FACTORS INVOLVED IN SOCIAL MOBILIZATION AND EMPOWERMENT OF VOLUNTEERS IN HIV/AIDS COMMUNITY BASED ORGANIZATIONS IN UGANDA

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ABSTRACT

Many community mobilizers in Uganda do not recognize that psychological empowerment is central in social mobilization, and that social mobilization involves an interplay among several social psychological variables including; social capital, psychological sense of community and group member satisfaction to produce psychological empowerment for volunteers. This has led to rapid decline of well intended HIV/AIDS community initiatives. The study uses a cross-sectional survey design and explores the interplay among cognitive social learning variables that play a significant role in social mobilization, namely social capital, psychological sense of community, group member satisfaction and how they influence psychological empowerment. The study is grounded on the premise that the success of community initiatives relies on the strengths, commitment, expertise, skills and empowerment of volunteers. Data was collected from 370 respondents work ing as volunteers supporting people living with HIV/AIDS from five geographic clusters. The questionnaire used 4-point Likert scales in each of the four sections assessing social capital, psychological sense of community, group member satisfaction and psychological empowerment. Correlational analysis and multiple regression analysis are used to test the hypotheses. The findings of the study show that there is a significant relationship between group member satisfaction and psychological empowerment (p = 0.029), social capital and psychological sense of community (p = 0.000), and psychological empowerment and psychological sense of community (p = 0.000). Results also show that psychological sense of community (p = 0.000), is a stronger predictor of psychological empowerment than group member satisfaction (p = 0.060). The study recommends that in-order to be effective in social mobilization at the community level, it is essential to comprehend how the cognitive social learning variables interact to build psychological empowerment.

Key Words: Social Mobilization, Social capital, Psychological; sense of community and Psychological Empowerment

INTRODUCTION

Social mobilization is a multi-component scale movement that engages people's participation in achieving a specific development goal through self-reliant efforts. It focuses on the felt needs of the people, embraces the critical principle of community involvement, and seeks to empower individuals and groups for action. It is through psychological empowerment that social mobilization ultimately culminates into citizen participation (Wandersman and Florin, 2000). Social mobilization can be an intervention or it can serve as an intermediary that initiates dialogue and participation among various elements of society, all with the goal of promoting the common good (Panth, 2011). From a policy perspective, social mobilization serves as a supportive framework that focuses on resource allocation; from a grassroots perspective, social mobilization involves community empowerment in order to improve access to various health-related services, for example (Panth, 2011).

Collective mobilization needs to take into account the notion of social capital. Social capital theory emphasizes resources inherent in social relations which facilitate collective action. Social capital is generally taken to refer to features of social organization such as networks, norms of reciprocity and social trust that facilitate coordination and cooperation for mutual benefit

(Putnam, 1995). Social capital, defined as trust and social networks, is an important predictor of volunteering and charitable giving. Social capital encourages volunteering and charitable giving in a number of ways (Musick & Wilson, 2008). Social capital refers to the relational resources embedded in a social network establishing obligations, expectations and trustworthiness, creating channels for information, and setting norms backed by efficient sanctions (Coleman, 1988). Presumably, an investment in social relations will result in a return (some benefit or profit) to the individual or social unit. Thus, by drawing on the social capital in their relationships, individuals can further their own goals and the goals of their networks or social structures. Social capital refers to the interactions that occur within social systems that harness these interactions, for example, families and religious groups. The concept of social capital is one that is essential to the process of social mobilization. Social capital can be seen as an element of social mobilization (Holyoke 2004). Social capital is so valuable that according to the WHO (2003), "Even in areas with limited economic capital, social capital has been shown to generate the energy and resources needed to effect changes in the community."

Limited access to social capital (defined as durable networks of socially advantageous inter-group relationships) is a key factor in perpetuating poverty and other social disadvantages that prevent people from taking control over their health and improving their life circumstances (Bourdieu, 1986). Community mobilization approaches assume that marginalized groupings are most likely to change their behaviors if there is significant support for new behaviors, both from other groups within the communities in which they are located (bonding social capital) and from more powerful actors and agencies outside of the community, who have the political and economic power to provide them with meaningful support (bridging social capital). A core goal of community mobilization approaches is to facilitate such relationships through community participation and partnership building (Cornish & Campbell, 2009).

Member satisfaction is a feeling of wellbeing characterized by enjoyment of involvement experienced by group members as a result of attainment of personal and group goals, mutual support, trust and social identification. A cooperative social climate characterized by a mutual willingness to help and support each other, a high sense of cohesion and team spirit, and a high level of member satisfaction with one's team is vital for volunteering (Tesser, 1988). According to Speer and Hughey (1996) relational characteristics like cohesiveness, order or organization and leader control, all of which enhance member satisfaction, strongly influence psychological empowerment. Their study suggests that the nature of social relations among individuals is an important component to the empowerment process, and that if members feel a sense of satisfaction with the social relations in the organization this enhances their psychological empowerment. Cohesiveness and a feeling of belonging influence member satisfaction. Social capital is associated with social cohesion, a sense of belonging and reciprocity and these elements foster a sense of community (Putnam, 1995). Social capital determines the feelings of sense of community. Psychological sense of community could serve as a catalyst for participation in community organizations Psychological sense of community can predict psychological empowerment (Chavis and Wandersman, 1990). McMillan et al (1995) found that empowerment could be predicted by both participation in a community coalition and psychological sense of community. Speer (2000) notes that, individuals who participate more in

voluntary organizations and have higher levels of psychological sense of community also have higher levels of psychological empowerment.

Psychological empowerment is a process by which people, organizations, and communities gain mastery over issues affecting them (Rappaport, 1987). Psychological empowerment refers to empowerment at the individual level of analysis (Zimmerman, 1990). According to Wallerstein (1992), empowerment is a social-action process promoting participation of people, organizations, and communities towards the goals of increased individual and community control, improved quality of community life, and social justice. Empowerment is a construct that links individual strengths and competencies, natural helping systems and proactive behaviors to social change (Perkins & Zimmerman, 1995). Empowerment theory and intervention link the individuals wellbeing with larger social environment. Theoretically, the construct connects mental health to mutual help and the struggle to create a responsive community (Perkins & Zimmerman, 1995).

Community mobilization approaches assume that people are most likely to feel empowered to take control over their health if they have experiences of exercising agency in other areas of their lives In other words, they are more likely to feel empowered if they actually are empowered (Wallerstein,1992). Community mobilization approaches to HIV/AIDS seek to involve community members in efforts to bring about health-enhancing changes through supporting a feeling of empowerment which encourages subsequent individual and collective health-promoting action (Campbell and Cornish, 2010). Empowerment comes to those who are able to mobilize effectively, and this runs into a collective action problem (Holyoke, 2004). Through building social capital, dialogue, and empowerment, community mobilization approaches seek to build a more sustainable and effective response to HIV/AIDS. There is general agreement that strong community mobilization can play a vital role in enhancing responses to prevention, care and treatment (Cornish & Campbell, 2009).

Community oriented HIV/AIDS programs in Uganda thrive on volunteer efforts but consider community mobilization to be educational activities carried out in the community. Though community education can enhance mobilization, it only operates as a trigger to stimulate social mobilization.   Many programs end at educational activities, which does not guarantee that participants will be empowered adequately to commit their effort to the process, hence resulting into early failure. Many programs initiated by hired facilitators are motivated by the strong sense of urgency but fail to recognize the community's natural rhythms and thus fail (UNAIDS, 1997).
One reason for the disappointing outcomes of many programmes is that they are conceived by external experts and imposed on communities in ''top-down'' ways. As a result, they fail to resonate with the perceived needs and interests of their target groups, or to take adequate account of the complex social relations into which programmes are inserted (Gruber & Caffrey, 2005; Pfeiffer, 2003). Target communities are seen as passive recipients of prevention, care and treatment services rather than active participants working in partnership with health professionals to improve their health (Campbell, 2003). Mobilizing communities to lead responses to HIVAIDS is a difficult task because disadvantaged communities often lack both the motivation to work together to improve health, and the special skills needed to lead and maintain the demanding work of health interventions (Watkins, 2003). Attention needs to be given to the contexts in which community mobilization efforts are initiated, and which shape their prospects for success or

failure, that is putting focus on the role of social environments in enabling or constraining effective community responses to HIV/AIDS (Campbell and Cornish 2010). Fundamental to the survival of any organization is its ability to mobilize necessary resources to forward its own purposes. Mobilization of social or relational resources is particularly important to grassroots associations, which invariably have fewer institutional resources upon which to operate. The preservation of grassroots associations often depends upon their ability to leverage a variety of resources situated within themselves, that is, among their membership and outsiders whom they can convince to support their cause (Glover et al 2005).

HIV/AIDS community initiatives in Uganda are vulnerable to rapid decline or failure because they rely on energy and expertise of volunteers, which they are free to withdraw at any time. The success of community initiatives relies on the strengths, commitment, expertise, skills and empowerment of volunteers in the community. Many mobilizers do not recognize that psychological empowerment is central in social mobilization, and that social mobilization involves an interplay among several social psychological variables including; social capital, psychological sense of community and group member satisfaction to produce psychological empowerment. In order for mobilization to be effective there has to be an understanding of the interplay among these diverse social and psychological factors. The study aimed at exploring the relationships between; member satisfaction and psychological empowerment, social capital and psychological sense of community, psychological sense of community and psychological empowerment and also identifying the stronger predictor variable of psychological empowerment.
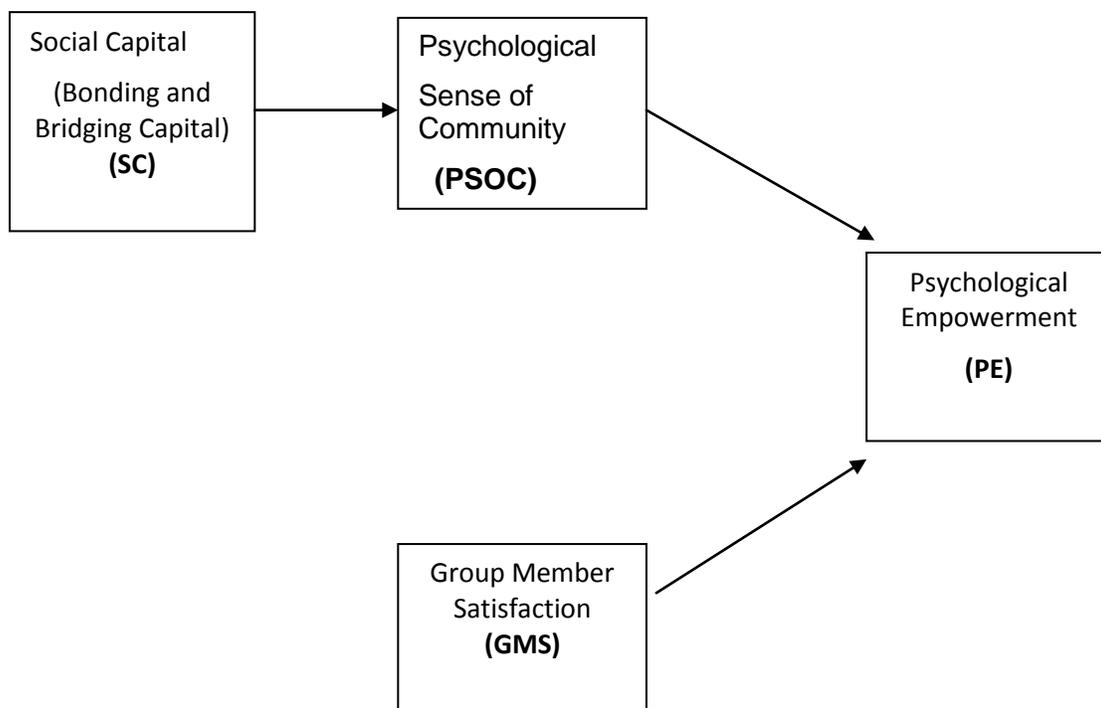
Conceptual Framework

Figure 1:   The process model of social mobilization and psychological empowerment

The conceptual framework illustrates the interaction among the several factors involved in social mobilization and demonstrates how social mobilization relates to citizen participation. Social Capital is central to the notion of mobilization. Putnam's (2000) theory of social capital focuses on social and community networks and civic engagement based on norms of cooperation, reciprocity and mutual trust. People who have a strong sense of trust feel more solidarity with other people and feel more inclined to help them, and are also less inhibited by concerns about others taking advantage of their generosity (Brown & Ferris, 2007). Bonding capital is associated with social support and reciprocity, and is contrasted with bridging capital, which is empowering and enables the individual to access resources outside of his/her homogeneous group. Social capital determines the feelings of sense of community. Psychological sense of community could serve as a catalyst for participation in community organizations (Chavis and Wandersman, 1990). Psychological sense of community can predict psychological empowerment. McMillan et al (1995) found that empowerment could be predicted by both participation in a community coalition and psychological sense of community.

Characteristics of the community organization, particularly the social environment affect psychological empowerment. Qualities of the social environment play a role in empowerment (Peterson and Reid 2003). The community organization's social climate, particularly cohesiveness, order and organization, as well as leader control influence members' satisfaction, enjoyment and time involvement. A positive community organization's social climate enhances member satisfaction and member satisfaction influences psychological empowerment (Giamartino and Wandersman 1983).

METHODOLOGY

The study took a cross sectional survey design. Quantitative data was collected and hence quantitative approaches were employed in the study. The study utilized both correlational methods because of the need to understand how key variables relate to one another in the process of social mobilization. The sample for the study was drawn from a population of volunteers working in Village health teams and other community volunteers from varied community initiatives. The targeted volunteer respondents were individuals contributing in self-help groups, non-governmental organizations, community based organization and local government programs, supporting the sick or empowering others through post-test clubs, drama and HIV/AIDS education programs. The sampling strategy used was cluster sampling and 370 respondents were randomly selected from five geographical clusters of Uganda i.e northern, eastern, western southern and central regions. The 370 respondents were selected from a population of 4000 HIV/AIDS volunteers trained in the country, using Yemane (1967) sample size formula.

Data was collected using a self administered questionnaire. The questionnaire had four sections. The social capital questionnaire used was developed by Bullen and Onyx (1998) and the 12-item psychological sense of community questionnaire developed by Speer and Peterson (1999). Ten items were designed to measure group members' satisfaction. The items explore

areas including; group leadership, quality of interpersonal relationships, social support, communication, involvement of members and opportunities to learn new skills. The 12 - item psychological empowerment scale was designed basing on the three main constructs of empowerment in mutual self help groups; i.e. the intrapersonal, the interactional and the behavioral components. Data analysis employed Pearson's product moment correlation (r) to test the three hypotheses. Multiple regression analysis was employed to test hypothesis four in order to identify the independent variable that can better predict psychological empowerment in the context of citizen participation.

RESULTS

Hypothesis 1: There is a relationship between member satisfaction and psychological empowerment.

Table 1: Table to show correlation between Group Member Satisfaction and Psychological Empowerment

		Group Member Satisfaction	Psychological Empowerment
Group Member Satisfaction	Pearson Correlation	1	.114*
	Sig. (2-tailed)		.029
	N	370	370
Psychological Empowerment	Pearson Correlation	.114*	1
	Sig. (2-tailed)	.029	
	N	370	370

*. Correlation is significant at the 0.05 level (2-tailed).

In correlation analysis testing the relationship between Group Member Satisfaction and Psychological Empowerment, Pearson's correlation coefficient was r = 114 and the *p*-value of 0.029 which is less than 0.05, showing that there is a significant relationship between Group Member Satisfaction and Psychological Empowerment.

Hypothesis 2: There is a relationship between social capital and psychological sense of community.

Table 2: Table to show Correlation between Social Capital and Psychological Sense of Community

		Social Capital	Psychological Sense of Community
Social Capital	Pearson Correlation	1	.642**
	Sig. (2-tailed)		.000
	N	350	340
Psychological Sense of Community	Pearson Correlation	.642**	1
	Sig. (2-tailed)	.000	
	N	340	360

**. Correlation is significant at the 0.01 level (2-tailed).

Testing the relationship between Social Capital and Psychological Sense of Community, Pearson was $r = .642$ with the p-Value at .000 that is less than 0.05, showing that there is a significant relationship between social Capital and Psychological Sense of Community.

Hypothesis 3: There is a relationship between psychological sense of community and psychological empowerment.

Table 3: Correlation Table to show relationship between Psychological Sense of Community and Psychological Empowerment.

		Psychological Empowerment	Psychological Sense of Community
Psychological Empowerment	Pearson Correlation	1	.249**
	Sig. (2-tailed)		.000
	N	370	360
Psychological Sense of Community	Pearson Correlation	.249**	s1
	Sig. (2-tailed)	.000	
	N	360	360

**. Correlation is significant at the 0.01 level (2-tailed).

Testing the relationship between Psychological Empowerment and Psychological Sense of Community the results show the Pearson $r = .249$ with the p-value at .000 that is less than 0.05, showing that there is a significant relationship between Psychological Empowerment and Psychological Sense of Community.

Hypothesis 4: Member satisfaction is a stronger predictor of Psychological empowerment than Psychological sense of community.

Table 4: Table to show coefficients and compare the predictive power of the Psychological Sense of Community and Group Member Satisfaction on Psychological Empowerment.

Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	29.966	1.757		17.056	.000
Psychological Sense of Community	.146	.031	.240	4.684	.000
Group Member Satisfaction	.102	.054	.097	1.888	.060

a. Dependent Variable: Psychological Empowerment

The results show standardized coefficients (*Beta*) as 0.240 for Psychological Sense of Community and 0.97 for Group Member Satisfaction. The *p*-Value for Psychological Sense of Community is 0.000 and the *p*-Value for Group Member Satisfaction is 0.060 showing that Psychological sense of Community is a stronger predictor of Psychological empowerment than Group member Satisfaction. The findings diverge from hypothesis 4 and therefore hypothesis 4 is rejected.

DISCUSSIONS:

Group member satisfaction enhances psychological empowerment, and hence, retaining hypothesis 1. This confirms that Patterns of interaction and experiences of enjoyment in group activity are likely to be perceived as intimacy and this perception translates into empowerment of the individual group member. The outcome of this correlation analysis is consistent with the finding by Speer and Hughey, 1996, that the nature of social relations among individuals is an important component to the empowerment process. Seidman (1988) also suggests that the patterns of interactions among organization members will produce perceptions of intimacy and regulation which, in turn, will lead to different levels of psychological empowerment, perceived organizational power and participation It is logical to say that as long as group members feel that the social relations are rewarding, equitable and thus satisfactory, the group feels a greater sense of control in-terms of the social processes within the group and aspects of the environment, i.e empowerment.

Findings on hypothesis 2 suggest that social capital enhances psychological sense of community. Higher levels of social capital foster psychological sense of community. The finding are also in accordance with the assertion by Chavis and wandersman (1990), that in communities with high social capital, residents develop psychological sense of community. Putnam's (1995) theory of social capital emphasizes bonding including aspects such as networks, norms of reciprocity and social trust. Berkman & Kawachi, 2000 also point out social support and social networks as important outcomes of social capital. Given that bonding capital provides the needed social support, while bridging capital enables the individual to access

resources through networks, generally social capital translates into community cohesion and gravitating into a sense of belonging, therefore, enhancing psychological sense of community.

The results on hypothesis 3 indicate that psychological sense of community and psychological empowerment. These findings concur with findings by Speer, 2000, in which the findings also conclude that empowerment could be predicted by a sense of community. Similarly Peterson and Reid (2003) found that psychological sense of community predicted psychological empowerment directly in substance abuse prevention activities. Psychological sense of community has been empirically linked to empowerment. McMillan, Florin, Stevenson, Kerman, and Mitchell (1995) found that empowerment could be predicted by both participation in a community coalition and a sense of community. In a random sample of community residents, Speer (2000) found that individuals who participated more in voluntary organizations and had higher levels of neighborhood psychological sense of community also had higher levels of empowerment. Conclusively, the feeling of belonging and that members matter to one another drives a sense of psychological empowerment.

The results on Hypothesis 4 show that nn the mobilization process psychological sense of community has greater influence on psychological empowerment as compared to group member satisfaction. According to McMillan & Chavis (1986) psychological sense of community is a feeling that members have of belonging, a feeling that members matter to one another and to the group, and a shared faith that members' needs will be met though their commitment to be together, which is represented by the factors of membership, influence, integration and fulfillment of needs, and shared emotional connection. The sense of belonging and bondedness will generate a higher degree of psychological empowerment than group member satisfaction on its own

CONCLUSIONS:

The study concludes that a significant relationship exists between social capital and psychological sense of community. The emphasis is that social capital enhances psychological sense of community and that higher levels of social capital cultivate psychological sense of community. The social networks of socially advantageous inter-group relationships promote a sense of bondedness and hence stimulate psychological sense of community. The study also concludes that group member satisfaction which involves patterns of interaction and experiences of enjoyment in group activity translates into empowerment of the individual group member.

Furthermore, the study concludes that psychological sense of community is a paramount variable in influencing psychological empowerment of volunteers working in HIV/AIDS community groups as well. Volunteers working in these groups feel uplifted by the sense of belonging and bondedness. Finally the findings of the study conclude that psychological sense of community is a stronger predictor of psychological empowerment than group member satisfaction, meaning that in the mobilization process psychological sense of community exerts greater influence on psychological empowerment as compared to group member satisfaction.

RECOMMENDATIONS:

To understand social mobilization in HIV/AIDS voluntary activity, it is critical to comprehend how social psychological variables like social capital, psychological sense of

community, community organization social climate and group member satisfaction interact to influence psychological empowerment.

There is a need for authorities to move away from limiting community mobilization in HIV/AIDS voluntary programs to sensitization and education activities towards understanding the broad social learning variables involved in the process and how they foster psychological empowerment.

In-order to comprehend the process of voluntary participation in HIV/AIDS programs, it is essential to gain an understanding of the initial motivations for volunteering as well as the factors that lead to psychological empowerment and satisfaction.

Emphasis needs to be placed on building social capital in the communities and understanding how social capital contributes to psychological sense of community which ultimately translates into psychological empowerment.

In-order to increase the community initiatives capacity to attract and retain volunteers, it is essential to pay attention to the social climate and facilitate group member satisfaction.

A clearer understanding of what motivates people to volunteer, especially in under-resourced settings, will help in the development of more effective strategies for involving volunteers in the provision of community services.

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Appendix

Personal Information

Age _____
Sex_____
Marital Status_____
Education Level_____
District of residence_____

Social Capital Questionnaire

Instructions: *Tick the appropriate response for each question*
In this section the responses are as follows:

(1) Not at all   (2) Not Very Much   (3) To some extent (4) Very much

1	Do you feel valued by society?	1	2	3	4
2	If you were to die tomorrow, would you be satisfied with what your life has meant?	1	2	3	4
3	Some say that by helping others you help yourself in the long run. Do you agree?	1	2	3	4
4	Do you feel safe walking down your street after dark?	1	2	3	4
5	Do you agree that most people can be trusted?	1	2	3	4
6	Are you an active member of a local organization or club (eg, sport, craft,)?	1	2	3	4

(1) Not at all   (2) Rarely   (3) Sometimes   (4) Always

7	Have you ever picked up other people's rubbish in a public place?	1	2	3	4
8	Do you help out a local group as a volunteer?	1	2	3	4
9	Have you visited a neighbor in the past week?	1	2	3	4
10	Have you attended a local community event in the past 6 months ?	1	2	3	4
11	In the past 6 months, have you done a favor for a sick neighbor?	1	2	3	4
12	In the past 3 years have you served on organizing committee for any local group or organization?	1	2	3	4
13	In the past 3 years, have you ever joined a local community action to deal with an emergency?	1	2	3	4
14	In the past 3 years have you ever taken part in a local community project?	1	2	3	4
15	Have you ever been part of a project to organize a new service in your area?	1	2	3	4

In this section the responses are as follows:

(1) Not at all   (2) Not Quite   (3) Sometimes   (4) Definitely

16	If someone's car breaks down outside your house, would you give help?	1	2	3	4
17	Can you get help from friends when you need it?	1	2	3	4
18	Does your area have a reputation of being a safe place	1	2	3	4
19	Would you ask a neighbor for help to care for your child?	1	2	3	4
20	Does your local community feel like home?	1	2	3	4
21	If you need information to make a life decision, do you know where to find that information?	1	2	3	4
22	If you disagree with what everyone else agreed on, would you feel free to speak out?	1	2	3	4
23	If you have a dispute with your neighbors are you willing to seek mediation?	1	2	3	4
24	Do you think that multiculturalism makes life in your area better?	1	2	3	4
25	Do you enjoy living among people of different life styles?	1	2	3	4
26	If a stranger moves into your street, would they be accepted by the neighbors?	1	2	3	4

In this section the responses are as follows:

(1) Not at all   (2) one or Two   (3) Five   (4) Very Many

27	In the past week, how many conversations have you had with friends?	1	2	3	4
28	How many people did you talk to yesterday?	1	2	3	4

In this section the responses are as follows:

(1) Not at all   (2) Rarely   (3) Sometimes   (4) Always

29	Over the weekend do you have a meal with other people outside your household?	1	2	3	4
30	Do you go outside your local community to visit your family?	1	2	3	4
31	When you go shopping in your local area are you likely to run into friends?	1	2	3	4

Psychological Sense of Community Scale (PSOC)

Instructions: *Tick the appropriate response for each Item*
In this section the responses are as follows:
 (SA) - Strongly Agree   (A) - Agree   (D)- Disagree   (SD) - Strongly Disagree

1	Most members of (organization name) forget the meaning of brother/sisterhood when they get out of the meetings.	SA	A	D	SD
2	No one in (organization name) responds to what I think is important	SA	A	D	SD
3	Everyone in (organization name) is pushing in different directions.	SA	A	D	SD
4	(Organization name) gets overlooked in (Community name).	SA	A	D	SD
5	(Organization name) gets very little done in this (Community name).	SA	A	D	SD
6	Membership in (organization name) allows me to be a part of other groups in (Community name)	SA	A	D	SD
7	Being in (organization name) allows me to be around important people.	SA	A	D	SD
8	Because of (organization name) I am connected to other groups in (Community name).	SA	A	D	SD
9	I would really rather live in a different town.	SA	A	D	SD
10	(Community name) is just not the place for me.	SA	A	D	SD
11	(Community name) is a good place for me to live.	SA	A	D	SD
12	Living in (Community name) gives me a sense of community	SA	A	D	SD

Community Organization Social Climate Scale(COSOC)

Instructions:
Tick the appropriate response for each Item
In this section the responses are as follows:

(SA) - Strongly Agree   (A) - Agree   (D)- Disagree   (SD) - Strongly Disagree

1	I have confidence in my fellow volunteers	SA	A	D	SD
2	People I work with do a good job.	SA	A	D	SD
3	People I work with work well together.	SA	A	D	SD
4	Resources are freely shared through out the group.	SA	A	D	SD
5	Group members communicate well with one another.	SA	A	D	SD
6	Group members are supportive during times of need.	SA	A	D	SD
7	Group members are ready to share information to others.	SA	A	D	SD
8	Group leaders give encouragement to members.	SA	A	D	SD
9	We all enjoy working together as a group.	SA	A	D	SD
10	People I work with are generally cooperative.	SA	A	D	SD
11	Group activities are well organized.	SA	A	D	SD
12	The group has clear procedures for conducting activities.	SA	A	D	SD
13	The group has formal meetings to discuss issues.	SA	A	D	SD
14	Group leaders give the group a sense of direction.	SA	A	D	SD
15	Group leaders have good control of the group.	SA	A	D	SD
16	Group leaders enforce rules that govern group activities.	SA	A	D	SD

Instructions: *Tick the appropriate response for each Item*
In this setion the responses are as follows:

(VS) Very Satisfied (S) - Satisfied   (D)- Dissatisfied (VD) Very Dissatisfied

1	The way group leaders handle group members.	VS	S	D	VD
2	The competence of group members.	VS	S	D	VD
3	The way group members get along with one another.	VS	S	D	VD
4	The feelings of accomplishment I get from participating in the group.	VS	S	D	VD
5	The way I am treated by other group members.	VS	S	D	VD
6	The support and encouragement I get from other group members.	VS	S	D	VD
7	The communication among group members.	VS	S	D	VD
8	The general level of involvement of group members in group activities.	VS	S	D	VD
9	The security the group provides for its members.	VS	S	D	VD
10	The opportunity to learn new skills	VS	S	D	VD

Psychological empowerment Questionnaire (PEQ)

Instructions: *Tick the appropriate response for each Item*
In this section the responses are as follows:

(SA) - Strongly Agree   (A) - Agree   (D)- Disagree   (SD) - Strongly Disagree

1	I feel that I am in full control of my life.	SA	A	D	SD
2	I always make my own decisions about things that affect me.	SA	A	D	SD
3	I am always in control of my emotions and feelings	SA	A	D	SD
4	I have influence over the people I live with.	SA	A	D	SD
5	I have control over people I interact with.	SA	A	D	SD
6	I am able to cope effectively with problems I encounter.	SA	A	D	SD
7	I do not feel overwhelmed by problems in life.	SA	A	D	SD
8	I am able to solve most of my problems without outside help.	SA	A	D	SD
9	People with problems approach me for help.	SA	A	D	SD
10	I often take on leadership roles in group activity.	SA	A	D	SD
11	I regularly reach out to other members of the group	SA	A	D	SD
12	I regularly engage in other group and community activities	SA	A	D	SD

Level of involvement in citizen participation

Instructions: *Tick the appropriate response for each Item*
In this section the responses are as follows:

1. Very Often   2. Often   3. Once or twice   4. Never

1	I attend organizational functions and activities	1	2	3	4
2	I actively participate in discussions	1	2	3	4
3	I attend meetings of the organization	1	2	3	4
4	I do work for the organization outside of meetings	1	2	3	4
5	I serve as a member of a committee	1	2	3	4
6	I serve as an officer or as a committee chair	1	2	3	4
7	I help organize activities (other than meetings)	1	2	3	4
8	I try to recruit new members	1	2	3	4
9	I try to get people out for meetings and activities	1	2	3	4
10	I serve as a representative of the organization to other community groups	1	2	3	4
11	I work on other activities for the organization	1	2	3	4