Non-Governmental Organisations and the Challenges of Effective Empowering-Oriented Services: Case Study of the Noela Lyonga Foundation in Cameroon

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Abstract: From the late 1980s, Non-Governmental Organistions (NGOs) assumed a far greater role in development than previously. NGOs were first discovered and then celebrated by the international donor community as bringing fresh solutions to longstanding development problems characterized by inefficient government to government aid and ineffective development projects. This paper has been guided by specific objective sets out to examine if NGOs provide effective services to their communities and to identify the challenges faced in the process. This work will make use of the Civil Society theory. It advocates that, a civil society organization (CSO) or non-governmental organization (NGO) is any non-profit, voluntary citizens' group which is organized on a local, national or international level; which have taken on the role of leading great movement of change including civil rights and gender equality and other parity movements. They raise awareness of social issues and advocate for change, empowering local communities to develop new programs to meet their own needs. Both secondary and primary sources were used to collect data. Primary data was principally collected through two semi-structured questionnaires containing close and open ended question, interviews and observation while secondary data was gotten from published materials from journals and books. It was realized from the field that, Non-Governmental Organisations have provided effective empowered services in Cameroon though they are some challenges encountered. As a recommendation therefore, The Noela Lyonga Foundation should improve on policies in striving for a more indecisive and participative part-time and full-time volunteer placement for those looking for jobs and during events to enable productivity improvement through team work and quality work life programs.

The foundation empowerment activities should improve on the credibility of their part-time and full time volunteer performance appraisals among others.

Keywords: Non-Governmental Organisations, challenges, empowering-oriented services, Noela Lyonga foundation, Cameroon.

Introduction

From the late 1980s, Non-Governmental Organistions (NGOs) assumed a far greater role in development than previously. NGOs were first discovered and then celebrated by the international donor community as bringing fresh solutions to longstanding development problems characterized by inefficient government to government aid and ineffective development projects. Within the adjustments policies, NGOs came also to be seen as a cost-effective alternative to public sector delivery (Forje, 1990:67-71). In the post-cold war era the international donor community began to make advocate a new policy agenda of "good governance" which saw development outcomes as emerging from a balanced relationship between government, market, and third sector. Within this paradigm, NGOs also came to be seen as part of an emerging "civil society" (Fonyong, 2007:19).

The new attention given to NGOs at this time brought large quantities of aid resources, efforts at building the capacity of NGOs to scale up their work, and led ultimately to important changes in mainstream development thinking and practice, including new ideas about participation, empowerment, gender, and a range of people-centered approached to poverty reduction work. For example, Cernea (1988:8) argued that NGOs embodies "a philosophy that recognizes the centrality of people in development policies", and that this along with some other factors gave them "comparative advantages" over government. But too much was expected of NGOs, which came to be seen in some quarters as a "quick fix" for development problems. This led to a backlash (violent hostile reaction) against NGOs by the end of the 1990s, when the evidence began to suggest that NGOs had only partially lived up to these unrealistically high expectations. A global shift also took place among development donors toward new ways of working with developing country government, using mechanisms such as "budget support" and "sector-wide approaches" (Lewis, 2007:54) yet, NGOs have a far longer history than this recent resurgence and retreat suggests. Many of the world's best-known NGOs predate the emergence of the development industry. Save the children Fund (SCF) was founded by Eglantyne Jebb in 1919 after the trauma of the First World War. Oxfam, which was originally known as the oxford committee against the Famine, was established in 1942 in order to provide famine relief to victims of the Greek civil war.

In fact, NGOs had been active at the international level since the eighteenth century in Western countries, when National level issue-based Organizations focused on the abolition of the slave trade and movements for peace. By the start of the twentieth century, there were NGOs associations promoting their identities and agendas at National and International levels. For example, at the World Congress of International Association in 1910, there were 132 international associations represented, dealing with issues as varied as transportation, intellectual property rights, narcotics (sleep or drowsiness) control, public health issues agriculture and the protection of nature and NGOs have been increasingly "contracted" by governments and donors with governance reforms and privatization policies to carry out specific task in return for payment. It has also become none prominent as NGOs are increasingly responding to man-made emergencies or natural disasters with humanitarian assistance. The catalyst role can be defined as a NGOs ability to inspire, facilitate or contribute to impressed thinking and action to promote social transformation (Fisher, 1998:6-9). This effort may be directed towards individual or groups in local communities, or among other actors in development such as government business or donors. It may include grassroots organizing and group formation, gender and empowerment works, lobbying and advocacy work, and attempts to influence wider policy process through innovation, and policy entrepreneurship.

The role of partner reflect the growing trend for NGOs to work with government donors and the private sector on joint activities, such as providing specific inputs within a broader multiagency program or project, or undertaking socially responsible business initiatives. It also includes activities that take place among NGOs and with communities such as "capacity building" work which seeks to develop and strengthen capabilities. The current policy rhetoric of "partnership" seeks to bring NGOs into mutually beneficial relationships with these other sectors.

Statement of the Problem

In line with the present-day trend of reforming the role of the state, most developing countries have developed grassroots institutions with a view to provide effective services to the local communities. According to the legal framework with the advent of the democratization of political life, the legal framework of associations as a structuring element of civil society organizations in Cameroon has been enriched by number of text. According to law No. 90/53 of 19 December 1990, on freedom of association proclaims that everyone is free to set up an association and has

the right to belong to any association. Law No.67/LF.19 of 12 June 1967 on freedom of association, which made mandatory that all association be authorized by the Minister in charge of Territorial Administration. Even though this new Law has facilitated the establishment of associations without prior authorization as before, it gives a lot of allowance to government misuse through its open to interpretation rules and regulations. NGOs play an important role in rural development or community development in general. They run awareness programs in different areas of society. They make people aware of what problems people and children around them are facing and encouraging them to help those people. They also allow people who are willing to help to volunteer for people in need or take donation to support their programs.

Unfortunately, even though, NGOs have taken the center stage in the fight against poverty, social injustice and human rights most are considered weak due to their dependence on funding from government and international bodies. This research activity highlights the probable values and weaknesses plaguing the civil society in Cameroon due to the pressures of obtaining and maintaining funding, less effort is placed on management leading to lack of accountability and inefficiency in services offered to the public. The absence of a common platform for NGOs makes coordination of their activities unrealistic. These are resilient changes to the NGOs ability to synergize their action plan in other to provide effective services to their community. These challenges however prompted the researcher to undertake this research.

Research Question

Based on the statement of problem above, a research question was formulated to guide the study. The question is to examine if NGOs provide effective empowering-oriented services to their communities and what are the challenges faced?

Objective of the study

The specific objective is to investigate NGOs effective services to their communities and to identify the challenges faced in the process.

Hypotheses of the study

H_o: $\mu \neq k$. i.e., there is no significant quantity and quality (effectiveness) of services provided by NGOs of expected standards.

H_1: $\mu \neq k$. i.e., there is significant quantity and quality (effectiveness) of services provided by NGOs of expected standards.

H_o: $\mu \neq k$. i.e., there are no significant challenges NGOs face in the provision of effective services in their communities.

H_2: $\mu \neq k$. i.e., there are significant challenges NGOs face in the provision of effective services in their communities.

Theoretical framework

The "Civil Society" theory

This work will make use of the Civil Society theory Propounded by (Edwards M. 2013:54-69). It has a wide variety of communities and groups such as NGOs, labour unions, indigenous groups among others. The Civil Society theory advocates that, a civil society organization (CSO) or non-governmental organization (NGO) is any non-profit, voluntary citizens' group which is organized on a local, national or international level. They function outside the government to provide support and advocacy for certain people or issues in society. NGOs fall into the category of civil society because they are not operated by the government, they are very often reliant on donations, and tend to be comprised of volunteers. They play an incredible important role. They have taken on

the role of leading great movement of change including civil rights and gender equality and other parity movements. They raise awareness of social issues and advocate for change, empowering local communities to develop new programs to meet their own needs. They have been playing an increasing role in the provision of social services in response to fiscal distress, government inefficiency, and an ideological environment favouring non-state action. They also help to contribute to healthy political socialization by providing individuals access to resources, civic skills, interpersonal networks, and opportunities for political recruitment.

Criticisms of the theory

➢ Many NGOs working in developing countries are partly funded by their own governments, and have been criticized as being a front for foreign government policy. Critics argue that this makes NGOs accountable to their funders, not the people they work with.

They face a problem of adequate implementation of laws;

➢ Hurdles to accessing financial resources and ensuring their sustainability;

➢ Difficulties in accessing decision- makers and feeding into law and policymaking;

➢ Attacks on and harassment of human rights defenders etc.

Relevance of the theory

NGOs play an essential role in ensuring human rights, transparency and citizen's participation. Their connections to and work with marginalized communities and the focus on advocacy and accountability are critical to a society's wellbeing. This theory highlights the essential roles NGOs play in assisting government in the implementation of policies and ensure suitable development schemes. In relation to the work, the theory lays emphasizes on the role NGOs play which contribute to national building.

Review of Related Literature

The Role of NGOs in promoting Empowerment of sustainable Community Development

NGOs are professionally-staffed organizations aiming at contributing to the reduction of human suffering and to the development of poor countries (Robert, C. (1987:20). They do this in various ways, e.g. by funding projects, engaging in service provisions and capacity building, contributing to awareness, and promoting the self-organizations of various groups (Baccoro 2001:16). Meanwhile, Desai (2005:62) has mentioned that NGOs have an important role to play in supporting women, men and households, and expected that they can meet the welfare. She accounted some functions for NGOs, such as counseling and support service, awareness raising and advocacy legal aid and microfinance. These services help the people to achieve their ability, skill and knowledge, and take control over their own lives and finally become empowered.

On the other hand, Stromguist (2002:14:10) has noted three major functions for NGOs such as (1) service delivery (e.g. relief, welfare, basic skills) of (2) educational provisions (e.g. basic skills and often critical analysis of social environments); and (3) public policy advocacy. Baccaro (2001:71) shows how particular NGOs can promote the organization and "empowerment" of the poor, particularly poor women, through a combination of micro-credit, awareness raising, training for group members, and other social services. Empowerment is the ability of individuals to gain control socially, politically, economically and psychologically through (1) access to information, knowledge and skills; (2) decision making; and (3) individual self-efficacy, community participation, and perceived control (Rappaport 1987:7; Zimmerman and Rappaport 1988:32-37).

In the long term, the aim of NGOs is to promote sustainable community development through activities that promote capacity building and self-reliance Langran (2002:6), has mentioned that

NGOs through capacity building help to sustain community development. NGOs are often created in order to expand the capacities of people. Furthermore, NGOs are praised for promoting community self- reliance and empowerment through supporting community-based groups and relying on participatory processes (Korken 1990:18; Clark 1991:10; Friedman 1992:59; Fowler 1993:67; Edwards and Hulme 1994:81-89; Salamon 1994:19).

From the literatures, it could be summarized that NGO, play an important function in promoting sustainable community development sustainable community development emphasizes on a balance between environment concerns and development objectives, while simultaneously enhancing local social relationships sustainable communities meet the economic needs of their residents, enhance and protect the environment and promote more human local societies (Bridge and Luloff (1997:11-17).

As Bridger (1997:27) has mentioned, sustainable community development includes five dimensions. The first dimensions emphasizes on increasing local economic diversity. The second is self-reliance which entails the development of local markets, local productions, local processing of previously imported goods, and greater cooperation among local economic entities. The third dimension involves a reduction in the use of energy, coupled with the careful management and recycling of waste products. The fourth dimension focuses on the protection and enhancement of biological diversity and careful stewardship of natural resources. Finally, the fifth dimension is related to the commitment of the sustainable communities to social justice.

Through the functions of providing microfinance, initiating capacity building and self–reliance, NGOs could promote empowerment among community members and eventually community sustainable development.

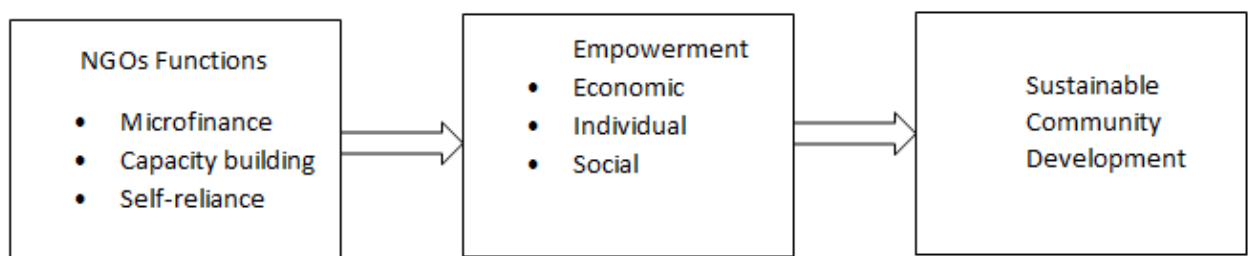### Fig. 1 The Role of NGOs in Promoting Empowerment

Figure 1 shows the outline of the relationship between NGOs functions, empowerment and sustainable community development. From this perspectives, NGOs function in community development are, among others, develop the local production and local markets; help the community to develop the social, capital and human resources; increase knowledge and skills; encourage people to participate in activities, and act as a network between community and systems. The involvement in these activities would help them become empowered, which is the output of community development. In the long run, the outcome would be sustainable community.

NGOs Function and sustainable community development

This section highlights NGOs, function and the promotion of sustainable community development. Specifically, the discussion is on the functions related to provision of microfinance, initiation of community capacity building and self-reliance. Eventually, sustainable community development will be achieved, particularly when community is empowered. The "button-up approach" in community development would likely bring about empowerment to community and finally sustainable community development.

According to Finger (1994:19), the bottom-up approach emphasizes community participation, grassroots emphasizes community participation, grassroots movements and local decision making.

It argues that community participation and grassroots initiatives promote participatory decision making and local self-reliance. In bottom-up approach, people are able to define their own problems and having ability and capacity to solve it through organizing and participating themselves.

Fowler (1997:31) explain that the voice of NGOs in Cameroon have had mix impacts some of the reasons are due to the absence of a common platforms for NGOs to expose their activities, civil society being a force for and ingredient for democratization, as well as a natural component of a market economy need funds to function which in most cases are absent. According to Becker (1973:12) donors make frequent reference to the potential of civil society to hold in check the state, to serve as the moral pulse of society and to further democratic value, but forget to realize that the means to carry out these activities are insufficient. In reality, most of them rely more on the state for funds, as this gives the government a stake in the affairs of the organization. There exist inadequate collaborations among NGOs to come up with new ideas on working in the ever changing and challenging socio-political environment. NGOs now more than ever function on rules and regulations attached by donor funding, with little attention on the "real needs" of the target population from our observation and working experience in this sector. A constrain to an NGO platform in Cameroon is generally attributes to the diversity in the different socio-cultural organizations present in the country, with over 200 ethnic languages (Nkwi; 2006:14). The author found that popular participation amounted to an almost total failure because of inadequate training of human resources in NGOs.

Capacity Building and Sustainable Community Development;

As mentioned earlier, capacity building is another NGOs strategy that helps to bring about sustainable community development. Capacity building is an approach to development that builds independence. It can be;

1. A 'means to an end', where the purpose is for others to take on programs.

2. An 'end' in itself, where the intent is to enable others, from individuals through to government departments, to have greater capacity to work together to solve problems.

3. A process, where capacity building strategies are routinely incorporated as an important element of effective practice (Blair, 1990:7).

Before beginning to build capacity within programs, practitioners need to identify pre-existing capacities such as skills, structures, partnerships and resources. Pandu (2007:5) has counted a number of dimensions for community capacity including financial capacity (resources, opportunities and knowledge), human resources (skills, motivators, confidence and relational abilities and trust and social resources (networks, participation structures, shared trust and bonding). He introduced capacity building as the process by which individuals, groups, and organizations increase their abilities to (1) perform core functions solve problems, define and achieve objectives and (2) understand and deal with their development needs in a broad context and in a sustainable manner. Furthermore, in terms of NGOs functions, Shah (1998:16-18) has define capacity building as the ability of one group (NGOs) to strengthen the development abilities of another group (local communities) through education, skill training and organizational support.

Capacity building is an approach to development not a set of pre-determined activities. There is no single way to build capacity. Although experience tells us that there is a need to work across the key action areas, practitioners approach each situation separately to identify pre-existing capacities and develop strategies particular to a program or organization, in its time and place NGOs, through the provision of education, skill and knowledge, develop the capacity of community

towards achieving sustainable development. In fact, NGOs act as a capacity builder to help the community to develop the resources, building awareness, motivating to participation in project and finally improving the quality of community's lives.

A link to empowerment is frequently cited as one of the reasons for and outcomes of community capacity building. Empowerment is discussed at the level of individual empowerment (changes in skills, knowledge, consciousness awareness, hope action and beliefs in abilities to affect change) and changes in wilder social structures and processes that result in increased resources and opportunities (Stebbins 1987:56). Furthermore, with regards to sustainability, capacity building has been identifies in much sustainable development policy as one of the key strategies for increasing the potential towards sustainable development. For example, in a program to train women to establish a small enterprise, a positive result will be that women have co-operated to start the enterprise, but a sustainable outcome will depend on whether women have the capacity to make it work and derive an income from it without external financial or technical assistance.

Many researchers argue that building community capacity and fostering empowerment are more effective ways of achieving sustainable community development than programs and success indicators imposed by outside experts (Harrison 1998:4-7). They point out that outside experts usually have limited knowledge and understanding of the particular context, needs and issues of community. Local solutions to achieving sustainable community and economic development are therefore seen as important outcomes of a capacity building approach. For example, to increase the people's participation in order to achieve sustainable development, many issues should be considered, such as skills, leadership, knowledge, physical resources and stakeholder representativeness.

Self-reliance and sustainable Community Development;

Self-reliance is another strategy that affects sustainable community development. Effective community development sits on the foundation of self-reliance. The concept of self-reliance is strategically situated within the essence of community development as is related to other concepts like mutual-help and rural progress. Self-reliance encourages the necessity for people to use local initiatives, their abilities and their own possessions to improve their conditions. Fonchingong and Fonjong (2002:19-28) have pointed out that self-reliance is increasingly being adopted as modus operandi for community development.

According to Kelly (1992:89-99), self-reliance means that the people rely on their own resources and are independent of funds sourced outside the community. Self-reliant strategy relies on the willingness and ability of the local people to depend on their own available resources and technology which they can control and manage. A self-reliant strategy requires the optional use of all available human, natural and technological resources. Although dependence on the stage may be desirable in the short term, it should not be a long term objectives, because the aim of the community development must ultimately be self-reliance. Reliance on external resources will lead to the loss of autonomy and independence of the community. On the other hand, autonomous communities can flourish only in the absence of such external dependency. Therefore, to attain self-reliance, community workers e.g. (NGOs) and community groups must discover their own potential; and look for ways to innovatively develop such discovered potential to use as sources of wealth for the development of the community. Therefore, NGOs, through the strategy of self-reliance, can facilitate sustainable development of the community.

Literature Gap

A great part of the literature on NGOs focuses on its potentials to stimulate development from below. While a number of scholars have investigated that NGOs will ensure sustainable development from the grassroots to wider growth in the country (Benneh 1977) and mitigate

consequences of an environmental digitation and inefficient means of basic life necessities to the vulnerable in society (Mawhood 1993) by ensuring effectiveness and efficiency in the provision of services and boosting local democracy (Alam 2008), empirical findings from other scholars raises skepticism on NGOs role and challenges by revealing that the contribution of NGOs to local communities is paltry especially in developing countries (Prud'homme 1994). Thus the argument on the veracity of the main assumption of effective empowerment of communities (effective empowerment will accelerate local development) occupies a central position in community development. However, most of these scholars focus on studying the outcome of NGOs rather than the output. The outcome is the end result while the output is the means to an end. This study measures the effectiveness and efficiency of NGOs in providing empowerment oriented services in tangible terms (output) and the challenges they encounter in the process of producing effective and efficient services.

There is much normative literature which prescribes the need for greater sensitization and subsidiarity, and which advocates the virtues of greater public participation in NGO activities, greater efficient services and of more effective community development. But there is surprisingly little literature providing guidance as to how such prescribed services are to be translated into practice within the communities, and within the current operating procedures and the other constraints of real life in poor areas.

Some scholars have studied the challenges NGOs face in playing their roles as development agents to communities. However, most of the observed challenges are too general leading back to discussing policy or normative issues. In a much as challenges may be institutional, they may equally be environmental, hence relying on the context in which the policy is implemented.

The focus on norms is most glaring in available literature on NGOs in Cameroon. The focus is largely on the effectiveness of services, policy and on explaining the regulatory framework for NGO operations in the country. There is very little regard for how the laws facilitate or can be used to ensure effective and efficient provision of services. There is equally very little attempt at measuring the quantity of services provided by NGOs and how these services conform to local preference.

Contribution of the theory to the work

In spite of the above limitations, the theory still set the parameters for NGOs to use in achieving an effective service oriented mechanisms

Research Methodology

This section outlines the various methods that were employed in the research. Both secondary and primary sources were used. Primary data was principally collected through two semi structured questionnaires containing close and open ended question. The questionnaire were designed for services seekers such as business men and women, farmers, students and teachers and other works of life expecting services from NGOs. It was divided into sections. A-contained questions on the socio demographic makers of the service seekers, while section B contained questions on the quality and quantity of NGO service and the challenges they face in providing the service.

A total of 100 questionnaires were administered by the researcher to the service seeker and NGO volunteers respectively. At the end of that exercise, all 100 of the service seeker questionnaires were retained and none was discarded for incorrectly filled responses given a return rate of 100%. Equally, all of the questionnaires distributed to NGO volunteers were returned, given a return rate of 100%. The research instruments or tools used were; research survey and questionnaires. Survey research implies "the collection of information" from a sample of individuals through their responses to questions and questionnaire is a research tool featuring a series of questions used to

collect useful information from respondents. These instruments were used in the study. Secondary sources included published materials from libraries, articles and manuals on related topic.

RESULT AND DISCUSSION

This section focuses on data presentation and analysis. It also represents the results of data analyze and their discussion. Data were collected, organized and analyzed in tables and charts.

The data obtained for the study was mainly through the use of questionnaires. Observation and interview which were designed to assess the challenges faced by NGOs in providing effective empowering-oriented services to their communities, focused on the rate of return response of questionnaires, analysis and interpretation of respondents profile, data presentation and testing of hypothesis respectively.
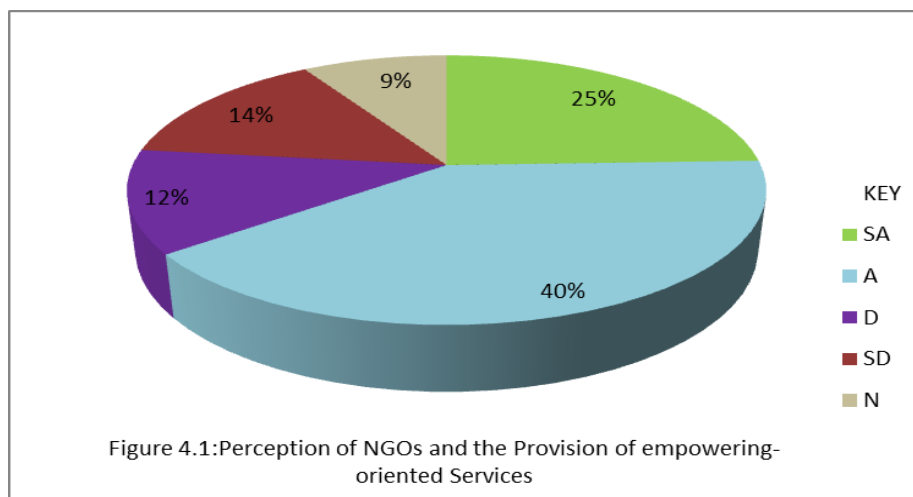
Perception of NGOs and the Provision of empowering-oriented Services

Issues on NGOs and the Provision of empowering-oriented Services	Perception of Respondents					
	SA	A	D	SD	N	Total
Activities of induced NGOs and the empowerment of communities – H_1						
1. Neola Lyonga Foundation has among the aims to contribute to the reduction of human suffering and development of communities. What is your view?	21	52	2	16	9	100
2. The Foundation engages in service provision and capacity building of communities. What is your opinion?	25	54	04	03	14	100
3. The Foundation engages in contributing to awareness and promotion of self-organization of groups. What have you to say?	20	46	04	19	11	100
4. The Foundation engages in support-services that help individuals achieve their abilities, skills and knowledge and to control their lives to become empowered. How about that?	33	41	01	18	07	100
Activities of induced NGOs and the challenges to empowering communities – H_2						
5. The state and the environment pose serious problems to the foundation in the efforts to deliver relief services to communities. What is your opinion?	19	24	26	22	09	100
6. The state and the environment pose serious problems to the foundation in the efforts to provide educational services. What have you to say?	14	24	24	26	12	100
7. The state and the environment pose serious problems to the foundation in the efforts to provide public policy advocacy. What is your view?	12	44	16	07	21	100
8. The state and the environment pose serious problems to the foundation in the efforts to promote the sustainable development of communities. How about that?	18	37	26	08	11	100
Activities of induced NGOs and environmental restrictions– H_3						
9. NGOs in the country do not play the	37	39	14	07	03	100

significant role they deserve because policy makers do not consider them as partners in development. State your view.						
10. Some cultures in the country forbid women from engaging in some activities in the public sphere. What have you to say?	33	48	11	04	04	100
11. In a country that has very little regard for public institution, NGOs would hardly performs the roles they perform in countries that have much regard for institutions. How about that?	31	25	13	22	09	100
12. NGOs in Cameroon are can perform the roles that the state defines for them to perform. What have you to say?	15	45	09	23	08	100
Unintended consequences of abortion and pregnancies in Secondary Schools – H$_4$						
13. For NGOs to perform their roles credibly they must be able to mobilize the necessary funds for their activities. What is your opinion?	34	50	08	05	03	100
14. For NGOs to perform their roles credibly the state must consider them as partners in development. State your view.	29	37	13	15	06	100
15. For NGOs to perform their roles credibly state actors must be open to alternative opinions in state matters, even if these opinions are contrary to theirs. What about that?	27	37	15	15	06	100
16. For NGOs to perform their roles credibly the state would need to open up to new ideas. What have you to say?	23	38	12	20	07	100
Total	391	641	198	230	140	1600
Percentage	24.4	40	12.3	14.3	8.75	100

Source: Field Survey 2023

Figure 4.1:Perception of NGOs and the Provision of empowering-oriented Services

Figure: Perception of NGOs and the Provision of empowering-oriented Services gotten as follows:

$$Precentage of SA = \frac{SA}{Total} X \frac{100}{1}$$

$$SA = \frac{391}{1600} X \frac{100}{1} = 24.4\%$$

$$Precentage\ of\ A = \frac{A}{Total}\ X\ \frac{100}{1}$$

$$A = \frac{641}{1600} X \frac{100}{1} = 40\%$$

$$Precentage\ of\ D = \frac{D}{Total}\ X\ \frac{100}{1}$$

$$D = \frac{198}{1600} X \frac{100}{1} = 12\%$$

$$Precentage\ of\ SD = \frac{SD}{Total}\ X\ \frac{100}{1}$$

$$SD = \frac{230}{1600} X \frac{100}{1} = 14.3\%$$

$$Precentage\ of\ N = \frac{N}{Total}\ X\ \frac{100}{1}$$

$$N = \frac{140}{1600} X \frac{100}{1} = 8.75\%$$

Data Analysis

In general data presented above concerning the first, Noela Lyonga Foundation has among the aims to contribute to the reduction of human suffering and development of communities had 21% strongly agreed, 52% agreed, 2% disagreed, 16% disagreed and 9% Neutral.

As concern question two which states that the foundation engages in service provision and capacity building of communities had 25% strongly agreed, 54% agreed, 4% disagreed, 3% strongly disagreed and 14% for neutral.

Question three in its part states that, the foundation engages in contributing to awareness and provision of self-organization of groups had 20% strongly agreed, 46% agreed, 4% of those who disagreed, 19% of those who strongly disagreed and 11% of those who had no option or neutral.

Concerning question four, the foundation engages in support-services that help individuals achieve their abilities, skills and knowledge and to control their lives to become empowered, had 33% for strongly agreed, 41% for agreed, 1% for disagreed, 18% for strongly agreed and 7% for no option or neutral.

Regarding question five, 19% strongly agreed that the state and the environment pose serious problems to the foundation in the efforts to deliver relief services to communities, 25% agreed, 26% disagreed, 22% strongly disagreed and 9% were for no option or neutral.

Following question six, 14% strongly agreed that the state and the enrolment pose serious problems to the foundation in the efforts to provide educational serious, 24% agreed, 24% disagreed, 26% strongly disagreed 12% were neutral.

On the seventh question, 12% strongly agreed that the state and the environment pose serious problems to the foundation in the efforts to provide public policy advocacy, 44% agreed, 16% disagreed, 7% strongly disagreed and 21% had no option.

As concerning question eight 18% strongly agreed that the state and the environment pose serious problems to the foundation in the efforts to promote the sustainable development of communities, had 37% agreed, 26% disagreed, 8% strongly disagreed and 3% for no option.

Following question nine, 37% strongly agreed that NGOs in the country do not play the significant role they deserve because policy makers do not consider them as partners in development, 39% for agreed, 14% disagreed, 7% strongly disagreed and 3% for neutral no option.

On its part, question ten 33% who strongly agreed that, some cultures in the country for bid women from engaging in some activities in the public sphere, 48% for agreed, 11% disagreed, 4% strongly disagreed and 4% for no option.

Furthermore, in question eleven, 31% strongly agree that, in a country that has very little regard for public institutions, NGOs would handily perform the roles they perform in countries that have much regard for institutions had 25% agreed, 13% disagreed, 22% strongly disagreed and 9% for no option.

On the twelfth question, 15 strongly agreed that NGOs in Cameroonian perform the roles that the state defines for them to perform, 45% agreed, 9% disagreed, 23% strongly and 8% for were neutral.

Taking into consideration question thirteen, had 34% for strongly agreed that for NGOs to perform their roles credibly, they must be able to mobilize the necessary funds for their activities, 50% agreed, 8% disagreed, 5% strongly disagreed and 3% were neutral.

More so, question fourteenth had 29% for strongly agreed that for NGOs to perform their role credibly, the state must consider them as partners in development had 37% agreed, 13% disagreed, 15% strongly disagreed and 6% no option.

Regarding question fifteen 27% strongly agreed that for NGOs to perform their roles credibly, state actors must be open to alternative opinions in state matters, even if these opinions are contrary to theirs had 37% agreed, 15% for disagreed, 15% strongly disagreed as 6% were neutral.

Lastly, question sixteen, 23% strongly agreed that for NGOs to perform their roles credibly, the state would need to open up to new ideas, had 38% who agreed, 12% disagreed, 20% strongly disagreed and 7% no option or neutral.

Hypothesis Testing

Hypothesis one:

Observed Frequency on Activities of induced NGOs and the Provision of empowerment of Communities

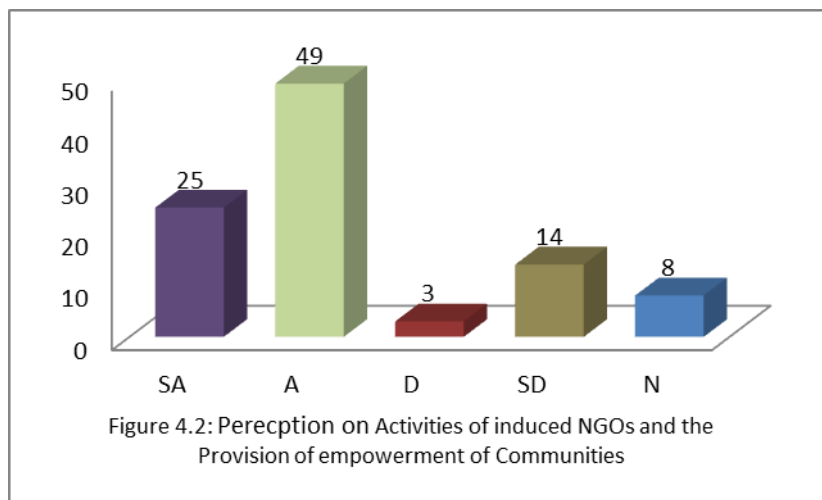| Activities of induced NGOs and the empowerment of communities – H_1	SA	A	D	SD	N	Total
1. Neola Lyonga Foundation has among the aims to contribute to the reduction of human suffering and development of communities. What is your view?	21	52	2	16	9	100
2. The Foundation engages in service provision and capacity building of communities. What is your opinion?	25	54	04	03	14	100
3. The Foundation engages in contributing to awareness and promotion of self-organization of groups. What have you to say?	20	46	04	19	11	100
4. The Foundation engages in support-services that help individuals achieve their abilities, skills and knowledge and to control their lives to become empowered. How about that?	33	41	01	18	07	100
Total	100	194	12	56	31	400
Percentage	25	49	3	14	8	100

Source: Field Survey, 2023

Figure 4.2: Perecption on Activities of induced NGOs and the Provision of empowerment of Communities

Perception on Activities of induced NGOs and the Provision of empowerment of Communities

Expected Frequency on Activities of induced NGOs and the Provision of empowerment of Communities

Activities of induced NGOs and the empowerment of communities – H_1	SA	A	D	SD	N	Total
1. Neola Lyonga Foundation has among the aims to contribute to the reduction of human suffering and development of communities. What is your view?	25	49	3	14	8	100
2. The Foundation engages in service provision and capacity building of communities. What is your opinion?	25	49	3	14	8	100
3. The Foundation engages in contributing to awareness and promotion of self-organization of groups. What have you to say?	25	49	3	14	8	100
4. The Foundation engages in support-services that help individuals achieve their abilities, skills and knowledge and to control their lives to become empowered. How about that?	25	49	3	14	8	100
Total	100	194	12	56	31	400

Source: Field Survey, 2023

Calculated X^2 (chi square)

Cell	F_0	F_e	F_0-F_e	$(F_0-F_e)^2$	$(F_0-F_e)^2/F_e$
r_1c_1	21	25	-4	16	0.64
r_1c_2	52	49	3	9	0.1
r_1c_3	2	3	-1	1	0.3
r_1c_4	16	14	2	4	0.2
r_1c_5	9	8	1	1	0.1
r_2c_1	25	25	0	0	0
r_2c_2	54	49	5	25	0.5
r_2c_3	4	3	1	1	0.3
r_2c_4	3	14	-11	121	8.6
r_2c_5	4	8	-2	4	0.5
r_3c_1	20	25	-5	25	1
r_3c_2	46	49	-3	9	0.1

r_3c_3	4	3	1	1	0.3
r_3c_4	19	14	5	25	1.7
r_3c_5	11	8	3	9	1.1
r_4c_1	33	25	8	64	2.5
r_4c_2	41	49	-8	64	1.3
r_4c_3	1	3	-2	4	1.3
r_4c_4	18	14	4	16	1.1
r_4c_5	7	8	1	1	0.1
					$X^2=21.74$

Xf = (r-1) (c-1)

    (5-1) (4-1)

      3   4

Xf =12

Testing for $x = 0.01$

Tracing degree of freedom 12 and critical value 0.01

H_0 = 26.217, i.e. there is a relationship between activities of induced NGOs and the empowerment of communities.

$H_1 \neq$ 21.74 i.e. there is no relationship between activities of induced NGOs and the empowerment of communities.

Critical x^2 = 26.217

Calculated x^2 = 21.74

Since calculated x^2 is less than Critical x^2

Therefore reject H_0, and accept H_1 because calculated $x^2 <$ Critical x^2

To conclude, there is no relationship between activities of induced NGOs and the empowerment of communities.
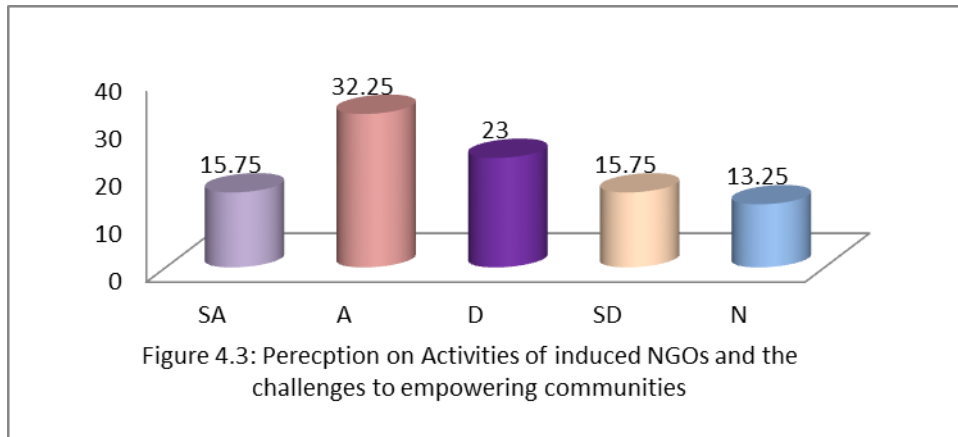
Hypothesis Two

Observe frequencies on the activities of induced NGOs and the challenges to empowering communities

Activities of induced NGOs and the challenges to empowering communities – H_2	SA	A	D	SD	N	Total
5. The state and the environment pose serious problems to the foundation in the efforts to deliver relief services to communities. What is your opinion?	19	24	26	22	09	100
6. The state and the environment pose serious problems to the foundation in the efforts to provide educational services. What have you to say?	14	24	24	26	12	100
7. The state and the environment pose serious problems to the foundation in the efforts to provide public policy advocacy. What is your view?	12	44	16	07	21	100
8. The state and the environment pose serious problems to the foundation in the efforts to promote the sustainable development of	18	37	26	08	11	100

communities. How about that?						
Total	63	129	92	63	53	400
Percentage	15.75	32.25	23	15.75	13.23	100

Source: Field Survey, 2023

Figure 4.3: Perecption on Activities of induced NGOs and the challenges to empowering communities

Figure 4.3: Perceptions on Activities of induced NGOs and the challenges to empowering communities

Expected frequencies on the activities of induced NGOs and the challenges to empowering communities

Activities of induced NGOs and the challenges to empowering communities – H_2	SA	A	D	SD	N	Total
5. The state and the environment pose serious problems to the foundation in the efforts to deliver relief services to communities. What is your opinion?	15.75	32.25	23	15.75	13.23	100
6. The state and the environment pose serious problems to the foundation in the efforts to provide educational services. What have you to say?	15.75	32.25	23	15.75	13.23	100
7. The state and the environment pose serious problems to the foundation in the efforts to provide public policy advocacy. What is your view?	15.75	32.25	23	15.75	13.23	100
8. The state and the environment pose serious problems to the foundation in the efforts to promote the sustainable development of communities. How about that?	15.75	32.25	23	15.75	13.23	100
Total	63	129	92	63	53	400

Source: Field Survey, 2023

Calculated X^2 (chi square)

Cell	F_0	F_e	F_0-F_e	$(F_0-F_e)^2$	$(F_0-F_e)^2/F_e$
r_1c_1	19	15.75	3.25	10.5625	0.6
r_1c_2	24	32.25	-8.25	68.0625	2-1
r_1c_3	26	23	3	9	0.3
r_1c_4	22	15.75	6.25	39.0625	2.4
r_1c_5	9	13.25	-4.25	18.0625	1.3
r_2c_1	14	15.75	-1.75	3.0625	0.1
r_2c_2	24	32.25	-8.25	68.2625	2-1

r_2c_3	24	23	1	1	0
r_2c_4	26	15.75	10.25	105.06.25	6.6
r_2c_5	12	13.25	-1.25	1.5625	0.1
r_3c_1	12	15.75	-375	138.0625	0.8
r_3c_2	44	32.25	11.75	14.0625	4.2
r_3c_3	16	23	-7	49	2-1
r_3c_4	7	15.75	-8.75	76.5625	4.8
r_3c_5	21	13.25	7.75	60.0625	4.5
r_4c_1	18	15.75	2.25	5.0625	0.3
r_4c_2	37	32.25	4.75	22.5625	0.6
r_4c_3	26	23	3	9	0.3
r_4c_4	8	15.75	-7.75	60.0625	3.8
r_4c_5	11	13.25	-2.25	5.0625	0.3
					$X^2=37.3$

$Xf = (r-1)(c-1)$

   $(5-1)(4-1)$

      3   4

$Xf = 12$

Testing for $x = 0.01$

$H_0 = 26.217$, i.e. there is a relationship between activities of induced NGOs and the challenges to empowerment of communities.

$H_1 \neq 37.3$ i.e. there is no relationship between activities of induced NGOs and the empowerment of communities.

Critical $x^2 = 26.217$

Calculated $x^2 = 37.3$

Since calculated x^2 is greater than Critical x^2

Therefore accepts H_0, and rejects H_1 because calculated $x^2 >$ Critical x^2

To conclude, there is a relationship between activities of induced NGOs and the challenges to empowering communities.

Conclusion

Over the years, NGO's have demonstrated symptoms of incapacitations to provision of effective services to their communities in Cameroon. Additionally, their traditional functions have not been fully performed to achieve the raison d'etre for their establishments. In a nutshell, it is no longer doubtful that NGO's in Cameroon encounter a number of challenges. The discussions so far has disclosed that though NGO's in Cameroon provides community services, the quality and quantity of such are average.

This research has provided an overview and a discussion of some NGO's activities and challenges that influence empowerment on community or communities as in the case of the Noela Lyonga Foundation. The truth is NGO's in Cameroon, with constitutional recognition; play a vital role is assisting the government in rural and urban development in different segments of society. This situation puts NGO's at the focal point of aiding the government in executing its policies at the periphery.

Also, NGO's have received financial assistance from the government on some occasion to help execute its activities, thereby equating NGO's at an average of increasing their role in providing effective and efficient services to their communities. However, the need for government's full recognition on assisting NGO's financially and functionally, enhances their role in providing effective services on an average scale to their communities respectively. This is a way to ensure that NGO's assume full responsibility in assisting the government in realizing developmental activities and Programmes which serves as the core value for most NGO's as they strive in achieving National Development.

Recommendations for policy options

Based on the findings of the study and taking cognizance of the importance of the subject matter under view, the researcher was induced to make the following recommendations;

Recommendations of the Study

It was found out that the Noela Lyonga Foundation focuses on empowering-oriented services headed by Mrs. Noela Lyonga Mwindo, but there are a good number of activities that were found to be weak and some which they do not execute. Recommendations will therefore be grouped according to the empowering-oriented service investigated.

Recommendation on the various activities that influences empowerment of communities.

The Noela Lyonga Foundation should improve on policies in striving for a more indecisive and participative part-time and full-time volunteer placement for those looking for jobs and during events to enable productivity improvement through team work and quality work life programs.

The foundation empowerment activities should improve on the credibility of their part-time and full time volunteer performance appraisals.

The empowering services of personal and community development coaching in prisons, orphanages etc., should be highly prioritize in rural areas that deserve basic needs to better improve their lives. Therefore, the greater need for proper sensitization should start from the grassroots and not only be concentrated in urban areas.

The various activities at the Noela Lyonga Foundation needs to align and prioritize their empowerment service function whereby an understanding of the foundation and service seekers needs can be demonstrated.

Recommendation reflecting community development

The foundation should advance in providing avenues and precedence whereby part-time and full-time volunteers placement in institution and organizations for those looking for jobs should contain adverts for recruitment contains the job, objectives, description, requirements to enhance development in society.

The foundation should take further steps in measuring the cost and effectiveness of empowering services they offer to be able to determine if the foundation is making progress or not.

The foundation need to further inculcate into their system a culture where the recruitment procedure is assigned to full-time volunteer and they should be trained based on objective selection (i.e. interviewing techniques, position related questions and legal implications).

The foundation need to strengthen procedures where the number of volunteers' openings and workforce projections can be effectively compared to meet up with the community development capacity.

The foundation need to put in place procedures where volunteer telephone interviews, teleconferencing or vides screening can be conducted before personnel interviews. This will enable an effective study and prior understanding of the types of expertise to be recruited to foster community development.

Recommendation on Full-time and part-time volunteerism;

The founder of the Foundation needs to ensure effectiveness in overseeing and coordinating part-time and full-time volunteer relations and communication skillful activities to enable effective cohabitation and exchange of ideas and information between part-time and full-time volunteers.

The foundation needs to strengthen their disciplinary procedures by improving both part-time and full-time volunteer's participation in the disciplinary process.

The Noela Lyonga foundation needs to improve on providing a fair and receptive working environment where both the management and service seekers feel comfortable in tackling issues relating to community development.

Recommendations in line with Training and Community development;

The foundation needs to further consider in their training needs, foundations issues such as community development missions, objectives, cultural changes and service seekers orientation.

The foundation should further improve on the reflection of respect for diversity in their training, needs to attract volunteers' forces and expertise from different backgrounds and knowledge.

The foundation needs to further develop improved processes and procedures for assessing the foundations immediate training and individual development needs. Strategizing its activities to benefit especially those at the rural areas to embrace development and proper sensitization tours periodically to these areas will help enhance community development.

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