |  |  |  |  |  |

2. Have you ever violated?

YES NO

3. Dou you access guidance and counseling service?

YES NO

4. Where do you access guidance and counseling service?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Put a tick currently available guidance and counseling Programs/service?

|  |  |  |
| --- | --- | --- |
| **s/n** | **Guidance and counseling service** | **Tick (√)** |
| 5.1 | Psychological counseling service |  |
| 5.2 | Educational and Vocational Guidance and Counseling Service |  |
| 5.3 | Justice awareness service |  |
| 5.4 | Funding to participate in civil society |  |
| 5.5 | Health service |  |
| 5.6 | Physical awareness |  |
| 5.7 | Personal/Social Guidance and Counseling Service |  |
| 5.8 | Spiritual Guidance and Counseling Service |  |

6. What are the strengths of guidance and counseling service that do you receive?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Do you faced with any challenges in receiving guidance and counseling service?

a)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ b)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ c)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ d)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ e)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

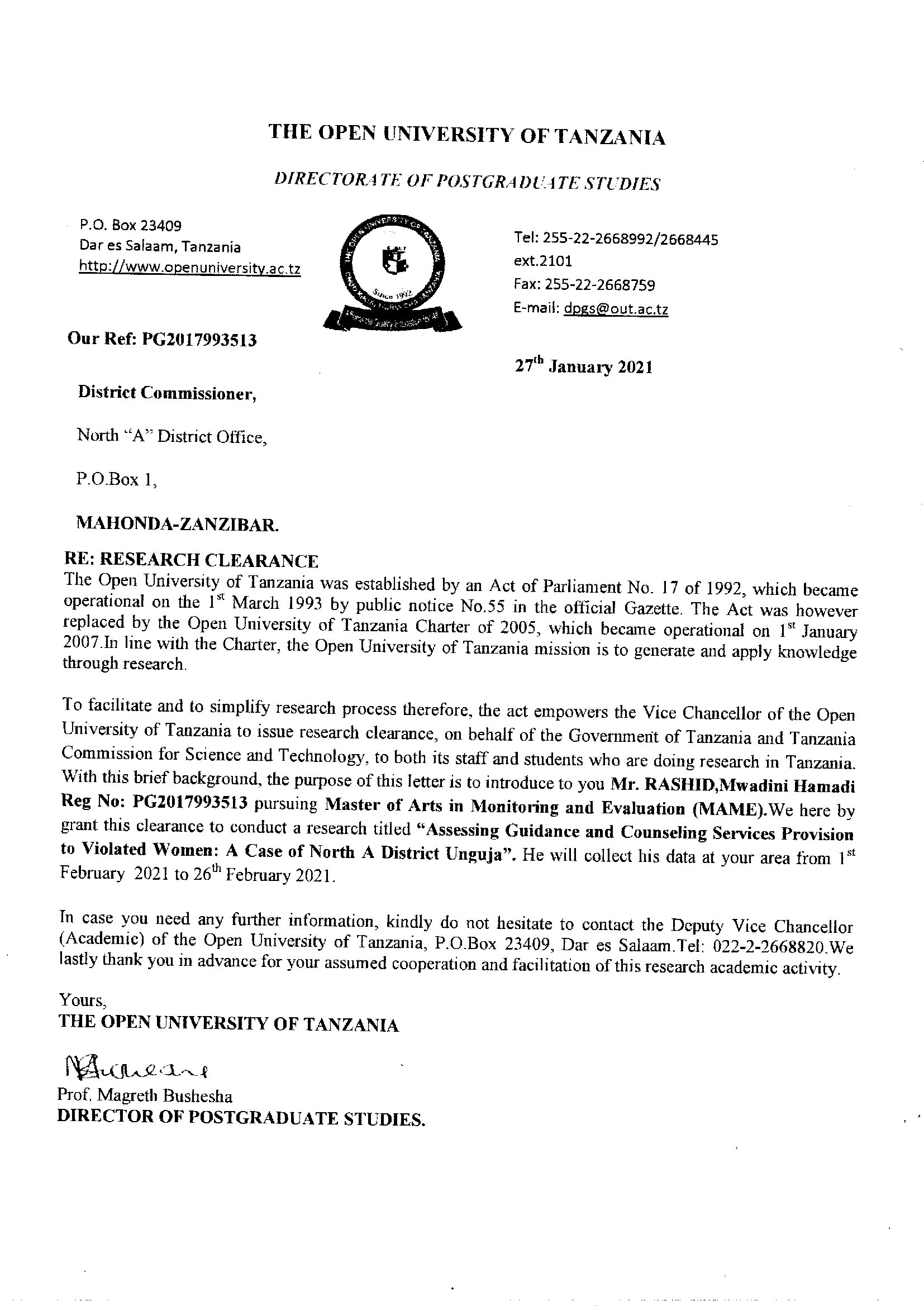
8. What are appropriate measures to overcome those challenges?

a)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ b)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ c)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ d)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ e)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. Do you have any other suggestion?

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***Thank you***

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