

Understanding Roles of Non-Government Organizations and the Development Processes

Radhika Kapur



Abstract: *The main objective of this research paper is to acquire an efficient understanding of the roles of non-government organisations and the development processes. Individuals from all communities and age groups are overwhelmed by various types of problems. Furthermore, the social issues of poverty, illiteracy, unemployment, homelessness, crime and violence and gender inequality are found in rural and urban communities. Hence, individuals must ensure that these problems do not have any unfavourable effects on them. The victims of these problems are assisted in their recovery. Furthermore, they are provided with information on ways to improve overall standards of living. In other words, there is encouragement of counseling and guidance services. Individuals employed within non-governmental organisations are well-informed about their job duties and responsibilities. Furthermore, they augment their information with methodologies and procedures, which facilitate carrying out tasks in a well-ordered manner and generating the desired outcomes. In this manner, non-governmental organisations are making an essential contribution to promoting community well-being. Furthermore, they are promoting empowerment opportunities among women and marginalized groups. Therefore, non-governmental organisations are making an efficient contribution to carrying out development processes in a satisfactory manner. The main concepts considered in this research paper are understanding the significance of the roles of non-government organisations, the development processes, and the advantages of these roles in development processes.*

Keywords: *Abilities, Community Well-being, Development Processes, Non-Government Organizations, Roles, Skills, Up-gradation*

I. INTRODUCTION

Non-governmental organisations (NGOs) are organisations that have one of their primary goals as promoting community well-being. Throughout the country in both urban and rural communities, the individuals are overwhelmed by the social problems of poverty, illiteracy, unemployment, homelessness and crime and violence. These individuals mainly belong to disadvantaged groups. These social problems are creating impediments to individuals bringing about improvements in their overall standards of living.

Hence, the roles of non-government organizations are acknowledged in promoting community well-being.

The individuals employed are required to implement effective communication processes. These facilitate the acquisition of an understanding of the causes of problems. After the causes are identified, measures must be implemented to prevent them from assuming a significant form. Furthermore, information is augmented in various areas, and ideas and viewpoints are exchanged. Additionally, individuals can obtain answers to all their questions. Furthermore, augmenting communication ethics is advantageous on a comprehensive basis. Therefore, honing communication skills is facilitating for NGO workers in putting their job duties into operation in a well-ordered manner. The individuals affected by social problems belong to various age groups. They are effected physically as well as psychologically. Hence, they need to obtain counseling and guidance services. These services are provided by NGO workers, who have one of the primary objectives of promoting community well-being. In these services, the individuals are required to analyze the causes of problems (Souders, 2020[5]). After the causes are identified, measures must be implemented to address them. Furthermore, these need to be prevented from creating impediments during the implementation of job duties. In the implementation of counselling and guidance services, counsellors provide helpful solutions. On the other hand, counselees are required to acquire a thorough understanding of the solutions and implement them effectively. One of the crucial aspects that needs to be taken into account is that positivity must be reinforced when implementing all measures. Therefore, it is well understood that counselling and guidance services facilitate the provision of solutions to all types of social problems faced by individuals.

A. Understanding the Significance of the Roles of Non-Government Organizations and the Development Processes

The individuals, belonging to deprived, marginalized and economically weaker sections of the society are overwhelmed by the social problem of illiteracy. They possess either low literacy skills or no literacy skills at all. The NGO workers provide literacy classes to individuals, enabling them to generate awareness in various subjects and concepts. To enhance one's standards of living, it is necessary to possess the basic literacy skills of reading, writing, and arithmetic. Hence, free literacy classes not only facilitate the acquisition of information regarding academic subjects but also in ways that help individuals develop into moral and productive human beings.

The NGO workers are utilising appropriate teaching and learning methods, materials, and instructional strategies. Furthermore, bags, stationery, and books are also donated to individuals. Individuals need to ensure that they lead to an increase in motivation levels towards learning. Therefore, one can acquire an efficient understanding of the

Manuscript received on 30 August 2023 | Revised Manuscript received on 12 September 2023 | Manuscript Accepted on 15 September 2023 | Manuscript published on 30 January 2024.

* Correspondence Author (s)

Dr. Radhika Kapur*, Pedagogy and Organizational Culture in Nursery Schools, Delhi University, New Delhi, India. Email ID: radhikakapur2004@hotmail.com

© The Authors. Published by Lattice Science Publication (LSP). This is an open access article under the CC-BY-NC-ND license (<http://creativecommons.org/licenses/by-nc-nd/4.0/>)

significance of the roles of non-governmental organisations and the development processes when literacy classes are provided.

Acquisition of employment opportunities is regarded as one of the primary goals of individuals from all communities, categories, and socio-economic backgrounds. The NGO workers impart information to disadvantaged sections of society regarding the meaning and significance of employment opportunities. These enable individuals not only to improve their financial positions but also to utilise their competencies and abilities effectively. Furthermore, individuals will make a significant contribution to improving their overall quality of life. It is understood that these are difficult to find; hence, individuals obtain support and assistance from NGO workers to find employment opportunities that are suitable to their needs and requirements. The employment opportunities are typically not high-paying, but individuals often experience feelings of pleasure and contentment. The main reason is that they are assisted in promoting better livelihood opportunities. Therefore, individuals acquire an understanding of the significance of the roles of non-governmental organisations and the development processes when they are assisted in developing employment opportunities.

Individuals from underprivileged sections of society are provided with information on the meaning and significance of skills and abilities. The NGO workers are assisting them in augmenting different types of skills and abilities. Some of these are communication skills, technical skills, creative skills, analytical skills, critical-thinking skills, time-management skills, leadership skills, public-speaking skills, intellectual skills and artistic skills. On the other hand, abilities that need to be honed include management, administration, emotional intelligence, systems thinking, planning, organising, leading, controlling, coordinating, and directing. These are to be utilised effectively to excel in their job duties, achieve their desired goals, and improve their overall quality of life. Various instructional strategies are employed, which facilitate comprehensive learning. Individuals need to ensure that they lead to an increase in motivation levels towards learning and understanding. Therefore, a sense of the significance of the roles of non-governmental organisations and the development processes is acquired when they contribute to augmenting different types of skills and abilities.

B. Roles of Non-Government Organizations and the Development Processes

Individuals employed in NGOs are required to be well-versed in their job duties and responsibilities. Furthermore, to carry these out in a well-ordered manner, it is necessary to be well-equipped in terms of methodologies and procedures. These are referred to as the ways of carrying out all types of job duties and responsibilities in a well-ordered manner. One of the crucial aspects that needs to be taken into account is that individuals should benefit from the work of NGOs. The human resources are the personnel; they are required to utilize their competencies and abilities to achieve desired goals (Social Skills, 2020[4]). Hence, when recruiting and selecting individuals, several factors must be taken into account, including educational qualifications,

skills, abilities, work experience, and overall personality traits. As a consequence of being competent and experienced, individuals will be able to carry out their roles and engage in development processes in a well-organised manner. Furthermore, they will be able to cope with different types of problems and challenging situations in a regimented manner. Therefore, the roles of non-government organizations and the development processes are stated as follows:

C. Implementing Effective Communication Processes

The individuals employed within NGOs are required to implement effective communication processes with the victims of social problems. These facilitate the acquisition of an understanding of the overall background of the individuals. Additionally, individuals are required to enhance their knowledge and understanding of the causes of problems. After the causes are identified, measures must be implemented to prevent them from assuming a significant form. Furthermore, information is augmented in terms of various factors and ideas and viewpoints are exchanged. Additionally, individuals can obtain answers to all their questions and clarify their doubts regarding multiple factors. Furthermore, augmenting communication ethics is advantageous on a comprehensive basis. The reinforcement of politeness, respectfulness and courtesy is regarded as of utmost significance. One of the critical aspects is that, when implementing job duties, factual information needs to be provided. Hence, honing communication skills and interactive abilities facilitates NGO workers in executing their job duties in an organised manner. Therefore, implementing effective communication processes is regarded as one of the indispensable roles of non-governmental organisations and development processes.

D. Providing Counseling and Guidance Services

Individuals experiencing social problems are affected both physically and psychologically. Hence, they need to obtain counseling and guidance services. NGO workers provide these services. The reason is that they have one of their primary objectives as promoting the well-being and goodwill of their members. In these services, the individuals are required to analyze the causes of problems. After the causes are identified, measures must be implemented to provide solutions to them.

Furthermore, these need to be prevented from creating impediments within the course of implementing various job duties and responsibilities. In the implementation of counselling and guidance services, counsellors provide helpful solutions. On the other hand, counselees are required to acquire a thorough understanding of the solutions and implement them effectively. One of the crucial aspects that needs to be taken into account is that positivity must be reinforced when implementing all measures. Hence, these services are beneficial to individuals. Therefore, providing counselling and guidance services is one of the significant roles of non-governmental organisations in the development process.



II. ORGANIZING LITERACY CLASSES

The individuals belonging to deprived and economically weaker sections of society are overwhelmed by the social problem of illiteracy. They possess either low literacy skills or no literacy skills at all. It is comprehensively understood that to gain success in one's life, one needs to augment literacy skills. The NGO workers provide literacy classes to individuals, enabling them to generate awareness in various subjects and concepts. To enhance one's standards of living, it is necessary to possess the basic literacy skills of reading, writing, and arithmetic. Hence, free literacy classes not only facilitate the acquisition of information regarding academic subjects but also develop ways that lead to becoming moral and productive human beings. The NGO workers are utilising appropriate teaching and learning methods, materials, and instructional strategies. It is ensured, these are understandable to individuals. Furthermore, bags, stationery, and books are also donated to individuals. Individuals need to ensure that they lead to an increase in motivation and concentration levels towards learning. Therefore, organising literacy classes is a crucial role of non-governmental organisations in the development process.

A. Honing Creative Skills among Individuals

Individuals from disadvantaged sections of society aim to hone their creative skills. They hold the viewpoint that by leading to the upgradation of creative talents, they will contribute efficiently to generating income. The NGO workers provide classes to individuals, which help augment their creative skills. The different areas in which these are augmented include artworks, handicrafts, playing musical instruments, singing, dancing, role-playing, gymnastics, taekwondo, physical activities, and various types of sports. As a result of developing their creative skills, individuals either start their businesses or seek employment opportunities in other organisations. Individuals utilise these skills to bring about improvements in their financial positions. Furthermore, they will promote enrichment of their overall standards of living (Prudence, 2020[3]). The NGO workers are utilizing appropriate teaching-learning methods and instructional strategies. It is ensured, these are understandable to individuals. Furthermore, one should seek answers to all types of questions and clarify their doubts regarding various factors. When pursuing these careers, individuals need to focus on honing their confidence levels. Therefore, honing creative skills among individuals is a productive role of non-government organizations and the development process.

B. Assisting in the Acquisition of Employment Opportunities

Acquisition of employment opportunities is regarded as one of the primary goals of individuals from all communities, categories, and socio-economic backgrounds. The NGO workers impart information to disadvantaged sections of society regarding the meaning and significance of employment opportunities. Furthermore, individuals are made to understand that even if they are not educated, they need to work to sustain their living conditions effectively. These not only enable individuals to improve their financial positions, but also provide opportunities for them to utilise

their competencies and abilities effectively. Furthermore, individuals will make a significant contribution to improving their overall quality of life. It is understood that these are difficult to find; hence, individuals obtain support and assistance from NGO workers to find employment opportunities that are suitable to their needs and requirements. The employment opportunities are typically not high-paying, but individuals often experience feelings of pleasure and contentment. The main reason is that they can promote better livelihood opportunities. Therefore, assisting in the acquisition of employment opportunities is a prominent role of non-governmental organisations and the development process.

C. Facilitating the Developing of Skills and Abilities

Individuals from underprivileged sections of society are provided with information on the importance of developing skills and abilities. The NGO workers are assisting them in augmenting different types of skills and abilities. Some of these are communication skills, decision-making skills, technical skills, creative skills, analytical skills, critical-thinking skills, time-management skills, leadership skills, personal skills, presentation skills, professional skills, public-speaking skills, intellectual skills and artistic skills. On the other hand, abilities that need to be honed include management, administration, emotional intelligence, systems thinking, planning, organising, leading, controlling, possessing the competencies and skills to work under stress, putting in one's best efforts, and carrying out tasks and functions satisfactorily. These are to be utilised effectively to excel in their job duties, achieve desired goals, and provide solutions to various types of problems. Different types of instructional strategies are utilised, which facilitate learning on a comprehensive basis. Individuals need to ensure that they lead to an increase in motivation levels towards learning and understanding. Therefore, facilitating the development of skills and abilities is a noteworthy role of non-government organisations in the development process.

D. Helping in Curbing Homelessness

Individuals are required to be well-versed in the detrimental effects of homelessness. Not having a proper home creates obstacles in promoting the development of overall personality traits and standards of living. There are numerous causes of homelessness, including natural disasters, eviction from homes by family members, and migration to other regions, among others. Whether the individuals are educated or not, whether they are engaged in employment opportunities or not, it is necessary to have one's own home. The NGO workers are helping individuals who are homeless to find their own homes. Within urban communities, there are slums where individuals reside. Their living conditions are in a deprived state. There is a lack of infrastructure, amenities, and facilities, but they can help alleviate the problem of homelessness. Research studies have shown that individuals are working diligently to improve their living conditions while living in slums. Hence, the tasks of NGO workers are



acknowledged when they render an essential contribution in curbing homelessness. Therefore, helping to curb homelessness is a notable role of non-governmental organisations and the development process.

E. Contributing to Alleviating Crime and Violence

The individuals, belonging to all age groups, are subjected to crime and violence. The various types of criminal and violent acts are verbal abuse, physical abuse, neglect, mistreatment, discriminatory treatment, grievous hurt, dowry harassment and financial exploitation. These experiences are often reported by individuals within their homes, as well as in public places, by family members and community members. Within educational institutions, employment settings, and marketplaces, these experiences are shared. As a consequence of being subjected to various types of criminal and violent acts, the health conditions of individuals are affected, both physically and psychologically. The NGO workers are assisting individuals who have been victims in their recovery. Furthermore, those who do not comply are subjected to disciplinary action. The medical and health care facilities are provided to victims. Furthermore, counselling and guidance services have also been beneficial in the recovery process. Hence, it is well understood that when victims are fully recovered, they will be able to contribute effectively to promoting the enhancement of overall standards of living. Furthermore, individuals will be well-prepared to enhance their career prospects. Therefore, contributing to the alleviation of crime and violence is a favourable role for non-governmental organisations in the development process.

III. PROMOTING GENDER EQUALITY

Individuals belonging to some rural communities give preference to male children. They hold the viewpoint that male children can contribute efficiently to the well-being of their families, provided they are given opportunities to do so. Hence, they are provided with education, and a focus is put on their healthcare and other aspects. On the other hand, girls are often treated differently in terms of household responsibilities and caring for family members. The main reason is that they are required to go to marital homes. Hence, they are discriminated against in terms of education acquisition and other factors compared to their male counterparts. The NGO workers impart information that girls are equally capable as their male counterparts. Hence, they should not be discriminated against in terms of various factors. They should be encouraged to pursue education and employment opportunities. They can promote family and community well-being, provided they are encouraged to take advantage of opportunities for empowerment. Today, girls and women are gaining opportunities for empowerment and excelling in various fields. Therefore, promoting gender equality is a crucial role of non-governmental organisations in the development process.

A. Taking Out Sufficient Time for all Tasks and Activities

The NGO workers are vested with several job duties and responsibilities. Some of these are manageable, some are complicated, and some can be implemented in a shorter

amount of time, while others require more time. Additionally, some can be implemented on an individual basis, whereas others require implementation in groups of two or more individuals. Hence, it is of utmost significance to be well-versed in terms of time-management skills. These facilitate the assignment of priorities to tasks. The more important ones are carried out first, whereas the less important ones are implemented after the completion of the more important ones. Procrastination is avoided. One of the crucial aspects that needs to be taken into account is that job duties should not be completed in haste. The NGO workers assign priorities to all tasks and activities. They ensure that they complete all assignments and activities within the required timeframe. The job duties are primarily focused on promoting community well-being and must be completed within the specified timeframe. Therefore, allocating sufficient time for all tasks and activities is a crucial role of non-governmental organisations in the development process.

B. Advantages of Roles of Non-Government Organizations and the Development Processes

Within non-governmental organisations, human resources are augmenting their information in terms of proper techniques. Individuals from all positions in the hierarchy of non-governmental organisations conduct research by utilising various sources, including books, articles, reports, projects, newspapers, magazines, other reading materials, and the internet. These are regarded as valuable sources to generate information in terms of dilemmas that are experienced by individuals (Banaji & Heiphetz, 2009[1]). Furthermore, all members are required to execute their tasks and activities in a well-ordered and disciplined manner. As a consequence, individuals can augment their understanding of the advantages and roles of non-governmental organisations in development processes.

These initiatives promote community well-being, preserve environmental conditions, enable individuals to enhance their career prospects, provide opportunities for women's empowerment, enrich personality traits among individuals, and lead to an improvement in overall living conditions. These are stated as follows:

C. Promoting Community Well-being

Non-governmental organisations (NGOs) have one of their primary goals as promoting community well-being. Throughout the country in both urban and rural communities, the individuals are overwhelmed by the social problems of poverty, illiteracy, unemployment, homelessness and crime and violence. These social problems are creating obstacles that hinder individuals from improving their overall quality of life. Hence, the roles of non-governmental organisations are acknowledged in helping individuals address these social problems. Individuals are provided with information that facilitates the enrichment of their overall standards of living (Pickens, 2005[2]). The methods and procedures are tailored to meet the specific needs and requirements of each individual. In other words, these should be useful and understandable to the individuals. Therefore, promoting community well-being is regarded as one of the indispensable benefits of the



roles of non-governmental organisations and the development process.

D. Promoting Preservation of the Environmental Conditions

Throughout the country, in all communities, every individual needs to be well-versed in environmental preservation methods. The NGO workers are imparting information among individuals in terms of these ways, i.e. planting more trees; preventing deforestation; spreading greenery within environmental conditions; curbing various forms of pollution, i.e. air, water, land and noise; getting vehicles checked; not throwing any waste materials on the land or water bodies; preventing all factors, discharging loud noise; maintaining cleanliness within the environmental conditions; encouraging ecological education as a subject in promoting literacy classes and putting in efforts in promoting cleanliness within ecological conditions. The NGO workers are involved in implementing all factors that facilitate the preservation of environmental conditions in an orderly manner. Furthermore, they are generating information regarding these factors among community members as well. Therefore, promoting the conservation of ecological conditions is one of the significant advantages of the roles of non-governmental organisations and development processes.

E. Enabling Individuals to Enhance Their Career Prospects

The NGO workers provide free classes to individuals, facilitating the imparting of information regarding all subjects. Furthermore, creative skills are enhanced through various types of extracurricular activities. Additionally, individuals can obtain support and assistance from NGO workers to find employment opportunities that suit their needs and requirements. The employment opportunities are typically not high-paying, but individuals often experience feelings of pleasure and contentment. The main reason is that they can promote better livelihood opportunities and sustain their living conditions satisfactorily. In this manner, individuals are enhancing their career prospects. The main reason is that they are acquiring opportunities to utilise their educational qualifications, competencies, and abilities. Therefore, enabling individuals to enhance their career prospects is a significant advantage of the roles of non-governmental organisations and the development processes.

F. Promoting Empowerment Opportunities Among Women

The NGO workers impart information to individuals belonging to underprivileged and economically weaker sections of society, emphasising that girls are equally capable as their male counterparts. Hence, they should not be discriminated against in terms of various factors. They should be encouraged to pursue education and take advantage of employment opportunities. Furthermore, communication processes must be conducted effectively and treated with respect and courtesy. In addition, a focus needs to be put on promoting their good health, both physically and psychologically. The girls can promote family and community well-being, provided they are encouraged to take advantage of opportunities for empowerment. The encouragement from family members is regarded as of

utmost significance in acquiring opportunities for empowerment. Hence, they are required to form positive views of girls and women and provide them with opportunities to excel. Today, girls and women are gaining opportunities for empowerment and excelling in various fields. Therefore, promoting empowerment opportunities among women is a vital advantage of the roles of non-governmental organisations and the development process.

G. Promoting Enrichment of Personality Traits Among Individuals

Through communicating with NGO workers, individuals can gain information on all factors that facilitate the enrichment of overall personality traits. These are, emphasizing diet and nutrition; getting engaged in exercises and physical activities; practicing the techniques of yoga and meditation; honing communication skills and interactive abilities; possessing an approachable nature and an amiable attitude; obtaining medical and health care check-ups on regular basis, particularly in cases of health problems and illnesses; coping with psychological issues of anger, stress, anxiety, frustration and depression satisfactorily; promoting a typical mind-set; forming cordial and amiable terms and relationships with family and community members and augmenting different types of skills and abilities. The enhancement of all these factors will facilitate the upgradation of overall personality traits.

Hence, individuals are required to hone their listening skills. Furthermore, they need to obtain answers to all types of questions and clarify their doubts regarding various factors. Therefore, promoting the enrichment of personality traits among individuals is a crucial advantage of the roles of non-governmental organisations and the development processes.

H. Leading to Up-gradation of Overall Living Conditions Among Individuals

Improving overall living conditions is a significant goal for all individuals, regardless of their occupations and communities. The NGO workers impart information regarding factors that facilitate the achievement of this goal. These are, getting engaged in employment opportunities; bringing about improvements in overall financial positions; inculcating the traits of morality and ethics; implementing the qualities of diligence, resourcefulness and conscientiousness; taking out sufficient time for all tasks and activities; augmenting different types of skills and abilities; being well-informed in terms of job duties and responsibilities; being well-equipped in terms of methodologies and procedures; utilizing pioneering methods and materials; promoting a typical mind-set and forming cordial and amiable terms and relationships with family and community members. Throughout the lives of individuals, they need to understand and apply these factors effectively. As a consequence of implementing these measures positively, individuals will be able to benefit satisfactorily. Therefore, the improvement of overall living conditions among individuals is an essential advantage of the roles of non-governmental organisations and the development processes.

IV. CONCLUSION

Non-government organizations have the primary goal of promoting community well-being. Roles of non-government organizations and the development processes are, implementing effective communication processes, providing counseling and guidance services, organizing literacy classes, honing creative skills among individuals, assisting in acquisition of employment opportunities, facilitating in developing skills and abilities, helping in curbing homelessness, contributing in alleviating crime and violence, promoting gender equality and taking out sufficient time for all tasks and activities. The advantages of the roles of non-governmental organisations in development processes include promoting community well-being, preserving environmental conditions, enhancing career prospects for individuals, providing opportunities for women's empowerment, enriching personality traits among individuals, and leading to an improvement in overall living conditions. Ultimately, it is well understood that implementing roles and development processes effectively can alleviate social problems.

DECLARATION STATEMENT

Funding	No, I did not receive.
Conflicts of Interest	No conflicts of interest to the best of my knowledge.
Ethical Approval and Consent to Participate	No, the article does not require ethical approval or consent to participate, as it presents evidence that is not subject to interpretation.
Availability of Data and Material	Not relevant.
Authors Contributions	I am the sole author of this article.

REFERENCE

1. Banaji, M.R., & Heiphetz, L. (2009). Attitudes. Retrieved October 02, 2023 from http://www.fas.harvard.edu/~mrbworks/articles/2010_attitudes.pdf
2. Pickens, J. (2005). Chapter 3 Attitudes and Perceptions. Retrieved October 02, 2023, from <http://healthadmin.jbpub.com/Borkowski/chapter3.pdf>
3. Prudence. (2020). Retrieved October 02, 2023, from Merriam-webster.com
4. Social Skills: Definition and Examples (2020). Retrieved October 02, 2023, from indeed.com
5. Souders, B. (2020). What is Motivation? A Psychologist Explains. Retrieved October 02, 2023, from positivepsychology.com

AUTHOR PROFILE



Dr. Radhika Kapur, I am a graduate from Loreto Convent and hold a Bachelor of Arts degree in Sociology from Jesus and Mary College. Master's of Business Administration from YMCA, New Delhi. Ph.D. from Delhi University. I have 15 years of experience in research and writing. I have written over 100 research papers and currently work as a librarian at the Delhi School of Journalism, University of Delhi.

Disclaimer/Publisher's Note: The statements, opinions and data contained in all publications are solely those of the individual author(s) and contributor(s) and not of the Lattice Science Publication (LSP)/ journal and/ or the editor(s). The Lattice Science Publication (LSP)/ journal and/or the editor(s) disclaim responsibility for any injury to people or property resulting from any ideas, methods, instructions, or products referred to in the content.