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FACULTY OF ARTS

DEPARTMENT OF DEVELOPMENT STUDIES

RESEARCH TOPIC

Contributions of Hand-in-Hand organization in fighting Covid-19 in Chirumanzu rural District, Zimbabwe

By

MANHIDZA

TOBIAS T.

R1610080C

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MIDLANDS STATE UNIVERSITY

FACULTY OF ARTS

DEPARTMENT OF DEVELOPMENT STUDIES

Name Manhidza Tobias Tawanda.

Reg Number R1610080C

Mode of Entry Conventional

Supervisor Proff J. Matunhu

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I, the undersigned do/do not acknowledge that the above student has consulted me for supervision on his /her research project /dissertation until completion. I therefore do/do not advise the student to submit his/her work for assessment.

Signed..... Date.....

Dedication

This work is dedicated to the ALMIGHTY GOD, and to the people in Chirumanzu who were involved in Hand in Hand projects. Also to the Machida Family which was committed to the attainment of this honours degree.

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Abstract

The study examined the contributions of hand in hand organisation in the fight against Covid-19 in Chirumanzu rural District, Zimbabwe. The District has been facing a lot of economic problems since the outbreak of Covid-19. Twenty respondents from 4 wards who have been involved or Had participated in Hand in Hand activities aimed at fighting Covid-19 were selected as sample of the study. Of the 20 participants 18 managed to be reached for interviews whilst 2 couldn't be reached. The researcher used Virtual and ICT methods which included telephoning, WhatsApp interviews, Facebook and Emails as the data collection tools. The study concluded that the people in Chirumanzu are at a better place in terms of Covid-19 management and response today, thanks to the efforts of Hand in Hand organization which provided them with Covid-19 information, provided them with relief food, free face masks, hand sanitizers and medical facilities to the clinic and hospitals. This also ensures that the testing kits can even be used even if the organization withdraws its operation in the district. The study also concluded that, lack of funding hinders the operation of Non-governmental organizations involved in fighting Covid-19 and also it also hinders the efforts of the NGOs to initiate programs that support livelihoods activities that supports people during pandemics. The organization also due to government policies was finding it difficult to travel and meet some of the people within the district so as to make an assessment on whether they deserved to receive aid or not. Therefore, the study provides recommendations that may be adopted by Hand in Hand organization to improve its operations.

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Abbreviations and Acronyms

CSOS.....	civil society organisations
COVID-19.....	Coronavirus Infectious Disease 2019
ICT.....	Information and Communication technology
INGOS.....	International Non-governmental Organisations
NGO.....	Non-governmental Organisation
SARS.....	Severe Acute Respiratory Syndrome
UN.....	United Nations
WHO.....	World Health Organisation

CHAPTER 1:

RESEARCH PROBLEM AND ITS SETTING

1.1 INTRODUCTION

Covid-19 outbreak has raised a lot of tension across the globe with a large number of people being afraid of losing their lives. The pandemic has posed severe harm to the entire world, this can be evidenced by crumbling of the global tourism, increased deaths and a decline in economic activities hence leading to a shrink in the global economy. According to International Monetary Fund (IMF, 2020) billions of dollars have been lost in 2020 and although the forecast for 2021 is better, the international travel and tourism will not return to the normal pre-pandemic levels until around 2025. Central banks in many countries like United Kingdom have embarked on policies that decreases interest rates in a bid to make borrowing inexpensive thus encouraging spending to boost the economy. Due to these harm posed by coronavirus, quiet a number of Non-Governmental Organizations have emerged trying to come up with solution to curb the spread of the virus particularly in Zimbabwe Rural areas. Therefore, the gist of the proposed study is to provide an in-depth analysis on the contribution of Hand in Hand NGO in fighting the spread of covid-19 in Chirumanzu Rural District in Zimbabwe

According to the World Bank, (1990) non-governmental organizations include many groups and institutions that are entirely or largely independent of government and that have primarily humanitarian or cooperative rather than commercial objectives. There are no studies on the role of NGOs in combatting the spread of Covid-19 in Zimbabwe, hence to fill this gap the proposed study is therefore going to provide an in-depth analysis on the role being played by NGOs in combating the spread of Covid-19 particularly in Chirumanzu rural area.

1.2 BACKGROUND

On January 2020, the outbreak of coronavirus in China, Wuhan was declared a global public health emergency by the world health organization (Sohrabi, Alsafi, Neili, Khan, Kerwan, AL-Jabir & Agha, 2020). It was firstly identified as a new coronavirus (severe acute respiratory syndrome coronavirus 2, or SARS-CoV-2), and was later named Coronavirus Disease-19 or Covid-19 (Qiu et al., 2020). Most people infected with the virus show mild to moderate symptoms of respiratory

illness such as difficulties in breathing, shortness of breath and running nose. The less common symptoms are aches and pains, sore throat, diarrhea, conjunctivitis, loss of taste and smell, a rash on skin, or discoloration of fingers and toes and headache (WHO, 2020). Older people and people with other underlying medical condition such as cardiovascular disease, diabetes and HIV and AIDS are vulnerable to experience severe symptoms of respiratory illness and death. The management of the disease has mostly been supportive referring to the disease severity which has been introduced by WHO. Health experts have also encourages doctors to treat the symptoms of this virus. This has attracted many scientist, scholars, activist, civil society and politician to take a keen interest in contributing to the fight of the pandemic.

Covid-19 virus primarily spreads through droplets and contact transmission. Transmission of Covid-19 through droplets occur among close contacts via respiratory droplets produced when an infected person coughs or sneezes. Contact transmission means by touching infected people and/or contaminated surfaces. Thus hands can spread the virus to other surfaces and/or to the mouth, nose, or eyes if one touches them (WHO 2020). To reduce the transmission of Covid-19, the World Health Organization has encouraged people to practice best hygiene practices such as hand washing. Hand washing can be done using an alcohol based hand sanitizers. Plain soap is also effective at activating viruses such as Covid-19 due to the oily surface membrane that is dissolved by soap killing the virus (Sickbert, Bennett et al 2005). In addition, hand washing removes germs through mechanical action (WHO Guidelines on Hand Hygiene in Health Care 2009). According to Jefferson et al, 2008 hand washing in the community is highly effective to prevent both diarrhoeal diseases and respiratory illness. This is one of the most effective measures that can be used to prevent Covid-19. The rapid spread of Covid-19 has meant that countries have to adopt public health measures intended to prevent its spread, including masking up, social distancing and lockdowns (Fong et al. 2020).

National lockdowns have meant that borders have been closed and the informal business has been affected. According to an early forecast of the International Monetary Fund (2020a), the global economy would contract by about 3 percent in 2020 due to covid-19. In Zimbabwe the first Covid-19 case was reported on 21 March 2020 in the resort town of Victoria Falls (Makurumidze, 2020).

The disadvantaged position of Zimbabwe as a country has left room for non-governmental organization to complement the government efforts to curb the spread of this virus especially in rural areas. NGOs have the opportunity and responsibility to play a major role in pandemic preparedness, response and recovery, particularly among the most vulnerable population groups (Mahmood, 2009). NGOs have the technical expertise, human resource, communications and infrastructure required to contribute significantly to the response, they are also trusted entity with strong ties to the community which can facilitate information and resource distribution (Rao and Silbey 2016, Mondal et al 2015). In Chirumanzu District Hand in Hand non-governmental organization has been involved in fighting Covid-19 within the District. The study will assess the strategies used by Hand in Hand in the fight against Covid-19. It should be noted that there is a problem which needs to be addressed as a matter of necessity.

1.3 STATEMENT OF THE PROBLEM

Covid-19 pandemic is a dangerous virus that has left the entire universe in a state of shock due to its rate of spread. The pandemic has contributed greatly to a demise of the global economy. This can be justified by a crumbling global tourism sector, fall in employment rate, shrinking of the stock market and an exponential increase in deaths. Given these negativities posed by Covid-19 pandemic many economies are struggling to offer the much needed health support to their citizens hence the coming of Hand in Hand Non-Governmental Organisation in complementing the efforts by the government in fighting the pandemic. The contribution of Hand in Hand in fighting Covid-19 has reduced the burden of the government particularly in rural areas. Nevertheless, despite all the efforts of these NGOs and government intervention, newly recorded cases are increasing exponentially as well as the number of deaths every day.

Due to these ever increasing numbers in new cases the issue of national lockdowns and curfews becomes debatable on whether they are necessary measures to curb the spread of the virus or the other way round. The government in partnership with non-governmental organizations are carrying out campaign awareness with the theme ‘mask up’ in all corners of the country. However, all of these efforts are yielding slight changes than expected, hence this can be supported by a daily increase in new cases despite all these efforts. Therefore, it is paramount importance to examine

the contribution of hand in hand non-governmental organization in fighting the spread of coronavirus within the parameters of Zimbabwe in general and Chirumanzu rural district in particular because little is known about the efforts being aided by Hand in Hand in Chirumanzu.

There has been a particular tendency to belief that NGOs always yield results without conducting studies on their contributions or projects. It has also been argued that donors do not want more critical studies because they have faith in the NGO approach that they do not want to be forced to question (Clark ,1990). Whatever the reason, the NGO literature tends to concentrate on the potential shown by successful NGOs rather than to explore the full range of the NGO experience.

1.4 RESEARCH AIM AND OBJECTIVES

AIM

- The overall aim of the study is to examine the role of Hand in Hand non-governmental organization in the fight against Covid-19 in Chirumanzu District showing the challenges faced and providing recommendations for the future.

OBJECTIVES

- To identify the strategies introduced by Hand in hand in the fight against Covid-19 in Chirumanzu District.
- To explore the challenges Hand in Hand is facing in the fight against Covid-19 in Chirumanzu.
- To come up with some recommendations that can be employed by Hand in Hand to improve its Covid-19 operations in Chirumanzu District.

1.5 RESEARCH QUESTIONS

1. What are the strategies used by Hand in Hand in the fight against Covid-19?
2. How effective have been these strategies?
3. What are the possible challenges faced by NGOS in fighting Covid-19?

4. Which strategies can be employed to improve Hand in Hand operation in the fight against Covid-19 in Chirumanzu?

1.6 JUSTIFICATION OF THE STUDY

Since the emerging of the devastating coronavirus pandemic in 2019 the world has been trying to come up with a vaccine as a cure for covid-19. Most developing countries with unstable economic growth especially Zimbabwe to be precise are experiencing unimaginable struggles in a trying to strike a balance between economic rival and fighting coronavirus. There are limited studies that were carried out pertaining the role of non-governmental organizations in fighting the spread of covid-19. Due to this reason, this motivated the proposed study to examine the contribution of Hand in Hand non-governmental organization in fighting covid-19 particularly in Zimbabwe.

In Zimbabwe, there are no studies carried out about the role of non-governmental organization in fighting covid-19. The proposed study is going to provide an introspective analysis on the contribution of hand in hand non-governmental organization infighting coronavirus pandemic in Chirumanzu rural district in Zimbabwe. The proposed study will adopt some traits from the study carried out in Bucharest in 2020 by Nemteanu and Dabija. Nemteanu and Dabija (2020) examined the best practices by non-governmental organizations in combating the spread of corona pandemic. This proposed study is of paramount importance as its findings will be of significance in policy making and analysis, hence improving the contribution of Hand in Hand non-governmental organization towards combating covid-19 in Zimbabwe in general and in Chirumanzu district in particular. The study is also an addition to the already existing literature on the role of Non-governmental organization in combatting covid-19.

1.7 SCOPE (DELIMITATION) OF THE STUDY

Conceptual delimitation

This study focuses on the contributions of Hand in Hand in fighting Covid-19 in Chirumanzu District, Zimbabwe.

Geographical delimitations

The study will be carried out in Chirumanzu District hence its findings will be limited to Chirumanzu District.

1.8 LIMITATIONS OF THE STUDY

Scope of the study

The fundamental of this study is that the scope of the study is confined to Hand in Hand rather than the broader field of NGOs which are contributing in fighting Covid-19. However, the limitation is going to be addressed when this study recommends for further studies on the broad contributions of NGOs in the fight against Covid-19 throughout the country.

Covid-19 Pandemic

The researcher's findings were affected by Covid-19 especially in gathering information as Covid-19 has travel restrictions which mean that the research was unable to conduct interviews and distribute questionnaires. However, the researcher had to resort to virtual methods of gathering data. These include the use of ICT gadgets such as cellphones and also use of social media platforms such websites, twitter, Facebook, what Sapp, Instagram and Skype

Confidentiality of Information by the Organization

The unavailability of secondary data because of confidentiality reasons from the organization websites and social media platforms threatens the study results credibility. To address this limitation, the researcher sought permission from the management of the organization to be allowed to access information relating to demographics and operating activities of the organization. The researcher requested for monthly reports from the organization and also reviews social media posts to get relevant information about the operations of the organizations.

Financial Constraints

The researcher had financial challenges since the study was conducted using Virtual and ICT methods hence the researcher had to cater for his own expenses like buying data bundles and airtime.

Time frame limitation

This is an academic project that is limited by time, to address time limitations the researcher confines himself to what is practically possible during the allocated time frame.

1.9 STRUCTURE OF THE DESSERTATION

Chapter 1 is the introduction which comprises of the problem, background of the study, statement of the problem, specific and general objectives, theoretical and conceptual frameworks, study delimitation, limitations.

Chapter 2 comprises of literature review, conceptual framework and theoretical framework.

Chapter 3 is of methodology.

The 4th Chapter consists of data presentation, analysis and interpretation
Chapter 5 comprises of the conclusion and recommendations.

CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

The chapter presents a comprehensive summary of some existing information regarding the study. It defines some concepts which are related to the subject matter so as to facilitate a clear understanding of the subject under study. Knowledge gap is also presented from which a basis for this study has been built.

2.2 DEFINITIONS OF KEY CONCEPTS

COVID-19

This study used a number of concepts that are defined differently by various authors and in different context. In order to enable readers to draw concise understanding of the subject under study, the following definitions shall be adopted for each of the following concepts. The term Covid-19 as defined by the world health organization is an infectious disease caused by newly discovered coronavirus (Sohrabi et al, 2020). The first pneumonia case of Covid-19 was discovered on December 8, 2019 in a wet market in Wuhan, the capital city of Hubei Province of China. taste and smell and a rash on skin, (WHO 2020).

The World Health Organization proposed the following definitions to explain cases of Covid-19(WHO,2020)

Suspect case

1. A patient with acute respiratory illness (fever and at least one sign/symptom of respiratory disease, e.g., cough, shortness of breath), and a history of travel to or residence in a location reporting community transmission of Covid-19 disease during the 14 days prior to symptom onset.
2. A patient with any acute respiratory illness and having been in contact with a confirmed or probable Covid-19 case in the last 14 days prior to symptom onset.
3. A patient with severe acute respiratory illness (fever and at least one sign/symptom of respiratory disease, e.g., cough, shortness of breath; and requiring hospitalization) and in

the absence of an alternative diagnosis that fully explains the clinical presentation. (WHO Guidelines, 2020).

Probable case

A suspect case for whom testing for the Covid-19 virus is inconclusive. Inconclusive being the result of the test reported by the laboratory/A suspect case for whom testing could not be performed for any reason (WHO Guidelines, 2020)

Confirmed case

A person with laboratory confirmation of Covid-19 infection, irrespective of clinical signs and symptoms. Technical guidance for laboratory testing can be found here. (WHO Guidelines, 2020)

Contact

A contact is a person who experienced any one of the following exposures during the 2 days before and the 14 days after the onset of symptoms of a probable or confirmed case:

1. Face-to-face contact with a probable or confirmed case within 1 meter and for more than 15 minutes;
2. Direct physical contact with a probable or confirmed case;
3. Direct care for a patient with probable or confirmed Covid-19 disease without using proper personal protective equipment.
4. Other situations as indicated by local risk assessments. (WHO Guidelines, 2020)

2.3 THEORATICAL FRAMEWORK

The study is informed by the grassroots approach. This is a theory of development which places emphasis on social change that primarily focuses on local organizing, visioning and decision making. Lewis (1985) postulate that it is an alternative to trickle down approaches to local development especially amongst the poor in local communities. Some NGO strategies fall under this approach with the idea that the poor people are not left in matters that affect them. This entails

the participation of local people in projects aimed at helping them for example participation of local people on projects like dam construction, involvement of local people in construction of irrigation projects.

The grassroots approach came due to the lack of tangible benefits derived from various approaches that had placed emphasis on the poor benefitting from the top down approach. A comprehensive synthesis of the evidence revealed an array of critical service that NGOs can provide to the poor communities to respond to emergencies, epidemics/pandemics and humanitarian crisis (Sheikhi et al, 2020; Shin et al 2018; Slege 2019 and Ling 2017). The services include public health education and community empowerment, provision of medical supplies, participating in contact testing, surveillance and case management.

Participatory methodologies actively involve local people in decision making and allow for a more responsive and effective development program as well as empowering the community. Outside agencies simply support and stimulate people to question the system that they are in and resist the reasons for their poverty. Emphasis is placed on autonomy in the decision-making abilities of local communities, direct democracy within these communities, and the self-sufficiency of their local economies. There are several aspects to the grassroots paradigm of development. It has been found to be very important to look at the needs of the rural inhabitants first before implementing projects that are intended to benefit them. This is often omitted in the governmental way of doing their projects. Government usually decides projects for the people without taking into considerations the wishes of the local people. The participation of locals in projects that are intended to benefit them is an important step in rural development. The study therefore places emphasis on the grassroots framework used by Hand in hand targeting the disadvantaged rural communities during in the fight against Covid-19.

The Resource Dependence Theory, is also relevant to this study. This theory explains the role and responsibilities of NGOs in a crisis such as a pandemic (Prasad et al., 2016). This theory best explains the dependency of the less developed countries on non-governmental organizations and donors. Authors like Nemțeanu and Dabija (2020) identified the best practices of NGOs that help to combat the Covid-19 crisis in Romania. Basing on underlined some of the best practices

employed by NGOs in Romania. 61% of the analyzed non-governmental organizations in Romania proposed initiatives to support public hospitals.

At the same time, this theory allows the research of the NGOs' reliance on the resources of other parties interested in fulfilling their mission and offering humanitarian aid, contributing to the understanding of operational processes from the perspective of a dependency relationship between NGOs, state institutions, business environment, and the community (Prasad et al., 2016). Communication (Lai and Fu, 2020) and organizational accountability through transparent reporting (Lai and Fu, 2020; Atouba and Shumate, 2020) contribute positively towards the collaboration of the organization and its stakeholders in obtaining the necessary resources.

2.4 EMPIRICAL STUDIES ON THE CONTRIBUTIONS OF NGOs DURING PANDEMICS/ COVID-19

The term NGOs is very broad and it encompasses many different types of organisations with no generally accepted definition of an NGO (Willet, 2002). According to the World Bank, "NGOs include many groups and institutions that are entirely or largely independent of government and that have primarily humanitarian or cooperative rather than commercial objectives" (World Bank 1990). NGOs can be organised on a local, national or international level (Willet, 2002). The fundamental features of NGOs cited by Willet, 2002 are independent from direct control of any government, not constituted as a political party, non-profit making and no criminal record. NGOs are entities which, in extreme situations, can provide vulnerable groups with the material and human resources needed in overcoming adversity (Prasad et al., 2016; Schwartz and Yen, 2017). In this manner, the NGO becomes a key stakeholder between public institutions and the population (Portney and Cuttler, 2010). The NGO is both a relevant resource provider for public institutions and an active participant supporting vulnerable groups and ensuring their access to necessary resources. A comprehensive synthesis of the evidence revealed an array of critical services that NGOs can provide to respond to the needs of those affected by emergencies, epidemics/pandemics and humanitarian crises (Sheikhi et al, 2020; Sledge 2019; Shin et al, 2018; Ling, 2017; Tow et al, 2017; Concedda et al 2016; Mondal et al 2015; Acosta et al., 2013; Acosta and Chandra 2013). These authors identified the following roles of NGOs during pandemics.

2.4.1 Social marketing and initiatives

Another tool employed by NGOs to promote the adoption of new behaviors is social marketing, which has proven effective in public information campaigns, in combatting traffic accidents, consumption of alcohol, tobacco or drugs, along with other social issues (Kotler and Lee, 2007). Social marketing is a tool with direct positive implications in informing the population regarding the adoption of behaviors necessary for the prevention disease transmission (Pastrana and S, 2020). The results of humanitarian and social initiatives of NGOs in crisis situations are important both to beneficiaries (Prasad et al., 2016) and the resource providers (Lai and Fu, 2020). Such results are countless, varying significantly due to their cause: monetary donations, donation of goods (Bekkers and Wiepking, 2011), supply of services and goods where the state cannot intervene (Weibross, 1975; Salamon, 1987), participation of volunteers (Nemțeanu and Tarcza, 2016; Touley and Hooks, 2020), etc. Social presence not only on websites but also on social media facilitates the communication of tailored humanitarian messages towards targeted stakeholder (Lai and Fu, 2020).

2.4.2 Public health education and community empowerment

Launch education programs, including campaigns and advocacy, which focus on providing information about risk, as well as specific guidelines for prevention and early detection of risk (to guide community actions regarding prevention and treatment strategies). A study by Nemțean and Dabija, 2020 outlined the contributions of NGOs in Romania in community empowerment and public health. At the same time, the authors underline some of the best practices employed by NGOs in Romania. Against the backdrop of Covid-19, 61% of the analyzed non-governmental organizations in Romania proposed initiatives to support public hospitals, thus actively supplying the necessary resources for the smooth conduct of healthcare workers. Among the undertaken activities include supporting public hospitals through the donation of protective medical gear and disinfectants (46.66%), supplying the medical equipment (35%) needed to manage the confirmed cases of Covid-19; setting up hospitals (8.33%) in such a manner as to expand their full capacity for treatment, should the number of patients increase. Community support comprises the assistance of categories which are socially vulnerable to Covid-19 such as the elderly over 65, but also people

with other chronic conditions or who cannot travel (MSR, 2020). With the help of volunteers, NGOs support these people with food, hygiene products or medicine (28.33%); donations of food supplies (25%), psychological consultations (13.33%), and medical consultations (6.66%).delivery.

2.4.3 Provision of medical supplies and hygiene kits

NGOs assemble and distribute medical supplies such as masks, gloves and hygiene kits (hand sanitizers, toiletries, clean-up supplies) to affected communities (healthcare facilities and vulnerable populations). They support the government with securing testing kits from countries where the NGOs are headquartered and other countries where they have operations (for international NGOs). Schwartz and Yen (2017) point out a connection between sustainable development and socio-economic crises, highlighting the direct role of non-governmental organizations (NGOs) in offering support to various vulnerable groups. In practice, NGOs are entities which, in extreme situations, can provide vulnerable groups with the material and human resources needed in overcoming adversity (Prasad et al., 2016; Schwartz and Yen, 2017).

2.4.4 *Coordination of fundraising activities and volunteers*

Collaborate with other entities to raise funds for the local healthcare system. Open up portals for individuals and institutions who are willing to donate masks, hand sanitizers and other essential commodities. Fundraising through mobile phones and Internet has contributed in recent years to a significant support for humanitarian causes, such as disease control, natural disasters, and humanitarian crises (Bellio, 2013). Provide oversight and management of the collection, transportation, and distribution of volunteers and donations (money and goods) both inside and outside affected communities. In this manner, the NGO becomes a key stakeholder between public institutions and the population (Portney and Cuttler, 2010). A study by Nemteanu and Dabija (2020), analyzed the Resource Dependence Theory, highlighting the manner in which NGOs in Romania have acquired resources, by resorting to volunteering and fundraiser campaigns, to obtain the resources necessary to assist socially vulnerable categories, such as the elderly and people with pre-existing medical conditions during the Covid-19 pandemic. At the same time, the catalytic role of these NGOs is self-evident in the tempering of relations between the state and individuals.

2.4.5 Provision of Humanitarian Aid

Non-governmental organizations have been providing humanitarian aid represented by fundraisers through individual donations (Bekkers and Wiepking, 2011), organizational donations (Ballestros and Gatignon, 2019), and public donations (Ceptureanu et al., 2018); the supply of services and goods to vulnerable categories (Weisbrod, 1975; Salamon, 1987). Management processes of humanitarian initiatives by NGOs corresponding to management activities are the following: communication (Lai and Fu, 2020), resource acquisition, resource distribution, reporting of results as a key element of NGO accountability (Kennedy, 2019). Community support comprises the assistance of categories which are socially vulnerable to Covid-19, such as the elderly over 65, but also people with other chronic conditions or who cannot travel (MSR, 2020).

2.4.6 Participation in contact testing, surveillance and case management

Assist in national surveillance activities by identifying and reporting high risk individuals (including checking temperature of members of the public and responding to emergency callouts to people with fever). Track the statuses of affected individuals including their location and recovery status. Participate in isolation of suspicious cases, particularly in rural communities that lack treatment centers, to prevent further disease spread among vulnerable populations. Support building temporary infrastructure and isolation units or expanding existing health care infrastructure.

2.5 CHALLENGES FACING NGOS IN FIGHTING COVID-19

2.5.1 Resource Dependence Theory implications in the domain of NGOs

Humanitarian aid initiatives have been previously studied from a Resource Dependence Theory standpoint (Prasad et al., 2016). The aim is to monitor the manner in which NGOs obtain the necessary resources to achieve their assumed mission or to support humanitarian causes (Prasad et al., 2016) due to the fact that, by its own structure, the NGO does not have sufficient resources to reach their goal (Salamon, 1987). This theory illustrates the manner in which organizations obtain and preserve resources (Pfeffer and Salancik, 1978). At the same time, this theory allows the research of the NGOs' reliance on the resources of other parties interested in fulfilling their mission and offering humanitarian aid, contributing to the understanding of operational processes

from the perspective of a dependency relationship between NGOs, state institutions, business environment, and the community (Prasad et al., 2016).

2.5.2 Funding

Covid-19 pandemic is making it more difficult to give direct to local actors. Pressure on domestic resources mean that aid budgets are decreasing, as are donor capacities to manage larger numbers of small portfolios. A study by the World Bank, 2020 indicated that some donors are nationalizing their funding, supporting domestic NGOS rather than prioritizing humanitarian action with local actors. For example, many of the largest INGO recipients of DFID's Rapid Response Facility funding are United Kingdom-based, and only UK charities are eligible for grants from small charities challenge fund (DFID,2020). The Grand Bargain annual independent review highlighted that flexible and predictable high quality funding of UN and INGO partners is not currently passed on to local organizations with the same characteristics of quality (Metcalf-Hough et al,2020). This restricts local organizations ability to adapt their response in light with changing Covid-19 context. Responding to Covid-19 necessitated all actors accepting a greater degree of risk, but the continued lack of discussion on risk and sharing risk, the process of accepting risk by stakeholders at all levels, including donors, rather than pushing risk down to implementing partners is further hampering the release of funds to local actors (Schenkenberg van Mierop et al,2020, Charter for change, 2020b)

2.5.3 Restriction of movement prevents activities that require meeting physically

This is particularly the case for civil society's social accountability role, as most social accountability tools require engaging local communities to come together to participate in initiatives. This is not possible when social distancing measures are in place. Community meetings, social audits, and group sessions – the mainstays of most social accountability initiatives – are difficult to achieve under strict distancing or quarantine measures. Similarly, demonstrations or protests are hindered by such measures.

2.5.4 Access to information

In some communities, lockdowns also prevent access to information if this access was previously available from work, an educational institution, a library, or an internet café. Thus, the ability to engage digitally is reduced to access via mobile phones. Online services are costly in countries which impose ‘social media’ taxes. As education, faith-based gatherings, and social interaction have moved online due to lockdowns, there is a strong pressure to waive such taxes during the Covid-19 crisis. This has been exemplified by the protest against the OTT tax in Uganda.

2.5.5 Reduced space for civil society

Many governments around the world are implementing distancing and quarantine measures, and civil society networks warn of the potential for curbing civic engagement and restricting fundamental rights. For example, Hungary, Philippines, and Bangladesh have introduced emergency legislation that is being reported as an excuse to restrict human rights and further reduce the space for civil society. Similarly, according to CIVICUS, a global alliance of CSOs, internet restrictions are in place in India, Myanmar, and Bangladesh.

2.6 Research Gap

Swartz, (2020), Nemteanu and Dabija 2020, have come up with findings which to some extent address the problem under this study. The studies have consistently shown that NGOs have managed to support the vulnerable communities during pandemics. They further indicated that medical services and food supplies are the major contributions of NGOs during pandemics. Evidence from these studies shows that, despite these activities, NGOs are also involved in information dissemination and campaigns. Nevertheless, this research contains a series of limitations, such as only having taken the case of NGOs in Romania into consideration. This research will be able to analyze not only qualitatively the dimensions and especially the effects of the actions of these NGOs in emergent and developed states, highlighting the most effective and swift solutions. Lastly it is also necessary to note that what worked for one civil society might not work well for the other due to different factors such as disease severity, culture and geography. What worked for Hand in hand Sweden might not work well for Hand in Hand Zimbabwe and also what worked for Hand in hand in Bulilima must not be assumed to have worked well in

Chirumanzu hence there is need to carry a study specifically for Chirumanzu. This is the gap that this study attempts to fill.

2.7 CONCLUSION

The chapter provided with literature review where theoretical framework, conceptual issues on Covid-19 were also stated. The objectives of this study were clearly looked at giving clear details on each objective and the contribution of scholars on the objectives of the study. The next chapter focuses on the research methodology.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the research design, explains the study setting and sampling techniques employed. The chapter further defines the sample size, presents data collection and analysis methods and procedures adopted.

3.2 Research Design

A research design constitutes the blueprint that guides the researcher in the process of organizing, analyzing and interpreting data (Kothari, 2002). Research design can be defined as an idea, arrangement and approach of examination that considered to attain answers to study demands or problems (Kerlinger, 1986). Research design adopted by this study was case qualitative. Holosko (2006:11) defines qualitative research as “the systematic, first hand observation of real world phenomena.” The purpose of qualitative research is to describe and understand individuals and/or events in their natural settings (Holosko, 2006:12), which would be appropriate for the said topic of study. Creswell (1998:17) strongly agrees that the reasons for undertaking qualitative research are the need to explore and to present detailed views on the topic, and to study people in their natural settings. Creswell (1998:15) adds that qualitative research is an inquiry and process of understanding based on distinct methodological traditions of inquiry that explore a social or human problem, it includes an outline of what the researcher did from writing the hypothesis and their operational implications to the final analysis of data. Qualitative research method was used because it aims at gaining the subject’s firsthand experience of the phenomenon using flexible methods such as interviews and questioners (Mounton, 1996). In this respect the researcher was able to retrieve the relevant information from the respondents in this study using virtual and ICT methods. New theories, ideas, and perceptions raised by respondents were adopted by the researcher because of its flexibility. Therefore, this research design was suitable in studying the contributions of Hand in Hand in fighting Covid-19 in Chirumanzu rural district.

3.3 Area of the Study

The research targeted a population of Chirumanzu Rural District. Chirumanzu is a second-order administrative sub-division of Midlands Province between Mvuma and Masvingo. Its center is about 46km south of Mvuma but the administrative center has moved to Mvuma a small mining town just off the Harare-Beit bridge Highway near Gweru turn-off. There are several mission hospitals within the District which are Driefontein Mission, Holy cross mission, Muvonde Mission and St Theresa Hospital. The District is mainly dominated by mining activities. The chrome rich Great Dyke passes through the district. There are a number of small mines along the Great Dyke which include Netherburg mine and Africa chrome fields. The bigger mines are Duration Gold, Athens mine, Zimasco and Zim Alloys. The greater part of the District lies in ecological region 4 which is characterized by low rainfall and this makes it difficult to rely on rainfall for agriculture. There are a few supplementary irrigations within the District which include Hama Mavhaire irrigation, Mhende irrigation, Chilimanzi irrigation and Charandura irrigation. However, these irrigations have not yield sufficient food for the people of Chirumanzu due to water shortages and siltation of the rivers. Instead the District has for long depended on donor, NGO and government aid through the department of social welfare. The outbreak of Covid-19 has increased the vulnerability of the District which was already struggling hence we see the coming of NGOS like Hand in Hand organization in fighting Covid-19. The research is going to explore the contributions of Hand in Hand in fighting Covid-19 in Chirumanzu rural areas in particular.

3.4 Study Population

Tuckman (2011) defines a population as the target group from which the researcher wants to get information about the problem or phenomenon of interest and then draws conclusions. According to Dooley (1995) population is “the whole set of entities that decisions relate to.” Population also refers to all possible units of analysis. The study population includes all individual who were involved in Hand in Hand activities aimed at fighting Covid-19 in Chirumanzu District.

3.5 Sampling and Sampling Method

The aim behind sampling is that a small set of observations can tell something about the larger population. This is possible because trends and tendencies in the larger population can be

discovered from few individuals (Royse, 1999:152). Cohen and Manion (1994) defined sampling as “the process of selecting a number of individuals for a study in such a way that the individuals represent the larger group from which they were selected”. As stated by Patton (2002) sampling in qualitative research is less structured, less strictly applied and there are no rules for the sample size. The researcher used a sample of 20 participants from the target population. These selected individuals were represented the population under study. The individuals were selected through purposive sampling and simple random sampling. The sample was manageable and sustainable taking into consideration that data was collected using virtual methods. It was also not time consuming since this is an academic research where the researcher has limited time. It was unbearable for the researcher to study the whole target population. The whole target population might become unmanageable and too small a sample might be unrepresentative (Cohen and Manion, 1994).

3.6.1 Sampling Procedures

Sampling procedure is the process of selecting a sub-set of people or social phenomena to be studied from the larger universe to which they belong, in one of several ways so as to be either non-representative or representative (Kothari, 2004). This study employed simple random sampling and purposive sampling techniques.

3.6.3 Purposive Sampling

Purposive sampling is a type of sampling in which the researcher chooses subjects with specified characteristics (Kothari, 2001). This sampling involves use of own judgment or intuition to identify a sample unit and sample out of it. Purposive sampling was applied to select key informants who participated in the study. The use of this technique was necessitated by the fact that these key informants were the appropriate persons with rich information that is relevant to the research questions because they were involved in the activities of Hand in Hand. They included the residents of Chirumanzu, the officials from Hand in Hand who included the Programs officers, M&E Officer, Field Officer, Programs Manager and also the District Councilor. They have vast experience of the operations of the organization and have information that is necessary. The researcher purposively selected 15 participants who were Chirumanzu residents, 4 officials from

Hand in Hand Organization and Ward 8 Counselor as a sample for his study. An in-depth interview was conducted with participants based on their experience and knowledge on Hand in Hand activities aimed at fighting Covid-19.

3.7 Data collection Procedures and tools

3.7.1 Data Gathering tools

According to Merriam and Simpson (1984), there are several data collection tools available to the researcher. For this research integrated methods were used to gather primary and secondary data. The following data gathering tools were used by the researcher.

3.7.2 Virtual Interviews

Interviews are oral forms of questionnaires. As indicated earlier due to Covid-19 induced lockdown face to face interviews could not be done to interview the inhabitants of Chirumanzu on how they have benefited from Hand in Hand activities aimed at fighting Covid-19. However instead of face to face interviews, the researcher resorted to virtual methods of interviewing participants through WhatsApp chats, WhatsApp video calls, online meetings with those who could afford and also by telephoning some of the participants. The use of ICT gadgets also allowed the researcher to record some of the interviews making it easy for him to gather information. Interviews have allowed the researcher to get first-hand information and able to understand the behaviours of his respondents by capturing their own words on how they have benefited from Hand in Hand. The researcher was able to give explanation of meanings and attachment of individual conclusions of the respondents. Unanticipated results are tracked up by conducting interviews (Cohen and Manion, 1994). However, some respondents couldn't be interviewed using virtual interviews because they had no cell phones especially the old aged. The researcher also faced resistance from some individuals who felt uncomfortable on participating in online interviews as they were not sure of the researches. Consent forms were developed and used to get written consent from each respondent to take part in the research. Respondents knew that participation was voluntary and that they could withdraw from the study anytime they so wish. The researcher adhered to all the ethical aspects relevant to this study. confidentiality and this limits the research findings.

3.7.3 Secondary Data Sources

The researcher will use secondary data sources from the organisation Website, Facebook posts and twitter posts to gather information regarding the operations of the organisation. The researcher also requested for monthly reports from the organisation to be used to identify the activities of the organisation. Before undertaking the interviews, the researcher was involved in serious study of available literature on the key variables of the topic. It was important for the researcher to understand, have some knowledge, background information to contextualize the topic and develop an interview schedule that guided the interviews. Greeff (2005:289) asserts that the predetermined questions guide the interview and allows the interviewee to determine how the interview proceeds.

3.8 The procedures for data collection are as explained below.

3.8.1 Primary Data Collection Procedures

Primary data is information and data that are collected at the time of the study (Kothari, 2008). Kothari (2004) defined primary data as those which are collected a fresh and for the first time and thus happen to be original in character. Primary data was collected by conducting virtual interviews, telephoning individuals and WhatsApp video calls This is a qualitative research technique that involves conducting intensive individual interviews with a small number of respondents to explore their perspectives and views on a particular idea, program, or situation (Boyce and Neale, 2006).

The main reason for use of in-depth interview method is that it provides much more detailed information than what is available through other data collection methods. Also the choice of key informant interview method in this study was based on its usefulness for enabling the researcher to probe deeper into the given situation. In addition to that, it also provides a more relaxed atmosphere for collection of information and people may feel more comfortable having a conversation with the researcher about their program as opposed to filling out a questionnaire. The third approach of primary data collection was observation. Information from observation was used to substantiate answers from respondents. Field observations were conducted to observe the time taken by Hand in Hand to implements its projects aimed at reducing the impacts of Covid-19.

3.8.2 Secondary Data Collection Procedures

According to Kothari (2008) secondary data means data that is available. It includes data which have already been collected and analysed by someone else. The strengths of using secondary data are that they are cost-effective way of gaining a broad understanding of research questions and is also helpful in designing subsequent primary research as well as can provide a baseline with which to compare primary data results. Reviewing of secondary data is important to set the background of the problem, formulation of problem statement, research questions and gap of knowledge.

In this study secondary data were derived from the findings of published documents and literatures related to the research problem so as to back up primary information and relate the findings to other approaches already in existence. In this study secondary data was based on recent literatures related to NGOs contribution in pandemic in online journals, textbooks, researches and newspapers. The reviewed documents include both governmental and non-governmental documents including: WHO Guidelines for Covid-19, (2020), the History of Pandemics (2020), Hand in Hand Annual Report (2020) and the roles of NGOS in Romania in fighting Covid-19, (2020).

According to Kothari (2008) secondary data means data that is available. It includes data which have already been collected and analysed by someone else. The strengths of using secondary data are that they are cost-effective way of gaining a broad understanding of research questions and is also helpful in designing subsequent primary research as well as can provide a baseline with which to compare primary data results. Reviewing of secondary data is important to set the background of the problem, formulation of problem statement, research questions and gap of knowledge.

3.9 Data Analysis:

Qualitative data analysis is the process that follows data collection; the data are transformed into meaningful findings (De Vos, 2005:334). The data gathered goes through some stages of analysis and interpretation. The process of data analysis does not follow a linear format but reflects a spiral image that is not fixed. The process of data analysis moves back and forth as the data are analysed and interpreted. It is an intensive process that comprises an analysis and interpretation of the data

gathered by the researcher. The guidelines provided by Creswell in De Vos (2005:334) were used in the data analysis process.

According to Hatch (2002) data analysis is a systematic search for meaning. Saunders, et.al (2009) indicated that data is of no greater value, if not processed and analysed. Subsequently, data was summarized and presented using frequency distribution tables, pie charts and histograms.

- ❖ Planning for the recording: In preparation for recording the researcher bought a digital tape recorder, which was used to tape record the interviews. Before tape recording the interviews the researcher asked for permission from each respondent and permission was granted by all respondents. The researcher made sure the tape recorder was in working condition and the batteries were in working order before conducting each interview
- ❖ Data collection and preliminary analysis: Semi-structured one-on-one interviews were used to collect data. Each interview was tape recorded and field notes were written. Each interview was transferred to mp3 files on the computer making it easy to store the data and to transcribe each interview word for word.
- ❖ Management and organization of the data: The researcher made hard copies of each transcription and created a folder for the transcription for any future reference. Each transcription was labelled alphabetically for easy use by the researcher.
- ❖ Reading and writing memos: The transcriptions and field notes were read over and over again to become familiar with the data. As the researcher read the transcriptions and field notes, notes (comments) were made in the margins.
- ❖ Generating categories, themes and patterns: As the researcher read the data common themes and subthemes were identified. This was mainly the words and phrases that was repeated often in the interviews.
- ❖ Coding data: The researcher intended to make use of color codes but this was confusing and the coding system was changed. The researcher used abbreviations of the keyword to identify the themes and subthemes.
- ❖ Testing emergent understandings and searching for alternative explanations: The emerging data was analyzed through linking the themes and subthemes and the different perspectives of

the individual respondents. Literature was consulted to verify empirical findings and/or seek alternative explanations.

3.10 ETHICAL ISSUES

An acceptable research investigation must be conducted with an ethical approach. Walsh (2001:70) defines research ethics as standards of behaviour and practical procedures that researchers are expected to follow. The researcher was ethical in her conduct by protecting the respondents from any harm, getting informed consent, upholding confidentiality, privacy, anonymity, being honest, working with integrity and not deceiving the respondents as will be next discussed.

❖ Protection from harm

It was the researcher's ethical obligation to protect the respondents who participated in the research from any form of harm (Strydom, 2005b:58). The researcher fully informed the respondents about the research and the impact of participating in the research before conducting the interviews. The respondents were allowed time to make an informed decision about their participation. Babbie (2001:471) advocates that the researcher must look for subtle dangers and guard against them. One can do so by respecting the privacy of subjects, maintaining confidentiality and collecting information anonymously (Babbie, 2007:27). The researcher informed the respondents about the study in detail and why it is important for them to be part of the research. It is important for the respondents to be fully informed of the nature, impact and the possible risks involved in participating in the research before the study. To reduce and minimise any harm that occurred the researcher debriefed the respondents after conducting the interviews. According to Strydom (2005b:67) debriefing of the respondents offers the chance to correct and rectify any problems and/or misconceptions that might have been generated by the research experience. At the end of the interviews the researcher debriefed each respondent except for one respondent who had church commitments at the time and the researcher failed to get hold of her at a later stage. The researcher clarified that no names or any form of identification would be used and that Midlands State University, Hand in Hand Organisation and the Ministry of Higher and Tertiary Education would have access to the research findings.

❖ Obtaining informed consent

Strydom (2005b:59) mentions that obtaining informed consent stresses the dissemination of accurate information for the respondents to fully understand the research so that they can't make voluntary and informed decisions on their participation in it. The researcher took time to explain to each respondent the full details of the research project, its purpose and for whom it was intended to as well as the benefits that maybe derived from this research. The researcher also made it clear to the respondents that it was an academic report hence their participation would allow him to complete his academic studies.

❖ Confidentiality

Privacy is defined as anything that is normally not intended for others to observe (Strydom, 2005b:61). Confidentiality entails the handling of information in a confidential manner (Strydom, 2005b:61). Anonymity refers to that no one should be able to identify any of the subjects afterwards; this includes the researcher (Strydom, 2005b:61-62). The researcher took the responsibility to maintain confidentiality, privacy and anonymity. Interviews with the respondents were conducted online individually where the environment was private, comfortable and safe for them to freely express their views. To maintain confidentiality and anonymity the information shared was confidentially handled by not sharing the information with other people and making sure no name or any identifying particulars were used that could be linked to the respondents. Respondents were allowed to withdraw at any time during the interviews and not to answer any question they felt uncomfortable with answering.

❖ Deception

Deceiving respondents was eliminated by presenting the true nature of the research. The researcher explained all the details of the research such as the goal, objectives, research methodology and the implications of the research. Deception takes place when the researcher intentionally misleads, misinforms, misrepresents and withholds relevant information from the respondents (Strydom, 2005b:60). No deception should ever be inflicted on the subjects. Babbie (2001:474) asserts that the appropriate solution for deception, should it occur, is to debrief the subjects after the research.

❖ Honesty and integrity

The researcher shoulders the obligation and responsibility to ensure his/her competence and that s/he is adequately skilled to undertake the research (Strydom, 2005b:63). This concept also refers to the standard of professional behaviour and integrity of the person conducting the research (Walsh, 2001:73). Researchers have to be honest when presenting their findings, which should be carried out in a professional way. The researcher is of the view that through the research knowledge obtained from a module on research methodology and the experience obtained through the research conducted in her fourth year of study, she was able to skilfully conduct the research. The researcher met her appointments with each respondent, treated the respondents with respect, dignity and as the experts allowing them to tell their experiences.

❖ Release or publication of the findings

Strydom (2005b:65) posits that the findings of a study must be introduced to the reading public in written form. The report must be accurate, objective, clear and unambiguous, contain essential information while recognition should be given to sources (Strydom, 2005b:65). Besides disseminating the research report, the researcher intends to publish the research findings in an accredited journal.

3.10 CONCLUSION

The researcher examined the methodology and tools that were used during data collection. Virtual interviews and secondary data sources are the main research instruments to be used. The data will be presented in the next chapter. In the next chapter the study focuses on data presentation, analysis and interpretation of findings.

CHAPTER 4

RESEARCH FINDINGS AND DISCUSSION

Introduction

This chapter presents analyses and interprets the study findings. It is divided into four sections. Section one presents demographic characteristics of respondent's section two presents responses regarding the contributions of Hand in Hand in the fight against Covid-19. The third section presents challenges facing Hand in Hand in the fight against Covid-19. The last section present respondents' responses on coping strategies employed by Hand in Hand organization to overcome these challenges

4.1 Demographic Information

4.1.1 Results on Interviews response rate

The interviews were conducted on 20 participants. The results for the interviews were that, of the 15 targeted residents of Chirumanzu, 13 managed to respond and the other two could not be reached for virtual interviews. All the 5 targeted respondents from Hand in Hand organization managed to respond to online interviews. The total number of those who responded was 18 out of the targeted 20. The researcher had initially targeted 20 participants. The interviews had positive response rate as most of the participants were reached. The study attributed the unavailability of 2 of the respondents for interviews to the failure to have cellphones and also due limited time the researcher had it was necessary to stick to the with the 18 participants who were available for interviews.

4.1.2 Age of respondents

The ages of the respondents are visually presented in the following table.

Figure 1 shows the profile of the 18 individuals who participated in the research. Based on findings presented in figure 4.1, the majority of the participants (8) were between 20-35 years. Based on these findings it is clear that majority of the participants are in the youthful stage. However, the study discovered that some of the participants (3) were above 65. (5) of the participants were 36-45 years old. Respondents aged between 46 - 65 were (2) of the total sample size studied. The respondents in this group are senior parents and are aware of the issues related Hand in Hand

activities in Chirumanzi aimed at fighting Covid-19. This makes a population being well represented age wise and thus making a study to bear valid facts about how Hand in Hand has benefited the people of Chirumanzi in the fight against Covid-19.

Table 4.1 Age distribution results for the interviews

Response	Frequency
19 Years and below	0
20-35 years	8
36-45years	5
46-65 years	2
65+ years	3
TOTAL	18

4.1.3 Results on gender distribution

Out of the actual respondents surveyed, 11 were males while 7 were females. The study shows that there were more male participants than female participants. However, it seems males are more concerned with fighting Covid-19 and participate in initiatives meant to fight Covid-19 compared to their female counterparts. It also seems women in rural areas are still subjected to patriarch oppression as work in the public sphere is still men dominated. This suggests that, women are still lagging behind in issues of disaster management and recovery.

4.1.4 Level of education distribution responses for interviews

Table 4.5: Level of education and marital status distribution results

Marital status	Frequency
Not married	6
Married	8
Divorced	2
Widow	1
Separated	0
Total	17
Education Level	Frequency
Not educated	2
Secondary	13
Certificate level / Degree level	3
Total	17

Out of the actual respondents 2 were uneducated, 13 had managed to reach secondary education while 3 had either degrees or diplomas. The data analyzed above shows that some participants were uneducated. These were the Village herdsman who didn't attend secondary education. The analyzed data also shows that the majority of the participants had reached Ordinary Level hence they were literate and most of them were in possession of cellphones. 3 individuals were either in possession of a degree or a diploma. These were from Hand in Hand Organization who were qualified in their areas of operations.

4.2 COVID-19 INFORMATION

4.2.1 A question on the meaning of Covid-19 was asked to establish the level of understanding of the virus by the participants. The responses given by the participants in Chirumanzu Rural District on the meaning of Covid-19 are shown in the table below

Table 4.2 Meaning of Covid-19

Responses	Frequency
Covid-19 is a disease from China that cannot be cured and like flue it is spread through the air.	1
Covid-19 is a viral disease that originated in China and is spread through contact with infected people	3
Covid-19 is a disease that is mostly similar to respiratory diseases with symptoms mostly similar to those of flue and originated in Wuhan China	1
Total	5

Out of 5 participants who were interviewed 1 understood Covid-19 as a disease that cannot be cured and like flue it is spread through the air. 3 understood Covid-19 as a viral disease that originated in China and is spread through contact with infected people and the other 1 understood Covid-19 as a disease that is mostly similar to respiratory diseases with symptoms mostly similar to those of flue.

4.2.2 Ways or methods of spreading the Virus

The data gathered through the telephone interviews on the respondents are shown in the table below:

Table 4.3 Ways of spreading Covid-19

Responses	Frequency
Shaking hands with an infected person	3
Breathing contaminated air with Covid-19 virus	2
Close contact with infected people	1
Total	6

Out of the 5 participants reached through phone calls on the ways on transmitting Covid-19, 3 indicated that Covid-19 is spread through Shaking hands with an infected person. The other 2 indicated that Covid-19 is spread through breathing contaminated air with Covid-19 virus. While 1 suggested that Covid-19 is spread through close contact with infected people. All the

respondents agreed that Covid-19 is spread through contact and via respiratory droplets. This is supported by the World Health Organization which stated that the virus is primarily spreads through droplets and contact transmission. Transmission of Covid-19 through droplets occur among close contacts via respiratory droplets produced when an infected person coughs or sneezes. Contact transmission means by touching infected people and/or contaminated surfaces. Thus hands can spread the virus to other surfaces and/or to the mouth, nose, or eyes if one touches them (WHO 2020).

4.2.3 Measures introduced by Hand in Hand to reduce the impacts of Covid-19

The data gathered through interviews on the contributions of Hand in Hand in fighting Covid-19 is shown below.

Table 4.3: Measures introduced by Hand in Hand in the fight against Covid-19

Measures	Frequency
Awareness Campaigns, response mechanisms in local languages	1
Support to vulnerable groups with food humpers and managing to follow WHO guidelines when handing over food.	3
Support local clinic and hospitals with medical facilities and testing kits	1
Providing people with Hand sanitizers, face mask and thermometers to village health workers	1
Total	6

A total of 3 of the 6 participants interviewed on the contributions of Hand in Hand in fighting Covid-19 in Chirumanzu indicated that Hand in Hand has contributed through supporting vulnerable groups with food humpers, 1 indicated that awareness campaigns and response mechanisms were the major contributions of Hand in Hand in fighting Covid-19 in Chirumanzu District. The other 1 stated that, provision of Hand sanitizers, face mask and thermometers have been the major contributions of Hand in Hand in fighting Covid-19. The last 1 indicated that supporting local clinic and hospitals with medical facilities and testing kits has been another contribution of Hand in Hand in fighting Covid-19.

4.2.4 Challenges facing Hand in Hand in the fight against Covid-19

The data gathered from Hand in Hand officials and the counselor on the challenges faced by Hand in fighting Covid-19 in the District.

Table 4.4: Challenges facing Hand in Hand in the fight against Covid-19

Responses	Frequency
Shortage of funding	3
Government policies	1
Resistance from locals	1
Total	5

The study found out that 3 of the officials interviewed suggested that Hand in Hand was having financial problems in terms of funding. The study also found out that 1 of the interviewed official indicated that government policies such as lockdowns were affecting their operations. Lastly, 1 of the officials indicated that they faced resistance from locals who feared that they might contract Covid-19 by participating in awareness campaigns.

4.2.5 Suggestions on how Hand in Hand can improve its Covid-19 management in Chirumanzi rural District.

Table 4.10: Suggestions on how Hand in Hand can improve its Covid-19 management.

Responses	Frequency
Implement projects that support communities during lockdown	1
Make use of social media to acquire funds or donations for Covid-19	3
Involve local communities in developmental programs as they are part of society	2
Total	6

The study results on the participants' suggestion on how Hand in Hand organization can improve its Covid-19 management indicated that 3 of the participants recommended that the organization make use of social media platforms to educate and even campaign on how to deal with Covid-19. They can also use social media to request for donations. 1 of the participants suggested that the organization should implement livelihood activities aimed at improving the living standards of the people during lockdown. The study also indicated that

2 of the respondents highlighted the importance of the involvement of local people in the development programs as they are part of the society.

4.3 INTERVIEW INFORMATION ANALYSIS

4.3.1 Definition of Covid-19

A question on the meaning of Covid-19 was asked to establish the level of understanding of the virus by the participants. Out of 5 participants who were interviewed 1 understood Covid-19 as a disease that cannot be cured and like flue it is spread through the air. 3 understood Covid-19 as a viral disease that originated in China and is spread through contact with infected people and the other 1 understood Covid-19 as a disease that is mostly similar to respiratory diseases with symptoms mostly similar to those of flue.

From the interviews conducted with the residents of Chirumanzu, the study established that the locals understood Covid-19 as a virus disease and also as a disease that originated from China. It seems the definition given by the participants meets some of the description given by the World Health Organization (2020) in defining Covid-19 as the WHO defines Covid-19 as an infectious disease caused by newly discovered coronavirus (Sohrabi et al, 2020). However, in my own view Covid-19 is a viral disease that is spread through contact and via respiratory droplets produced when someone infected coughs or sneezes. The disease can be prevented by social distancing ourselves with infected persons.

4.3.2. Strategies used by Hand in Hand in the fight against Covid-19

The question on what strategies were used by Hand in Hand in the fight against Covid-19 was asked. The study found out that, provision of food hampers and relief food is important in assisting people during a crisis such as a pandemic. This involves provision of food to the disadvantaged people in a community like the disabled, the elderly and the orphans as they are the most affected individuals due to their incapacity to react to disasters. The study also found out the Hand in Hand has managed to realize the lack of knowledge on the part of rural people hence it facilitated campaigns in local languages. So that everyone will understand the message. The study also figured that Hand in Hand managed to insure that people's health is guaranteed by providing local

hospitals with equipment needed for Covid-19 tests. This is supported by studies which indicated that, NGOs are entities which, in extreme situations, can provide vulnerable groups with the material and human resources needed in overcoming adversity (Prasad et al., 2016; Schwartz and Yen, 2017). Some of the strategies introduced included the Wash your hands campaign popularity known as (WASH).

4.3.3 How effective have been these strategies

Question was asked to the respondents on the effectiveness of the measures or strategies used by Hand in Hand in fighting Covid-19. Most of the participants greatly supported the initiatives especially the distribution of food relief to the vulnerable groups of the community with 3 of the 5 respondents highlighting it as the contribution of Hand in Hand in the fight against Covid-19. In my own view this was the most successful of the strategies introduced since the proportion from the interviews says it all. The respondents also highlighted that Hand in Hand managed to follow WHO guidelines in distributing food, these include social distancing, face masking, washing hands and avoiding overcrowding.

4.3.4 The challenges faced by Hand in Hand in fighting Covid-19

The study found out that 3 of the officials interviewed suggested that Hand in Hand was having financial problems in terms of funding. The study also found out that 1 of the interviewed official indicated that government policies such as lockdowns were affecting their operations. Lastly, 1 of the officials indicated that they faced resistance from locals who feared that they might contract Covid-19 by participating in awareness campaigns. The analyzed data on the challenges faced by Hand in Hand Organization shows that NGOs are facing financial problem as supported by several studies like the Resource Dependence Theory (Prasad et al., 2016). The theory explains the manner in which NGOs obtain the necessary resources to achieve their assumed mission or to support humanitarian causes (Prasad et al., 2016) due to the fact that, by its own structure, the NGO does not have sufficient resources to reach their goal (Salomon, 1987).

4.3.5 Suggestions on how Hand in Hand can improve its Covid-19 operations in Chirumanzu

The study results on the participants' suggestion on how Hand in Hand organization can improve its Covid-19 management indicated that 3 of the participants recommended that the organization make use of social media platforms to educate and even campaign on how to deal with Covid-19. They can also use social media to request for donations. 1 of the participants suggested that the organization should implement livelihood activities aimed at improving the living standards of the people during lockdown. The study also indicated that 2 of the respondents highlighted the importance of the involvement of local people in the development programs as they are part of the society. The study findings were in line with Nemteanu and Dabija (2020), which analyzed the Resource Dependence Theory, highlighting the manner in which NGOs in Romania have acquired resources, by resorting to volunteering and fundraiser campaigns, to obtain the resources necessary to assist socially vulnerable categories, such as the elderly and people with pre-existing medical conditions during the Covid-19 pandemic. At the same time, the catalytic role of these NGOs is self-evident in the tempering of relations between the state and individuals.

4.4 CHAPTER SUMMARY

This chapter dealt with data presentation, analysis and interpretation. The study established that the major contributions of Hand in Hand in the fight against Covid-19 are through provision of food Aid. The research also managed to inquire into the challenges a Hand in Hand and funding was one of the challenges identified from the respondents. The following chapter focuses on the summary of major research findings, conclusions drawn from those findings and recommendations.

CHAPTER 5

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5 Introduction

This chapter summarizes the main findings, states the major recommendations and draws conclusions of the study. It is hoped that the recommendations presented here will contribute in making policies geared towards combating the Covid-19 and challenges facing NGOs in the fight against pandemics.

5.1 SUMMARY OF MAJOR FINDINGS

Objective 1: To identify the strategies introduced by Hand in hand in the fight against Covid-19 in Chirumanzu District.

The study found out that the participants knew about the activities introduced by Hand that were aimed at fighting Covid-19. The identified activities include awareness Campaigns and response mechanisms in local languages, Support to vulnerable groups with food humpers and distribution of protective clothing, supporting local clinics and hospitals with medical facilities and testing kits, providing people with hand sanitizers, face mask and thermometers to village health workers.

Objective 2: To explore the challenges Hand in Hand is facing in the fight against Covid-19 in Chirumanzu.

This objective was achieved as the Hand in Hand officers and some participants managed to produce information relating to the challenges that are being encountered by the organization its efforts to fight Covid-19. The challenge identified include lack of funding, government policies which limited the organization capacity to move around the District and also resistance from local people who feared they might contract Covid-19 by mixing with the officer.

Objective 3: To come up with some recommendations that can be employed by Hand in Hand to improve its Covid-19 operations in Chirumanzu District

This objective was successfully achieved when the respondents were asked to provide the recommendation that Hand in Hand need to address to improve its operations. The suggested solutions included that the organization should implement projects that support communities during lockdown, these projects will ensure that the community become self-sufficient during lockdown. Through interviews the respondents also suggested that the organization should make use of social media platforms like WhatsApp groups, Facebook, Instagram and twitter to keep people informed on Covid-19 developments within the District. They may also use these platforms to request for donations from well-wishers. Another suggestion from the respondents was that the organization should try to Involve local communities in developmental programs as they are part of society and this would also create employment thereby contributing to development.

5.2 MAJOR CONCLUSIONS OF THE STUDY

The major conclusions drawn from this study were:

- ❖ The study concluded that the people in Chirumanzu are at a better placed in terms of Covid-19 management and response because of the efforts of Hand in Hand which provided them with Covid-19 information, relief food, free face masks, hand sanitizers and medical facilities.
- ❖ Funding hinders the operation of the NGO in fighting Covid-19 and also it also hinders the efforts of the NGOs to initiate programs that support livelihoods activities that supports people during pandemics.

5.3 RECOMMENDATIONS

Basing on the summary and conclusions of the study's major findings, the following recommendations were made:

5.3.1 Non-Governmental Organizations

- ❖ There should be collaboration between the government and NGOs in fighting pandemic. Stakeholders should come together to mobilize funds and resources to be used in the fight

against Covid-19. Local NGOs need to work closely with the government. It is a good time for local NGOs to show their relevance and visibility in the eyes of the government. Consequently, local NGOs must, where possible continue working with government hand in hand either in sensitizing communities to embrace the existing and new preventative measures, but also provide financial and material support to deal with Covid-19 consequences.

- ❖ NGOs must diversify funding from multiple donors to avoid donor dependency. The local NGOs must be prepared enough to minimize and manage the financial disruptions and the financial implications at this time and time to come. They must continue to seek additional funding opportunities not only from traditional donor communities but explore new and emerging donor community such as the private sphere

5.3.2 To the Community

- ❖ Should participate in programs that are meant to benefit them.
- ❖ Must not be driven by profit motives since some of the NGO works are for charity
- ❖ Must not be politically driven when participating in NGO projects

5.3.3 To the Government

It is recommended that the Government should:

- ❖ Create a conducive environment for NGOs so that they can partake their initiatives.
- ❖ Collaborate with NGOs in the fight against Covid-19
- ❖ Should accept to learn from the experience of NGOs.
- ❖ Should also fund NGOs involved in humanitarian work.

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