

**SUMMER INTERNSHIP REPORT
AT
SEVA SATKAR FOUNDATION
(22ND APRIL TO 21ST JUNE 2024)**

**NGOs AS CATALYSTS FOR THE DEVELOPMENT OF
UNDERPRIVILEGED COMMUNITIES**



**INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT
RESEARCH, DELHI**

By:

Dr. Arpita Lohani

Under the guidance of:

**Dr. Preetha G S
Professor and Dean Research**

Acknowledgment

I would like to express my sincere gratitude to **Professor and Dean Research Dr. Preetha G S** mam for her invaluable guidance, support, and encouragement throughout my internship.

I am also thankful to the members of the **Seva Satkar Foundation** for their cooperation and assistance during my study.

(Completion of Summer Internship from respective organization)
The certificate is awarded to.

Name Dr. Arpita Lohani

In recognition of having successfully completed his/her Internship in the
department of

Title HR AND MARKETING

and has successfully completed her Project on Title of
the Project

**NGOs as Catalysts for the Development of
Underprivileged Communities**

Organization SEVA SATKAR FOUNDATION

He/She comes across as a committed, sincere & diligent person who has a strong drive
& zeal for learning.

We wish him/her all the best for future endeavors.



Priyanka Singh

Organization Supervisor

Head-HR/Department
Head

Certificate of Approval

The Summer Internship Project of titled "NGOs as Catalysts for the Development of Underprivileged Communities" at IIHMR, DELHI is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of Post Graduate Diploma in Health and Hospital Management for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed, or conclusion drawn therein but approve the report only for the purpose it is submitted.

MENTOR



DR. PREETHA G S

Professor and Dean Research

IIHMR, DELHI

FEEDBACK FORM
(Organization Supervisor)

Name of the Student: Dr. ARPITA LOHANI

Summer Internship Institution: SEVA SATKAR FOUNDATION

Area of Summer Internship: HR & MARKETING

Attendance: 97%

Objectives met: The intern consistently demonstrated dedication to their work, approaching every task with enthusiasm and a strong work ethic. They showed a genuine commitment to learning and improvement, always striving to deliver their best, regardless of the challenges faced.

Deliverables:

Strengths: well focused, adaptable

Suggestions for Improvement:

Priyanka Singh

Signature of the Officer-in-Charge (Internship)

Date:

Place:



Completion Certificate

College Name – IIMR DELHI

Certificate code – 23m5a2f

Student Name – Dr. Arpita Lohani

Duration – 21/04/2024 to 22/06/2024

Congratulations on completing your **SIP Project** with **Seva Satkar Foundation** in the domain of **Marketing and HR**. Your dedication and hard work have been commendable. Throughout your Project, you consistently Demonstrated exceptional skills, professionalism, and a strong work ethic. Your contributions to our organization have been Invaluable.

We appreciate your efforts in completing assigned projects and tasks. Your attention to detail, ability to meet deadlines, and high-quality work have been impressive. Thank you for your positive attitude and collaboration with the team. Your ability to work well with others and contribute to our success has been greatly appreciated.

We are confident that you have a bright future ahead. On behalf of **Seva Satkar Foundation**, we wish you every success in your future endeavors. Please feel free to reach out if you need any further assistance or if you require any documentation from our organization.

Regards,
Seva Satkar Foundation



Priyanka Singh
Priyanka Singh
Organization Representative



www.sevasatkarfoundation.org/



support@sevasatkarfoundation.org



+91 70118 14494



D-8, 11 CR ROAD, NEAR METRO, LAXMI NAGAR
DELHI 110092.

FEEDBACK FORM

(IIHMR MENTOR)

Name of the Student: Dr. ARPITA LOHANI

Summer Internship Institution: SEVA SATKAR FOUNDATION

Area of Summer Internship: HR & MARKETING

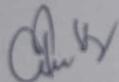
Attendance: 97%

Objectives met:

Deliverables:

Strengths:

Suggestions for Improvement:



Signature of the Officer-in-Charge (Internship)

Date:

Place:

Arpita Lohani ST report

ORIGINALITY REPORT

15%

SIMILARITY INDEX

13%

INTERNET SOURCES

7%

PUBLICATIONS

9%

STUDENT PAPERS

PRIMARY SOURCES

1

Submitted to IIHMR Delhi

Student Paper

4%

2

pubmed.ncbi.nlm.nih.gov

Internet Source

2%

3

www.ncbi.nlm.nih.gov

Internet Source

2%

4

www.coursehero.com

Internet Source

1%

5

Submitted to Central Queensland University

Student Paper

1%

6

link.springer.com

Internet Source

1%

7

www.oopen.org

Internet Source

1%

8

zdlh.gavi.org

Internet Source

1%

INTERNSHIP EXPERIENCE

ABOUT ORGANIZATION

Seva Satkar Foundation: Bridging Gaps, Building a Better Tomorrow

Who We Are: The Seva Satkar Foundation is a nonprofit organization that supports social integration and development. We put up a lot of effort to help people in need and close the generational divide.

Our Vision: Regardless of origin or situation, we see a society in which everyone has the chance to prosper.

Our Approach: To build a more just and equal world, we connect generations because we believe in the power of collaboration.

SKILLS LEARNED

During my internship, I had the opportunity to develop and refine several key skills that have shaped my professional growth. I honed on my communication abilities, which are crucial for HR roles, particularly in conducting interviews and leading discussions and also in networking. My experience in interviewing allowed me to sharpen my questioning techniques and taught me how to effectively assess candidates, giving me invaluable hands-on experience.

The dynamic nature of the workplace pushed me to become more adaptable, helping me to navigate and manage changes with greater ease. I also expanded my professional network within the organization by collaborating with colleagues to overcome challenges, which was both a learning experience and a rewarding endeavor.

Through continuous self-reflection, I gained a deeper understanding of my strengths and identified areas where I could improve, providing me with clear direction for my future career choices. This internship has been a transformative experience, helping me grow both professionally and personally.

ABBREVIATIONS

NGO: Non-Governmental Organization

CSR: Corporate Social Responsibility

SNEHA: Society for Nutrition, Education and Health Action

ICDS: Integrated Child Development Services

SHG: Self Help Groups

CART: Council for the Advancement of Rural Technologies

SEWA: Self Employed Women's Association

AKRSP: Aga Khan Rural Support Programme

FDG: Focus Discussion Groups

CAPART: Council for Advancement of People's Action and Rural
Technology

TABLE OF CONTENTS

1. Introduction
2. Research Question
3. Objectives
4. Methodology
5. Literature Review
6. Conclusion
7. References

INTRODUCTION

NGOs, or Non-Governmental Organizations, play a critical role in addressing various socio-economic and environmental issues, especially in underprivileged communities. These organizations often fill gaps left by government programs, providing essential services, and advocating for policy changes. The aim of this report is to explore the impact of NGOs in fostering the development of underprivileged communities.

RESEARCH QUESTION

To what extent do different intervention strategies used by NGOs influence the growth and development of underprivileged communities?

OBJECTIVES

General Objective: To assess how non-governmental organizations (NGOs) may promote the growth of communities in need.

To document successful case studies of NGO interventions that have led to significant improvements in the living conditions of underprivileged communities.

METHODOLOGY

Research Approach- Literature Review

Research Design-Secondary literature review

Research Instrument- Search Engines (Use of academic search engines to locate relevant books, articles, and reports.)

Population of the study- Underprivileged communities targeted by NGO interventions.

Data Analysis-Summary tables comparing different intervention outcomes and methodologies. Side-by-side comparisons to identify commonalities and differences in approaches.

LITERATURE REVIEW

1. NGOs IN INDIA- UNIQUENESS AND CRITICAL SUCCESS FACTORS

In the last few decades, NGOs in India have significantly increased in number and scope, playing a crucial role in addressing societal needs. These organizations exhibit diversity in various aspects such as size, origin, funding, and management practices. The study conducted through focus group discussions aimed to identify the critical success factors of NGOs, leading to the development of a model for understanding their success. The central government's substantial funding to NGOs underscores their growing importance in serving the community. The distinct organizational structures and missions of NGOs contribute to their unique functioning styles.

2. NON-GOVERNMENTAL ORGANISATIONS (NGOS) IN INDIA

Non-Governmental Organisations (NGOs) in India play a crucial role in addressing socio-economic and environmental challenges, particularly in underprivileged communities. They offer significant opportunities through advocacy, capacity building, partnerships, and innovative solutions. However, NGOs also face substantial challenges, including funding constraints, regulatory hurdles, capacity issues, and political interference. Despite these challenges, successful examples like SEWA, Pratham, and AKRSP demonstrate the positive impact NGOs can have. Enhancing support and collaboration among stakeholders is essential to maximize the effectiveness of NGOs in contributing to India's development goals.

3. NON-GOVERNMENT ORGANIZATIONS: PROBLEMS & REMEDIES IN INDIA

The 20th century marked a significant evolution in the voluntary action movement, with NGOs adopting a professional approach based on effective management, planning, and coordination. The 1980s saw a rise in people's participation in development, with resource agencies supporting the poor

and providing training to other NGOs. Institutions like the Council for the Advancement of Rural Technologies (CART) and later CAPART were established to address rural issues, focusing on employment, income generation, and basic needs. In the 1990s, NGOs embraced an empowerment approach, taking on advocacy roles to protect rural poor and marginalized communities from external threats. Their growing influence led to increased collaboration with the government, which formally recognized their role in rural reconstruction. Plans like the Seventh and Eighth Five-Year Plans encouraged NGOs' participation in various projects, including innovative initiatives like ACRP and watershed development. The Ninth Plan further solidified NGOs' involvement in the planning process, and the launch of the SGSY scheme merged multiple rural development schemes, emphasizing group lending, particularly in Self-Help Groups (SHGs). NGOs' pioneering work in SHG promotion led to extensive support and integration into the country's development strategy. In conclusion, NGOs play a crucial role in addressing social and economic challenges, particularly in rural areas. Their collaboration with the government and innovative approaches have significantly contributed to rural development and the empowerment of marginalized communities.

4. Effectiveness of NGO-government partnership to prevent and treat child wasting in urban India

The study on the effectiveness of the NGO-government partnership in preventing and treating child wasting in urban India focused on the collaboration between SNEHA, ICDS, and MCGM, particularly in Dharavi, one of South Asia's largest informal settlements. Conducted between December 2011 and March 2016, the initiative covered around 300 Anganwadi centers, catering to a population of approximately 300,000. During the study period from May 2014 to April 2015, a total of 7,759 children were screened. Of these, 705 children were found to be moderately wasted, and 189 were severely wasted, while 6,820 were not wasted. The results underscore the feasibility of a community-based approach utilizing ICDS infrastructure to combat acute malnutrition in urban areas. However, the study highlights the need for enhanced community ownership,

awareness, and active participation in preventive and treatment efforts to achieve better coverage and recovery outcomes.

5. Women's freedom of movement and participation in psychosocial support groups

In exploring women's participation in psychosocial support groups (PSSGs) in northern India, the study delved into the complex interplay of factors that influence their engagement. Central to this research was the issue of women's freedom of movement, which emerged as a critical barrier. The study's findings were revealing on multiple levels—community, household, and individual—each intricately linked to the deep-seated gender norms that restrict women's autonomy, particularly their ability to step out of their homes to attend these crucial support groups.

A noticeable trend emerged regarding the educational backgrounds of the women involved. Older women, aged between 40 and 60, were often uneducated, while the younger participants, those between 20 and 30, had generally completed some level of schooling, with many having reached primary or even high school. This educational divide seemed to correlate with their participation, but education alone wasn't the full story.

The community's attitudes towards women's mobility played a significant role in restricting their freedom. In many cases, it was men who decided when and where women could go, reinforcing a hierarchy that kept women within the confines of their homes. This social structure was so pervasive that women who did leave their homes were often questioned, especially since many did not work outside.

To really get to the heart of these issues, the research team conducted focus group discussions (FGDs) with women who were part of these support groups, along with key informant interviews (KIIs) to gather deeper insights. Given the low literacy levels among the participants, oral consent was utilized, and the research team was careful to provide mental health support to mitigate any potential risks.

Interestingly, as the research progressed, it became clear that there was a need to shift focus slightly. After the initial round of FGDs, it became evident that understanding why some women were unable to participate in these support groups required more in-depth exploration. This led to a

second round of discussions, where the theme of women's freedom of movement was examined more closely, further highlighting its central importance in the study.

DATA ANALYSIS:

Article Name	Journal Name	Objective of Study	Methodology	Research Type	Name of NGO(s)	Sector Worked In	Data Collection Method	Findings
Effectiveness of NGO-government partnership to prevent and treat child wasting in urban India	WILEY	Effectiveness of NGOs to prevent wasting and malnutrition in children	Experimental	Quantitative	SNEHA, ICDS and MCGM	Maternal and Child Nutrition	Field studies, surveys	community-based nutrition program significantly improved the wasting status and average weight gain of children under age three in urban informal settlements of India,
NGOs in India: Making a Difference in the Community	Child Help Foundation Blog	Highlight the impact of NGOs in India	Descriptive analysis	Qualitative	Child Help Foundation	Education, healthcare	Case studies, descriptive analysis	NGOs provide crucial services like education and healthcare, improving lives and empowering communities
Education for Underprivileged Children: The Role of NGOs in India	Social Laws Today	Explore the role of NGOs in providing education to underprivileged children	Literature review and case studies	Qualitative	Multiple NGOs	Education	Literature review, case studies	NGOs transform lives by providing access to education and fostering holistic community involvement
The Role of NGOs in Women's Empowerment	Indian Journal of Gender Studies	Assess the impact of NGOs on women's empowerment	Surveys and focus groups	Mixed methods	SEWA, Self Help Groups	Women's empowerment	Surveys, focus groups	NGOs empower women through vocational training, financial support, and awareness programs
Health Initiatives by NGOs in Rural India	Health Policy and Planning	Evaluate health interventions by NGOs in rural areas	Field studies and health outcome analysis	Quantitative	CARE India, Smile Foundation	Healthcare	Field studies, health outcome analysis	Improved health outcomes and increased awareness about hygiene and disease prevention
Environmental Conservation Efforts by NGOs	Journal of Environmental Management	Investigate NGO efforts in environmental conservation	Case studies and impact assessments	Qualitative	WWF India, CSE	Environment	Case studies, impact assessments	NGOs play a vital role in promoting sustainable practices and raising environmental awareness
NGOs and Rural Development in India	Rural Development Perspectives	Study the role of NGOs in rural development	Surveys and interviews	Mixed methods	Pradan, BAIF	Rural development	Surveys, interviews	Enhanced agricultural productivity and improved rural infrastructure
Women's freedom of movement and participation in psychosocial support groups	BMC PUBLIC HEALTH	Examine how NGOs work to collectively strengthen the community's mental health	interviews	Qualitative	Emmanuel Hospital Association	community mental health and gender inequality	focus group discussions and interviews	The principal barrier to participating in psychosocial support groups was restrictions on women's freedom of movement.
The Impact of NGOs on Child Welfare	Child Welfare Review	Assess the role of NGOs in improving child welfare	Case studies and statistical analysis	Quantitative	Save the Children, CRY	Child welfare	Case studies, statistical analysis	Improved child health and education outcomes through targeted interventions
NGOs and Disaster Relief in India	International Journal of Disaster Risk Reduction	Explore the effectiveness of NGOs in disaster relief efforts	Field studies and response evaluations	Mixed methods	Goonj, Oxfam India	Disaster relief	Field studies, response evaluations	Effective disaster response and rehabilitation, providing essential aid and rebuilding communities

CONCLUSION

NGOs are indispensable in fostering the development of underprivileged communities. Their unique strategies and approaches address various social and economic issues, contributing significantly to community development. However, they also face numerous challenges that need to be addressed to enhance their effectiveness. Future research should focus on developing more comprehensive models to evaluate the impact of NGO interventions.

REFERENCES

- Sridhar KM, Nagabhushanam M. NGOs in India- Uniqueness and Critical Success Factors, Results of an FGD. *Vision*. 2008 Apr;12(2):15–21.
- Latha L, Prabhakar K. Non-government organizations: problems & remedies in India. *Serb J Management*. 2011;6(1):109–21.
- Durgam R. Non-Governmental Organisations (NGOs) in India: Opportunities and Challenges. *Journal of Rural Development*. 2000 Jan 1;19:249–75.
- <https://theiashub.com/free-resources/mains-marks-booster/ngos>
- Gailits N, Mathias K, Nouvet E, Pillai P, Schwartz L. Women's freedom of movement and participation in psychosocial support groups: qualitative study in northern India. *BMC Public Health*. 2019 Jun 10;19(1):725. doi: 10.1186/s12889-019-7019-3. PMID: 31182064; PMCID: PMC6558745.
- Chanani S, Waingankar A, Shah More N, Pantvaidya S, Fernandez A, Jayaraman A. Effectiveness of NGO-government partnership to prevent and treat child wasting in urban India. *Matern Child Nutr*. 2019 Jan;15 Suppl 1(Suppl 1):e12706. doi: 10.1111/mcn.12706. PMID: 30748121; PMCID: PMC7198940.