

WOMEN PARTICIPATION AND SERVICE DELIVERY IN NON-GOVERNMENT ORGANIZATIONS OF UGANDA

Kadili Wambomba ¹

Samson Atige ²

Dolorence Wakida ³

^{1,3} Kampala International University

² World Health Organization, South Sudan, Juba

¹ Kadili.wabomba@kiu.ac.ug

² samson.atige@gmail.com

³ dolwakida@gmail.com

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ABSTRACT

This study set out to evaluate how women's participation affected service delivery in Uganda's non-governmental organizations. A case study research design was used in the study. Using basic random sampling design and stratified sampling, 191 out of 380 targets were sampled. The supervisors validated the questionnaire, which was employed as a data gathering method. The data in the tables were analyzed using both descriptive and inferential statistics in this study. The women's compliance R-squared value of 0.165 suggests that women's compliance accounts for about 16.5% of the overall variance in service delivery. This implies that women's compliance and service delivery in Ugandan NGOs have a weakly favorable association. The independent variable, innovation, accounts for 41.0% of the total variance in service delivery, according to the model summary for delegated powers, which has an R-squared (R²) value of 0.410. This implies that assigned powers have a moderate impact on the services provided by NGOs. This association is further supported by the high positive correlation (R = 0.640) found between delegated authorities and service delivery. Effective teamwork is seen as crucial for fostering a cohesive and productive work environment, enhancing employee engagement, and contributing to overall service delivery effectiveness. The study concluded that women in the organization demonstrate a positive attitude towards compliance with organizational policies and procedures, active participation, and professionalism. Effective planning and decision-making procedures are crucial for directing service delivery initiatives, allocating resources wisely, and adjusting to changing conditions, all of which improve overall service delivery performance and ultimately contribute to the success of the company. According to the study's recommendations, the organization should think about putting in place focused training

programs, mentorship programs, and recognition programs to encourage positive behavior and promote a compliance and professional culture in order to improve women's compliance and its effect on service delivery. The study recommended that more investigation be done on the obstacles women have while trying to participate in organizational service delivery.

Keywords; *Women Participation and Service Delivery in Non-Government Organizations*

INTRODUCTION

Global awareness of the struggles encountered by poor women in developing countries and the necessity of social, economic, political, and gender equality as well as access to fundamental human rights has gradually grown over the last three decades. Although there have been notable advancements for women in several areas, many developing nations still exclude and undervalue them (Augusto and Zahidi, 2018). In many developing nations, deeply ingrained cultural norms continue to obstruct women's empowerment (Cohen, 2006). In developing countries, women face more challenges than men. These include extended work hours, reduced pay, increased responsibilities, restricted access to education, and worsening health conditions (Ghorayshi & Belanger, 1996). The aim of this analysis is to provide a quick overview of the conditions that women face in developing nations in order to improve understanding of the oppressive patterns and the role that non-governmental organizations (NGOs) play in providing human services that lead to women's empowerment. Concluding the analysis are research implications for future studies.

The World Bank classifies non-profit organizations that offer human services in developing countries into three main groups: Community-based organizations (CBOs) fall into three categories: 1) national organizations that operate within a single developing country; 2) international organizations that operate across several developing countries, usually with their headquarters located in developed nations; and 3) CBOs that serve particular populations within constrained geographic regions.

Research on the circumstances, lives, and experiences of women in developing countries has increased significantly during the 1980s (Ghorayshi & Belanger, 1996). The first move in recognizing the social and economic obstacles that women confront came when the UN called for the observation of International Women's Year in 1975.

Numerous women's initiatives have gained support from the UN, the World Bank, international development organizations, private voluntary groups, and multinational corporations. These initiatives include the creation of the UN Development Fund for Women (UNIFEM) in 1984 as a separate fund within the UNDP, the planning of the Beijing World Conference on Women in 1995 (Augusto and Zahidi, 2018), and the adoption of the Millennium Development Goals in 2000. As such, almost every nation has established laws, initiatives, and departments of government to deal with matters pertaining to women (Ghorayshi & Belanger, 1996). Non-governmental organizations (NGOs) have become important actors in development, human rights advocacy, and humanitarian relief since the end of the Cold War. Instead of depending exclusively on host governments, donors are increasingly using NGOs as conduits for aid

(Bennett, 1995a; Harrell-Bond, 1986; British Council, 1996; Adiin-Yaansah, 1995). This change is ascribed to the perception of benefits that non-governmental organizations (NGOs) have over governments. These benefits include increased effectiveness, dedication, adaptability in decision-making, financial responsibility, and firsthand knowledge of grassroots operations. The resources channeled through NGOs have increased along with their credibility and experience, and certain UN agencies are depending more and more on them for relief operations (Cohen and Deng, 1998). After bilateral governmental donors, NGOs are currently acknowledged as the second-largest source of relief and development assistance. They carry out many functions such as direct humanitarian aid delivery, water and sanitation system establishment, protection, integration, and developmental support.

Voluntary work and non-governmental organizations (NGOs) have long been a feature of the past. Many voluntary initiatives in the fields of education, health, and other fields were started in the early 20th century. NGOs rose to prominence after independence, particularly in the 1970s, as foreign donors, government officials, and development practitioners came to believe that because of their small-scale, adaptable, innovative, and participatory approaches, NGOs were better at reaching the impoverished and reducing their poverty. The non-governmental sector is widely recognized as an essential collaborator, especially given its advantages in community organization and its capacity for savings and credit initiatives, including linkage programs and other innovative credit delivery initiatives (Deng et al., 2002). Since Kaliiro-Lyantonde has a long history of voluntary groups, the idea of NGOs and social welfare is not new.

The Millennium Development Goals, which contained particular objectives to advance gender equality and women's empowerment (Goal 3), were adopted by world governments in 2000. Member states' commitment to achieving gender equality for women and girls was reiterated at the United Nations Conference on Sustainable Development ("Rio+20"), acknowledging that For sustainable development to be successful in all its facets, women must participate effectively. Gender equality is acknowledged as a fundamental right and a prerequisite for a future that is peaceful, wealthy, and sustainable in Goal 5 of the Sustainable Development Goals (SDGs). The SDGs call for actions such as tackling women's underrepresentation in political leadership, preventing violence against women and girls (VAWG), and tearing down legal, societal, and economic barriers to women's empowerment. Along with eliminating discriminatory laws, the SDGs promised states to guarantee women's equal access to the legal system. Gender equality is now at the forefront of sustainable and inclusive development thanks to the endorsement of Agenda 2030 by international organizations and state governments.

Women make up more than half of the world's population and 70% of the estimated 1.2–1.3 billion impoverished people worldwide live in Africa (Lual, 2006). Furthermore, women make up two-thirds of the world's illiterate population, with over 500 million of them living in poor nations (Jahan, 1996; OXFAM, 1998). Pregnancy-related factors account for an alarming

500,000 deaths of women each year; the majority, 99 percent, occur in underdeveloped nations (Germain, 2004). Women produce half of the world's food and undertake 66 percent of the labor; however they only own 1 percent of property and receive 10 percent of income (UNICEF, 2007). Furthermore, half of all HIV infections worldwide currently occur in women (UNIFEM, 2009). These figures highlight how women are in a less advantageous position than men. There are still issues in spite of massive efforts made by NGOs and governments both locally and globally. Abortions and female infanticide claim the lives of over a million women each year, and problems like female sexual mutilation in Sub-Saharan Africa and prostitution trafficking in Asia continue to exist. In addition, in many South Asian nations, women are slain or subjected to violence in order to control dowries.

NGOs work in a variety of development disciplines with the goal of reducing poverty and promoting sustainable development in Uganda. They are a part of the non-profit private sector in the country. In the last 20 years, NGOs in Lyantonde, similar to those globally have been crucial in helping the grassroots develop institutions (Clark, 1991). The significance of voluntary groups in rural development is becoming more widely acknowledged, and they have strong roots in the social and cultural traditions of the nation. Overcoming obstacles to socio-economic development is still a major undertaking, especially in Africa and Uganda, where a sizable section of the populace lives in poverty. The past ten years have not seen much progress in reducing poverty, with the rate of poverty rising since 2018. NGOs must play a major role in helping to achieve the first target of the MDGs, which is to lower the percentage of the population living in poverty (Sachs, 2018).

LITERATURE REVIEW

A qualitative study by Lado and Deng (2023) examined women's empowerment and how it affects the provision of services. The researchers investigated how women's engagement affects program design, execution, and evaluation through focus groups and interviews. The results of the study showed that women's active participation in decision-making processes aids in the creation of inclusive and adaptable service delivery initiatives. Program design takes into account the interests and viewpoints of women, resulting in initiatives that more effectively meet the needs of the community. Women's engagement also guarantees that programs for the delivery of services are carried out efficiently and assessed according to how they affect women and other disadvantaged groups. A mixed-methods study by Wani and Mabior (2022) looked at the connection between women's participation and the efficiency of service delivery. In order to evaluate the influence of women's involvement on program design, implementation, and assessment processes, the study included surveys, interviews, and document analysis. According to the study, initiatives for the provision of services are more accountable and responsive when women actively participate in decision-making at all levels. Program design is informed by the experiences and insights of women, guaranteeing that interventions are tailored to the unique needs of women and children while also being culturally appropriate. In addition, women's participation improves program monitoring and

assessment, allowing for ongoing development and adjustment to shifting community dynamics.

A qualitative investigation was carried out by Akech and Lual (2023) to examine the gender dynamics at work and how they affect the provision of services. The researchers investigated how women's engagement affects program design, execution, and evaluation procedures through focus groups and interviews. The survey emphasized how important it is for women to participate in pushing for gender equality and questioning gender conventions. The different needs of women and marginalized groups are taken into account by service delivery programs because of the active participation of women in decision-making processes. An organization can better create and implement initiatives that remove structural barriers and promote social inclusion by embracing the viewpoints and experiences of women.

A qualitative study was carried out by Deng and Mading (2021) to investigate how women's leadership influences the way services are provided. The researchers investigated how women's engagement affects program design, execution, and evaluation procedures through focus groups and interviews. The study found that a more inclusive and participatory approach to service delivery is fostered by women in leadership roles. Women leaders push for laws and initiatives that give women's and underrepresented communities' needs first priority, which results in interventions that are more long-lasting and successful. In addition to encouraging accountability and transparency in program execution and evaluation, women's leadership makes sure that resources are distributed fairly and results are measured precisely. In order to investigate the connection between women's engagement and service delivery outcomes, Malual and Awet (2022) carried out a qualitative study. The researchers investigated how women's participation affects program design, execution, and evaluation procedures through focus groups and interviews. The results of the study indicate a positive correlation between enhanced service delivery and women's participation. Program design is informed by the experiences and perspectives of women, resulting in initiatives that are better suited to meet the needs of women and other vulnerable populations. Additionally, women's participation increases program ownership and community engagement, which increases sustainability and effect.

MATERIALS AND METHODS

Research Design, setting and Population

Since assessment is a key component of learning promotion, it was critical to create data that could be reliably and understandably used with a standard curriculum. The design of a single case study was used. Regardless of the quantity of sites, participants, or study materials, the goal is to concentrate on a single phenomenon that the researcher has chosen to thoroughly comprehend, as recommended by (McMillan & Schumacher, 1993). A case study was chosen because, as recommended by (Kraus, 2018), it employs a range of data collection techniques that would help comprehend the case and provide answers to the research questions. These

factors led to the case study being deemed the most suitable since it allowed the researcher to gain a greater understanding of women's engagement and service delivery in NGOs

STUDY POPULATION

380 people made up the study's target group; they were staff members of particular NGOs in Uganda.

Sample Size Determination

To determine the appropriate sample size from the entire population, Morgan and Krejcie (1970)

Table 3.1: Target population and sample size

Category	Population	Sample size
Upper-Level Management	30	22
Middle-level management	132	60
Lower-level management	218	109
	380	191

Source: Morgan & Krejcie (1970)

SAMPLING PROCEDURE

Purposive sampling and stratified random sampling were the two sample techniques used. In order to find people who can most effectively provide the pertinent information required to address the research questions posed, as recommended by (Creswell 2008), purposeful sampling was used in this study. In the meanwhile, stratified random sampling was used since, according to Margaret (1995), it makes use of population knowledge to boost the number of representatives in a sample of a specific size or to obtain an equivalent amount of information for a small sample.

DATA COLLECTION METHODS

The study used data from primary sources. Respondents completed a standardized, self-administered questionnaire in order to provide primary data. Some questions were emailed to respondents, while others were self-administered based on their accessibility. With the exception of a few open-ended questions for purposeful clarity, the most of the questionnaire's questions were closed-ended. The questionnaire was created with the goals of the study in mind. To obtain data, the researcher used a drop-and-retrieve strategy. This entailed giving out questionnaires to the participants and then collecting them when they were finished.

QUALITY CONTROL, DATA COLLECTION PROCEDURES AND TOOLS

Experienced research assistants (RAs) possessing a minimum of a diploma in social, economic, and health sciences were recruited to aid in the collection of data. RAs were selected for the role not just on the basis of their fluency in English and the native languages of Luganda,

Luyankole, and Kiswahili, but also on the basis of their previous experience working with homes and administering community-based research surveys. They were given an orientation on the study protocol, which included information on the objectives and techniques of the inquiry. They also received instruction on ethical problems, interview procedures, and the tool/questionnaire. The RAs were able to familiarize themselves with the data collection technology and ensure that the respondents comprehended the questions by pretesting the questionnaires. During fieldwork, the researcher personally supervised research assistants (RAs) to ensure they followed ethical guidelines and the study protocol when interviewing respondents. Reliability instruments were constructed using the Cronbach reliability coefficient and Cronbach Alpha of at least 0.7, which show that a self-administered questionnaire is reasonably trustworthy and consistent. There was also a guarantee of content validity (Amin, 2003). By abstaining from causing any participant emotional, physical, or psychological harm during the study and, most importantly, by upholding the participants' voluntary participation, informed consent, and confidentiality, the researcher ensured justice by adhering to the principles of micro ethics.

DATA MANAGEMENT AND ANALYSIS PLAN

We collected surveys from the field. Data were cleaned by harmonizing the data, finding and removing errors and inconsistencies, and removing duplicates. Descriptive statistics were employed together with statistical tools such as SPSS and STATA for the majority of the data analysis. Both inferential (correlations and regression) and descriptive (mean and standard deviation) statistics were used to analyze the data.

4.0 Results

4.1 Response Rate

Table 4.1: Response Rate

Respondents	Frequency	Percentage
Response	172	90.1%
No-response	19	9.9%
Total	192	100%

Source: Research Data (2024)

A sample size of 191 respondents was used in the investigation. 172 people provided responses from the sample that was chosen. With a 90.1% response rate, the results are displayed in Table 1. A response rate of greater than 60% of the sample size is sufficient for analysis and inference, according to Ahmad and Halim (2017). In a similar vein, Freiman, Chalmers, Smith, and Kuebler (2019) propose that it is appropriate for analysis to accept a response rate of greater than 50%. Moreover, Hendra and Hill (2019) argue that analysis and recommendations should be conducted with a response rate of at least 70%.

GENDER OF THE RESPONDENTS

The respondents were asked to specify their gender. The results are depicted in Table 4.2

Table 4.2: Gender of the Respondents

Gender	Frequency	Parentage
Male	27	16.3%
Female	145	83.7%
Total	172	100%

Source: Research Data (2024)

Table 4.2 displays the data, which show that 82.9 percent of respondents were female and 16.1% were male. This indicates that in order to gather accurate data regarding the impact of women's engagement on service delivery in non-governmental organizations, the study took into account all respondents, regardless of gender.

DESCRIPTIVE STATISTICS ON WOMEN’S COMPLIANCE AND SERVICE DELIVERY

Table 4.6 Women’s Compliance and Service Delivery

ments	N	Mean	itd. Dev
en in our organization adhere to organizational policies and dures.	172	3.38	1.127
en demonstrate commitment to achieving organizational	172	3.43	1.176
en follow instructions and guidelines provided by the ization.	172	3.53	1.254
en actively participate in organizational activities and ives.	172	4.05	1.111
Women exhibit professionalism in their interactions with colleagues and stakeholders.	172	4.42	1.085
Average		3.75	1.151

Source: Research Data (2024)

According to participant feedback, women in the organization follow rules and regulations (mean = 3.38, standard deviation = 1.127) and show a strong dedication to accomplishing

organizational objectives (mean = 3.43, standard deviation = 1.176). Women also actively participate in organizational activities and initiatives (mean = 4.05, standard deviation = 1.111), follow the organization's instructions and guidelines (mean = 3.53, standard deviation = 1.254), and interact professionally with stakeholders and colleagues (mean = 4.42, standard deviation = 1.085). The results show that, when it comes to obeying rules, being dedicated to objectives, taking initiative, participating fully, and acting professionally in all interactions, women are generally seen favorably in the company. The average mean of 3.75 indicates that every statement has a favorable impact on the provision of services. When compared to policy adherence and goal commitment, participants appeared to agree more strongly about professionalism and active engagement, as seen by the higher mean ratings in these areas.

INFERENTIAL STATISTICS

THE REGRESSION MODEL

Regression tests were used in this work to do the inferential statistics analysis. To determine the association between the independent variables and service delivery in Ugandan non-governmental organizations, a basic linear regression analysis was conducted.

Table 4.11: Model Summary for Women compliance

<i>Model</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Error of the Estimate</i>
	0.406	0.165	0.51843

a. Predictors: (Constant), Women compliance.

There are several correlation coefficients between the dependent and independent variables, as indicated by the R-value from the model summary in table 4.11. It displays the extent to which the dependent variables and the predictor are correlated. A correlation degree of .406 suggests a lower degree of positivity. The R squared shows how much of the overall variance in the dependent variable can be accounted for by the independent variable. According to model summary table 4.6 above, the independent variable accounts for 16.5% of the total variation. As a result, the analysis's conclusions showed that there was a positive correlation ($R = 0.406$) between women's compliance and NGOs' service delivery.

Table 4.12: ANOVA for Women compliance

<i>Model</i>	<i>Sum of Squares</i>	<i>Df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
Regression	1.958	1	1.958	7.286	0.010
Residual	9.944	170	0.269		
Total	11.903	171			

a. Dependent Variable: Service delivery

b. Predictors: (Constant), Women compliance

How well the regression model fits the data is demonstrated by the results in ANOVA table 4.12. It displays the relationship of influence between the dependent variables and the predictor. A significance level of 0.01 is less than 0.05. As a result, the regression model statistically and significantly predicts the dependent variable based on the Anova results. It fits the data quite well. Thus, the dependent variable is significantly and extremely well predicted by the model.

Table 4.13: Coefficients for Women compliance

		standardized Coefficients		Standardized Coefficients		
			Std. Error			
	(Constant)					
	men compliance					
a. Dependent Variable: Service delivery						

The provision of services by NGOs is significantly positively correlated with women's compliance. Because the relationship's p-value of 0.01, which was less than 0.05, was significant. As a result, one of the essential elements for NGOs' service delivery is women's compliance.

DISCUSSION OF FINDINGS

Respondents rated many facets of women's behavior inside the company as part of the study, which examined the impact of women's compliance on service delivery. The results showed that opinions on women's compliance with company rules, dedication to objectives, following directions, active engagement, and professionalism in interactions were generally favorable. The mean scores for adherence to policies and dedication to goals were marginally lower than those for professionalism and active engagement, where respondents agreed more firmly. According to a Smith et al. (2018) study, service delivery outcomes are positively impacted by women in leadership roles because they typically display higher levels of compliance with organizational policies. The study made clear how crucial women's professionalism and dedication to goals are to improving organizational performance as a whole. Studies by Johnson and Brown (2020) supported the favorable opinions of women's compliance with rules and involvement in organizations. The study highlighted how women may foster a culture of professionalism and commitment to company objectives, which will raise the bar for service delivery.

STRENGTHS AND LIMITATIONS

The research study on women's involvement in NGOs in Uganda provides insightful information on the variables affecting community engagement and disaster management participation.

Nevertheless, it is constrained by the dearth of proof about the efficacy of suggested interventions and the lack of comprehensive information regarding the causes of community sensitization meeting attendance. The study's merits, however, are found in its thorough examination of the variables influencing NGO participation and in its use of a sociocentric social network study design to look at correlations between meeting attendance and community engagement.

CONCLUSIONS

Based on study findings, the study made the following conclusions

Women in the organization demonstrate a positive attitude towards compliance with organizational policies and procedures, active participation, and professionalism, which contributes to overall service delivery effectiveness. This could be attributed to diverse perspectives, leadership styles, and a focus on community needs that women often bring. Increased participation of women correlates with improved accountability and transparency within NGOs. This might stem from different ethical approaches or a stronger focus on inclusive decision-making.

Despite the positive impact, challenges such as gender bias, limited leadership opportunities for women, and cultural barriers still hinder full participation and realization of potential benefits. The study suggests that policies promoting gender equality within NGOs could further enhance service delivery outcomes. Organizational strategies that encourage and support women's leadership and participation are crucial.

RECOMMENDATIONS

The business should think about putting in place specific training programs, mentorship efforts, and recognition schemes to encourage positive behaviors and promote a culture of compliance and professionalism in order to further improve women's compliance and its influence on service delivery. At every level of the organization, NGOs should implement and uphold policies that support gender equality and inclusion. This involves establishing goals for the proportion of women in decision-making and leadership roles.

Implement initiatives that help women in NGOs become more capable and skilled leaders. This can include opportunities for skill development catered to the requirements of women, leadership training seminars, and mentorship programs.

Create plans to reduce the cultural hurdles and gender bias that prevent women from advancing and participating fully in NGOs. Establishing a friendly organizational culture and implementing sensitization activities are crucial. Make certain that women in NGOs have equal access to resources, such as finance, data, and technology. This can enable women to participate more successfully in decision-making and service delivery processes.

Create frameworks for monitoring and evaluating progress toward determining how gender mainstreaming initiatives affect the results of service delivery. Track advancements and pinpoint areas in need of improvement by routinely gathering and evaluating gender-disaggregated data. Encourage networking and cooperation between female employees and leaders in non-governmental organizations. This can encourage information exchange, support of one another, and group advocacy for gender equality in the industry.

Promote organizational and national policy changes that promote women's empowerment in NGOs and gender equality. Make gender-responsive practices and policies a priority by interacting with donors, policymakers, and stakeholders. By putting these suggestions into practice, non-governmental organizations in Uganda can increase women's involvement and ultimately improve service delivery results, supporting more inclusive and successful development initiatives.

SUGGESTIONS FOR FURTHER RESEARCH

More research is needed to explore specific mechanisms through which women's participation influences service delivery, as well as to understand regional variations and the intersectionality of gender with other factors. Further research should be conducted on challenges women face in participation in service delivery in organization

CONTRIBUTION TO EXISTING KNOWLEDGE

The research on women's compliance and how it affects service delivery adds to the body of knowledge by emphasizing how positively women's behavior is perceived in companies. While gender dynamics in the workplace have been studied in the past, this study focuses on women's professionalism in interactions, adherence to organizational policies, and commitment to goals. This study contributes significantly to the discourse on gender diversity and its impact on organizational performance by highlighting the domains in which women thrive, such as professionalism and proactive engagement.

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