

**ASSESSING THE ROLE OF NON-GOVERNMENTAL ORGANIZATIONS  
IN ADDRESSING UNEMPLOYMENT IN TANZANIA: AN EXPERIENCE  
FROM KINONDONI MUNICIPALITY, DAR ES SALAAM**

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**A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE  
REQUIREMENTS FOR THE DEGREE OF MASTER OF HUMANITARIAN  
ACTION, COOPERATION AND DEVELOPMENT  
DEPARTMENT OF POLITICAL SCIENCE, PUBLIC ADMINISTRATION,  
HISTORY AND PHILOSOPHY  
OF THE OPEN UNIVERSITY OF TANZANIA**

**2025**

**CERTIFICATION**

The undersigned certifies that he has read and hereby recommends for acceptance by the Open University of Tanzania a dissertation titled, *Assessing the Role of Non-Governmental Organizations in Addressing Unemployment in Tanzania: An Experience from Kinondoni Municipality, Dar es Salaam* in partial fulfillment of the requirements for the degree of Master of Humanitarian Action, Cooperation and Development (MHACD).

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I, **Gamaliel Henry Sunu**, 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 Humanitarian Action, Cooperation and Development.



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Signature

.....  
Date

**DEDICATION**

I dedicate my dissertation work to my parents. A special feeling of gratitude to my loving parents; Rev. Henry Sunu and Elina Sunu whose words of encouragement and push for tenacity ring in my ears; I will always appreciate all they have done.

## **ACKNOWLEDGEMENT**

I'd like to thank my almighty God for allowing me to complete this course via His grace and power. I am grateful to Dr. Miraji Kitigwa for his guidance, time, effort, and understanding in helping me succeed in my studies. His vast wisdom and wealth of experience have inspired me throughout my studies. To conclude, I'd like to thank, my wife and parents, it would have been impossible to finish my studies without their unwavering support over the past few years.

## ABSTRACT

Unemployment is a global phenomenon that requires the involvement of multiple stakeholders, including Non-Governmental Organizations (NGOs). The overall objective of the study was to assess the roles of the selected NGOs in addressing unemployment in Kinondoni Municipality, Dar es Salaam. Specifically, the kinds of interventions provided by NGOs, impacts of interventions, and challenges encountered in their work. The study used a mixed method structured descriptive research design, based on both quantitative and qualitative data. A sample was obtained through both probability and non-probability techniques, whose combined total included 216 respondents and five program officers from the selected NGOs. Quantitative data were analyzed using SPSS, while qualitative data used thematic analysis. Study findings indicated that NGOs significantly contribute to employment promotion interventions, including entrepreneurship support (82.3%) and vocational training (53.6%). All of which improved beneficiaries' knowledge and skills (79.8%); collected employment outcomes increased from (35.5% to 88.7%); and incomes had slight increases (52.7%). Major challenges included unreliable funding and changing government policy. While NGOs support government efforts to address unemployment, organizations have collective limited reach. The study recommended securing reliable funding sources to support employment interventions, while increasing the participation of NGOs to address unemployment.

**Key Words:** *Unemployment, NGOs, Vocational Training, Entrepreneurship Support, Skills Development, Kinondoni Municipality.*

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## LIST OF ABBREVIATIONS AND ACCRONYMS

AfDB	African Development Bank Group
COVID-19	Corona Virus Disease of 2019
DANIDA	Danish International Development Agency
DOT	Digital Opportunity Trust
FCS	Foundation for Civil Society
FUWAVITA	Furaha ya wanawake wajasiriamali kwa viziwi Tanzania
GDP	Gross Domestic Product
ILO	International Labor Organization
MKUKUTA	Mkakati wa Kukuza Uchumi na Kupunguza Umaskini Tanzania
NGOs	Non-Governmental Organizations
NBS	National Bureau of Statistics
OECD	Organization for Economic Cooperation and Development
UNDP	United Nations Development Programme
UNIDO	United Nations Industrial Development Organization
USAID	United States Agency for International Development

## **CHAPTER ONE**

### **INTRODUCTION TO THE STUDY**

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

Unemployment is a major problem in the 21st century, both globally and locally. This problem has a significant impact on the lives of individuals and communities around the globe (Nyenzi, 2014). A number of people struggling to find stable employment in the labor market was projected to reflect the global unemployment rate of around 5.3% in 2023. Kraemer and Wunsch-Vincent (2016) observed that the unemployment rate has been on an increasing pace annually, whereas it is largely pronounced in the developing countries whose economic growth fails to keep up with the population growth, leading to high rates of unemployment. In Africa, unemployment remains a critical issue, especially among adolescent and youth. According to reports published by the African Development Bank (AfDB), nearly 60% of people experiencing unemployment are people aged between 15 and 24 years old.

The effects of the COVID-19 pandemic, among others, hampered efforts of economic expansion, which was projected to reach 3.8% by 2020, resulting in a heavy reliance on low-value-added sectors such as agriculture for domestic consumption. The same document has reported that nearly 34 million people in Africa were unemployed by 2019, whereas women bear a large proportion of 7.5% than men 6.3% (ILO, 2020) According to data from a study by Ndyali (2016) concerning youth unemployment rates in selected African countries, South Africa



had the highest youth unemployment rates of 52%, followed by Swaziland 41.9%, Kenya had 17%, Nigeria 13.7% and Uganda 7.3%

Tanzania is not exempt from the issue of unemployment among its people. This isn't limited to Tanzania. Tanzania's economic growth falls within the recommended economic growth rates of 4.6% in 2022 and 5.2% in 2023 according to World Bank Group data, but a number of Tanzanians still suffer from unemployment. The Bank of Tanzania reported a growth rate of 5.6% in June 2023, compared to 5.5 in June 2021, according to the publication. Growth is fueled by agricultural, construction, and mining activities.

The population and housing census of 2022 revealed that unemployment in Tanzania stood at 7.8%, with women experiencing higher rates of 9.4% compared to men at 6.2%. Unemployment has a significant impact on both individuals and families, causing financial difficulties, social exclusion and a decrease in self-worth (Policy Brief, 2024). Mukanu, Sikota, and Diyo (2021) cited unemployment as the cause of extreme poverty and a rise in mental health issues. People with lower levels of education, people with disabilities, and young women are at a higher risk of being unemployed (Milasi, 2019).

As the global agenda on reduction of poverty fostered by international organizations as the United Nations Sustainable Development Goals by 2030, Tanzania internalized these commitments by formulating its own strategies, such as the National Strategy for Growth and Reduction of Poverty, known in Swahili

as MKUKUTA, the Tanzania Vision 2025, and many other sectoral commitments (URT, 2010). Improvement of investment and NGO policies, laws, and consolidation of international relations have been noted to attract the establishment of non-governmental organizations (NGOs) working in different sectors to empower marginalized groups and reduce unemployment and poverty in the country.

Available evidence shows that, NGOs have been playing a great role in addressing unemployment problem in many parts of Africa. Dorothea (2017) remarked about how NGOs have been of great help in Kenyan communities by creating employment opportunities for youths. In Tanzania, analysis done in 2015 revealed that NGOs, particularly in the education and health sectors, were among the major employers in the country, employing Tanzanians on either temporary or permanent terms or as volunteers where they had different work experiences (URT, 2015). In the 2020 report on the contribution of NGOs in Tanzania, it was noted that a total of 8,918 people were employed directly by NGOs, while over 23 million youths and adults benefited from projects carried out by NGOs that had a positive impact on their lives (URT, 2021). Despite these impactful results by NGOs, unemployment remains a critical challenge in many communities, facing not only uneducated people but even university graduates. It remains as a challenge that seeks solutions to address it.

## **1.2 Statement of the Problem**

Unemployment remains one of the most pressing socio-economic challenges in

Tanzania, particularly in urban areas such as Dar es Salaam. The situation is especially revealed among the youth and recent graduates, who often face limited opportunities in the formal job market. Kinondoni Municipality, one of the five municipalities forming Dar es Salaam, has experienced rapid urbanization and population growth, exacerbating the already high levels of unemployment. Despite various government interventions, the public sector alone has proven inadequate in addressing the growing demand for employment opportunities (URT, 2021).

In response to these challenges, Non-Governmental Organizations (NGOs) have emerged as key stakeholders in supporting government efforts by initiating employment-related programs, skills development projects, entrepreneurship training, and microfinance support. However, while NGOs are widely acknowledged for their role in poverty alleviation and community development, their specific contribution to addressing unemployment in Kinondoni Municipality remains under-researched and not well documented. Moreover, the effectiveness, sustainability, and scalability of the employment interventions offered by these NGOs are not clearly understood (URT, 2021).

There exists a gap in empirical data concerning the extent to which NGOs are effectively reducing unemployment and the strategies they employ to achieve this objective. In addition, it is unclear how NGOs collaborate with government institutions, local communities, and private sector actors in implementing employment initiatives. Without this critical understanding, policymakers, donors, and stakeholders may find it difficult to optimize resource allocation and improve

intervention strategies.

This study, therefore, seeks to assess the role of selected NGOs in addressing unemployment in Kinondoni Municipality, Dar es Salaam. By identifying the types of interventions, determining the impacts of these initiatives on beneficiaries and examining the challenges faced. The research aims to generate data-driven insights that will inform future policy and practice in the area of employment creation through NGO engagement.

### **1.3 Research Objectives**

#### **1.3.1 General Objective**

To assess the role of NGOs in addressing unemployment in Kinondoni municipality

#### **1.3.2 Specific Objectives**

- i. To identify types of interventions implemented by NGOs in addressing unemployment in Kinondoni Municipality.
- ii. To determine the impact of interventions implemented by NGOs in addressing unemployment in Kinondoni Municipality.
- iii. To examine the challenges faced by NGOs in their efforts to address unemployment in Kinondoni Municipality.

#### **1.3.3 Research Questions**

- i. What types of interventions do NGOs implementing to address unemployment in Kinondoni Municipality?

- ii. How have the interventions implemented by NGOs have impacted the employment status in the Kinondoni Municipality?
- iii. What are the challenges facing NGOs working in addressing unemployment in Kinondoni Municipality?

#### **1.4 Significance of the Research**

This study is significant in various ways and groups. First, the officers of the local government will find the study helpful in evaluating the roles played by NGOs in tackling the issue of unemployment within their municipality based on the research's findings. Second, the study is helpful to non-governmental organizations (NGOs) in determining the policies, tactics, and activities that contribute to the reduction of unemployment. In addition, academicians and researchers will find this study to be significant because the study's results can serve as a reference for additional research that they conduct in the future. Therefore, due to this study's findings, the gaps and issues highlighted on unemployment rate among young people in the Kinondoni municipal region reveal the essential areas that require modifications.

#### **1.5 Organizational of the Study**

This research is divided into five chapters. The first chapter provides a concise overview of the broad context of the study, as well as a statement of the problem and the aims of the investigation. In the second chapter, contains a comprehensive analysis of the relevant literature, The study procedure as well as the methodologies used for collecting and analyzing data are explained out in detail in

Chapter three. In the fourth chapter, the findings of the study were presented based on the results that were achieved by collecting data related to the study objectives. In the final chapter, study summary, conclusions and recommendations are presented.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

Different authors have written about the roles of NGOs in addressing unemployment and the magnitude of the problem worldwide. In other words, unemployment is not a new phenomenon, so are NGOs. Various papers and books revolve around the two issues at different angles. In view of the foregoing, this chapter revisits the existing literature with the ultimate aim of identifying a research gap. The chapter takes off by defining the key terms. It then proceeds by interrogating both theoretical and empirical literature on roles played by NGOs and their impact in addressing the problem of unemployment. It finally points out the research gap and conceptual framework.

#### **2.2 Conceptual Definitions**

This part defines the key concepts that are used in the study these words are Non-Governmental Organization and Un-employment.

##### **2.2.1 Non-Governmental Organizations**

Non-governmental organizations (NGOs) are groups of people working together for the common good to accomplish a variety of social development goals. Most of these groups operate independently from the government, and as a result, their initiatives are driven more by the actual needs of the people than by the government itself (Estes, 1992). Niyonkuru (2016) adds that NGOs are "professionally staffed organizations aiming at contributing to the reduction of

human sufferings particularly to the development of mostly Least Developed Countries (LDC's) through several ways, including funding projects, providing services, building capacity, raising awareness, and encouraging the self-organization of various groups within the community.

This study defines non-governmental organizations (NGOs) as charities working to alleviate social and economic hardships in their local communities through development programs. In light of this, Niyonkuru's (2016) definition is also relevant to this research, since it provides further evidence of the role that NGOs play in alleviating human suffering, including unemployment.

### **2.2.2 Unemployment**

According to the Organization for Economic Co-operation and Development (2021), refers to the situation where by someone of working age is not able to get a job or is not in paid employment or self-employment but currently available for work during the period. The issue of unemployment is not new, it existed before the classical period, but its simplifications were not fully realized until the post-World War II era. This study defines unemployment as the situation where someone is willing to work but does not have a paid job due to various factors affecting society.

### **2.2.3 Intervention**

Intervention is a program or action aimed at addressing issues like poverty, health, or education to improve people's well-being. In Social context, intervention aim to



create positive change by either providing direct support or by influencing behavior and societal conditions that impact individuals or groups. This can include programs targeting mental health, substance abuse, community safety, or economic development (Apunyo et al., 2022). This study considers an intervention as any program or project aimed at helping youth to find and sustain employment.

## **2.3 Theoretical Review**

There are two key theories which tries to explain how unemployment can be tackled among youth and adults in the society. These include then Human Capital and Empowerment theories.

### **2.3.1 Human Capital Theory**

This theory was first proposed and developed by an American economist, Gary S. Becker, at the University of Chicago in 1964. This theory was published in his academic work, *Human Capital: A Theoretical and Empirical Analysis with Special Reference to Education*. The theory puts much emphasis on investing in people (human resources) through providing them education and skills to improve their health. This in turn helps to increase their productivity and economic value, which in turn can increase employment opportunities and their financial earnings.

It suggests that individuals who acquire knowledge and skills are more likely to be employed and earn wages than those who do not. Thus, NGO interventions contribute to human capital by providing vocational training, capacity building, and offering various life skills like entrepreneurship, which make them more

employable and help them start their own businesses. This theory is useful to study the contribution of empowering people and their impact on societies, although it lacks considerations like lack of capital and environmental constraints. Among the recent studies that used this theory, Magali and Mbagwa (2021), who investigated the influence of youth economic empowerment projects on the employability of youth in Tanzania.

### **2.3.2 Empowerment Theory**

This theory was developed by an American community psychologist named Julian Rappaport. He developed this theory while working at the University of Illinois in America in 1981. He articulated his publication in *Parise of Paradox: A Social Policy of Empowerment and Prevention*. The focus of this theory is on enabling individuals and communities to take control of their circumstances, make choices, and influence their environment.

Since NGOs focus on empowering marginalized and vulnerable groups, this theory fits exactly with how NGOs empower these groups with skills, resources, and knowledge to take control of their employment situation, thus alleviating them from unemployment challenges.

These two theories were important in this study because they believe that the labor market cannot accommodate people who have limited skills or education or who lack the resources and financial capital to start their own business. These people exist in any form of society, such as Kinondoni Municipality, due to various

systemic and socioeconomic factors in their backgrounds.

When no measures or interventions are taken, these people are rejected in the labor market, resulting in a rise in unemployment rates in the geographical area. As the two theories described in this study—human capital and empowerment theories—propose, the roles played by NGOs to empower and invest in financial support and enhance skills and education for people who are disadvantaged help them secure employment and start their own businesses. These arguments aided the researcher in determining how NGOs contribute to and reduce unemployment, as well as the problems that NGOs have in tackling unemployment in Kinondoni Municipality.

## **2.4 Empirical Review**

Non-governmental organizations (NGOs) have committed themselves to programs that create jobs. This part provides reviews of different literature that has focused on the contributions made by non-governmental organizations in addressing unemployment, explaining the effectiveness of the ongoing initiatives and the challenges that non-governmental organizations face in addressing unemployment.

### **2.4.1 NGO Interventions for Addressing Unemployment**

As noted in the introduction, NGOs around the world have played a significant role in supporting national efforts to implement interventions that address unemployment. Evidence shows that individuals engaged with NGOs have either been employed directly or supported indirectly through capacity-building initiatives.

For instance, in Kibera, Kenya, Madu and Muhingi (2017) conducted a descriptive study on the role of NGOs in youth economic empowerment. The study highlighted that NGOs contribute substantially to society by offering employment opportunities and providing specialized training in areas such as rug making, sewing, carpentry, electrical installation, mentorship, food production, automobile maintenance, and computer studies. These findings suggest that NGOs have positively impacted communities by enhancing the livelihoods and well-being of individuals.

However, despite this important role of NGOs in Kenya, little is known about the situation in Kinondoni Municipality. The data from Kibera may not accurately reflect the current context or realities in Kinondoni, underscoring the need for localized research.

In South Africa, non-governmental organizations have been actively involved in enhancing the effectiveness of training programs by aligning them more closely with labor market demands and, in some cases, improving quality through competition and innovation. A cross-sectional study conducted by Rubiano (2019) across multiple countries found that public-private partnerships significantly contributed to improving both the quality and accessibility of training programs. One notable example cited in the study is the Ghana Industrial Skills Development Center—a public-private initiative that provided demand-driven, industry-responsive training to employees and underprivileged youth. The study concluded by emphasizing the important role of NGOs in promoting youth employment through such collaborative and targeted training efforts.

In Tanzania, NGOs are also reported to make a great contribution to society. Libenth (2017) conducted a quantitative study in Kinondoni Municipality. The study declared that the Vocation courses that are given by the NGOs in Tanzania played an important part in sharpening the career related to their skills and interests. Related to roles to curb down unemployment, NGOs have contributed different elements, like short-term training, where unemployed people are educated in personal skills, e-skills, and enterprise business. Despite important findings from this study, these findings may be somehow outdated as the problem of unemployment is raising day by day warranting for newer study.

Moreover, study by Nyenzi (2014) on the Role of Vocational education in reduction of Unemployment in Tanzania: The author reported that NGOs delivered courses that fill in the missing gaps in knowledge and offer placement guidelines to ensure candidates are assigned a suitable field placement. They operate welfare programs focused on "education for poor children, healthcare for families, skills training and livelihood for youth, and community engagement through women's empowerment". Despite all that, the study was conducted in Temeke Dar es Salaam which have different magnitudes unemployment and NGOs involved.

The government of Tanzania is increasingly seeing non-governmental organizations (NGOs) as powerful forces for social and economic growth, as well as significant partners in nation-building and development. A cross-sectional study conducted by Pfander and Gold, (2020) in Tanzania mentioned that, NGOs are important

community organizations because they work to alleviate human suffering and thereby pave the way for impoverished communities to grow. Moreover, International development organizations are emphasizing collaboration with national and local NGOs to promote local awareness and participation in development. The NGOs have been doing various projects, such as enrolling young people in courses and educating them in business-relevant skills including English communication, computer competence, business management, and interpersonal abilities.

#### **2.4.2 Impacts of Intervention Implemented by NGOs on Unemployment**

As unemployment is known to affect the social and wellbeing of individuals, leading them to end up in poverty, NGOs' interventions have been said to be a supportive backup to government efforts. Studies conducted to examine the impacts of NGO empowerment initiatives in different countries have recorded different findings, as presented below;

In Bangladesh, Hassan and Forhad, (2013) conducted a study on the roles of the NGOs in preventing unemployment. This study was a Qualitative study conducted among 16 program beneficiaries and 2 officials from selected NGO- Bangladesh Rural Advanced Committee (BRAC). The study reported that, BRAC has been supportive at helping the community to generate income and improve savings, the NGO provided direct and indirect employment opportunities to some individuals. More over those who got employment got income which eventually helped to improve life status of their families. These results means that NGOs are capable of

preventing unemployment in rural areas with diversified programs. However, the involvement of NGOs has to be friendly to the communities. Despite this study having the similar aim of understanding the role of NGOs in addressing unemployment, this study has been limited on using qualitative approach which limit the number of participants (only 18 participants and only 1 NGO) which may not shade sufficient light on the actual role played. The current study used both qualitative and quantitative approaches to ensure maximum efficiency in data collection.

A study by Joseph, (2016) conducted in Uganda to examine the role on non-government organizations in Promoting developments. The method of the study was both quantitative and qualitative employed to collect data from selected NGO beneficiaries. Findings from the study revealed that NGOs played a recommendable role in impacting development through encouraging innovation and support to orphans through education and basic needs. This implies that basic needs and education provided to orphans will help to be employable in the labor market. Despite the comprehensive role played by NGOs to orphans in Uganda, these findings are not generalizable to other part such as Kinondoni Municipality which has its unique unemployment challenges.

In Ethiopia, Belshaw and Coyle, (2001) conducted a qualitative study on poverty reduction in Ethiopia and role of NGOs. The study employed total of 64 NGOs and their projects; participants were purposively selected out. The findings of the study pointed a number of initiatives and supports provided which improve of

food security, income generation, access to social services. In details these initiatives helped to improve access to land and market, irrigated food production, improved saving and credit schemes, improved health services, domestic water supplies and provision of education to disadvantaged people in the societies. However, despite all that reported; the context and time of this study differs with the current study area in Kinondoni, which makes important to conduct a newer and context-based study to know the current situation.

Another study conducted by Bridger and Luloff, (1999) examined the role played by non-Government Organization particularly CARE Tanzania. The study results show that the organization provided farmers and livestock keepers with agricultural inputs as well as instructions to ensure behavior change and sustainability. 95 percent of the set goals for training and the provision of subsidized agricultural inputs were met, resulting in improved productivity. CARE Tanzania has also launched a secure the future initiative, in which 623 farmers in Mundemu village, Dodoma region, are being mobilized to pilot an agriculture initiative aimed at mitigating the drought effect for a long-term solution. The program involves teaching agricultural households new farming practices, crop storage strategies, and animal husbandry skills. It also involves supplying them with livestock and crops to boost their income. Impact of the trainings and support provided by CARE eventually resulted in a rise in the number of job openings among participants. However, despite the information portrayed by this study, its limitation is that, it shares information of the past two decades making it not suitable to generalize in the current context. Moreover, this study just focused only



on one NGO- CARE Tanzania making it unsuitable to portray the overall roles of NGOs as in Kinondoni municipality.

A cross-sectional study conducted by Telwa, (2020) on the role played by of non-governmental organizations (NGOs) in combating unemployment and establishing entrepreneurship programs in Tanzania. Results revealed that there have been implementations of Large-scale development initiatives by a number of donors, including the UNIDO Integrated Country Program (2002–2005), USAID Private Enterprise Support Activities (2002), DANIDA Business Sector Program Support (2003–2008), and the UNDP Private Sector Development Program (UNIDO, 2002). Furthermore, these NGOs have been providing formal and informal financial support to SMEs, which has had a significant effect on their growth and, ultimately, the creation of job opportunities. These findings implies that communities experienced services and supports from these NGOs were significantly impacted in term of job creation and reducing unemployment among participants. Despite this study pointing at the role played by some of the NGOs listed, the study didn't share the challenges faced by these NGOs for better understanding of the barriers facing similar NGOs in their struggle to addressing employments.

#### **2.4.3 Challenges Facing NGOs in Addressing Unemployment**

Non-governmental organizations (NGOs), like other institutions, are not exceptional in experiencing challenges impacting the implementation of their plans. Thus, the NGOs face different challenges when addressing unemployment,

making some of them fail to successfully render the impact of unemployment to the people and society involved.

Researchers like Becker (2020) conducted a qualitative study on Organizing for Decent Work for Domestic Workers. His findings pointed out that one of the issues impeding NGOs' ability to successfully create jobs is a lack of funding. He narrated that in many cases despite having good plans and focus many failed to attain their plans of helping individuals and communities meet their needs. Further research shows that NGOs become complacent and wait for funds or to hear from past donors. The study concluded that over reliance of NGOs to donors significantly destructed their motives to meet objectives. The study's shortcomings are the use of only qualitative approach which is strategically limit number of participants.

In china,Yao et al.(2025) conducted a qualitative descriptive study among 19 NGOs on NGOs perception of challenges and opportunities for participating in the of government purchased community based psychiatric rehabilitation services in Shanghai China. Results obtained shows that NGOs faced challenges in dealing with individuals with mental challenges, lack of resources, lack of knowledge and skills, inadequate of collaboration with other stakeholders and limitation of services. This study recommended for future actions be directed in in areas of research, public awareness, fundings, training and collaboration. In relation to the current study, this study failed to share challenges of NGOs related addressing

unemployment.

Elsewhere in Ghana, Adzakor, (2024) conducted a study on the roles of non state actors in Africa's development; A case study of non governmental organisations in Ghana. This study was a descriptive based qualitative approach for its findings and onward interpretation. Results obtained revealed that NGOs in Ghana are not exceptional in term of experiencing challenge. The challenges experienced by NGOs are lack of well organised structure in term physical infrastructure and human resources. Many other NGOs heavily rely on volunteers to carry out their activities often with limited control over the quality of work they receive. Insufficient quality of training among workers affects their ability to attractive donations. Lastly many NGOs have informal board concentration often comprising of family or church members who often may lead to unilateral decision making such as family members occupying positions. In conclusion the study discussed more on the role and challenges facing NGOs, there these challenges need to be addressed. Despite comprehensiveness of this study, its findings may not be generalized into context in areas like Tanzania.

Mpofu, (2011) conducted a study which aimed to investigate challenges impeding non-governmental organizations in carrying out supplementary feeding programmes. The case of CARE INTERNATIONAL and PLAN INTERNATIONALS in Zimbabwe. The study employed Qualitative approach to purposively recruit two NGOs, collect and analyze data. The results showed that despite good prospect of the NGOs the following emerged as challenges lack

trained Nutritionists, high staff turnover, difficulties in food acquisition, staff misconducts and inadequate information on the target beneficiaries. Moreover, the study added lack synergy cooperation between NGO involved in the same program as well as Government interferences, were pointed out as challenges facing NGOs activities. Despite all that, the study only applied qualitative approach which have some of its own limitations in data collection whereas the current study employed both quantitative and qualitative for better understanding of the problem. In addition, the study area (Zimbabwe) is quite incomparable to Kinondoni Municipality, hence the newer study.

In South Africa, Tshiyoyo (2022) conducted an explanatory case study which objected to point out the changing roles of non-governmental organization in development of in South Africa. Challenges and Opportunities. The author reported that NGOs faces decreased funding, this makes NGO workers under starving cycles context. Similarly NGO have been working under high pressure of to meet donor interests amid NGOs plans this in some cases resulted to failure of the core mission of the organization.

In a study by Mahoja (2015) in Tanzania the study revealed there were significant administrative issues affecting NGOs. This happened because NGOs are unable to take ownership of their mission, values, and project activities due to a lack of a strategic work plan and effective strategic landing of work, they are exposed to the whims of donors and find it difficult to monitor their effects over time. In addition, NGOs have significant difficulties due to a lack of appropriate networking and

communication infrastructure. This resulted from contradictory social strategies, redundant efforts, and a failure to draw lessons from the past. Ineffective networking also causes issues, which lead to widespread mistrust among NGOs and the general public and a lack of openness in all aspects of business. Despite shading some light on the challenges of NGOs in Tanzania, this study focused on a large scale of entire Tanzania, tend to reflect a lesser and generalized magnitude of the problem under study that it is at Kinondoni Municipality.

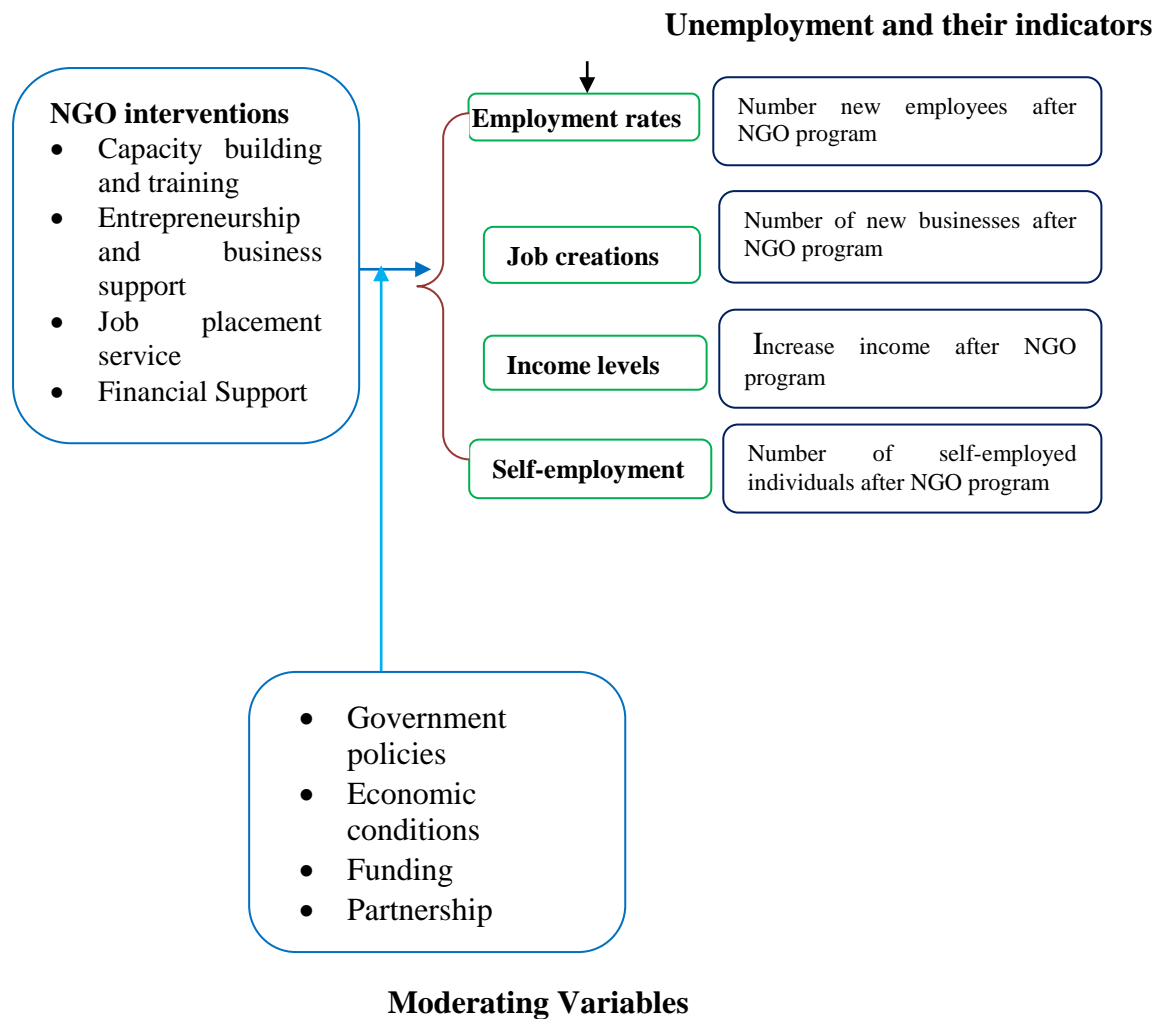
## **2.5 Research Gap**

There a number of literatures exist on the study problem addressing the problem in one way or another. Most of the studies have explained the contributions made by NGOs within the Societies or communities. However, some these studies focused on other aspects such as provision of nutritional supports other than Income generating or activities which address unemployment. Most of the identified studies have only explained on the strategies implemented by NGOs such as the study done by Mahoja (2015) have only cited on the initiatives such as training, improved farming methods but nothing has been declared on how they reduced unemployment problem. Also, the challenges have been revealed but still nothing has been explained on how these NGOs face the challenge in promoting employment opportunities.

## 2.6 Conceptual Framework

### Independent Variables

### Dependent Variables



**Figure 2.1: Conceptual Framework**

**Source:** Developed from the Literature Review

The conceptual framework in this study focused on the role of non-governmental organizations (NGOs) in addressing unemployment. This framework illustrates the relationship between various factors, showing their logical representation of key concepts and variables and how they contribute to reducing unemployment.

This conceptual framework consists of two variables: independent and dependent variables. The independent variables are all those which do not depend on other variables.

In this study NGOs interventions serve as independent variables which encompass primary actions and programs implemented by NGOs to address unemployment. They include vocational training and capacity building which aim to improve their knowledge and skills, entrepreneurship and business support, Job placement services and financial assistance for income generating activities and any other empowerment activities.

**Moderating Variables:** These are variables which may support or hinder the effectiveness of the programs implemented by NGOs to address unemployment. These include government policies, economic environments such as GDP, partnership with the private sector, funding availability and socio-cultural factors.

**Dependent Variables:** These are the main outcomes in the study. They are measured by decrease/reduction in unemployment rates in the study area as the result of NGOs interventions. In this study, they were measured as employment rates – number of individuals employed after participating in an NGOs program, job creation which are businesses started or expanded after support from an NGOs. Others are income level improvement and opportunity for self-employment among individuals started their own businesses after receiving support from NGOs.

## **2.7 Summary**

This chapter has defined the major terms that are frequently used throughout the study. It has also reviewed human capital and empowerment theories. These theories have focused on explaining how activities of NGOs help to address the problem of unemployment in society. Also, the empirical literature review has focused on the study objectives regarding Africa and Tanzania. The research gap has demonstrated what has not been done in the literature, and finally, the conceptual framework has been modeled from the studied literature.



## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

Research methodology refers to the methods used to find out unknown phenomena with the aim of broadening knowledge. This chapter shows the methods used to accomplish this research undertaking. The chapter contains research strategies, survey population, area of the research or survey, sampling design and procedures, variables and measurement procedures, methods of data collection, data processing and analysis, expected results of the study, research activities or schedule, work plan, estimated research budget, and references.

#### **3.2 Research Approach**

This study used a triangulation method, whereas both quantitative and qualitative approaches were employed in the study. Quantitative research is the collection and analysis of numerical data to describe, explain, predict, or control phenomena of interest (Mahwaya, 2013). Quantitative research uses deductive reasoning, while qualitative research involves the collection, analysis, and interpretation of comprehensive narrative and visual data to gain insights on the research problem. This triangulation method was found important in this research because the weaknesses of each approach were covered by the other approach, thus enabling the researcher to explore more information and broaden understanding of the contribution of non-government organizations in addressing unemployment than if only one approach had been selected (Valencia, 2022).

### **3.3 Research Design**

In conducting data collection, analysis, and interpretation, this study employed a descriptive research design. This design was used in conducting the study since it allowed the researcher to acquire data concerning the efforts and activities done by the NGOs in addressing the unemployment problem, their impacts on the beneficiaries, and the challenges faced by NGOs in implementing their activities in line with addressing unemployment. Descriptive research is said to provide a quantitative or numerical account of trends, attitudes, or opinions within a community by examining a sample of that population (Kothari, 2006).

### **3.4 Study Population**

The study targeted a total of 266 people, comprised of eight program officers from all five selected NGOs involved in day-to-day intervention program activities. These officers were included in the study because they had much information about the NGOs intervention programs, their impacts on target populations, and challenges encountered when implementing them. The program officers came from the following NGOs: Digital Opportunity Trust (DOT), Voluntary Service Overseas (VSO), Foundation for Civil Society (FCS), Tanzania Youth Vision Association (TYVA), and Furaha ya Wanawake Wajasiriamali Kwa Viziwi Tanzania (FUWAVITA).

Another aspect of the population was the population of individuals who benefit from NGOs' programs and interventions. According to the study criteria, a total of

258 beneficiaries of NGOs were considered as the study population who were recipients of interventions from NGOs in Kinondoni Municipality within the past 6 months.

These NGOs were selected since they work with the government of Tanzania to address the unemployment problem within the communities. Also, the study involved planning officers and the community members located in Kinondoni municipality. These officers are responsible for addressing the challenges that arise within the municipality. And lastly, the study involved youth and beneficiaries of NGOs who had benefited from the selected NGOs.

### **3.5 Study Area**

The study was carried out in Kinondoni Municipality, Dar es Salaam, which, according to the 2022 National Census and Population Estimate, has a total population of 982,328 (NBS, 2022). According to data collected in 2019, the municipality was ranked second in terms of a high unemployment rate (17%) after Temeke Municipality (19.8%), above the records of the entire Dar es Salaam city with 16.2% (URT, 2020). The choice of Kinondoni Municipality was based on the fact that the area ranked second in terms of high unemployment rates after Temeke Municipality, but similar studies had already been conducted in Temeke Municipality on the same angle, conducted by Madiwa (2021) and Ntamanwa (2015).

Therefore, the study chose Kinondoni Municipality to know why the area has high

number of unemployment rates despite existence of NGOs with interventions and programs that support for employment opportunities.

### **3.6 Sampling Design and Procedures**

In this study, both probability and non-probability sampling procedures were employed, as described below. In non-probability sampling, purposive sampling was employed to select 5 NGOs, which indicated that all thematic areas required under the study were the provision of capacity building, entrepreneurship and business support, job placement services, and financial support, all of which aimed at creating employment for beneficiaries. Mugenda and Mugenda (2008) describe that purposive sampling is a non-probability in which sampling is based on specific attributes and qualities in which the researcher is interested. Since the study focused on finding the contribution and the initiatives of NGOs that seek to address unemployment in Kinondoni Municipality, only NGOs that met this characteristic were purposefully selected.

To sample beneficiaries from selected NGOs and ensure proportional representation, the probability sampling technique was used. A stratified sampling procedure was first employed, forming strata based on each NGO's number of beneficiaries served within the past six months. Within each stratum, simple random sampling was then applied to select the targeted number of beneficiaries. Simple random sampling ensures that every individual in the population has an equal chance of selection, enhancing the representativeness of the sample (Kothari, 2006).

### 3.7 Sample Size

Sample size is the small number of objects or individuals selected from the entire population. For the quantitative approach, the sample size for the study was calculated from the population of 258 NGO program beneficiaries in the past six months. This duration was selected to reduce recall bias among respondents about what services they received from the NGOs. For each NGO, the sample size of the study was calculated using the sample size formula formulated by Yamane (1967).

$$n = \frac{N}{1+N(e)^2}$$
, N= is the population, n= is the sample size, e= is the error term, the study will use 95% degree of accuracy therefore the error time is 0.05.

**Table 3.1: Targeted Sample Size**

S/N	Participants	Population	Sample size calculation	Targeted Sample size
1	Furaha ya wanawake wajasiriamali kwa viziwi Tanzania	26	$n = 26 / (1 + 26 * 0.05^2)$	24
2	Digital Opportunity Trust	10	$n = 10 / (1 + 10 * 0.05^2)$	9
3	Voluntary Service overseas	79	$n = 79 / (1 + 79 * 0.05^2)$	65
4	Foundation for civil society	41	$n = 41 / (1 + 41 * 0.05^2)$	37
5	Tanzania Youth Vision Association (TYVA)	102	$n = 102 / (1 + 102 * 0.05^2)$	81
	Total	258		216

Therefore, the total sample size (n) was 216 NGO beneficiaries who were sampled and participated in the Quantitative approach of the study. For qualitative approach a total of five program officers were purposively selected and interviewed from each NGO concerning various aspects of the study as presented in the findings.

### **3.8 Methods of Data Collection**

#### **3.8.1 Questionnaire**

A structured questionnaire was used to collect quantitative data from NGO beneficiaries. Specifically, the questionnaire contained closed-ended questions based on the study objective for systematic responses among all participants. The questionnaire was prepared in English but translated into Swahili for better understanding among participants.

Questions in the questionnaire had sets of choices and a box next to each question to tick for the correct answer. These questionnaires were self-administered to beneficiaries of NGOs and shared electronically through their phone numbers at each NGOs. Their responses were captured through Google Forms upon their submissions.

#### **3.8.2 In-depth Interviews**

In-depth interviews were used to collect information from the respondents concerning the contribution of non-government organizations to addressing unemployment. The researcher prepared an interview guide that contained open-ended questions about the types of interventions provided by the NGOs, the impacts of those interventions, and the challenges experienced by the respective NGOs, if any, in their efforts to address unemployment among recipients. Interview guides were prepared in English and then translated into Swahili, which is a native language for most of the participants. The data obtained was audio recorded and note-taking was also employed to make sure that no filed data was lost during the interview.

### **3.9 Data Processing and Analysis**

The collected data was analysed using qualitative analysis and quantitative analysis as according to the study objectives.

#### **3.9.1 Quantitative Analysis**

Quantitative data collected through the questionnaire was filtered, organized, and entered into computer analysis software, SPSS version 25. As this study was a descriptive design study, data analysis was done in a manner that presented output in terms of frequency and percentages. These respective findings were presented through tables and figures for simplicity of understanding among readers, as shown in Chapter 4.

#### **3.9.2 Qualitative Analysis**

The study used qualitative analysis in analyzing the non-numeric information obtained from the interviews and the documentary reviews obtained from the NGOs. The data collected from the field was organized and checked for completeness. After that, the transcription process followed, and every piece of information collected in the audio was converted into text. This allowed the researcher to have a detailed analysis of all the study data. Data coding was done where every meaningful part of the text was coded. Thematic analysis was employed whereas all meaningful codes were grouped together to generate a meaningful theme and sub-themes. Direct quotations were presented in the findings when discussing different themes collected from the field. Data reduction was conducted so as to reduce unnecessary

information, then the data were displayed, and conclusion was drawn from the obtained results.

### **3.10 Reliability and Validity**

To ensure data collected are accurate and reliable, prior to data collection process, a pilot study was conducted in one NGO in similar environments (Kinondoni Municipality). The findings obtained were analyzed and used to examine reliability and validity of the questions in the questionnaire to the intended objectives of the study.

Reliability involves addressing variations in data collected. It is expected that data are reliable if they converge on some points and diverge on others and if the same instrument produces related data with different respondents. The Cronbach Alpha indicates the extent to which a set of test items can be treated as measuring a single latent variable (Amin, 2005) and is more accurate and careful method of establishing the reliability of a measuring instrument. A Cronbach Alpha coefficient of 0.70 or more is considered ideal. The reliability was verified using pilot study data collected to find out whether there is common understanding among respondents or not.

To ensure validity of the data collection tools (Questionnaires), a pilot study was conducted from a similar NGO in Kinondoni Municipality. Data collected were checked for their content validity among respondents to ensure the tool collect data what the researcher intended for the study and thus any misinterpretation and



ambiguities noted were rectified before actual data collection started.

**Table 3.2: Reliability Test**

S/N	Study objectives	Cronbach's Alpha	No. of Items
1	Types of interventions implemented by NGOs in addressing unemployment in Kinondoni Municipality.	.887	5
2	Impacts of interventions implemented by NGOs in addressing unemployment in Kinondoni Municipality	.879	5
3	Challenges facing NGOs in addressing unemployment in Kinondoni Municipality	.900	3

**Source** Field Data (2023)

### 3.11 Ethical Consideration

The researcher received approval from the Open University of Tanzania to collect data at Kinondoni municipality. With this consent, it was easy to assure the responder that their information would only be used for research purposes. Also, the study ensured privacy and confidentiality of the responses given by respondents.

## **CHAPTER FOUR**

### **ANALYSIS, INTERPRETATION AND DISCUSSION**

#### **4.1 Introduction**

This chapter provides findings obtained from the study's beneficiaries and key informants selected from NGOs. The presentation of findings and discussion are arranged in relation to the following study objectives:

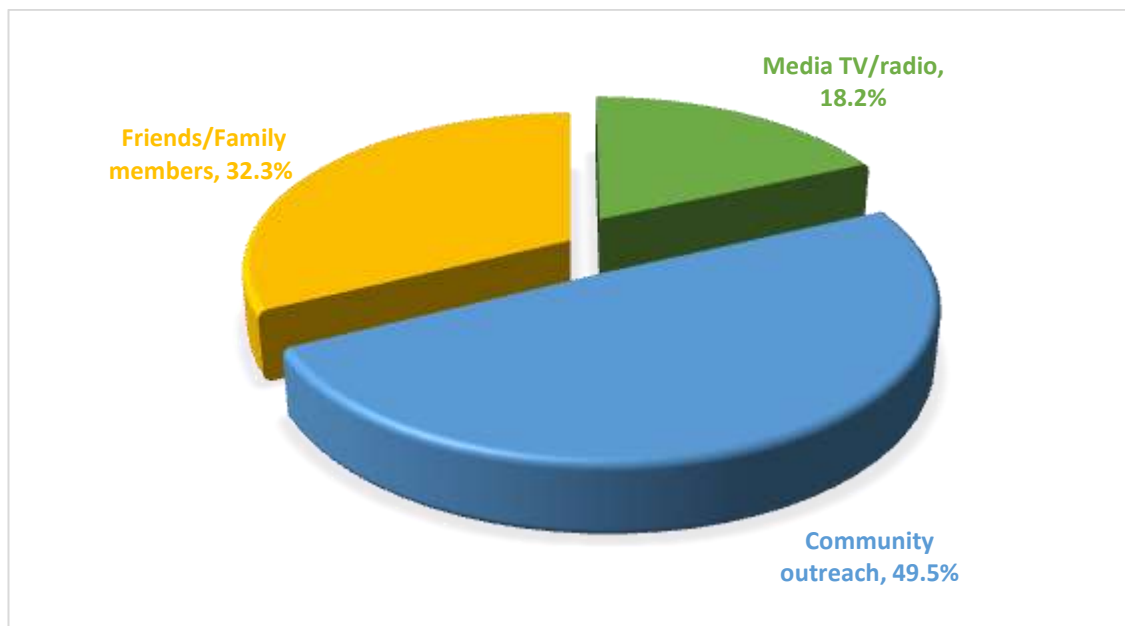
#### **4.2 Types of Interventions Provided by NGOs**

This section presents interventions given by the selected NGOs in the current study. It encompasses sources of information about interventions, the types of interventions offered, the duration of the interventions, and their relevance to the needs of recipients.

##### **4.3.1 Source of Information About the NGOs' Interventions**

Respondents were asked to indicate from which source they heard about the NGO interventions for the first time. The responses obtained, as shown in the figure below, indicated that nearly half of all respondents were informed about these interventions through community outreaches of the programs. Others replied that they got information about the programs and interventions from media like TV and radio, while some were also informed by their friends or family members who had heard of the interventions in these NGOs.

This because many of these sources of information are cost-implicated making it difficult for people who do not have capital access like these NGO prospect beneficiaries, so they have to rely much to information given from the outreach programs which are cost free.



**Figure 4.1: Source of Information About NGOs Interventions**

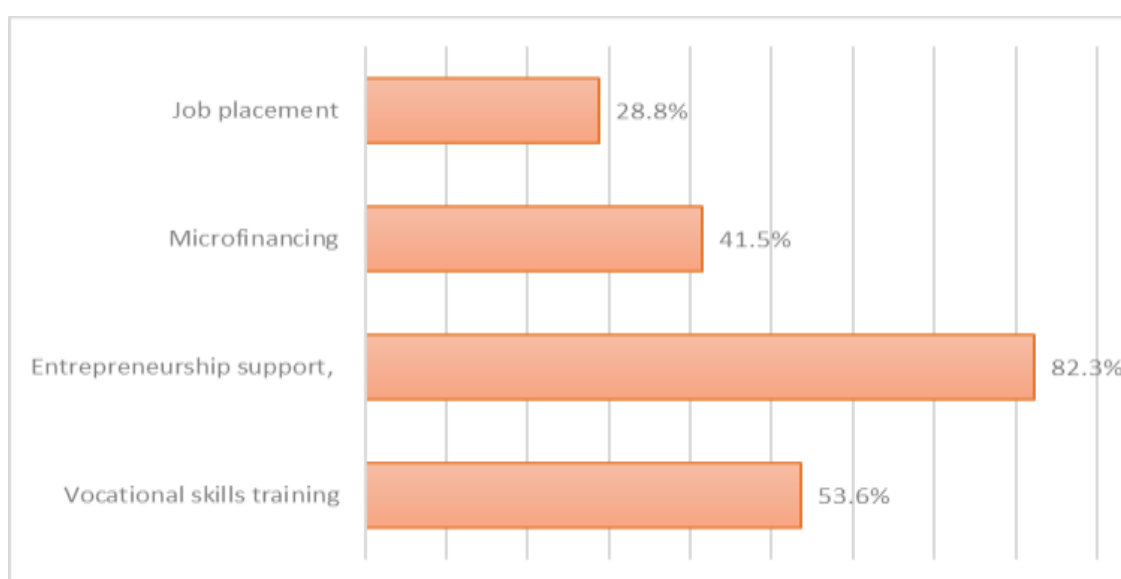
**Source:** Field data (2023)

#### **4.3.2 Types of Interventions Received**

Respondents in this study indicated that they had received different types of services from the selected NGOs. The responses below show what types of services were commonly received among the respondents based on their percentages. These data show that the selected NGOs provided several services, including capacity building, entrepreneurship and business support, financial support and loans, and job placements for some respondents. However, entrepreneurial support among

respondents reached high percentages, as most NGOs deliver this intervention to their participants. This type of intervention comprises business skills training, mentorship, market linkage, technology, and innovation support, which is a diverse context with a lot of areas to teach the beneficiaries, making it possible for almost every organization to offer.

Moreover, this might have been widely spread in many NGOs as it has less cost to implement those other interventions like loan provisions and job placements.



**Figure 4.2: Types of NGO Intervention Received by Respondents by Percentages**

**Source:** Field data (2023)

Further analysis was performed to determine the type of NGO and the type of intervention given to beneficiaries. In particular, this section focused on determining

the contribution of each NGO to the selected respondents by the type of intervention provided. The figure presented below shows that vocational training was offered in all NGOs; however, voluntary service overseas was provided in a significantly larger proportion, equal to 42.2% of the rest. Regarding the provision of entrepreneurship support, this was largely provided across all NGOs; however, Tanzania Youth Vision Association emerged as the leading NGO with a large number of beneficiaries, as indicated in the same figure.

Other interventions provided by NGOs were microfinance and job placement; similarly, the Tanzania Youth Vision Association offered microfinance support to as many beneficiaries as 41.7% of all those who received this service from all of the NGOs. Lastly, job placement was offered largely by voluntary services overseas, with a slight difference from what was offered by the Tanzania Youth Vision Association as well as the Foundation for Civil Society.

These variations in service provisions are attributed to differences among NGOs in terms of their objectives, strategic plans, and existing challenges within the organization. Thus, some NGOs are implementing one type of intervention while others have a different one. Despite these all, these NGOs have actively supported society, particularly youths and adults, with a vast array of interventions to make them skilled and experienced for self- or direct employment and curb unemployment in Kinondoni Municipality.

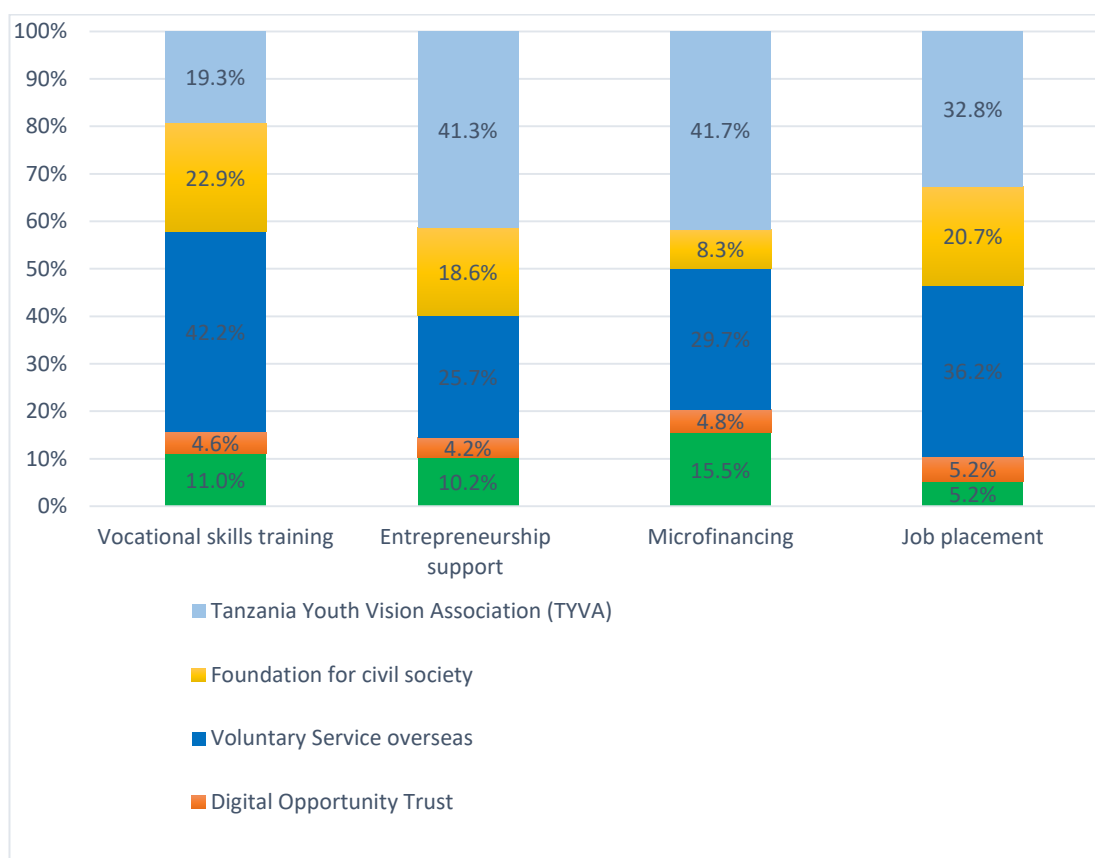
During the time of data collection, the researcher managed to observe how NGOs have been providing entrepreneurship support and vocational training to different beneficiaries, as shown in the pictures below. You can note how these kinds of interventions involve a large number of participants; thus, respondents who have received these types of interventions are many compared to any others. These interventions are almost cost-free; the only cost involved is that they were used to meet the requirements of the practical training, i.e., for soap making, as shown in picture A, while entrepreneurship supports had relatively no cost involved; just attend the class as shown in picture B below. In general, these data show that NGOs in Kinondoni Municipality play an important role in uplifting society from poverty and unemployment. A study by Madu and Muhingi (2017) in Kenya reported similar findings that NGOs do a lot for our society. Citing that they help people get jobs by providing them with technical skills for youth such as making rugs, sewing, work with wood, install electricity, make food, fix cars, and study computers.



**A. Vocational skills training**



**B. Entrepreneurship support**



**Figure 2.3: Contributions of NGOs to Interventions Received by Beneficiaries**

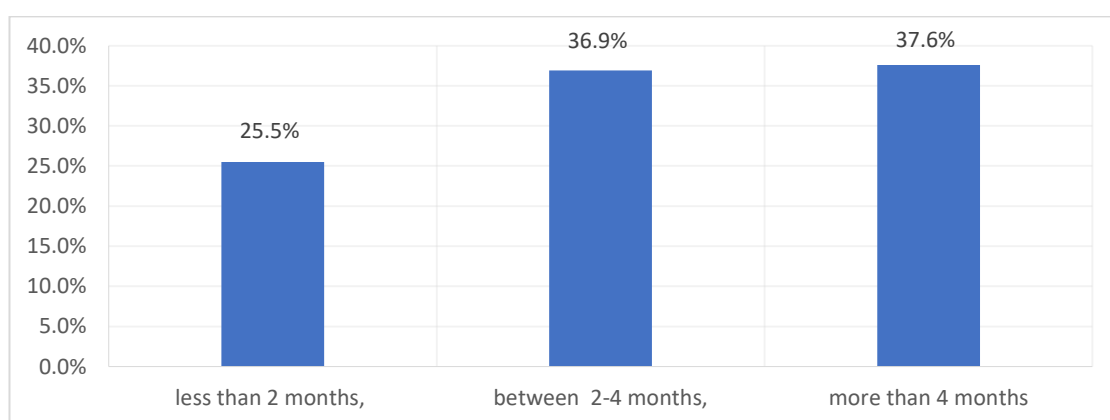
**Source:** Field data, (2023)

#### 4.3.4 Duration of Receiving Interventions

After indicating the type of intervention received by respondents, the researcher asked them to indicate for how long they have been receiving the intervention. Since respondents were recruited only those who received intervention within six months, their responses were as follows: 25.5% of respondents had been recruited into their program in less than two months' time; 36.9% had been receiving interventions for the past two to four months; and 37.6% of respondents had received interventions in the past four to six months, as shown below.

These data indicate that these interventions are continuously being implemented among these NGOs in Kinondoni Municipality, like in any other place in Tanzania. At each time, participants are being recruited to receive a particular program, and thus there is no time they didn't do so, although the number is not always constant. Different interventions to beneficiaries depending on NGO plans; thus, as time goes on, the number of people who benefit from these interventions is increasing, thus helping marginalized people who are unemployed in the municipality.

As shown in the figure below, respondents who had received interventions in the past 4 to 6 months—as indicated—had it in less than two months, as some of them are still getting the interventions, such as trainings at the NGOs, and are yet to start demonstrating the impacts of the trainings. This observation is affirmed by a report published by the government of Tanzania on the contribution of NGOs in development, which highlighted the continuous support of NGOs to empower and support Tanzanians in different thematic areas (URT, 2015).



**Figure 4.4: Duration of Receiving Interventions Among Respondents**

**Source:** Field data, (2023)



#### 4.3.5 Relevance of the Intervention

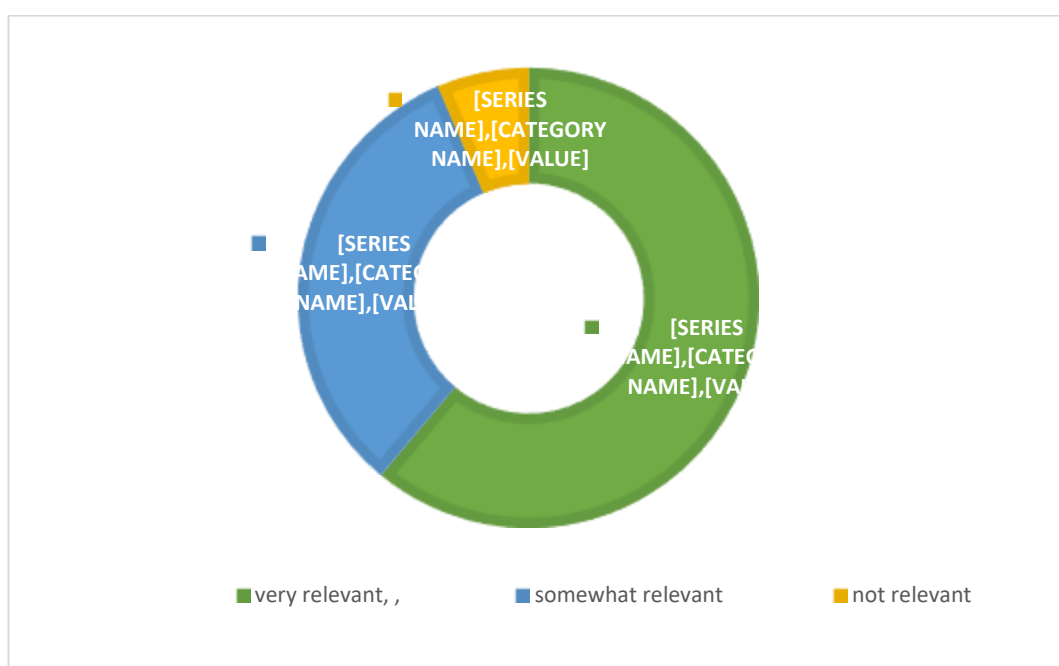
Here, respondents gave their views about how they feel about whether the interventions they have been receiving are relevant or not. Data obtained in this section show that the majority of respondents felt that these interventions were relevant to them; however, a few others rated them as somewhat relevant to what they expected, and a small portion of them said they weren't relevant at all, as shown in Figure 3 below. These observations are similar to what was noted in an in-depth interview with one of the program officers at the NGOs, who said as follows:

*"Our organization has been providing support to various groups, including widows and others living in poverty." So, if you ask me about the impact of our services, I can confidently say that many find them incredibly helpful, and we see noticeable progress in their lives compared to before."* **Program Officer-Voluntary Service Overseas, Masaki Area, October 23, 2023.**

These data show that the presence of these interventions in Kinondoni Municipalities has been a ladder to overhaul many people who were disadvantaged by a lack of skills, experience, and financial support to afford the requirements of living in poverty. However, individual needs may not all be supplied by the NGOs; even for those given loans by NGOs, their financial requirements are sometimes not met by the microcredits provided by these NGOs; thus, when asked, these people felt uncontented.

These findings partly concur with what a study by Hassan and Forhad (2013) in Bangladesh reported; they said respondents did not find all programs effective in alleviating poverty in a similar pattern and rhythm. However, a slight difference was

noted in this study, as respondents who were given microcredits felt the programs provided by NGOs were more effective in alleviating poverty in sustainable ways than respondents who received other program schemes, as they were able to have capital to start their own businesses.

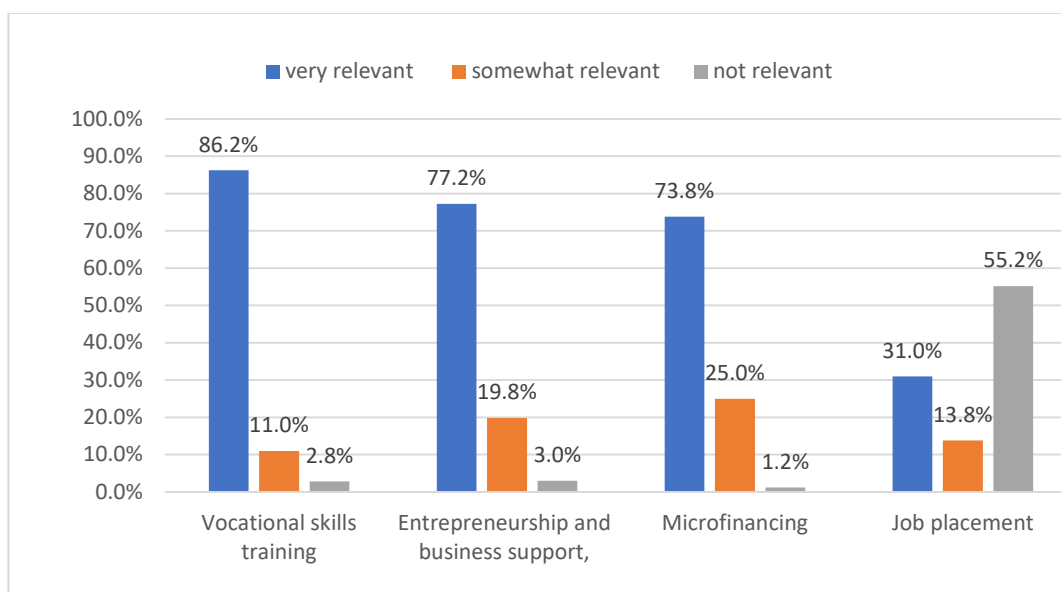


**Figure 4.5: Relevance of NGOs Interventions to Recipients**

**Source:** Field data, (2023)

On bivariate analysis of those who reported to have different feelings about the intervention and type of intervention received it shows that those who got job placement services particularly volunteering jobs indicated mostly to be not feeling contented with the interventions as shown below. It's literally true that this position, really helps to equip beneficiaries who lack job experience necessary for employment in the labor Market, however, these individuals earn only allowances

which they feel it's not sufficient unlike their colleagues with contracts of employment. On other hand, NGOs tend to rely of volunteers to minimize operation costs while running their activities.



**Figure 4.6: Distribution of Relevance of Intervention by Percentages**

**Source:** Field data, (2023)

#### **4.4 Impact of Interventions to Address Unemployment**

This section covers an assessment of the benefits and impacts of interventions given by NGOs to youths and adults in need. Specifically, this checked how interventions had been effective in changing individuals' lives by emancipating them from poverty and the hardships of unemployment.

##### **4.4.1 Improvement of Knowledge and Skills**

Concerning the impact of the skills, business recipients of the service have to say the

following when asked if they see themselves as having improved in terms of their skills and knowledge: Data obtained show that 79.8% of all respondents replied that they see themselves as having improved skills and knowledge than before, while only 20.2% of them haven't seen any improvement in their skills or knowledge. This data shows that the majority of respondents, i.e., nearly every 8 respondents out of 10 of those who received capacity-supportive training, have overall improved their knowledge and skills. Data from an in-depth interview with one of the program officers had to say the following:

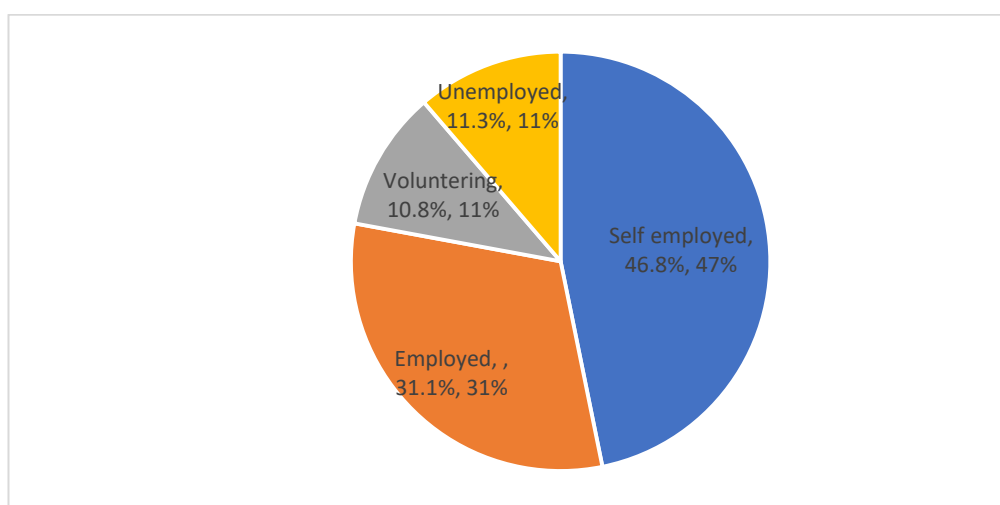
*"For sure, ever since we started giving training services, we have testimonies that many of them are using this knowledge and skills to advance their lives and raise their family incomes.*  
**"Program Officer, Tanzania Youth Vision Association,  
 Mikocheni Area, October 20, 2023.**

This happened, possibly due to the fact that most of the training offered is practical rather than theoretical. Examples of the training provided by these NGOs are those concerning tailoring, carpentry, mechanics, construction, soap making, food processing, and ICT skills. These trainings offer beneficiaries skills to make products and services that are highly demanded in society, and most of them are easy to learn.

#### **4.4.2 Employment Status After Interventions**

Respondents were asked to indicate their employment status after they had received the interventions. This question aimed to compare the impact of NGOs interventions they received on their employment status in comparison to their status before the intervention. So, the findings obtained in this section, as shown in the figure below,

indicate that the beneficiaries of these interventions have managed to be directly employed or self-employed themselves through entrepreneurial ventures and businesses they have created. Others have obtained volunteer positions in these NGOs, while a small proportion of them are still unemployed.



**Figure 4.7: Employment Status After Receiving NGOs Interventions**

**Source:** Field Data (2023)

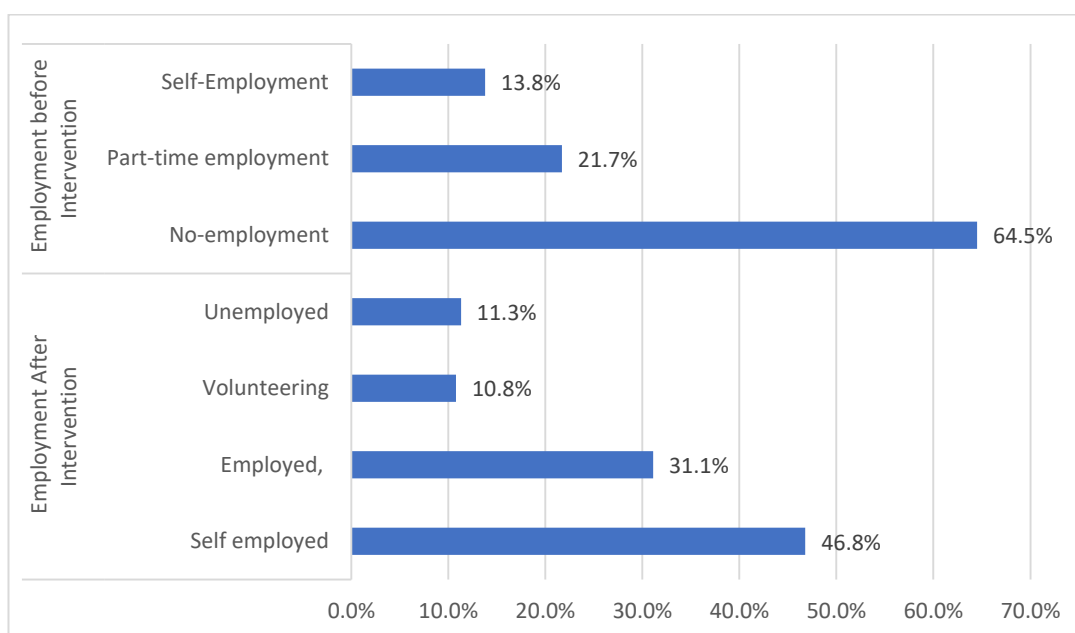
Further analysis in comparison with their employment status before intervention and after intervention shows that a large number of respondents who didn't have employment before have employment now, with the majority of them (46.8%) being self-employed in small businesses or other entrepreneurial projects like welding and carpentry, among others.

Some indicated they secured direct employment in different organizations after receiving some training from the NGOs. A small proportion of respondents got

volunteer positions, mostly in NGOs, with the purpose of equipping them with skills and experience suitable for employability. Despite these supportive evidence from the NGOs impacts, a small group of respondents (11.3%) haven't been able to get any employment opportunities; however, this is not too much as most of the respondents contacted have received the interventions within the past six months.

These findings show that NGOs are really doing tremendous work to support communities and individuals who would otherwise find it difficult for them to progress in life without these interventions. Most if their interventions are somehow relevant to the needs of individuals, thus bringing impacts to their lives, particularly giving them the opportunity for employment.

However, the number of people, particularly youths, who are in need of employment is relatively greater than the total capacity of NGOs in the municipality to accommodate them. Despite NGOs' contributions to addressing this problem, they somehow fail to keep up with the growing rate of unemployment in most urban areas and thus the still high rates of unemployment in Kinondoni Municipality.



**Figure 4.8: Comparison of Employment Status Before and After NGO Interventions**

**Source:** Field data (2023)

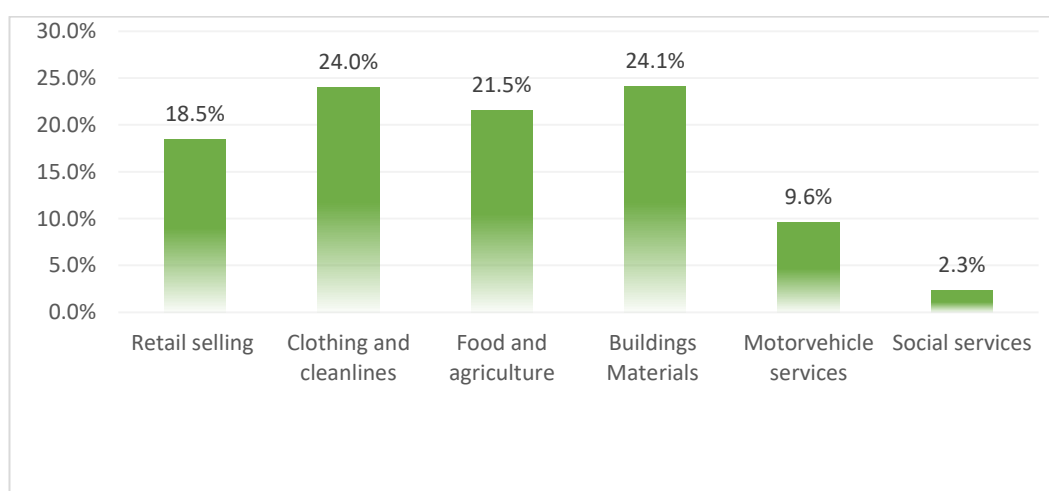
#### 4.4.3 Type of Employments Sectors

After most of the respondents indicated that they have mostly been employed, unlike they used to be before the interventions, the researcher asked those who indicated that they are employed to indicate the sector in which they are working. The responses to this question indicate that respondents have been employed or self-employed in different sectors.

Data show that sectors such as clothing, cleanliness, and building materials were the most employable, with nearly half (50%) of all respondents combined (24% and 24.1%, respectively). Other sectors too were mentioned by respondents with varying proportionalities, as shown in the figure below. Many beneficiaries of NGOs interventions indicated that being self-employed in these two sectors could be due to

the nature of the training they had received, as shown in the previous sections. Majority of them indicated to have been trained mostly on this category such carpentry, soap making, tailoring etc. which enabled them to venture into it.

In addition, seeking employment in these sectors could have been contributed by their low capital requirement to start business. Example just a sewing machine for tailoring, soap making ingredients while carpentry on itself requires tools like Humer, see saw and timbers which are just available everywhere in Kinondoni Municipality.



**Figure 4.9: Respondents Employment Sectors**

**Source:** Field data (2023)

#### 4.4.4 Change of Income

To assess the impacts of interventions received by beneficiaries, the researcher asked the respondents to indicate the change in their incomes after they got served by NGOs intervention programs. Among all replies received, findings indicate that



different interventions received by respondents had impacts on their incomes. The figure below shows that more than half of all respondents had a slight change in their incomes of between 20% and 50%. A few percentages of respondents noted a drop or loss in their income, particularly those who were loaned money to start businesses.

This was similar to what one of the key informants had to say when asked about this.

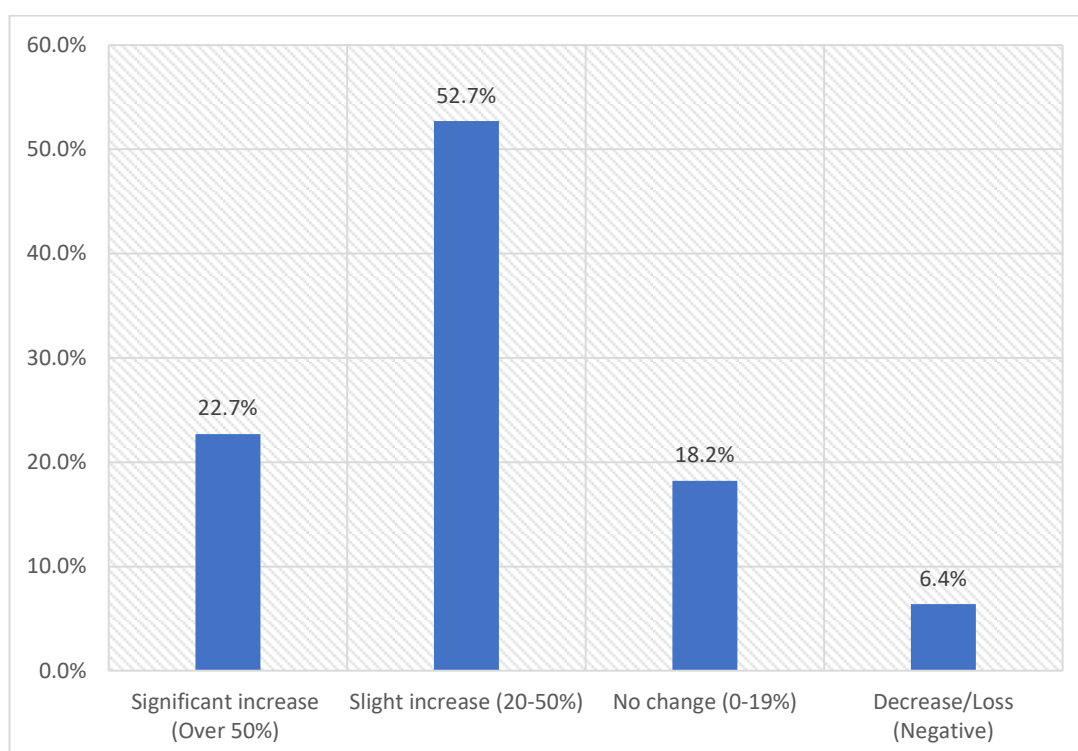
*"Before we disburse loans to our applicants, our organization has a policy to ensure that these applicants have been trained about how to manage these funds successfully, particularly for those borrowing money to support businesses. However, as you know business sometimes does go as planned some either due to failure to follow our instructions or for other reasons you find that they have business failures"* **Program officer-Furaha ya Wanawake Wajasiriamali kwa Viziwi Tanzania, Mwananyamala Area, 26th October, 2023.**

Another Key informant said the following;

*"I remember we had like two cases here where, after receiving the loan, the participants went home. When the time to start repaying the loan arrived, there was no response from them. After several follow-ups, they claimed that the loan they received was used for personal needs such as health issues"* **Program Officer, Foundation for Civil Society, Namanga Area, October 30, 2023**

In the previous subsection above, it was noted that respondents had been emancipated from 65% of the unemployment rates they had before the intervention down to almost 11%. This has greatly been due to vocational training and microfinances that supported most of them to self-employ themselves in a different sector within a short time. Therefore, it's true that their income might have slightly changed as they are now producing profits in their respective employment areas.

These findings are in line to a what had been reported recently in Ilala Municipality by Magali and Mbagwa, (2021) whereas participants agreed that capital obtained from service and credits groups facilitated their employment and as well as purchase of additional working tools which contributed to their incomes.



**Figure 4.10: Income Change of Respondents After Receiving NGO Interventions**

**Source:** Field data (2023)

#### **4.4.5 Confidence of Managing Business/Finding Employment**

Another area that was considered to be the impact of the interventions received by the respondents was to know if, after receiving the intervention, those aspiring to start their own business, or those who have already started, have the confidence to

manage it. or confidence to seek employment for those who received training and knowledge support.

Findings show that respondents demonstrated different levels of confidence pertaining to the management of businesses and seeking employment opportunities. As indicated in Table below, although most of them said they had moderate confidence, nearly those with high and moderate confidence together made nearly seventy percent of the population, implying that there is an impact on many people.

This observation can be due to the same reason, as most of these NGOs interventions are more practical-related; even those who got entrepreneurship support have been trained on how to find markets and customers for their businesses in a practical sense, making them gain confidence. The current research findings concur with what Mpaata and Musenze (2023) reported in Uganda: that the majority of youths who received life skills from the Community-Based Association agreed that they had the ability to start and manage their own businesses and, if possible, would be able to employ fellow youths once they had access to capital.

**Table 4.1: Respondents Level of Confidence to Manage Business/Find Employment After Capacity Support Programs from NGOs**

<b>Confidence level</b>	<b>Frequency</b>	<b>Percentage</b>
High confidence	71	35.0%
Moderate confidence	75	36.9%
Low confidence	30	14.8%
No confidence	27	13.3%

**Source:** Field data (2023)

#### **4.5 Challenges Facing NGOs in Addressing Unemployment**

This subsection addresses challenges faced not only by recipients of interventions but also by NGOs themselves. It is particularly important to know what their challenges have been as they thrive to address unemployment among youth and adults in Kinondoni Municipality.

##### **4.5.1 Have you Ever Faced a Challenge During or After the Intervention?**

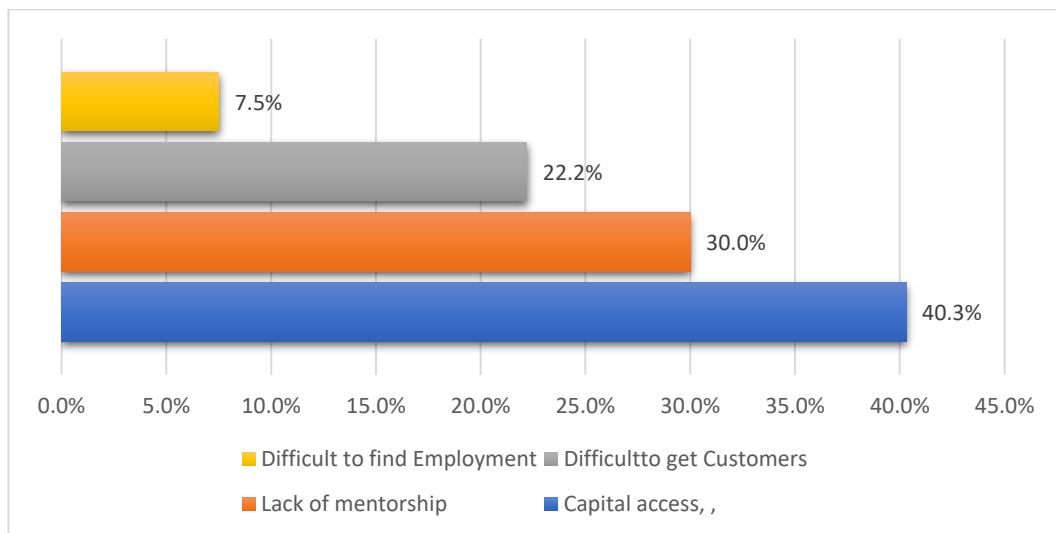
Regarding this question, respondents themselves were asked to indicate if they had experienced challenges during or after the intervention. They gave the following findings: 49.1% replied that yes, they had some sort of challenge with the NGOs interventions, while the majority, i.e., 51.9%, didn't have any challenge with them. More details about these challenges are presented in the subsections below.

##### **4.5.2 Types of Challenges Encountered**

Respondents have indicated that they have encountered a number of challenges owing to delayed or no progress as expected. Their responses were as follows: 40.3% had challenges accessing capital, 30% lacked proper mentorship for their businesses, 22.2% of respondents noted that they had difficulties finding customers for their businesses, and 7.5% experienced challenges finding employment.

These challenges are largely implicated by the limited capabilities of NGOs to be able to trace and give life coaching experiences to their beneficiaries. Yes, for many of them, the practical training they received from the NGOs was sufficient to improve their businesses; however, others too wanted to have onsite supervision.

The research data also shows that only a small proportion of respondents accessed microfinance support; thus, even those who accessed other interventions needed capital to exchange their knowledge into products or services, but this was not done, making them progress slowly.



**Figure 4.11: Challenges Faced Respondents During and After NGOs Interventions**

**Source:** Field data (2023)

#### 4.5.3 Concerning Challenges Facing NGOs to Address Unemployment

The researcher conducted in-depth interviews with key informants, particularly program officers, who are responsible for dealing with the provision of most of the interventions, to learn about the challenges facing NGOs. Looking at the collected data, different NGOs had similar challenges, and some had unique challenges. The interviewee said that NGOs have been facing several obstacles, including a lack of sufficient and/or consistent funding from donors.

*".... First, let me start with the one that stands as a major obstacle to our objectives to help societies in Tanzania: the lack of funding to run this organization. This causes our programs to get stuck several times, especially when we suddenly experience an unexpected shortage of funds. There are times you get funds, but the funds become directed toward other activities than what you had planned"*  
**Program Officer- Digital Opportunity Trust, Mikocheni Area, November 6, 2023**

Lack of fundings as challenge has been experienced by other NGOs as another Key informant from another NGO had the following to say.

*"There are several challenges really impacting our NGOs, causing them to fail in the implementation of our activities, starting with political challenges, but a bigger challenge is a lack of consistent funding for donors. As you know here, we depend much on donors, particularly international, who sometimes promise to donate and they don't or do so in delays."* **Program Officer, Foundation for Civil Society, Namanga Area, October 30, 2023**

Other NGOs reported they experience pressure to meet targets demanded by donors from the fund they offer them.

*"In addition, some donors, once they give you their money, give you their commitments to meet in the given timeframe; sometimes, these commitments are irrelevant to Tanzanian environments. Now because the office really wants the money, these instructions force the organization to end up setting short-term plans that are more achievable than creating long-term and sustainable plans"* **Program Officer-Furaha ya Wanawake Wajasiriamali kwa Viziwi Tanzania, Mwananyamala Area, October 26, 2023**

These data show that NGOs heavily rely on donations and grants from both international and national donors to carry out the activities they have intended. This comes as a structural weakness, as NGOs do not technically generate revenue like other businesses. Thus, their financial resources, and even sometimes human

resources in some cases, depend on people who are ready to volunteer for the NGOs' work.

So, the flow of financial support from the donors is not always continuous or well planned, causing some organizational plans to be delayed or halted to meet the available funds. In some NGOs, donors tend to dictate to these NGOs that they implement some of their interests amid the NGOs plans as conditions to the received grant or donation. This current study's findings are similar to what was observed by a study by Odhiambo (2019) in Kenya, who found that many NGOs relied on international donations as their primary source of funding. However, the same study revealed that local NGOs had little dependence as they engaged in income-generating activities to generate more income for their sustainability.

Changes in government policies and laws, particularly those directed at NGOs' operations, occasionally cause an impact on the organizations. More stringent measures have been established from time to time to enhance accountability and transparency in NGO activities, which some NGOs find a challenge.

*"Another common challenge we often face in our organization is regular changes in government policies and related laws. For example, in 2019, we received instructions from the government concerning registration and re-registration, among many others, regarding how organizations receive funding. "These are surely a challenge to our organization, and I think other NGOs too find it difficult to cope with them." Program Officer, Voluntary Service Overseas, Masaki Area, October 23, 2023*

NGOs working in Mainland Tanzania are governed by long-standing legal frameworks such as the National NGOs Policy 2001 and the NGOs Act No. 24 of

2002. However, since then, there have been several amendments to laws and policies, instilling new changes in how NGOs should work and be accountable for their activities. Two notable amendments are the NGOs (Amendments) Regulation of 2018 and the NGOs (Amendments) Regulation of 2019, which had changes happen within a short time, rendering difficulties in the implementation of NGOs activities while demanding more accountability from the registrar of NGOs (URT, 2019).

The study also found that some NGOs have been facing challenges in preparing clear strategies that would help them accomplish their plans to be implemented by the NGOs. This is an internal weakness of the NGOs themselves, attributed to a lack of good and committed leadership that is able to oversee what is needed to meet the set plans. Sometimes the strategies had to change in between as to cope with the environment or depending on the needs of the donors.

However, strong and committed leadership would have in place proper funders whose interests are well known. Specifically, strong leadership would encourage multiple funders to sustain their demands. A study by Mukanu et al. (2021) concurs with the current study when it finds and explains that a lack of a strategic plan that includes concrete, quantifiable, measurable goals, has no way to measure success, and demonstrates results, value, and performance was a notable challenge for most NGOs.

As the conceptual framework adopted in this study proposed, NGOs interventions as



independent variables would have impacted positively its aim to address unemployment and poverty in Kinondoni Municipality. However, these challenges act as a mediating variable, affecting the expected contributions of NGOs to curbing unemployment in the municipality.

## **CHAPTER FIVE**

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

#### **5.1 Introduction**

This chapter presents summary of the study, conclusion of the study based on the three objectives. Then it presents recommendations for improving the current situation and areas for further studies

#### **5.2 Summary of the Study**

Unemployment is a significant problem facing millions of youths and adults in the world. To tackle this challenge, government efforts need support from non-government organizations (NGOs). In Dar es Salaam, Kinondoni Municipality is among the municipalities in the region with high rates of unemployment. This study aimed to assess the role of NGOs in addressing unemployment in Kinondoni municipality. Specifically, this study focused on answering research questions, which are: What types of interventions do NGOs implement to address unemployment? How have the interventions implemented by NGOs impacted employment status? And what are the challenges facing NGOs working to address unemployment in Kinondoni Municipality?

This was a mixed-approach study that employed both qualitative and quantitative approaches to ensure the collection of sufficient information about the topic and avoid the weakness of one approach alone. Quantitative and Qualitative data collected were analyzed respectively by SPSS and thematic analysis and their findings had been presented in Chapter four.

### **5.3 Conclusions**

This section presents conclusions of the key findings obtained for each of the three study objectives.

#### **5.3.1 Types of Interventions Implemented by NGOs to Address Unemployment**

The research showed that NGOs had played a significant role in reducing unemployment rates in Kinondoni Municipality, although their magnitude is still high in the region. This has been done through NGOs' interventions in different thematic areas, such as job placement, microfinance, vocational skill training, and entrepreneurship support. The key source of information for respondents has been community outreach. Among the five selected NGOs, Voluntary Service Overseas and Tanzania Youth Vision Association were the leading providers of vocational training and entrepreneurship support interventions, respectively, based on the number of beneficiaries.

Respondents had continuously received different interventions in the past 6 months, whereas respondents who had received interventions for more than four to six months were the majority. The majority of respondents felt that these interventions were relevant to their needs, except for a few of them, particularly those who were volunteering, who didn't find them relevant.

#### **5.3.2 Impacts of Interventions Implemented by NGOs Have on Rmployment status**

Concerning the impact of the interventions implemented by NGOs in addressing

unemployment in Kinondoni Municipality, the research concludes as follows: current efforts laid by NGOs in the municipality to reduce unemployment are overall beneficial to most respondents. Findings shows that nearly 80% of NGOs beneficiaries reported to have acquired new knowledge and technical skills for making different products and works which they didn't had before. Furthermore, the study found that it's true that NGOs are really curbing unemployment practically, from 65% before the intervention to about 11.3% within 6 months after the intervention. Data have revealed the majority of them are now employed, with 10.8% volunteering, 31.1% being directly employed, and a large proportion (46.8%) being self-employed as a result of skills and financial support from NGOs interventions.

Among those who had been employed, data obtained show that clothing and cleanliness sector as well as building materials were the most employable area with near a half (50%) of all respondents combined (24% and 24.1% respectively). Moreover, the study found out that income of respondents had shown substantial changes from how it used to be before. Whereas nearly over a half (52.7%) of all respondents interviewed indicated that since they received NGOs interventions, their income had experienced slight increase of about 20-50% thus showing an improvement in their living standards.

### **5.3.3 Challenges Facing NGOs in Addressing Unemployment**

Data obtained in this section shows that there are challenges perceived directly by beneficiaries of interventions, such as difficulty getting employment and

customers, a lack of mentorship support, and a lack of capital to grow their businesses. These challenges could be a result of limited NGOs potential and commitment due to challenges facing NGOs directly. On the side of NGOs, there have been challenges concerning having a reliable source of funding for their interventions, which either come while delayed or fail to receive funds at all. It was explained further that this happens as a result of most sources of funding being donors, who often have their own issues, and sometimes they impose their interests on the plans of NGOs, making them drift from their goals. Other challenges noted include a lack of clear strategic plans and weak leadership, which fail to lead NGOs to their desired plans. Regular Changes in government policies and laws impose difficulties to NGOs operativity.

Despite showing a great contribution in in addressing unemployment in Kinondoni Municipality, most NGOs still face challenges. These challenges have been shown to diminish efforts and capacities of these institutions to operate at their full potentials for betterment of lives of individuals and societies in Kinondoni Municipality.

## **5.4 Recommendations**

Based on the findings obtained in the findings chapter, the study recommends on the following in the goal of addressing unemployment problem in the Municipality.

### **5.4.1 Concerning Types of Intervention Implemented to Address**

#### **Unemployment**

NGOs have shown to be implementing supportive interventions that aim to empower

local communities from life hardships and unemployment in general. However, interventions directed to address unemployment are relatively few; there is a need to scale up the range of interventions other than the four types mentioned (job placement, microfinance, entrepreneurship support, and vocational training).

There is a need for the government to minimize the current NGOs working areas in the municipality, particularly for NGOs working to address unemployment. This will create more space for other NGOs. This should go hand in hand with the increased registration efforts of new NGOs seeking to be registered in the municipality. These efforts will add more NGOs that will maximize coverage for the most needed individuals in society and effectively address the unemployment problem.

#### **5.4.2 Impacts of NGOs Interventions in Addressing Unemployment**

Concerning the impacts of NGOs interventions among beneficiaries, the study recommends that NGOs extend their technical and financial support to their beneficiaries, particularly participants who received expert vocational training so that they could use it as capital to start up their own businesses, harnessing the benefits of the training interventions they received. This will help them gain practical experience in the business while under the supervision of NGOs experts and avoid early business collapse.

#### **5.4.3 Challenges Facing NGOs in Addressing Unemployment**

The key challenges that have been noted in this objective are a lack of consistent financial resources to run NGOs projects as planned. The study recommends that NGOs management should strive to create a diversity of funding sources and avoid

relying on single donors; thus, they should expand and seek out grants, corporate partnerships with organizations with similar objectives as part of their corporate social responsibility and create a base of individual donors. In addition, NGOs should create ethical and screening guidelines to determine potential donors that align with their objectives and values.

The other recommendations proposed by this study are for the NGOs to introduce income-generating activities such as offering expertise in areas where these NGOs have strength, such as community engagement, research, or technical training. This will help NGOs have an additional pool of resources to support their activities.

The government should ease its measures that are seen as a challenge to survival of NGOs. Where necessary any change of policies should be communicated earlier one with NGOs as stakeholder so that, NGOs make necessary arrangement to accommodate these changes than making abrupt changes.

### **5.5 Policy Recommendations**

To introduce long-term classes for unemployed people so as to impact them with new skills that will help them get jobs in the growing industries, schools and training programs should be easy to access.

There is a need for the government to recognize the areas that have a large rate of unemployment by giving tax breaks to businesses that move into depressed areas or providing loans to unemployed people who move to areas with more jobs.

## **5.6 Area for Further Studies**

This study has assessed the role of NGOs in addressing unemployment in Kinondoni municipality. Therefore, a similar study on the role of NGOs in addressing unemployment in the remaining municipalities, such as Ilala, Ubungo, and Kigamboni, should also be conducted to yield a clear picture of how NGOs are supporting the government to curb unemployment in the Dar es Salaam region.

Another area for research is to conduct a study on factors contributing to high unemployment rates in Kinondoni Municipality. This will expand the horizon of the root causes of the problem and thus inform NGOs and other stakeholders on how to address them.

## **5.7 Limitations of the Study**

Despite efforts to guarantee the study's quality and dependability, a number of limitations were found:

Results have limited generalizability because the study only looked at five NGOs in Kinondoni Municipality, which might not be representative of other NGOs in Dar es Salaam or Tanzania overall. Consequently, the results might not apply to different situations or areas.

**Limited Data Access:** Despite efforts to reassure them, some of the NGOs we visited were hesitant to share sensitive data or in-depth internal reports because of confidentiality concerns. This made it more difficult to get comprehensive data on program operations, funding, and impact evaluation.



Time Constraints: Due to time constraints, only a limited number of staff members and recipients could be surveyed or interviewed for the study. Perhaps a more thorough examination could have been possible with a longer study duration.

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## APPENDICES

### APPENDIX 1:

#### QUESTIONNAIRE FOR NGOs BENEFICIARIES

##### Introduction:

Dear Respondent, my name is Gamaliel Henry Sunu, a student from Open University. I am conducting research on the **ROLE OF NON-GOVERNMENTAL ORGANIZATIONS (NGOs) IN ADDRESSING UNEMPLOYMENT: A CASE OF SELECTED NGOs IN KINONDONI MUNICIPALITY, DAR ES SALAAM**. This research is part of fulfillment of the requirements for the award of Master's Degree in Humanitarian Action, Cooperation and Development. I kindly request you to fill in this question by circling the provided questions. The information you will give will be confidential and for academic purpose. You are welcome

##### Section A: Types of NGO Interventions Received

1. How did you first hear about the NGO programs?

- ( ) Community outreach
- ( ) Friend/Family
- ( ) Media (radio, TV, social media)
- ( ) Other



2. Which types of interventions did you receive from the NGO? (Select all that apply)

- ☐ Vocational training
- ☐ Business skills training
- ☐ Microfinance/Loans
- ☐ Mentorship programs
- ☐ Job placement assistance
- ☐ Other

3. How long have you received NGO intervention?

- ☐ Less than 2 months
- ☐ 2-4 months
- ☐ Above 4-6 months

4. How relevant were the interventions to your needs?

- ☐ Very relevant
- ☐ Somewhat relevant
- ☐ Not relevant

**Section B: Impacts of the Interventions**

5. Did the intervention improve your skills or knowledge?

- ☐ Yes

- ☐ No

6. What is your employment status after the intervention?

- ☐ Yes, Volunteering

- ☐ Yes, direct employed

- ☐ Yes, self employed

- ☐ No, still unemployed

7. If yes, what type of business or employment did you engage in? (brief description)

- \_\_\_\_\_

8. How has your income changed since receiving the NGO intervention?

- ☐ Increased significantly (over 50%)

- ☐ Increased slightly (20-50%)

- ☐ No change (0-19%)

- ☐ Decreased/Loss (Negative)

9. How confident do you feel in managing your business or finding employment after the intervention?

- ☐ High confident

- ☐ Moderate confident

- ☐ Low confident

- ☐ No confident

**Section C: Challenges faced**

10. Did you face any challenges during or after the intervention?

- ☐ Yes

- ☐ No

11. If yes, what challenges did you face? (Select all that apply)

- ☐ Lack of access to capital

- ☐ Inadequate support after training

- ☐ Difficulty finding customers

- ☐ Difficulty employment

## **APPENDIX 2: INTERVIEW GUIDE FOR NGO PROGRAM OFFICERS**

### **Introduction:**

Hello, I am Sunu Gamaliel, a student at Open University pursuing masters of Humanitarian Action, Cooperation and Development. I would like to invite you to participate in this interview to enable me complete this study. Your Valuable contributions will be used for the intended use and will be kept confidential and none of identifiers like your name will be recorded instead everything will remain be kept anonymous. You are welcome

### **Section 1: Types of Interventions Provided**

1. Could you describe the main types of interventions your NGO offers to address unemployment in Kinondoni Municipality?
2. How do you determine which interventions are best suited for specific groups of beneficiaries?
3. What criteria do you use to select beneficiaries for your programs?

**Section 2: Impact of Interventions**

4. In your experience, what has been the most significant impact of these interventions on the beneficiaries?
5. Do you track beneficiaries after they complete the program? If so, how do you assess the success of your interventions (e.g., employment rates, business success)?
6. What feedback have you received from beneficiaries about how these interventions have affected their lives and employment prospects?

**Section 3: Challenges in Implementing Interventions**

7. What challenges has your organization faced in delivering interventions to beneficiaries?
8. Have there been any difficulties in funding or sustaining the programs? If yes, could you elaborate?
9. What are some of the common challenges beneficiaries face after completing the intervention, and how does the NGOs support them in addressing these challenges?

# THE UNITED REPUBLIC OF TANZANIA



MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY

THE OPEN UNIVERSITY OF TANZANIA



Ref. No OUT/ PG201900971

24<sup>th</sup> January, 2023

Regional Administrative Secretary,  
Dar es salaam Region,  
P.O Box 5429,  
**DAR ES SALAAM.**

Dear Regional Administrative Secretary,

**RE: RESEARCH CLEARANCE FOR MR GAMALIEL HENRY SUNU, REG NO:  
PG201900971**

2. The Open University of Tanzania was established by an Act of Parliament No. 17 of 1992, which became operational on the 1<sup>st</sup> March 1993 by public notice No.55 in the official Gazette. The Act was however replaced by the Open University of Tanzania Charter of 2005, which became operational on 1<sup>st</sup> January 2007. In line with the Charter, the Open University of Tanzania mission is to generate and apply knowledge through research.

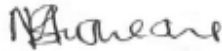
3. To facilitate and to simplify research process therefore, the act empowers the Vice Chancellor of the Open University of Tanzania to issue research clearance, on behalf of the Government of Tanzania and Tanzania Commission for Science and Technology, to both its staff and students who are doing research in Tanzania. With this brief background, the purpose of this letter is to introduce to you **Mr. Gamaliel Henry Sunu, Reg. No: PG201900971** pursuing **Master of Humanitarian Action, Cooperation and Development (MHACD)**. We here by grant this clearance to conduct a research titled **"Assessing the Role of Non-governmental Organizations (NGOs) in Addressing**

**Unemployment: A Case Study of Kinondoni Municipality, Dar es salaam".** He will collect his data at Kinondoni Municipality in Dar es salaam Region from 25<sup>th</sup> January to 25<sup>th</sup> February 2023.

4. In case you need any further information, kindly do not hesitate to contact the Deputy Vice Chancellor (Academic) of the Open University of Tanzania, P.O.Box 23409, Dar es Salaam. Tel: 022-2-2668820. We lastly thank you in advance for your assumed cooperation and facilitation of this research academic activity.

Yours sincerely,

**THE OPEN UNIVERSITY OF TANZANIA**



Prof. Magreth S. Bushesha

**For: VICE CHANCELLOR**

## JAMHURI YA MUUNGANO WA TANZANIA



OFISI YA RAIS,  
TAWALA ZA MIKOA NA SERIKALI ZA MITAA  
HALMASHAURI YA MANISPAA YA KINONDONI



Unapojibu tafadhali taja:

Kumb. Na. HB.345/49

Tarehe: 29 Septemba, 2023

Gamaliel Henry Sunu,  
The Open University of Tanzania,  
DAR ES SALAAM.

YAH: KIBALI CHA KUFANYA UTAFITI

Kichwa cha habari hapo juu cha husika.

2. Ofisi ya Mkurugenzi wa Manispaa ya Kinondoni imepokea barua toka Ofisi ya Katibu Tawala Mkoa yenye Kumbukumbu namba **AB.320/378/01B** ya tarehe 25 Sept. 2023
3. Kwa barua hii, *Kibali kimetolewa katika Kata ya Mikocheni kufanya utafiti kuanzia 02 Oktoba, 2023 hadi tarehe 30 Novemba, 2023 kwa ajili ya kufanya utafiti kuhusu "Assesing the Role of Non-Governmental Organizations (NGO'S) in Addressing Unemployment: A case study of Kinondoni Municipality Dar es salaam".*
4. Tafadhali mpokee na kumpa ushirikiano.

.....  
Maria masiku  
For: MUNICIPAL DIRECTOR  
KINONDONI MUNICIPAL COUNCIL  
DAR-ES-SALAAM

Kny: MKURUGENZI WA MANISPAA

Nakala:

- |  |   |                             |
|--|---|-----------------------------|
| Mkurugenzi wa Manispaa<br><u>MANISPAA YA KINONDONI</u> | - | aione kwenye jalada         |
| Mtendaji wa Kata<br><u>Kata ya Mikocheni</u>           | - | mpokee na kumpa ushirikiano |

Barua zote zitumwe kwa Mkurugenzi wa Manispaa Manispaa ya Kinondoni, S.L.P. 31902, 2 Barabara ya Morogoro, 14883 Dar es Salaam, Unaweza pia kuwasiliana nasi kwa Simu: +255 2170173 Nukushi: 2172606,  
Barua pepe – [info@kinondonimc.go.tz](mailto:info@kinondonimc.go.tz)