Uses of Techniques in Managing Challenges while Providing Services during COVID-19 Pandemic

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Abstract: An NGO is a voluntary group or institution with a community policy, which operates independently of the government. As we know by the end of 2019 the disease COVID-19 has hit the world because of the many problems the world is facing. Everything has been set up to control the disease through oral contraceptives in various parts of the world. Speaking of India many people have lost their jobs and have no source of income and there are many poor people like beggars, workers, rickshaw drivers and many others who use to support their families with the daily wages they use to earn but COVID-19 made their lives difficult. The Indian government has taken the initiative and has tried its best to help this type of people by providing groceries, food and many other daily commodities. If some people are left where the Government cannot reach those people they are helped by the private sector to provide them with groceries, food and other necessities for life.

My findings show the strategies used by the Apna Ghar Child of God NGO to manage the challenges they faced during COVID-19, what methods an NGO uses to achieve their organizational goal and how to develop a sustainable process.

**Keywords: COVID-19, NGO, Services, Sustainable process, Techniques.**

I. Introduction

A non-governmental enterprise (NGO) is a non-income enterprise that works collaboratively with any government. NGOs generally called network communities are local gadgets organized at network, countrywide, and global stages to reap social or political goals as personal or environmental causes. The NGO(s) is a local unit designed to cope with problems related to adult and personal citizens, vulnerable youngsters, and environmental issues. The recruiting and withdrawal NGOs came to promote the welfare of the communities wherein they work. The paintings address the diverse issues and troubles that exist within the network. NGO's location units are non-earnings corporations which mean that they do not have business hobbies. The neighborhood unit of NGOs operates through donations made by individuals, organizations, and institutions. They participate in fundraising activities to raise the price range for the sprucing system. Since independence, NGOs have been competing for a key function in assisting the terrible in Bharat, supplying assistance to the oppressed, and raising the social and financial reputation of millions within the country.

II. Types of NGOs

The NGOs can be classified into several types based on various factors.
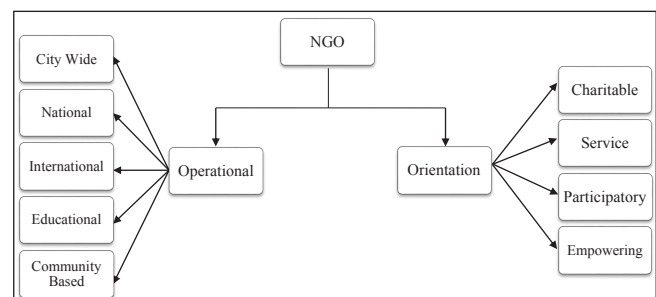
Source: Self Designed.

Fig. 1: Types of NGOs

- *Operational NGO:* Useful NGOs are looking to "acquire small transformation immediately via initiatives", integrating economic resources, constructing substances, and volunteers into neighborhood making plans.

They host main fundraising events and might apply to governments and agencies for grants or contracts to fund initiatives. Energetic NGOs usually have a segment structure; their headquarters has expert personnel who plan initiatives, create budgets, hold debts, and document and liaise with a mission group of workers working on initiatives. They're regularly related to the transport of services or environmental troubles, emergency services, and social welfare. Useful NGOs may be divided into useful resource or improvement agencies, carrier or stakeholder, non-secular or countrywide, and public or private corporations. Although energetic NGOs can be community-primarily based, many are country-wide or international. The descriptive characteristic of a lively NGO is venture implementation.

- *Community-Based Organizations (CBOs)* come from human efforts. This may include sports activities clubs, women's corporations, and community businesses, religious or instructional corporations. There are numerous forms of these, some supported by using NGOs, countrywide or international NGOs, or two-country or global agencies, and a few unbiased through external aid. A few are dedicated to raising the attention of the urban terrible or to assisting them to recognize their proper to receive wished to assist at the same time as others are concerned in providing these services.

- *Citywide Organizations* encompass groups including the Rotary or Lion membership, commercial and business chambers, business institutions, country-wide or instructional companies, and civil society businesses. A few are there for other functions, and they may be involved in helping the poor as one of the many activities, whilst others are for the specific purpose of helping the bad.

- *National NGOs* consist of agencies together with the Crimson Cross, YMCAs / YWCAs, generation companies, etc. Some of them have nearby and town branches and help nearby NGOs.

- *International NGOs* from country wide corporations inclusive of Redda Barna and shop the children, OXFAM, CARE, Ford, and Rockefeller Foundations to non-secular groups. Their paintings vary from investment nearby NGOs, establishments and initiatives, to enforcing the tasks themselves.

- *Orientation NGO:* NGO orientation refers to the type of activities it plays. These activities can also consist of human rights, the surroundings, fitness merchandising, or improvement paintings.

  - *Charitable Orientation* frequently includes an underlying father's attempt as well as restricted "beneficiary" participation. Includes NGOs whose activities are aimed at meeting the needs of the poor - the distribution of meals, clothing, or medication; provision of housing, transport, colleges, and so forth. The ones NGOs can be concerned about in disaster remedy efforts or man-made failures.

  - *Service Orientation* consists of NGOs with functions consisting of health care, the family making plans or educational services where this system is designed with the aid of the NGO, and people are predicted to take part in its implementation and help.

  - *Participatory Orientation* is characterized through self-assist projects in which nearby humans take part specifically in the implementation of the assignment by way of donating money, equipment, land, equipment, personnel, and many others. In an old community development task, participation starts off evolved with a definition of want and progresses to making plans. And start-up stages. Co-operatives frequently have a participatory method.

  - *Empowering Orientation* is for the cause of supporting terrible humans to certainly understand the social, political, and economic factors that affect their lives, and to reinforce the cognizance of their capacity to govern their lives. Every now and then, these groups automatically emerge from trouble or difficulty, now and again personnel outdoor the NGOs play a function in supporting them of their improvement. Anyways, there may be a robust involvement of individuals and NGOs operating as facilitators.

For example,

- Charitable Focus
- Social issues
- Consumption
- Development, Environmental & Human rights.

III. Role of NGOs

- Natural resources protection.
- Efficient use of resources.
- Organize environmental awareness campaigns.
- Organizing seminars, lectures and group discussions to improve environmental awareness in villages.
- Educate the public about the importance of the environment and natural resources.

IV. Literature Review

There are many NGOs in India running for the development of India. Almost all of them work with one-of-a-kind forms of NGO and do their jobs and work for the welfare of the network. These NGOs paintings in diverse fields consisting of education, primary wishes, catastrophe alleviation, ladies' empowerment,

Animal Welfare, etc. The study changed into conducted by using an NGO operating for baby and social schooling known as Apna Ghar an infant of God, with a headquarters in Haridwar and a town office in Roorkee and Dehradun. This study is to evaluate and decide the position of NGOs within the network and the challenges they face in presenting or appearing their obligations and duties. Within the effects, we find the Pron (s) and Con (s), as well as the features that have an effect on the performance of NGO, of which some are internal and a few, external. This examination also diagnosed SWOT strengths, weaknesses, opportunities, and threats. We diagnosed the state of affairs and the demanding situations that NGO faces these days and carried out techniques to obtain results in our research goals. We find that there are numerous demanding situations they face inside the method of implementation in addition to some in-depth procedures and they invent the solid machine for processing obligations. However, there are pronouns and current cons that could have an effect on the overall performance of NGOs. We suggest and advocate a few key factors and features that could clear up their organization's trouble.

V. OBJECTIVES OF THE STUDY

- *Objective 1:* To determine the variation of challenges faced to achieve the target.
- *Objective 2:* To analyzing the techniques and alternatives used in order to manage challenges.
- *Objective 3:* To ascertain the variation of modes used to develop sustainable system to manage the challenges.

VI. APNA GHAR CHILD OF GOD

Our NGO call is Apna Ghar baby of God. Apna Ghar toddler of God became established on November 14, 2019, but became registered on July 6, 2021. There are 2 founders in this NGO (Harshit Mishra and Devisha Panchauli). They have three branches in Uttarakhand province in Haridwar, Roorkee, and Dehradun. The headquarters of the Apna Ghar toddler of God is located in Haridwar, Uttarakhand. Their tagline is "dedicated to the devoted art of life". Essentially, they are attempting to offer all the basic necessities for kids by means of imparting the three E's which are education, empowerment, and the surroundings. This is a self-helping NGO but additionally seeks to donate and empower human beings to improve the high-quality of the range they offer to kids. They are operating on some of the projects consisting of Operation Mukti released by the Uttarakhand government in 2018. Essentially, they visit their own work and constantly attempt to be transparent in all situations. They all strive to make education fun and valuable for kids. In the COVID-19 era, they targeted turning issues into possibilities.



Fig. 2: Logo of Apna Ghar Child of God

VII. RESEARCH GAP

- *Improper Organizational Structure:* An organizational shape defines how particular duties are assigned to obtain an organizational purpose. It outlines the role of the worker and the diverse duties within the organization. If employees have more authority, they'll be at the top of the organizational shape. Moreover, if the framework is prepared, the enterprise is powerful. Evidence of poor organizational shape consists of low productivity, high employee profits and hiring problems, disagreements between era and decision-making, and lack of ability to develop the enterprise.

- *Improper Source of Fund:* With a purpose to grow their commercial enterprise units, businesses want sources of investment. Funding, also called funding, is the act of presenting task assistance services, or making an investment, or for any other enterprise-associated reason. Investment is completed for a protracted-term and brief-term reason. Lack of budget is trouble that occurs whilst an account does no longer have sufficient finances to fulfill the need for payment or a lack of price range credited to the account.

- *Lack of Human Resources:* HR control facilitates shutting the space between a team of workers' overall performance and organizational strategic goals. Human assets make a contribution notably to the success of the enterprise. HRM may be defined as the effective control of humans in an agency. HR management helps to shut the distance between staff performance and organizational strategic goals. Further, an active HR management group can deliver firms a restriction on their opposition.

VIII. FINDINGS

A research project's main outcomes are what the project proposes, presents, and discloses. As opposed to conclusions or recommendations taken from the results, this usually refers to the total amount of the results.

- *Objective 1:* Over the study, we found the challenges which were faced by the NGO.

These challenges are:
- Structural Support
- Funds
- Ration kit
- Medical kit
- Staffing
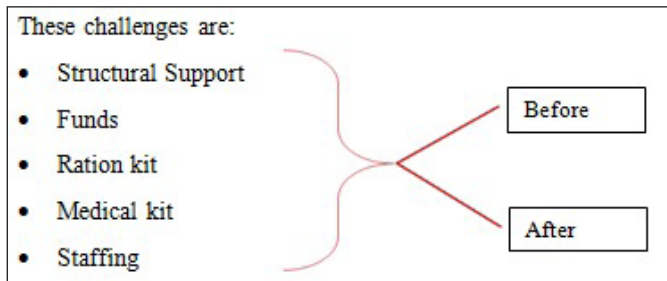
Before

After

Source: Self Designed.

Fig. 3: Factors

As shown in Fig. 3, there are two factors that can be either internal or external. The figure shows the period before and after COVID-19 pandemic.

- *Objective 2:* As a result of the survey and our discussions with the organization, we identified some tools and techniques the organization uses to resolve the above problems and overcome the challenges.

Techniques and Alternatives:

- Structural rebuilding
- Collaborate with more resources for Funding
- Team Building
- Collection of Foods, Rations, Medical Kits
- Tie-up with Government

Services during COVID-19

SERVICES

FINANCIAL SUPPORT

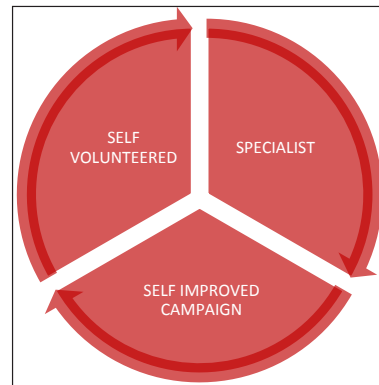RATION

MEDICINE

HEALTH TREATMENT
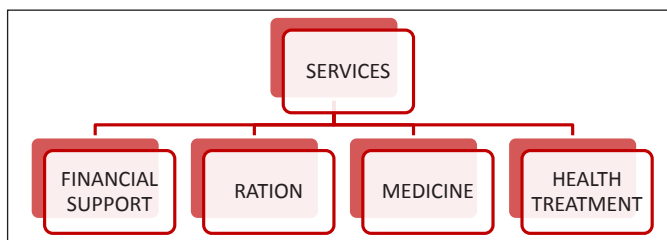
Source: Self Designed.

Fig. 4: Services during COVID-19

- *Objectives 3:* The third objective is to establish a permanent and sustainable system that minimizes the problems and builds a strong relationship between the operations.

Modes for Sustainable System

SELF VOLUNTEERED

SPECIALIST
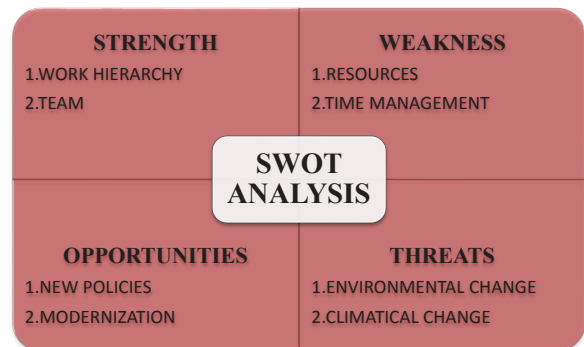
SELF IMPROVED CAMPAIGN

Source: Self Designed.

Fig. 5: Sustainable System

Above Fig. 5 shows the three factors lies in the sustainable system to manage all over the activities.

- *Self Volunteered:* The act of voluntarily acknowledging or expressing a willingness to serve. This organization opens up the opportunity for volunteer service.
- *Specialist:* An expert is someone who has certain skills or knowledge of a particular subject.
- *Self Improved Campaign:* Campaigns are a series of actions aimed at achieving a particular goal. Self-improvement campaigns are those campaigns that have passed and have been identified.

IX. SWOT ANALYSIS

SWOT analysis (strengths, weaknesses, possibilities, and threats) is a framework used to assess a organization's competitive function and to increase strategic making plans. SWOT analysis examines inner and outside elements, as well as cutting-edge and destiny strengths.

STRENGTH	WEAKNESS
1.WORK HIERARCHY	1.RESOURCES
2.TEAM	2.TIME MANAGEMENT

SWOT ANALYSIS

OPPORTUNITIES	THREATS
1.NEW POLICIES	1.ENVIRONMENTAL CHANGE
2.MODERNIZATION	2.CLIMATICAL CHANGE

Source: Self Designed.

Fig. 6: SWOT Analysis

SWOT analysis is designed to assist visualize sensible, practical, pushed statistics on the strengths and weaknesses of an enterprise, attempt, or industry. The organization wishes to preserve the analysis accurately by keeping off previously notion ideals or gray regions and instead focusing on real-life situations. The agency has to use it as a manual and now not as a prescription.

- *Strength:* Strength is defined because the characteristics of a character or competencies that are taken into consideration are advantageous. Energy consists of know-how, features, abilities, and competencies. An enterprise has power points that play a key function in performance. These two points are:
  - Work Hierarchy
  - Team

These groups with a role of rank and a team of their strength can carry out tasks correctly and effectively. Hierarchy is a technique of organizing a corporation by the use of special ranges of authority and an immediate hyperlink, or chain of command, between the higher and decreases levels of the agency. The higher ranges manage the decreased tiers of the class. You might think of an employer as a pyramid. The highest degree of authority is at the top of the tower, and the instructions float from this better level to every other stage in which they hold all the way down to the extent to which the command is to be done.

- *Weakness:* The weak spot is the alternative. Weaknesses are defined as characteristics of the person or abilities which can be taken into consideration bad or poorly advanced. Weaknesses include conflicting regions, underdeveloped talents, or difficult human behavior. This organization also has their weakness, such as:
  - Resources
  - Time Management

As all of us understand that in any business enterprise, paintings or career, and so forth. We need assets consisting of production substances (Earth, employees, huge cash, organization, and many others). In the case of business and economics, an app is something that is wanted to accomplish an aim or perform a particular undertaking. In short, they are the additives a commercial enterprise needs to run an enterprise. Assets usually consist of a team of workers, an administrative center, a system, or finances. Even though, time management is the procedure of making plans and organizing how you could divide some time among one-of-a-kind responsibilities. Do it right, and you may grow to be working smarter, now not tougher, to do more in much less time - even supposing time is constrained and pressures are excessive.

- *Opportunity:* Opportunity is any high-quality scenario in organizational surroundings. Additionally, it is a practice

or alternate of a few types of negligence that increases the need for a product or service and lets the business enterprise enhance its function by imparting it. They also have opportunity in terms of upcoming events, such as:

- New Policies
- Modernization

However, Police NEP 2020, etc. NEP 2020 will open up new gaining knowledge and possibilities for college kids. Its largest impact will be a change inside the mastering environment and the getting to know the process of college students. The new education policy will:

- Focus on skills development and student skills development.
- Building 21st century skills will prepare learners for the future.
- Engage learners in both academic and non-academic pursuits.
- Provide a variety of learning opportunities to students at all levels of education.
- Counseling and other resources for students are available.

- *Threat:* A chance is any adverse situation inside the organization's surroundings that might undermine its strategy. A hazard can be an impediment, a predicament, and something external which could cause problems, damage, or damage. The threats for the organization are:
  - Environmental Changes
  - Climate Changes

Where the above is the maximum crucial aspect in any organization because it falls under the external element of nature which can change the entire system. Environmental exchange is an exchange or environmental disturbance that is usually due to human impacts and natural strategies. Adjustments in the surroundings include different factors, along with herbal screw-ups, human encroachment, or animal interplay. Adjustments within the environment consist of no longer handiest visible changes, but also elements including invasive species invasion. Weather alternate, on the other hand, is a long-term alternate in the standard climate that has defined nearby, local and worldwide weather. Those modifications have an extensive variety of visible consequences including call.

X. Methodology

A research method is a specific process or process used to identify select, process and analyze information on a topic. In the research paper, the methodology section allows the student to critically evaluate the overall suitability of the research and reliability. The Process section answers two key questions: How was the data collected and produced? How

was it analyzed? This study is aimed primarily at volunteers and NGO. The analysis aims to draw attention to potential challenges and needs, current problems, and past gaps that need to be addressed. A number of tools and analytical tools have been used to achieve this goal. As a first tool, the authors used an analysis of the actual object. The study was conducted face-to-face interview with a systematic questionnaire, with several questions. The survey was to find solutions to all the questions solved in the findings. We received some similar and different responses from individuals namely, Children, family members, and organization volunteers.

XI. Conclusion

The significant increase and development of the NGO area over the past few years raises the question of whether NGOs are a permanent characteristic of country-wide development. The growth within the scope of NGO involvement in the development method appears to be assured. There is recognition on the part of governments, especially in developed international locations, that "there's a critical link between open, democratic and accountable political systems, man or woman rights and the powerful and equitable functioning of economic structures with huge poverty reduction. Social and economic development and wide participation in choice-making concerning the route of presidency rules and programs". To sell effective human participation and participatory improvement, NGOs are able to provide inclusive and inclusive structures and mechanisms. Due to their access to network agencies at the grassroots stage, they talk with nearby realities. They become aware of issues at the grassroots stage and help communities discover answers. NGOs help in designing and growing projects that reply to particular network needs and challenges. To promote powerful human participation and participatory development, NGOs are able to offer inclusive and inclusive structures and mechanisms. Due to their get right of entry to community groups on the grassroots stage, they speak with local realities. They pick out issues at the grassroots degree and help groups locate answers. NGOs help in designing and developing projects that reply to precise network wishes and demanding situations. but the enterprise additionally located the cause of the challenges they faced and developed a comprehensive plan that would guide their manufacturing. These are:

- Challenges faced due to environmental changes (COVID-19).
- Due to COVID-19 economical changes occurred resulting in lack of resources.
- Collaborated with Government to provide necessary services.

XII. Suggestions and Recommendations

Interpretations furnished by using the researcher on the importance of the consumer's enterprise studies undertaking findings, as well as step-by means of-step recommendations. Those recommendations may be based totally on research and any other relevant records available to the researcher, which includes his or her prior information of the market or enterprise.

There are some suggestions and recommendations for the organization:

- Make more collaboration with other parties to increase the resources.
- Team expansion with specialization to manage the time.
- Technological up-gradation.

XIII. Glimpses

We all had a short experience of our Survey that helps you understand it.

Image 1: The logo of the NGO: Apna Ghar Child of God

Image 2: Directors of the NGO: Harshit Mishra, Devisha Panchauli

Image 3: Marriage Invitation Card (Arranged by The NGO)

Image 4, 5: Teacher Taking Classes at Centre

Image 6: Classes of Extra Curricular Activities

Image 7: Distributing Foods among the Children

Image 8: Awareness Program with Extra Curricular Activities

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