



## A Study on Social Responsibility Project

Mar Theophilos Sneha Bhavan Orphanage

Submitted in partial fulfillment of the requirements for the award of the Degree of  
Bachelor of Business Administration from CHRIST (Deemed to be University)

Submitted by

Joel Jomon

2120343

Under the guidance of

Prof. Arun Krishnan



**CHRIST**  
(DEEMED TO BE UNIVERSITY)  
BANGALORE · INDIA

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DEPARTMENT OF COMMERCE

CHRIST (Deemed to be University)

Bangalore

2021-2022

## DECLARATION

I Joel Jomon, do hereby declare that the Social Responsibility Project has been undertaken by me as part of my studies in the degree of Bachelor of Business Administration. I have completed this study under the guidance of Prof. Arun Krishnan from CHRIST (Deemed to be University), Bangalore and Fr. Varghese Pallickal from Mar Theophilos Sneha Bhavan Orphanage.

I also declare that this work has not been submitted for the award of any degree, diploma, associateship or fellowship or any other title in this University or any other University.

Place: Bangalore

Name: Joel Jomon  
(2120343)

Date: 29/12/21



## CERTIFICATE

This is to certify that the Social Responsibility Project submitted by Joel Jomon, is a record of project work done by him during the academic year 2021-22 under my guidance and supervision in partial fulfillment of the requirements for the award of the Degree of Bachelor of Business Administration of CHRIST (Deemed to be University). This Social Responsibility Project has not been submitted for the award of any degree, diploma, associateship or fellowship or any other title in this University or any other University.

Place: Bangalore

Name of the guide:

Prof. Arun Krishnan

Date:

## CERTIFICATE FROM THE NGO

### **ARCHDIOCESE OF THIRUVALLA MAR THEOPHILOS SNEHA BHAVAN**

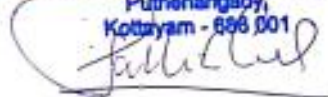
Near Simhasanappally, Puthenangady  
Kottayam - 686 001 , Ph: 0481- 2563752

Date : .....

### CERTIFICATE

This is to hereby confirm that Mr. Joel Jomon from Christ University has successfully completed 30 hours of working in Sneha bhavan orphanage as the junior supervisor under the apprentice of the head supervisor. He has done a commendable job in providing valuable knowledge as well as acquiring knowledge from various people within the orphanage. He has done a good job in supervising as well as interacting with the staffs as well the people within the organisation. His thirst for knowledge is highly appreciable. We are grateful for the valuable donation from Joel. We hope to see him next time and thankful behalf of the organisation.

FR: VARGHESE PALLICKAL  
MAR THEOPHILOS SNEHABHAVAN  
Puthenangady,  
Kottayam - 686 001



## ACKNOWLEDGMENT

I am indebted to many people who helped me accomplish this project successfully.

First, I thank the Vice Chancellor Dr. Fr Thomas C Mathew of CHRIST (Deemed to be University) for giving me the opportunity to do my Social Based Micro Project.

I wish to take this opportunity to express my deep sense of gratitude to thank Fr. Varghese Pallickal for his invaluable guidance throughout my project. I sincerely thank Sneha Bhavan Orphanage for providing me with an opportunity to be a part of it.

I thank Prof. Arun Krishnan, for his support and guidance during the course of my Project. I remember him with much gratitude for his patience and motivation, without which I could not have submitted this work.

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Joel Jomon

2120343

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## Chapter 1

### Introduction

Social responsibility means that individuals and companies have a duty to act in the best interests of their environment and society as a whole. Social responsibility, as it applies to business, is known as corporate social responsibility (CSR), and is becoming a more prominent area of focus within businesses due to shifting social norms.

The broadest definition of corporate social responsibility is concerned with what is - or should be - the relationship between global corporations, governments of countries and individual citizens. More locally the definition is concerned with the relationship between a corporation and the local society in which it resides or operates. Another definition is concerned with the relationship between a corporation and its stakeholders.

Social responsibility also requires a responsibility towards the future and towards future members of society. Subsumed within this is of course a responsibility towards the environment which we will also return to later because of implications for other members of society both now and in the future.

Corporate social responsibility (CSR) is a broad term used to describe a company's efforts to improve society in some way. this effort can range from donating money to non-profits to implementing environmentally friendly policies in the work place.

### Need and Objective of Social Responsibility

Companies are increasingly ramping up their focus on social responsibility, whether its championing women's rights, protecting the environment, or attempting to obliterate poverty, on local, national, or global levels. From an optics perspective, socially responsible companies project more attractive images to both consumers and shareholders alike, which serves to positively affect their bottom lines.

- Being a socially responsible company can bolster a company's image and build its brand.
- Social responsibility empowers employees to leverage the corporate resources at their disposal to do good.
- Formal corporate social responsibility programs can boost employee morale and lead to greater productivity in the workforce.

Many companies, such as those with "green" policies, have made social responsibility an integral part of their business models, and they have done so without compromising profitability. In 2019, Forbes named the top 100 socially responsible companies in the world. Topping the list is the Lego Group, followed closely by Natura (NTCO), then technology giants, Microsoft (MSFT), and Google (GOOGL). At the bottom of the list in spot 100 is Starbucks (SBUX).<sup>1</sup>

Additionally, more and more investors and consumers are factoring in a company's commitment to socially responsible practices before making an investment or purchase. As such, embracing social responsibility can benefit the prime directive: maximization of shareholder value.

There is a moral imperative, as well. Actions, or lack thereof, will affect future generations. Put simply, being socially responsible is just good business practice, and a failure to do so can have a deleterious effect on the balance sheet.

In general, social responsibility is more effective when a company takes it on voluntarily, as opposed to being required by the government to do so through regulation. Social responsibility can boost company morale, and this is especially true when a company can engage employees with its social causes.

### Social Responsibility in Practice

The International Organization for Standardization (ISO) emphasizes that a business's ability to maintain a balance between pursuing economic performance and adhering to societal and environmental issues is a critical factor in operating efficiently and effectively.



Social responsibility takes on different meanings within industries and companies. For example, Starbucks Corp. and Ben & Jerry's Homemade Holdings Inc. have blended social responsibility into the core of their operations.

Both companies purchase Fair Trade Certified ingredients to manufacture their products and actively support sustainable farming in the regions where they source ingredients. Big-box retailer Target Corp., also well known for its social responsibility programs, has donated money to communities in which the stores operate, including education grants.

For a company to be socially responsible, it first needs to be accountable to itself and its shareholders. Often, companies that adopt CSR programs have grown their business to the point where they can give back to society. Thus, CSR is typically a strategy that's implemented by large corporations. After all, the more visible and successful a corporation is, the more responsibility it has to set standards of ethical behavior for its peers, competition, and industry.

### Example of Corporate Social Responsibility

Starbucks has long been known for its keen sense of corporate social responsibility and commitment to sustainability and community welfare. According to the company, Starbucks has achieved many of its CSR milestones since it opened its doors. According to its 2020 Global Social Impact Report, these milestones include reaching 100% of ethically sourced coffee, creating a global network of farmers and providing them 100 million trees by 2025, pioneering green building throughout its stores, contributing millions of hours of community service, and creating a groundbreaking college program for its employees.

Starbucks' goals for 2021 and beyond include hiring 5,000 veterans and 10,000 refugees, reducing the environmental impact of its cups, and engaging its employees in environmental leadership.

The 2020 report also mentioned how Starbucks planned to help the world navigate the coronavirus pandemic. The company's response to the pandemic focuses on three essential elements: prioritizing the health of its customers and employees, supporting health and

government officials in their attempts to mitigate the effects of the pandemic, and showing up for communities through responsible and positive actions.

### CSR in India

CSR in India has traditionally been seen as a philanthropic activity. And in keeping with the Indian tradition, it was an activity that was performed but not deliberated. As a result, there is limited documentation on specific activities related to this concept. However, what was clearly evident that much of this had a national character encapsulated within it, whether it was endowing institutions to actively participating in India's freedom movement, and embedded in the idea of trusteeship.

As some observers have pointed out, the practice of CSR in India still remains within the philanthropic space, but has moved from institutional building (educational, research and cultural) to community development through various projects. Also, with global influences and with communities becoming more active and demanding, there appears to be a discernible trend, that while CSR remains largely restricted to community development, it is getting more strategic in nature (that is, getting linked with business) than philanthropic, and a large number of companies are reporting the activities they are undertaking in this space in their official websites, annual reports, sustainability reports and even publishing CSR reports.

The Companies Act, 2013 has introduced the idea of CSR to the forefront and through its disclose-or-explain mandate, is promoting greater transparency and disclosure. Schedule VII of the Act, which lists out the CSR activities, suggests communities be the focal point.

On the other hand, by discussing a company's relationship to its stakeholders and integrating CSR into its core operations, the draft rules suggest that CSR needs to go beyond communities and beyond the concept of philanthropy.

## Importance of CSR

Although not a legal requirement, operating in an ethical way is extremely important for all companies. Not only does it create a good image, but it is also a way to demonstrate humanity. This is done by taking part in the sustainable development of the society, environment and stakeholders.

Companies are realising that by implementing CSR it is only for the benefit of the communities or societies they choose to support. CSR investment is a strategy for your business or companies success as well. CSR gives companies an opportunity to create brand awareness, it also gives them a chance to attract customers who share the same sentiments as them. Statistics show that customers, especially the younger ones, are aware of the importance and need for companies to take up social responsibility and is an attractive tool for these people to select companies that share their vision and ethos.

To add, it also helps in building trust with stakeholders such as employees, shareholders and customers. This way companies thrive together with their customers and communities.

Whilst it's important for a company to operate for a profit, it's equally important to operate in an ethical and sustainable way and this is becoming more important as our younger generations are more educated on the negative impact we make on our environment.

This is where Corporate Social Responsibility comes into play. Corporate Social Responsibility, CSR for short is when a company makes an effort to improve the society and contribute towards its sustainable development. It deals with environmental and social impacts a business has in the society it operates in.

## Objective of Social Responsibility:

Apart from earning profits, a business must aim to meet the following objectives, towards its social responsibility:

- Efficient Utilization of Resources:

Businesses must use the resources available in the society in the most optimal or efficient manner.

- Employment Generation:

Every time a new business is started, it should lead to generation of employment.

- Maximize Customer Satisfaction:

Customer is the reason for the existence of any business. If there is no customer, there is no business.

- Service to Society:

Business must complement the efforts of the Government in solving social problems.

## Arguments for Social Responsibility

- Justification for Existence and Growth:

As business is the creation of society, it is expected to satisfy human needs by providing goods and services.

- Long-Term Interest of the Firm:

It is in the long-term self-interest of the business to fulfill its social responsibility towards various groups of society, like workers, consumers, shareholders, government officials, etc.

- Avoidance of Government Regulation:

If the businessmen fail to meet their social responsibilities voluntarily, then the government may intervene and enact suitable legislations to force them to assume social responsibility.

The various factors, which have forced and persuaded businessmen to consider their social responsibilities, are:

- Threat of Public Regulation:

In a democratic country like India, government is expected to take care of welfare of all sections of society. If any business enterprise operates in a socially undesirable manner, then appropriate action is taken against such enterprises.

- Pressure of Labour Movement:

Today, labour has become far more educated and organised. Labour movements have become very powerful in taking care of interests and welfare of working class.

- Impact of Consumer Consciousness:

The consumers of the present day are well informed and educated. The growth of mass media and increasing competition, have made them conscious of their rights and power.

- Development of Social Standard for Business:

Today, business enterprises are not allowed to operate just for money. According to new social standards, business should also serve social needs in addition to achieving economic objective of profit.

Major corporations have taken various approaches to social responsibilities. Some provide a variety of social services to their employees; some companies have invited the community to participate in some corporate decisions affecting the region, while others contribute to local urban renewal or antipollution programmes.

But there are still many examples on negative side. For instance, some mining companies routinely submit data to the government to show that implementing safety standards would be too costly and unreasonable.

As the use of corporate responsibility expands, it is becoming increasingly important to have a socially conscious image. Consumers, employees and stakeholders prioritize CSR when choosing a brand or company, and they are holding corporations accountable for effecting social change with their business beliefs, practices and profits.

#### 4 types of corporate responsibility your business can practice

Recognizing how important socially responsible efforts are to their customers, employees and stakeholders, many companies focus on a few broad CSR categories, including:

- Environmental efforts: One primary focus of CSR is the environment. Businesses, regardless of size, have large carbon footprints. Any steps a company can take to reduce its footprint is considered good for both the company and society.
- Philanthropy: Businesses can practice social responsibility by donating money, products or services to social causes and nonprofits. Larger companies tend to have plentiful resources that can benefit charities and local community programs; however, as a small business, your efforts can make a big difference. If there is a specific charity or program you have in mind, reach out to the organization and ask them about their specific needs and whether a donation of money, time or perhaps your company's products would best help them.
- Ethical labor practices: By treating employees fairly and ethically, companies can demonstrate CSR. This is especially true of businesses that operate in international locations with labor laws that differ from those in the United States.
- Volunteering: Participating in local causes or volunteering your time (and your staff's time) in community events says a lot about a company's sincerity. By doing good deeds without expecting anything in return, companies can express their concern (and support) for specific issues and social causes.

## Why Should a Company Implement CSR?

Many companies view CSR as an integral part of their brand image, believing that customers will be more likely to do business with brands that they perceive to be more ethical. In this sense, CSR activities can be an important component of corporate public relations. At the same time, some company founders are also motivated to engage in CSR due to their personal convictions.

## What Is the Impact of CSR?

The movement toward CSR has had an impact in several domains. For example, many companies have taken steps to improve the environmental sustainability of their operations, through measures such as installing renewable energy sources or purchasing carbon offsets. In managing supply chains, efforts have also been taken to eliminate reliance on unethical labor practices, such as child labor and slavery.

Although CSR programs have generally been most common among large corporations, small businesses also participate in CSR through smaller-scale programs such as donating to local charities and sponsoring local events.



## Benefits of CSR programme

As the business environment gets increasingly complex and stakeholders become vocal about their expectations, good CSR practices can only bring in greater benefits, some of which are as follows:

- Communities provide the licence to operate:

Apart from internal drivers such as values and ethos, some of the key stakeholders that influence corporate behaviour include governments (through laws and regulations), investors and customers. In India, a fourth and increasingly important stakeholder is the community, and many companies have started realizing that the ‘licence to operate’ is no longer given by governments alone, but communities that are impacted by a company’s business operations. Thus, a robust CSR programme that meets the aspirations of these communities not only provides them with the licence to operate, but also to maintain the licence, thereby precluding the ‘trust deficit’.

- Attracting and retaining employees:

Several human resource studies have linked a company’s ability to attract, retain and motivate employees with their CSR commitments. Interventions that encourage and enable employees to participate are shown to increase employee morale and a sense of belonging to the company.

- Communities as suppliers:

There are certain innovative CSR initiatives emerging, wherein companies have invested in enhancing community livelihood by incorporating them into their supply chain. This has benefited communities and increased their income levels, while providing these companies with an additional and secure supply chain.



- Enhancing corporate reputation:

The traditional benefit of generating goodwill, creating a positive image and branding benefits continue to exist for companies that operate effective CSR programmes. This allows companies to position themselves as responsible corporate citizens.

### What it Means to be Socially Responsible and Ethical?

The theory of social responsibility is built on a system of ethics, in which decisions and actions must be ethically validated before proceeding. If the action or decision causes harm to society or the environment, then it would be considered to be socially irresponsible.

Moral values that are inherent in society create a distinction between right and wrong. In this way, social fairness is believed (by most) to be in the “right”, but more frequently than not this “fairness” is absent. Every individual has a responsibility to act in manner that is beneficial to society and not solely to the individual.

### Examples of social responsibility in corporations

Here are a few examples of corporate social responsibility initiatives that companies have taken:

- Charitable giving and volunteer efforts: Companies are giving employees time off for volunteering every year and also donating portions of revenue to a charitable organization.
- Changes to company policies in an effort to improve or benefit the environment: Companies are holding tree-planting events, minimizing paper waste, switching to energy-saving bulbs, setting up recycling bins and allowing remote work to reduce the negative impact of commuter traffic.
- Improving labor policies and embracing fair trade: Brands are striving to improve working conditions and the well-being of employees. They are giving parents significant periods of paid leave, unlimited vacation time, more natural lighting, soft seating and plants to boost energy and morale.

- CHAPTER II

## INTRODUCTION TO THE NGO (Profile)

In today's world, non-governmental organizations (NGOs) play an important role since we frequently witness state or governmental authorities failing to operate fairly. Some labor without financial assistance from the government, while others seek funding from individuals eager to do good for society. These non-governmental organizations operate on a set of rules and principles.

In this organization, anyone can take membership and become its member. They can take membership by their own will and quit whenever they want to. But that it isn't always free for everyone at times on demand people are enrolled.

These NGO's set their own rules and eligibility terms for people to be a member. People who reach to these points get the membership and with already present members approval. That is why they are said to be voluntary functioning bodies.

Sneha Bhavan is a leading non-governmental – non-profit organization working for the underprivileged boys and girls in the city of Cochin, India. This organization is run by Don Bosco fathers, registered under The Travancore- Cochin Literary, Scientific and Charitable Societies Registration Act, 1955.

## History

Mar Theophilos Sneha Bhavan is a home for destitute run by the Archdiocese of Tiruvalla of the Syro-Malankara Catholic Church. It is situated in Puthanangady, near Kottayam in Kerala.

Sneha Bhavavan was started and blessed on 6 January 2011 on the occasion of the Sacerdotal Silver Jubilee of His Grace Most Rev. Thomas Mar Koorilos, the Archbishop of the Archdiocese of Tiruvalla. The institution took its name in keep up with the memory of His Excellency Jacob Mar Theophilos, the first bishop of the diocese of Tiruvalla.

## Introduction to the nature of activities

Sneha Bhavan is a registered Non-Governmental Organization run by the committed Salesian Sisters who are concerned about the welfare of the female drugs abusers and deprived children. It is the developmental wings of the Salesian sisters of Guwahati Province. Sneha Bhavan is the brain child Sr.Tresa Karot, the Secretary of the institution. Till the early part of the 1990's, she is popularly known was involved with the education of the students in Little Flower School Imphal, the premier institution for education of the girl child. But the prevailing plight of many young women in the state who had taken the step to the 'Road to Hell' and were helplessly getting drowned deeper into the vortex yet clutching to even a straw to be saved stirred touched her to the core.

### Vision

Inspired by Don Bosco and challenged by marginalization, we will strive by our attitudes, way of life and actions, to empower children and young at-risk in order to create a child friendly society by networking with likeminded individuals and groups.

### Mission

To reach out to the children on the street and young at-risk, to rescue them, to heal the brokenness in their lives, to inspire and support them towards a new life, to accompany them back to the mainstream society and catalyzing for the best interest of children is the mission of Don Bosco Sneha Bhavan.

## Objectives

The objectives of the project are:

- To reintegrate the children/youth found on the streets with their own family.
- To provide shelter to those who have no home and provide them with opportunities for holistic growth of body, mind and spirit.
- To bring about an overall psycho-social development of the children/youth in the project.
- To improve the overall educational status of street and working children, slum children, neglected children, children of sex workers, girls on the street, socially disadvantaged groups and school dropouts in order to integrate them into society with skills, self-employment, rehabilitation and the confidence to begin empowered lives.
- To make children at risk, respectable citizens with skills, self-confidence, dignity and integrity.
- To help them to find a job, and found a family of their own.
- To make them catalysts for the transformation of society to act in favour of children at risk.
- To protect street children against all forms of abuse and exploitation.
- To spread awareness and elicit understanding among the general public about the problems of children at risk.
- To facilitate a network of agencies towards a co-ordinated effort in working with street children.
- To conduct research studies on the problems of children at risk with the objective of evolving strategies to improve their lives.

### Activities Done:

Sneha Bhavan is a family simulated home away from home for boys below 13 years who are weaned away from the streets and other dangerous situations. Sneha Bhavan is the pioneer orphanage in Cochin and in the whole of India for the rescue and rehabilitation of street children. It was established in 1974 in collaboration with Cochin Corporation, the first NGO-GO collaborative rehabilitation program for street children ever. Besides formal education the children are provided holistic life skill education to prepare them for life.



Target Group  
**Boys**



Age group  
**6-13 Years**



Present Strength  
**45**

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**15**

Children from  
Families At Risk

**13**

Street  
children

**07**

Abused  
Children

**06**

Orphans

### Chief Functionary Profile:

Fr. Thomas Pandinjarayil is an experienced Chief Functionary and well-known leader with 17 years (2003-2020) experience in the field of care and protection of children, women and youth in difficult circumstances.

Fr. Thomas holds a Master Degree in law from Mahatma Gandhi University. He was the former Director of CHILDLINE Trivandrum and Don Bosco Veedu Society and served this organization for nine years. He continues to participate in a variety of Advisory Committees and Ministerial Councils at state level for the welfare of underprivileged children, having previously worked for Sneha Bhavan during the period of 2003 to 2011 as the director of the project.

Qualification: Bachelor of Law, Master of Law

## Milestones

### 2016

Don Bosco Psycho Social Support Centre inaugurated to provide support to children and youth in the local community.

### 2017

Badminton Academy inaugurated to increase involvement in the local community and to provide training to poor children in the neighborhood.

### 2018

Migrant Help Desk started functioning from Sneha Bhavan Annexe to provide professional help to interstate migrant labourers.

DREAM (Drugs Rehabilitaiton Education And Mentoring ), project initiated to support children affected by drug addiction.

### 2019

My Childhood campagne initiated in collaboration with KELSA in support of children in distress.

### 2020

Bosco Nilayam started functioning as an Open Shelter Home for children needing immediate care and shelter.

### CHAPTER III

#### ACTIVITIES

30 Hour work period was divided as 5x6, i.e. 5 hours each day for 6 days.

First 4 days, I had worked in the Sneha bhavan orphanage branch while for the last 2 days I worked in the Sneha bhavan old age home branch as I wasn't allowed to take pictures while working in the orphanage as it would affect the privacy of the kids and the kids aren't very fond of people taking pictures.

The main responsibility I was allotted was to supervise and to work under the head supervisor. I had to report or even solve conflicts in certain cases. I was responsible to help the children's and to teach and talk to them.

My daily report is as follows:-

Day 1- I was provided an orientation and a walkaround of the whole organization. The head nurse guided me around the whole place and provided me a thorough orientation and had a doubt clearing session in the end. This process took around 3 hours and in the last 2 hours I had an interacting session with the kids and rest of the staffs

Day 2- On the second day, I was ready to start working as the orientation provided to me was informative enough to make me ready for work. This day, I was responsible for interacting with the kids and helping the staffs with chores. I helped the staffs in serving food to the kids, move and carry ration rice, transferring information across blocks or to communicate between the staffs and the regional manager. I was mainly focused in helping the teams of staffs as interacting with the kids still required more training as each word spoken to the kids must be valuable and careful.



Day 3- On Day 3, I was given the position to supervise the overall running of the organization either during the absence of the head supervisor or when dealing with issues that aren't big enough which requires the presence of the head supervisor. The head supervisor basically delegated her position to me as she can work on the important parts of the organization while not being present on the areas of the organization that aren't important enough. That's where my role comes in as I supervise and handles the areas of the organization that aren't important and which won't create any adverse effect to the organization.

Day 4- Day 4 is the day where I was completely involved with the kids as from day 5 I'll be dealing with the old age. On the 4<sup>th</sup> day, I had a very interactive session with the kids and I got to learn various new things as well as they got to learn new things from me. I got to learn the experience in living an orphanage, the hardships and positives while living in an orphanage. Day 4 was the day I had the opportunity to learn things I would never find in a book but only through experience. It left with a hint of wisdom as it made me appreciate for the valuable life I have got. It left me with an opening eye and interacting with the kids had taught me valuable lessons in life. This was the day I would consider one of the memorable day ever.

Day 5- on Day 5, I moved to the orphanage department. I was again given a detailed orientation as dealing in an old age is completely different than dealing in an orphanage. Working in an old age home was found to be a bit easier than working in an orphanage as I had a bit more power and authority while working in the orphanage while working in the old age home proved to be more hectic as I found old people to be little more stubborn and frequent conflicts and fights could be observed. On a positive note, I could learn so much more from the staffs there.

Day 6- On the last day, I was focused on talking with the old people as I could get to know in depth about life as they have experienced life way more than me. The interactive session among the old people helped me learn new things and totally changed the perspective of life. It helped me make a decision regarding giving the best possible life to my parents. Time flew when talking with the people at the old age home as the amount of information I was able to receive was found to be beneficial in future. Overall I was able to have a good time working in the ngo and has taught me new things which could give me a headstart in future and has provided me a new perspective of life.

## Rewards and Challenges Working for a NGO

### Challenges:

- With limited staff, everyone has to play multiple roles.

A smaller staff means less room for delegation and specialization. While everyone has their designated role and job description, everyone also ends up pitching in when work gets busy. That means that some weeks, your time for your actual job can be taken up by tasks done for other coworkers. Most small NGOs have the bare bones minimum staff to run their organization, or they may only have one or two people in each department.

- Funding can be limited, which can be hard on staff and services.

Funding is one of the most challenging areas for small NGO's. Most local NGOs struggle to obtain grants and donors, especially because they typically don't have as much capacity for fundraising and outreach. However, donations and funding are essential to continuing their operations. When funding is limited or low, organizations can struggle to find flexibility within their programs and services, and they may even struggle to keep a solid team of staff.

- You won't have as much room to move up in your career.

One of the major problems with staff retention at small organizations is that they usually don't have many upper-level positions to move into. Local NGOs can be a great place for professionals to start, but they often can't offer many promotions or higher-level, better-paying jobs to their employees. Some people will choose to stay with the organization for lengths of time, but anyone who wants to advance their career will not be able to stay long.

- Small organizations typically have less resources, such as technology, etc.

Similar to funding, another problem that small NGOs face is a lack of resources (often due to a lack of funding). Many are faced with using outdated technology, lacking sufficient office space, and paying out-of-pocket for various expenses for fundraising, office supplies, etc. The lack of technology and office space can especially impact how well the organization can function, limiting outreach and possibly even programs.

## Rewards:

- You quickly gain experience and can usually volunteer for areas of work that you're skilled at.

Limited staff can also have its advantages for career and skill development. On the other side of everyone contributing to multiple areas of a small NGO, you quickly gain skills and experience in a wide range of areas. This can help expand your expertise for future jobs and understand how the organization functions together as a whole. Additionally, if you have skills like writing, social media, fundraising, or event planning, smaller organizations typically need staff to volunteer to run those areas and help out.

- Small organizations are likely candidates for smaller, local niche grants and funding.

Small human rights organizations that pay attention to grants can often be great candidates to receive funding for specific programs. Especially for grants offered at the state and local levels, investing into an organization that benefits the local community is appealing for funders. For small NGOs that can show that they know what they're doing, have success with their existing programs, and can use the grant money effectively, they have a greater chance of gaining funding to continue their programs and even start new ones.

- Small organizations typically offer great, team-centered environments.

A major advantage of working for a small human rights NGO is that the office environment and culture is usually team-centered, giving you a great chance to learn from your coworkers and participate. For entry-level positions, this can be an especially good experience because you learn how to work as a team and fill in for coworkers, and it also creates a good work environment, giving you a better experience overall. In general, small organizations that are team-based give employees an opportunity to have more of a say in what happens, use their individual skills to contribute, and understand how the whole organization operates.

- You have a lot more chances to take and show initiative for the organization.

A small human rights organization means that everybody needs to and gets to play a part in what's happening. In general, you can present your ideas to the staff and be heard. If you see a need in the organization, you can take the initiative to present an opportunity or idea to fill that gap. These types of opportunities can help you gain skills in problem-solving, creativity, and communication. When a coworker sends out an email about needing help, take the opportunity if you can. Because local NGOs have small teams and somewhat limited resources, you'll have plenty of opportunities to gain experience, and you can take the initiative to point out gaps and offer solutions when you see them.

Working for small nonprofit organization can definitely present some challenges, especially with limited funding, limited resources, and limited opportunities to advance. But for as many challenges as you might face, the rewards can far outweigh them. Every challenge presents an opportunity to gain experience, learn skills, and take initiatives to improve how the organization runs. Small organizations can offer amazing entry-level jobs, and they can also offer great opportunities for human rights professionals who want to invest locally, in their own communities.

## CHAPTER IV

### LEARNING OUTCOME

#### Personal Experience

When I think about the journey working in the ngo, it's been nothing less than a blessing. When I started volunteering everything was pretty new to me. I was talking and working with people from different spheres and ages. Each person taught me something valuable.

I met some really wonderful people who inspired me to push my limits. They taught me to think about the society first and myself later. There were times when success got into my head and I became a little demanding , but I later understood that things don't work out unless you are cool headed and humble. In a way volunteering has not only taught me about the various challenges in the society but it is also helping me improve myself as a person every single day. I find a lot of happiness doing my bit for the society. The joy that I get when I meet young kids or old people in orphanages or old age homes is soul touching. I've understood that relationships are not always made through blood. I'm indeed lucky to have chosen volunteering. Had I not have been with this NGO , I dont think I would have been the person that I am today.

There were moments that touched my heart beyond anything I'd ever felt. On one particular occasion, a student came up to me with a bar of chocolate as a 'thank you' for teaching him and motivating him to study and clear his exams. Why was this overwhelming? It's because he had used up the little money given to him by his parents (for his bus ride back home) to buy me a chocolate.

Working with and for these kids made me more humble than I ever was. It also made me realize that educating young minds became more to me than just a way to keep me busy.

## Appendix

### Snapshots













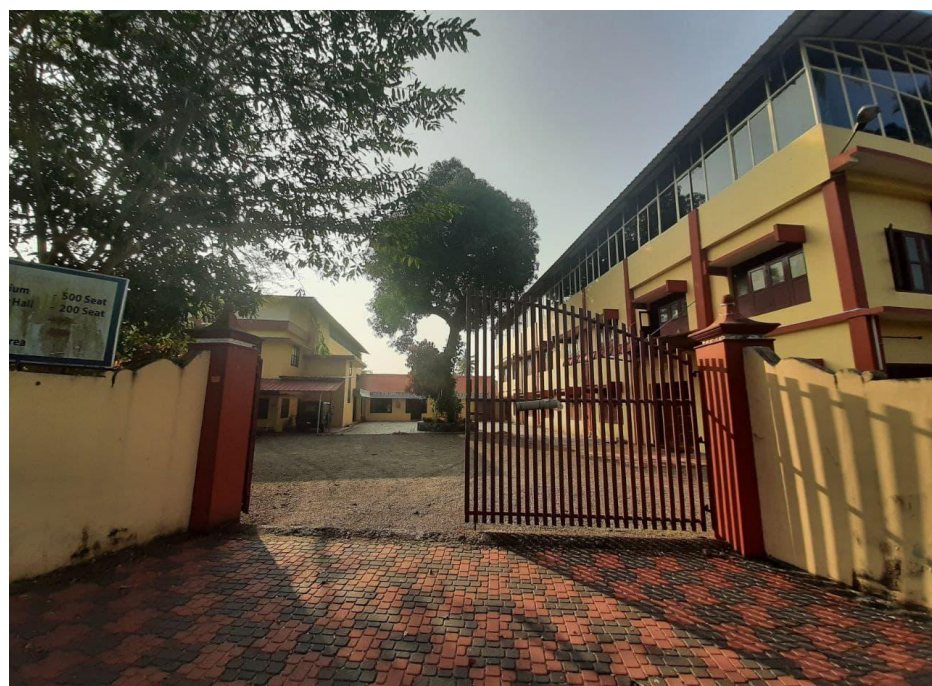












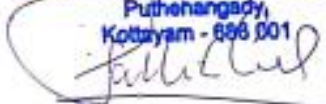
**ARCHDIOCESE OF THIRUVALLA**  
**MAR THEOPHILOS SNEHA BHAVAN**

Near Simhasanappally, Puthenangady  
Kottayam - 686 001 , Ph: 0481- 2563752

Date : .....

**CERTIFICATE**

This is to hereby confirm that Mr. Joel Jomon from Christ University has successfully completed 30 hours of working in Sneha bhavan orphanage as the junior supervisor under the apprentice of the head supervisor. He has done a commendable job in providing valuable knowledge as well as acquiring knowledge from various people within the orphanage. He has done a good job in supervising as well as interacting with the staffs as well the people within the organisation. His thirst for knowledge is highly appreciable. We are grateful for the valuable donation from Joel. We hope to see him next time and thankful behalf of the organisation.

FR: VARGHESE PALICKAL  
MAR THEOPHILOS SNEHABHAVAN  
Puthenangady,  
Kottayam - 686 001  




## Overall work Experience

When I look back at my work experience, I realise that whilst having a structure in place the emphasis was on using my initiative. Everything wasn't planned out for me, and my hand wasn't held at every turn but this was great because I had to work for. This reflection helped me to focus on my progress through the work on my objectives and the work I was doing. Importantly, it also meant that the organisation could consider any suggestions for improvement too. I really felt as if it mattered to us all.

The work experience was amazing and I still talk it about frequently at work and with friends. It challenged me in so many ways. I found myself participating in activities I had never considered doing, and in some cases avoided. I made sure I worked hard and wasn't scared to get involved where it was appropriate. I am thrilled that I was given the opportunity and made it happen. I always recommend working in an NGO to anyone who is looking to change career or studying. Doing this was one of the best decisions I have made, both professionally and personally and is an experience that I will cherish and value forever.



thank  
you





