INVESTIGATING THE ROLE OF SELECTED ORGANISATIONS AND GOVERNMENT INSTITUTIONS IN PROMOTING THE WELFARE OF OLDER PERSONS IN LUSAKA-DISTRICT, ZAMBIA.

BY

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A dissertation submitted to the University of Zambia in partial fulfilment of requirements for the award of Master of Education Degree in Civic Education.

THE UNIVERSITY OF ZAMBIA

LUSAKA

2024

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DECLARATION

I, Brenda Pelekamoyo do hereby solemnly declare that this dissertation, *Investigating the role of selected organisations and government institutions in promoting the welfare of older persons in Lusaka-District, Zambia,* represents my work except where otherwise acknowledged, that it has never previously been submitted for a master's degree at the University of Zambia or any other university.

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CERTIFICATE OF APPROVAL

This dissertation of Brenda Pelekamoyo (Student ID No. 2018254057) has been approved as partial fulfilment of the requirement of the award of Degree of Master of Education in Civic Education by the University of Zambia.

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ABSTRACT

The older persons population remains a vulnerable group that deserves special protection. Due to lack of care and support they continue to face different forms of abuse. If issues relating to abuse of older persons are not addressed adequately, the older persons will remain a neglected group. However, the primary concern is whether the welfare of older persons is recognised, promoted, and respected. The aim of the study was to investigate the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older persons in Lusaka District, Zambia. Therefore, this study investigated the contributions of the Senior Citizens Association of Zambia (SCAZ), Retirees Welfare Bureau of Zambia (RWBZ), Human Rights Commission (HRC) and Ministry of Community Development and Social Services (MCDSS) in advocating for the welfare of older persons; establish how the Senior Citizens Association of Zambia (SCAZ), Retirees Welfare Bureau of Zambia (RWBZ), Human Rights Commission (HRC) and Ministry of Community Development and Social Services (MCDSS) in providing legal protection for older persons and identify the livelihood skills promoted to the older persons by Senior Citizens Association of Zambia (SCAZ), Retirees Welfare Bureau of Zambia (RWBZ), Human Rights Commission (HRC) and Ministry of Community Development and Social Service (MCDSS).

The researcher used case study design. A total of 21 older persons were selected through key informant recruitment from the Matero after care centre in Lusaka District. Further, 15 key informants from SCAZ, RWBZ, HRC and MCDSSS were purposively selected for the research. Data was collected using the semi-structured interview guide from 21 older persons and key informant interview schedules from 15 key informants 2 from Senior Citizens Association of Zambia, 5 Retirees Welfare Bureau of Zambia, 2 from Human Rights Commission of Zambia and 2 from Ministry of Community Development and Social Services. Qualitative data was analysed using thematic analysis.

Findings revealed that SCAZ, RWBZ, HRC and MCDSS reached out to older persons but did not offer legal protection services and had no plan of events. Findings also show the two organisations and two institutions provided livelihood skills to the older person. Further findings revealed that most of the older persons did not know their rights and how to claim them. The study concluded that for SCAZ, RWBZ, HRC and MCDSS to fully represent the older persons, they needed to have legal representation of older persons and use varying advocacy strategies.

Key words: Older persons, advocacy, legal protection, livelihood skills and human rights

DEDICATION

This dissertation is dedicated to my kind and loving children, Salifyanji Star Sinkala and Sefyanji Shine Sinkala, for the patience, moral and spiritual support they rendered to me during the entire period that I was kept busy doing this study. Their endurance gave me hope and encouragement when I almost failed to complete this study.

To my entire family, thank you for your encouragement and believing in me.

ACKNOWLEDGEMENT

Firstly, I am highly indebted to my supervisor Prof. G Masaiti for the guidance, thoughtful criticism, and wise counsel rendered to me during the research work.

Secondly, I would like to thank my co-supervisor Dr .K. Mwelwa for his guidance, encouragement and valuable comments.

Thirdly, I would like to thank the officials at HRC, MCDSS, SCAZ and RWBZ for providing me with the information which made my research a success.

Lastly, I would like to thank older persons for their positive and insightful contributions.

ACRONYMS

AIDS	Acquired Immune Deficiency Syndrome
FGD	Focus Group Discussion
HIV	Human Immune Deficiency Syndrome
HRC	Human Rights Commission
HSSREC	Human Social Sciences Research Ethics Committee
ICCPR	International Convention on Civil and Political rights
ICESCR	International Convention on Economic, Social and Cultural rights
IPV	Intimate Partner Violence
MIPAA	Madrid International Plan of Action
MCDSS	Ministry of Community Development and Social Services
NAP	National Ageing Policy
OAE	Older Adult Education
RWBZ	Retirees Welfare Bureau of Zambia
SCAZ	Senior Citizens Association of Zambia
SDG	Sustainable Development Goals
UDHR	Universal Declaration of Human Rights
UN	United Nations
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund

CONTENTS **PAGE**

COPYRIGHT ..... **i**

DECLARATION ..... **ii**

CERTIFICATE OF APPROVAL ..... **iii**

ABSTRACT ..... **iv**

DEDICATION ..... **v**

ACKNOWLEDGEMENT ..... **vi**

ACRONYMS ..... **vii**

LIST OF FIGURES ..... **xii**

LIST OF TABLES ..... **xiii**

CHAPTER ONE 1

INTRODUCTION 1

1.1. Chapter overview 1

1.2. Background to the study 1

1.3. Statement of the Problem 6

1.4. Purpose of study 7

1.5. Objectives 7

1.6. Research Questions 7

1.7. Significance of the study 7

1.8. Delimitation of the study 8

1.9. Limitations of the study 8

1.10. Operational definition of key terms 8

1.11. Theoretical Framework 9

1.12. Conceptual Framework 10

1.13. Organization of the Dissertation 11

CHAPTER TWO **12**

LITERATURE REVIEW **12**

2.1. Chapter Overview 12

2.2. Introduction 12

2.3. Advocating for the welfare of older persons 16

2.3.1. Strategies used in advocacy. 16

2.3.2. Identification of gender most literate 17

2.4. Provision of legal protection for older persons 19

2.4.2. Identification of gender most victimised 21

2.5. Livelihood skills for older persons 24

CHAPTER THREE **28**

RESEARCH METHODOLOGY **28**

3.1. Chapter Overview 28

3.2. Research Design 28

3.3. Epistemological and Ontological positions 28

3.4. Study site 29

3.5. Sampling methods 29

3.6. Data collection 30

3.6.1. Key informant interviews 30

3.6.2. Semi structured interviews 31

3.6.3. Document analysis 31

3.7. Data analysis 31

3.8. Credibility and Trustworthiness 31

3.9. Ethical considerations 31

CHAPTER FOUR **33**

PRESENTATION OF FINDINGS **33**

4.2. Demographic characteristics of respondents 33

4.2.1. Gender of key informants and older persons 33

4.2.2. Age of key informants 33

4.2.3. Age of Older Persons 34

4.2.4. Education Level of Key Informants 34

4.2.5. Education Level of Older Persons 35

4.2.6. Period in service for the position held 35

4.3. The contributions of SCAZ, RWBZ, HRC and MCDSS in advocating for the welfare of older persons in Lusaka District. 36

4.3.1. Preferred method to disseminate information 36

4.3.2. Identification of gender most literate 39

4.3.3. Benefits enjoyed by older persons arising from advocacy by SCAZ, RWBZ, HRC and MCDSS. 41

4.3.4. Challenges SCAZ and RWBZ encounters during sensitisation of older persons. 42

4.4. Establishing the role of SCAZ, RWBZ, HRC and MCDSS in providing legal protection for older persons in Lusaka District. 44

4.4.2. Identification of gender most victimised 45

4.5: How SCAZ, RWBZ, HRC and MCDSS are involved in promoting the livelihood skills to older persons in Lusaka District. 46

4.5.1. Provision of livelihood skills 46

4.6. Chapter Summary 47

CHAPTER FIVE **48**

DISCUSSIONS OF RESULTS **48**

5.1. Chapter Overview 48

5.2. Advocating for the welfare of older persons 48
5.2.1. Identification of gender most literate 49
5.2.3. Challenges faced by SCAZ, RWBZ, HRC and MCDSS during sensitisation of older persons 51
5.3. Provision of Legal Protection to older persons 51
5.4. Livelihood skills provided to older persons 53
5.5. Chapter summary 56
CHAPTER SIX 57
CONCLUSION AND RECOMMENDATIONS 57
6.1. Chapter Overview 57
6.2. Conclusion 57
6.3. Recommendations 57
REFERENCES 59
APPENDICES 64
Appendix I: Interview schedule for Key informants 64
Appendix ii: Semi Structured Interview Schedule for Older Persons 71

LIST OF FIGURES

Figure 1.1: Conceptual Framework 10

LIST OF TABLES

Table 4.1 Age of key informant ……30
Table 4.2 Education level of key informants…….31
Table 4.3 Education level of older persons……32
Table 4.4 Period in service for the position held……32
Table 4.5 Gender most literate……36
Table 4.6 Challenges encountered during sensitising older persons……..39

CHAPTER ONE

INTRODUCTION

1.1. Chapter overview

The chapter introduces the research by setting the context of the study. It includes the statement of the problem, the purpose of the study, study objectives, research questions and the significance of the study, delimitation of the study, limitation of the study, operational definition of terms, theoretical framework, and conceptual framework. It ends with an outline of how the rest of the dissertation is organized.

1.2. Background to the study

Ageing is a multi-dimensional phenomenon warranting an inter-disciplinary and inter-sectoral approach. Ageing has an important socio-economic dimension that cannot be overlooked in the elaboration of a sustainable human development paradigm. Like childhood and disability, the concept of ageing is a socially constructed phenomenon. It is not simply a biological process, but something given particular meaning depending upon its social and historical context (Gergen, 2001). The older persons population is the fast-growing portion of society however, neglect or violation of older persons rights is common (Tang and Lee, 2006). Globally by 2025, it is estimated that more than 1.2 billion people will be aged sixty years (60) or above, and more than 70% of them will be residing in developing countries (Pinzon and Martin, 2003). The social and economic difficulties being experienced by the older persons increase uncertainty as they have limited access to basic needs and services.

The National Ageing Policy (NAP) (2015), defines an older person as one aged 60 years or older. The perception of old age as a social problem rest upon the assumption that older persons are in some way separate from those who are not yet old, the older persons and non-aged are two different categories of human beings. Older persons are seen as segregated from society producing a gap that must be bridged, while at the same time recognising the particular needs and contributions of this group (Fredvang and Biggs, 2012). This manifests in the vocabulary on how older persons can contribute to society or whether they constitute a burden of old age. Human beings provide care to one another. When a person is young, there is much care from parents and guardians as they cannot take care of themselves. The care tends to reduce when the person reaches adulthood as they are

considered to be capable of being independent. This independence tends to continue till old age but this is the age that they need the most care and support from family members and society.

Therefore, the phenomenon of ageing has been a concern for Zambia. However, the primary concern is whether the government and different stakeholders promote and recognise the welfare of older persons. The Constitution of Zambia guarantees the protection and welfare of all people in Zambia. Part (III) of 1996 amended constitution guarantees fundamental rights and freedoms of individuals by ensuring that the rights are protected, promoted, and recognised. The government of Zambia through the Ministry of Community Development and Social Services empower the older persons through the social cash transfer programme since 2003. The Human Rights Commission is mandated to ensure that the Bill of Rights is upheld and protected, there is little that is done for the recognition, promotion, and respect of the rights of older persons as there is continued abuse of older persons rights. Furthermore, owing to the lack of knowledge and negative attitude by the young generation and the duty bearers concerning older persons, less is being addressed regarding their concerns. Therefore, Non-Governmental Organisations (NGOs) strongly advocated for the formulation of the NAP which took the government 16 years to implement it. This clearly shows that the greatest needs of older persons are overlooked. Most older persons are illiterate, unaware of their rights, and do not know what action to take when they are abused or victimized (Kamwengo, 2001). They often face challenges that include lack of proper care and support from their relatives and society. Additionally, due to modernization and economic constraints, there is a breakdown of the extended family ties hence, leaving older persons susceptible to vulnerability from the society (Kungalv, 1999).

Rights of older persons are recognised in isolated International Treaties such as the Universal Declaration of Human Rights (UDHR) of 1948, the International Convention on Economic, Social, and Cultural rights (ICESCR) of 1966 resolution 2200A, the International Convention on Civil and Political rights (ICCPR) which is a multi-layered treaty adopted by the United Nations General Assembly resolution 2200A (XXI) on 16th December 1966 and came into force on 23rd March 1976 under Article 49 of the covenant. Human rights for older persons are tacitly protected in the Bill of Rights. Of particular significance to older persons is Article 25(1) of the UDHR which states that everyone has the right to security and a ‘standard of living, adequate for the health and wellbeing of himself and his family. For older persons, important specific rights in the ICESCR of 1966 are the work-related rights (Article 6-7) and the right to social security (Article 9), to an

adequate standard of living (Article 11), and the highest attainable of physical and mental health (Article12). The ICESCR recognition of the inherent dignity and the equal and inalienable rights of all members of the human family is the foundation of freedom, justice, and peace in the world. Realising that individuals have duties to other individuals and to the community to which they belong, they are responsible for the promotion and observance of the rights recognised in the present covenant.

In 1995, the United Nations Committee on Economic, social and cultural rights of old persons rejected the term elderly in preference for older persons. Old is considered pejorate while elderly is considered frailty (United Nations High Commissioner for Human Rights 1995).

. Older persons can be referred to as elderly, senior citizens, the aged, old people. Therefore, the word older persons will be used in this study

The Human Rights Commission of Zambia (HRC) provides state-based, not judicial, remedies in cases of human rights violations or abuses. The commission also offer legal or non- legal advice. Despite the HRC being affiliated to the Global Alliance of National Human Rights Institutions (GANHRI) were they have due recognition in UN meetings, share knowledge and get assessed for compliance with principles and accreditation, the commission has not conducted any study to determine the knowledge levels of the older persons on human rights. Additionally, through the National Ageing Policy (NAP) of 2015, the government implemented the free medical scheme for the older persons just for consultation and poverty alleviation were the government is empowering the older persons through social cash transfer as well as to remain on the payroll after retirement until paid full benefits. The government also works with non-governmental organisations to champion the dignity of people who are old through the cabinet circular number 9 of 2002. It took 16 years for the government to implement the National Ageing Policy after different stakeholders strongly advocated for the rights of older persons.

According to Johari (1989), defines rights as claims of people recognised by society and the state. Social recognition converts a claim into a moral right, then its protection by the state makes it a legal right. Therefore, there is a need for improvement in the betterment of older person's lives by recognizing them as citizens who can contribute positively to the development of the country. This raises the need for this study to explore more on the role of the Senior Citizens Association of Zambia (SCAZ), Retirees Welfare Bureau of Zambia (RWBZ), Human Rights Commission (HRC)

and the Ministry of Community Development and Social Services in promoting the welfare of older persons.

The Senior Citizens Association of Zambia [SCAZ] was formed in 1999 as a response to the United Nations Declaration on the year of older persons. It is a membership organisation that is represented in six provinces of Zambia (Help Age International, 2009). The aim of SCAZ is for older persons to live in a dignified, healthy, and secure lives. They support programmes on health, social protection, HIV and AIDS, livelihoods, and social care. SCAZ joined the Help Age global network in 2008.

The Retirees Welfare Bureau of Zambia (RWBZ) was founded as a non-governmental organisation registered under the NGO Act of 2009 to look into the welfare of older persons in Zambia. RWBZ was founded in August 1997. The organisation is recognised by the government under cabinet circular No. 9 of 2002 to spearhead plans of action that promote the social and economic interests targeting older persons. The RWBZ operations are carried out in close collaboration with the government. It advances perspectives of population ageing in its core activities whose works are recognised by the United Nations.

The vision of the RWBZ is to have "a conducive environment created for ageing and retirement in dignity and respect where Zambians enjoy all their rights." Its mission is to be committed to improving and promoting the human dignity and quality of life of old persons in Zambia driven by tenets of integrity, good governance, accountability, and transparency. The organisational objectives are advocacy on the rights of older persons, policy influence, and research on ageing issues, to establish projects that advance the health status and emotional wellbeing including the establishment of Geriatric Family Care, including cross-cutting issues of HIV and AIDS as they negatively affect older persons, to promote concepts of intergenerational solidarity, social contracts, and longevity. To facilitate a platform where the voices of older persons are heard on matters that directly or indirectly affect their development at the family, community, and national level. To facilitate the establishment of national policies, advisory and consultative roles to government and other stakeholders on appropriate plan of action on retirement and ageing. The mission statement of RWBZ is based on its core values of honesty, teamwork, accountability, commitment, respect, and unity of purpose.

The Human Rights Commission (HRC) came into being in 1997 following the enactment of the Human Rights Commission Act No. 39 of 1996. The HRC investigates any human rights abuses, maladministration of justice, propose effective measures to prevent human rights abuse. The institution has the powers to issue summons or orders requiring the attendance of any authority before the Commission or the production of any document or record relevant to any investigation by the commission, require any person to disclose any information within such persons knowledge relevant to any investigation by the commission and recommend the punishment of any officers found by the Commission to have perpetrated an abuse of human rights.

The Commission has no powers to deal with cases that are before the court of law, brought more than two years after knowing of the violence and cases being dealt with other institutions. The HRC is affiliated to the Global Alliance of National Human Rights Institutions (GANHRI). HRC get assessed for compliance for accreditation and principles. The HRC also gets due recognition in UN meeting.

The Ministry of Community Development and Social Services (MCDSS) is a government ministry which was established in November 199.It is tasked with the responsibility of looking into the welfare of people. The MCDSS provides care and support to the less privileged in society. Older persons are provided with shelter and through the Social Cash Transfer programme they are empowered. The mission statement of the ministry is; 'to efficiently and effectively facilitate the provision of equitable basic social protection services for inclusive sustainable human and community development'. The vision of the institution is, 'A smart and value centred-ministry of community development and social services. The functions of the ministry include the following; enhance infrastructure development, enhance basic social protection service, reduce poverty reduction and improve quality of citizens in order to foster national development.

The mandate of the MCDSS based on the Government Gazette Notice No. 836 of 2016is to implement various Basic Social Protection Programmes (BSPP) aimed at protecting, promoting and assisting the poor and vulnerable in society.

Therefore, SCAZ, RWBZ, HRC and MCDSS were selected because these are the most recognised and have been in operation for two decades looking into older persons rights. SCAZ and RWBZ had strongly advocated for the formulation and implementation of the NAP.

1.3. Statement of the Problem

There are many organisations and government policies put in place to enhance the welfare older persons in the country. Despite these efforts, older persons continue to face a number of challenges as most of their rights are not respected and recognised Pinzon (2003). The constitution of Zambia hardly makes mention of ageing issues. They are considered economically inactive and a burden to the families and communities as a comprehensive legal instrument on older persons rights is missing at the international level in both universal and regional systems. Nortey (2017). Their greatest needs are often overlooked, hence, are neglected. They often face challenges that include lack of proper care and support from their relatives and society. Furthermore, older persons are faced with non-recognition of their potential to be the voices of others in national affairs. The government of Zambia took 16 years to implement the NAP of 2015 after different organisations such SCAZ and RWBZ strongly advocated for the implementation of the policy though not all is implemented in the NAP. The government through the Ministry of Community Development and Social Services provide social cash transfers to the older persons but do not offer lifelong learning to older persons as stipulated in the NAP. Further, issues of ageing were offered little recognition in the 7th National Development Plan of 2017-2021. At tertiary level, only the University of Zambia offer a course in Gerontology as a course under Adult Education and school of humanities under population studies. Consequently, there is lack of survival means for older persons. The Zambia National Ageing Policy does not explicitly define long term and palliative care, but holistically places emphasis on accessibility to free appropriate health care at all levels. Additionally, older persons are not a visible category in decision-making in the country (Chirwa and Kalinda, 2016).

Therefore, given the aforementioned about the older persons being the fast-growing portion of society and challenges they face, there are different stakeholders such as the government institutions and civil society organisations involved to ensure their wellbeing is taken care of, without their rights being fringed upon. In as much as there are different organisations promoting old persons rights, very little is done to recognize, promote, and respect their rights. Kamwengo (2004), stated the older persons are the most illiterate and poor. Therefore, this research aimed at investigating the role of the Senior Citizens Association of Zambia, the Retirees Welfare Bureau of Zambia, Human Rights Commission and Ministry of Community Development and Social Services in promoting the welfare of older persons in Lusaka District.

1.4. Purpose of study

The purpose of the study was to investigate the role of selected organisations and government institutions in promoting the welfare of older persons in Lusaka District.

1.5. Objectives

The objectives of the study were:

I. To investigate the contributions of the Senior Citizens Association of Zambia, Retirees Welfare Bureau of Zambia, Human Rights Commission and Ministry of Community Development and Social Services in advocating for the welfare of older persons in Lusaka District.

II. To establish the roles of the Senior Citizens Association of Zambia, Retirees Welfare Bureau of Zambia, Human Rights Commission and Ministry of Community Development and social services in providing legal protection for older persons in Lusaka District.

III. To identify how Senior Citizens Association of Zambia, Retirees Welfare Bureau of Zambia, Human Rights Commission and Ministry of Community Development and Social services are involved in promoting the livelihood skills for older persons in Lusaka District.

1.6. Research Questions

The research questions for the study were:

I. How are SCAZ, RWBZ, HRC and MCDSS involved in advocating for the welfare of older persons in Lusaka District?

II. What is the role of SCAZ, RWBZ, HRC and MCDSS in providing legal protection for the older persons in Lusaka District?

III. What livelihood skills does SCAZ, RWBZ, HRC and MCDSS promote for the older persons in Lusaka District?

1.7. Significance of the study

This study was significant in that it provided information about the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older persons in Lusaka District. This information might be used to design and implement interventions by stakeholders to enhance their roles in promoting the welfare of older persons, including the public and private sectors. This study might ensure the sustainability of the lives of older persons and attain Sustainable Development Goal number three (SDG 3)-ensure healthy lives and promote wellbeing for all at all ages. Furthermore, the

information may help citizens willing to contribute to promoting the welfare of older persons by working with different stakeholders. Furthermore, Civil Society Organisations may use findings from this study as baseline data and information for further research and effectively contribute to promoting the welfare of older persons. The recommendations in this study might be used by policy makers and all stakeholders involved in promoting the welfare of older persons.

1.8. Delimitation of the study

The study was restricted to Lusaka District and was conducted in selected organisations and institutions SCAZ, RWBZ, HRC and MCDSS. The implications of this delimitation on the findings of the study were to have accurate and reliable information as these organisations (SCAZ and RWBZ) and institutions (HRC and MCDSS) look into the plight of older persons.

1.9. Limitations of the study

Interviewing more participants (older persons) would have enriched the study but due to covid 19, some of the workers from the Senior Citizens Association of Zambia (SCAZ), Retirees Welfare Bureau of Zambia (RWBZ), Human Rights Commission (HRC) and Ministry of Community Development and Social Services were working from home and only managed to interview the available officers. Some of the older persons refused to be interviewed as they claimed to have been interviewed by many individuals and organisations but their concerns were never addressed. Therefore, to overcome this limitation, the researcher asked one of the officers from the MCDSS to talk to them that the interview was purely for academic purposes. Due to covid 19, no focus group discussion was conducted.

1.10. Operational definition of key terms

Abuse: Any action that is likely to cause older persons physical injury, psychological and emotional distress or loss of material and financial resources.

Ageing: A multidimensional process of physical, psychological, physiological and social change in human beings overtime.

Advocacy: Advocacy is a process of standing up for the rights of another person.

Human rights: are claims or benefits that one has by virtue of being a human being

Legal protection: Laws and other official measures intended to protect people's rights and freedoms.

Livelihood skills: The abilities of supporting one's life.

Older persons: Male or female older person, aged 60 years and above.

Older person's rights: Human rights pertaining to the care, protection and development of older persons.

Retirees Welfare Bureau of Zambia (RWBZ): Looks at the welfare of older persons in Zambia.

Rights: are claims or freedoms of persons recognised by society (community) and the state.

Senior Citizens Association of Zambia (SCAZ): Champions the rights of old persons and ensures that they live a dignified and fulfilled life.

Welfare: State of being health, happy, care provided by state for people in need.

1.11. Theoretical Framework

A theoretical framework consists of theories that act as a background and guide the investigation in question (Orodho, 2009). The research was guided by the empowerment theory by Paulo Freire (1986) which expresses the need to empower individuals who are disenfranchised by taking control over their own learning and develop a deeper understanding of one's own position within the community through active participation and engagement. This theory helps older persons alienated from the family and society to realise their abilities by being an active agent for change. The key features of this theory are active participation, empowerment, control over their lives and collaboration of individuals. Therefore, this theory is vital in helping older persons understand their role in society and not be an isolated or victimised group. Freire's definition of empowerment implies a conquest, the advancement and prevailing by the one who is empowered (active subject of the process), and not simply donation or transfer by benevolence, which transforms the subject into a passive object. Empowerment theory focuses on participation and collaboration of individuals within an organising structure to focus their efforts on an identified outcome or common goal. This theory helps individuals gain power, access resources and control over their own lives. According to the Help Age International (2011), older persons have vital contributions and capacities that are rarely recognised and built upon, particularly in crisis contexts. My study focuses on investigating the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older

persons. Therefore, Paulo Freire's theory applies to this study as it advocates empowering individuals within the community through active participation hence realising one's full potential.

1.12. Conceptual Framework

Orodho (2009) defined a conceptual framework as a model of presentation of the relationship between variables in the study depicted graphically or diagrammatically. Figure 1.1 shows a conceptual framework indicating the relationship in promoting the welfare of older persons, advocating for the rights of older persons and providing legal protection as well as livelihood skills to sustain the lives of older persons.

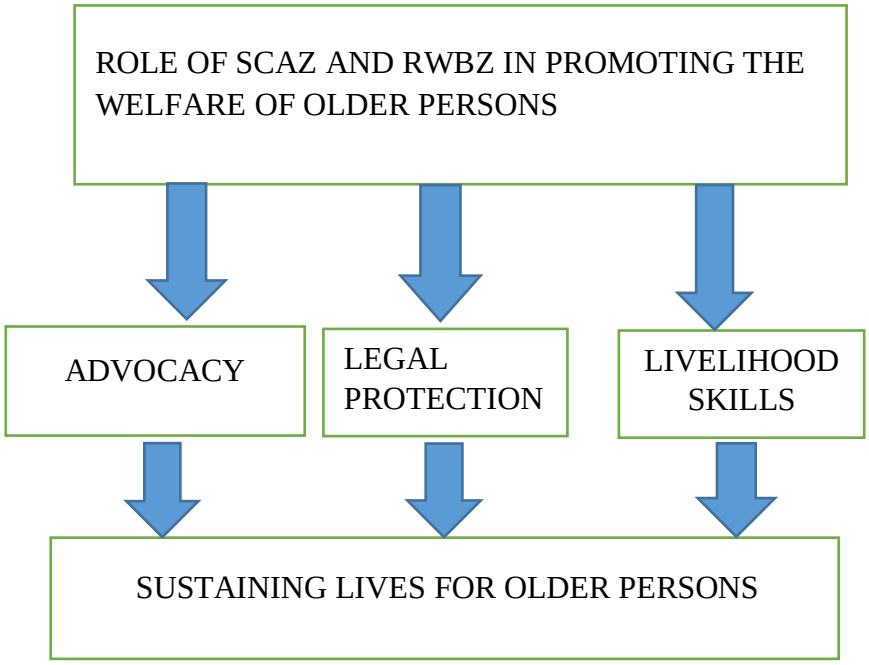

Figure 1.1: Conceptual Framework

Figure 1.1 is the conceptual framework for this study. It is hoped that promotion of older persons welfare by SCAZ and RWBZ through effective advocacy, legal protection, and provision of livelihood skills, would lead to sustaining the lives of older persons. Similarly, advocating for the welfare of the older persons through various ways, the older persons are likely to be aware of their rights.

1.13. Organization of the Dissertation

This dissertation is organized in the following order: Chapter one introduced the study. Chapter two is a review of literature highlighting the Role of the Senior Citizens Association of Zambia (SCAZ) and Retirees Welfare Bureau of Zambia (RWBZ) in promoting the welfare of older persons in Lusaka District, Zambia. Chapter three describes the research methodology applied to achieve the proposed aim. Then chapter four presents the findings of the study concerning the objectives and Chapter five discusses findings, and finally, Chapter six gives a conclusion and recommendations of the research findings.

CHAPTER TWO

LITERATURE REVIEW

2.1. Chapter Overview

This section presents the literature reviewed about investigating the roles of SCAZ, RWBZ, HRC and RWBZ in promoting the welfare of the older persons. It starts by highlighting how SCAZ, RWBZ, HRC and MCDSS advocate for the welfare of older persons, stating the gender that is most literate, explaining how the organisations and institutions provide legal protection to older persons, the gender that is the most victim. It further points out the livelihood skills promoted by SCAZ, RWBZ, HRC and MCDSS to older persons.

2.2. Introduction

Old age can be approached from at least three different standpoints: chronological (biological), physiological (loss of functional capabilities), and social factors. It comprises the later part of life, which is the period of life after youth, and middle age. It cannot be universally defined because it differs according to context. In 2011, the United Nations proposed a human rights convention that would specifically protect older persons. Socio-cultural factors determine age. Each society sets an age limit after which people are considered to be part of the older population. Families and communities often use socio-cultural referents to define age including family roscoe status (grandparents), physical appearance, or age-related health conditions.

Therefore, Zambia celebrates and recognise the international days of older persons and human rights day, it is the responsibility and not a favour to protect the rights of older persons. However, as Zambia aspires to be a middle income country by 2030, less than 20% of older persons are benefiting or covered from the pension scheme. This clearly shows that older persons who were in the formal employment are few compared to the majority who are not educated and are in the informal sector (Pihero, 2011).

The Senior Citizens Association of Zambia [SCAZ] was formed in 1999 as a response to the United Nations Declaration on the year of older persons. It champions the rights of older persons and ensures that they live a dignified and fulfilled life. It is a membership organisation that is represented in six provinces of Zambia (Help Age International, 2009). The aim of SCAZ is for

older persons to live in a dignified, healthy, and secure lives. They support programmes on health, social protection, HIV and AIDS, livelihoods, and social care. SCAZ joined the Help Age global network in 2008.

The Retirees Welfare Bureau of Zambia (RWBZ) was founded as a non-governmental organisation registered under the NGO Act of 2009 to look into the welfare of older persons in Zambia. RWBZ was founded in August 1997. The organisation is recognised by the government under cabinet circular No. 9 of 2002 to spearhead plans of action that promote the social and economic interests targeting older persons. The RWBZ operations are carried out in close collaboration with the government. It advances perspectives of population ageing in its core activities whose works are recognised by the United Nations.

The vision of the RWBZ is to have "a conducive environment created for ageing and retirement in dignity and respect where Zambians enjoy all their rights." Its mission is to be committed to improving and promoting the human dignity and quality of life of old persons in Zambia driven by tenets of integrity, good governance, accountability, and transparency. The organisational objectives are advocacy on the rights of older persons, policy influence, and research on ageing issues, to establish projects that advance the health status and emotional wellbeing including the establishment of Geriatric Family Care, including cross-cutting issues of HIV and AIDS as they negatively affect older persons, to promote concepts of intergenerational solidarity, social contracts, and longevity. To facilitate a platform where the voices of older persons are heard on matters that directly or indirectly affect their development at the family, community, and national level. To facilitate the establishment of national policies, advisory and consultative roles to government and other stakeholders on appropriate plan of action on retirement and ageing. The mission statement of RWBZ is based on its core values of honesty, teamwork, accountability, commitment, respect, and unity of purpose. Therefore, SCAZ and RWBZ were selected because these are the most recognised and have been in operation for two decades looking into older persons rights. SCAZ and RWBZ had strongly advocated for the formulation and implementation of the NAP.

The Human Rights Commission (HRC) came into being in 1997 following the enactment of the Human Rights Commission Act No. 39 of 1996. The HRC investigates any human rights abuses, maladministration of justice, propose effective measures to prevent human rights abuse. The institution has the powers to issue summons or orders requiring the attendance of any authority

before the Commission or the production of any document or record relevant to any investigation by the commission, require any person to disclose any information within such persons knowledge relevant to any investigation by the commission and recommend the punishment of any officers found by the Commission to have perpetrated an abuse of human rights.

The Commission has no powers to deal with cases that are before the court of law, brought more than two years after knowing of the violence and cases being dealt with other institutions. The HRC is affiliated to the Global Alliance of National Human Rights Institutions (GANHRI). HRC get assessed for compliance for accreditation and principles. The HRC also gets due recognition in UN meeting.

The Ministry of Community Development and Social Services (MCDSS) is a government ministry which was established in November 1991. It is tasked with the responsibility of looking into the welfare of people. The MCDSS provides care and support to the less privileged in society. Older persons are provided with shelter and through the Social Cash Transfer Programme they are empowered. The mission statement of the ministry is; 'to efficiently and effectively facilitate the provision of equitable basic social protection services for inclusive sustainable human and community development'. The vision of the institution is, 'A smart and value centered-ministry of community development and social services. The functions of the ministry include the following; enhance infrastructure development, enhance basic social protection service, reduce poverty reduction and improve quality of citizens in order to foster national development.

The mandate of the MCDSS based on the Government Gazette Notice No. 836 of 2016 is to implement various Basic Social Protection Programmes (BSPP) aimed at protecting, promoting and assisting the poor and vulnerable in society.

Therefore, SCAZ, RWBZ, HRC and MCDSS were selected because these are the most recognised and have been in operation for two decades looking into older persons rights. SCAZ and RWBZ had strongly advocated for the formulation and implementation of the NAP.

Coordinated efforts to incorporate older persons concerns into the United Nations agenda appeared in the early 1980s with the adoption of the international plan of action on ageing adopted by a consensus of 124 nations represented in 1982 world assembly on ageing in Vienna ("Vienna Plan"). The Vienna Plan included recommendations to assist and protect the older persons.

As a declaration, the Universal Declaration of Human Rights is an example of 'soft' international law. Soft law encodes norms in various declarations and statements of principles that the state agrees to act in accordance with, which is, it is aspirational rather than strictly binding. Although it is not legally binding, the leverage of soft law should not be underestimated. No treaty offers a tailored, comprehensive, and binging protection of older persons rights.

In 1991, the United Nations issued its implementation of the International Plan of Action on Ageing and related activities which contain UNs principles for older persons (resolution 46/91). The principles are divided into five sections: independence, participation, care, self-fulfillment, and dignity. The United Nations encouraged governments to address the five sections. In 1992 the resolution on Global Targets on ageing for the year 2001 and the proclamation on ageing were some of the major landmarks for older person's rights. In 1992 the United Nations General Assembly adopted the proclamation on ageing.

In April 2002, The UN revisited the rights of older persons at the second world conference on ageing in Madrid and reviewed the recommendation adopted in the Vienna Plan. The conference resulted in the international plan of action ("the Madrid Plan"), adopted by 159 countries and calling for the promotion and protection of all human rights and fundamental freedoms, including the right to development, the need to include ageing in global agendas and the need to combat discrimination based on age. The Vienna plan and the Madrid plan are known as the soft law protections which ensure the protection of the rights of older persons. The recommendations are organised according to the three priorities, old persons and development, advancing health and wellbeing into old age, and ensuring enabling and supportive environments. The Madrid Plan also calls for eliminating neglect, abuse, and violence towards older persons. The Madrid Plan includes recommendations aimed at implementation and follow-up. The Madrid plan responded to the opportunities and challenges of population ageing in the 21st century and promoted the development of a society of all ages.

The African Charter on Human Rights considers the protection of older persons in article 18 (4). It also recognises the older persons as a vulnerable group that deserves special protection. State parties to the African Charter must implement the rights protected therein immediately upon ratification.

The constitution of Zambia guarantees the protection and welfare of all people in Zambia. Part (III) of the Zambian constitution of 1996 guarantees fundamental rights and freedoms of individuals.

Therefore, it is the responsibility of the state to ensure that the rights are protected, promoted, and recognised and works with other line ministries such as the Ministry of Community Development and Social Services and the Ministry of Justice as well as Non-Governmental Organisations such as SCAZ AND RWBZ to ensure protection of older persons. The government of the Republic of Zambia through the Ministry of Community Development and Social Services developed a National Ageing Policy (NAP) in 2015 including the implementation plan as well as the National Social Protection Policy (NSPP) of 2014. The National Social Protection Policy is an all-encompassing policy on all social protection issues including ageing.

On 14th December 1990, the United Nations General Assembly designated October 1st as the day of the international day of older persons (resolution 45/106). This was preceded by initiatives such as the Vienna Plan of Action on Ageing, which was adopted by the 1982 world Assembly on ageing and endorsed later that year by the United Nations General Assembly.

2.3. Advocating for the welfare of older persons

Advocating for the welfare of older persons has benefits that bring positive change to society and the older persons. Advocacy is done in different forms such as community engagement, sensitising the older persons through the media, FGDs, and providing livelihood skills such as business skills and providing counselling skills as older persons are faced with abuse the common one being the intimate partner violence (IPV). From the advocacy the researcher found out that older persons were not provided with adequate literacy skills, there is limited older adult education (OAE).

2.3.1. Strategies used in advocacy.

Advocacy has to be conducted by carrying out different strategies for it to be effective and achieve the intended goal. Advocacy has different strategy components which include gathering evidence, networking and coalition building, identifying target audience, developing our message, delivering our message, raising resources, monitoring impact and setting an objective.

Today creating awareness on human rights for older persons and protecting their basic human rights has become the prime responsibility for government and other organisations which work for the welfare of older persons. Increasing awareness will empower older persons to take their issues in a more receptive, supportive, and informed environment. Some older persons might be aware of their basic rights such as the right to food, shelter, clean water, or better quality of life. Johari (1989) defines rights as claims of persons recognised by society (community) and the state. Advocacy is a

process of standing up for the rights of another person. It may involve speaking, acting or writing on behalf of another person (Blundell, 2012). Advocacy strategies include lobbying, social marketing, changing the policies, programs, or positions of government institutions or organisations, community, or many other tactics (Sprechmann and Pelton, 2001). Advocacy for older persons raises consciousness and help to organise older persons themselves and local people.

There are many reasons why human rights are relevant to the population of older persons. At their core, they embody a series of values such as dignity, fairness, respect, equality, and autonomy, all of which should underpin the design and delivery of services that support older persons, promote their independence and encourage their full participation in the community (Doron, 2010). SCAZ and RWBZ reach out to older persons in advocating for the welfare of older persons using various methods. The Human Rights Commission of Zambia (HRC) advocate for the rights of all people including older persons and they have benefitted from the advocacy as it is rights based and has helped the older persons to know their rights and how to claim them. However, the European Union report (2018), found that civil society involvement in the promotion of the rights for older persons is limited such as lack of publicly or strongly advocating for the recognition and promotion of the rights. This is similar to the study conducted by Kabelenga (2018), who argued that what is known so far about older person's abuse in Zambia is provided by the media which does not provide much detailed, comprehensive, and analytical information about a particular phenomenon except to inform the public that a particular problem exists in society. He noted that there has been inadequate information about the situation of older persons and issues of ageing seem to be relatively new in Zambia. The absence of comprehensive information and attention to issues of ageing has resulted in inadequate resources being allocated to activities related to ageing (Kabelenga, 2018).

2.3.2. Identification of gender most literate

Education can help older persons maintain their independence, preserve their dignity and have a positive attitude towards ageing. The current lack of outreach capacity and insufficient supply of older adult education (OAE) are problems that continue to restrict the development of OAE (Zhang & Hou, 2022). The development of older adult education is essential for developing the careers of older persons and improving their participation, it is also an important initiative for actively managing population ageing, modernisation education and promoting lifelong learning. Older adult education can fully use the older persons strengths and create a 'society of learners' by influencing

the people around them with practical actions. The essential feature of society of learners is universal and lifelong learning. 'Society of learning' is a basic form of future society.

Illiteracy rates are highest among older persons and are higher among women than men. At age 65 and over, 30% of women and 9% of men are illiterate (UN statistics division, 2015). The vast majority of older persons are illiterate in Northern Africa, sub-Saharan Africa and Southern Asia. Older persons' literacy levels in Zambia have been increasing over the years. In 1999 the literacy was 38.6% to 46.2% in 2002, the literacy rate increased from 52.2% in 2010 to 60.2% in 2018. From 2014 to 2017 statistics was not clear as to how many were literate between gender (World Bank, 2022).

SCAZ and RWBZ advocate for the welfare of older persons but the majority of older persons are illiterate and are not aware of their rights and do not know what action to take when they are abused or victimized. For instance, a study by Kamwengo (2004), stated that older persons are the most illiterate and poor. Additionally, the study by Udahayakmar and Ilango (2013), which looked at human rights for the wellbeing of older persons revealed that older persons are not aware of their human rights due to the high prevalence of illiteracy. The conclusions were that older persons have lost their basic rights due to rapid industrialization and urbanization which shifted the joint family system into a nuclear family and as a result, the older persons were not given due recognition in the family and society. It was also concluded that older persons face hardships due to society's negative attitudes towards them and they rarely report these abuses because of fear and ignorance of their rights. It is not old age per se that makes certain rights hard to enjoy, but a particular idea of old age that would deny the full enjoyment of their rights to the ageing (Doron and Apter, 2010).

Fundamental human rights do not diminish with age because of the marginalization and disabilities old age may bring, older persons, are at risk of losing their rights and being rejected by society (Doron, 2010). According to Berevoescue (2015) study, literacy rates among older women and men in Latin America and the Caribbean were similar because many women had access to literacy programmes.

The study conducted by Chirwa and Kalinda (2016) entitled challenges of older persons in Zambia revealed that households with older persons are among the poorest in the country. Households headed by women older persons are the most poor and illiterate than men (Forgione, 1996). The challenge faced by older persons is social stigma arising from being suspected of practicing

witchcraft. They are also left out of the HIV/AIDS statistics and programmes. The older persons lack family support and the burden of taking care of orphans. The study was a desk study that used a mixed method.

2.4. Provision of legal protection for older persons

For the rights of older persons to be fully recognised and implemented, there is need for the government to domesticate some of the international treaties such as the International Convention on Economic Social and Cultural Rights (ICESCR) and International Convention on Civil and Political Rights (ICCPR) so as not to affect domestic enforceability. However, this does not absolve the country from its international legal obligations. In this case, every citizen must take interest in respecting, protecting, and recognizing older persons' rights to lead a dignified, secure, active, and healthy life.

Therefore, for the rights to be legally protected there must be a free and honest press so that older persons may have straightforward dissemination of news and views and the rights should be clearly stated in the constitution (SCAZ, 2016). Legal protection encompasses laws and other official measures intended to protect people's rights and freedoms. Paralegals have played a crucial role in sensitizing the community about the rights of older persons. They have worked with the police and local council leaders at the community level to raise their awareness of the rights and challenges older persons and children face in their care. The inheritance and property rights of older persons can be protected with the help of paralegals, who promote the importance of writing wills.

In countries such as China, the United States of America (USA) and European countries, older persons are more than the younger ones (Moser and Holland, 1992). Therefore, as the global population of older persons rapidly expands so will be the number of rights violations against older persons unless there is a concerted effort by states to redress the current situation through enforceable obligations (Help Age International, 2012). Moreover, their very dignity, a right underscored in the preamble of the Universal Declaration of Human Rights (UDHR) is often ignored or threatened. Cox (2015), further highlighted that discrimination based on age erodes human dignity and diminishes the status of older persons concerning others in society. This discrimination is reflected in a lack of opportunity, inadequate income support and healthcare, and fewer resources with fewer options for living a secure life with their rights fulfilled. Older persons are not specifically recognised as a group under the UDHR, nor have they been in conventions after

the declaration. According to Cox (2015), human rights apply to everyone and they do not diminish with age. When age is used as a proxy for competency and functional well-being, many aspects of a person's life are threatened, including the basic rights of independence, security, and dignity. Moreover, impairment itself does not diminish the importance of these rights or of the role of policies in ensuring they are met. Thus, even those with chronic conditions that impede functioning share the same basic rights free of discrimination.

The study by Cox (2017) revealed that the psychological, social, and economic changes that commonly impact older persons and frequently contribute to dependency make them vulnerable to violating their human rights. By focusing on needs rather than rights, the human dignity, security and autonomy of the individual can be easily ignored.

2.4.1. Limited legal protection

Additionally, Knight's (2018) study looked at the dignity in older persons care: meaning and legal protection. The study indicated that the concept of dignity can guide how older persons being cared ought to be treated. He argued for an understanding of dignity that is built around the views of the persons cared for, and for the introduction of laws and policies aimed at creating conditions amenable to its realisation. Dignity must be viewed as rooted in our concrete autonomy, one that sees us embodied and embedded in the connection we make with others throughout our lives. Dignity, understood according to the views of the individual cared for, is aligned with this relational view of autonomy, one that prompts us to understand the individual through dialogical engagement to realise the kind of dignity that matters to older persons individuals in care. It is essential to address several negative factors, including through law and policies. Addressing these factors means taking concrete steps towards converting potential dignity into actual dignity. One of these 'conversion factors' of dignity is vulnerability. For this personal conversion factor to be conducive to dignity, vulnerability ought to be conceptualized as inherent, universal, and relational. Another conversion factor, this time environmental, is the regulatory system that controls care homes for dignity to flourish, those affected by this system must be involved in its elaboration and monitoring. In his conclusion, he argues for an understanding of dignity that is built on the views of the persons cared for and for the introduction of laws and policies.

2.4.2. Identification of gender most victimised

In many parts of the world, older persons abuse is occurring with little recognition or response, this is why the United Nations recognise the world Elder Abuse Awareness Day which falls on the 15th of June every year.

Violence is often perceived as a problem for the young, but it persists into later life and has a major impact on older persons. Unfortunately, violence in older persons has received little attention to date from researchers, policy makers or providers in the field of criminal justice (Rosen & Betz, 2019). Although older persons report violent victimization at lower rates than other populations do, perpetrators may target older persons because of their perceived vulnerability or lower likelihood of reporting. While stranger may perpetrate violence, a substantial portion is physical or common form of abuse on older persons is intimate partner violence (IPV) in which the woman is the victim.

Several studies on elder abuse indicate that women are more often victims than men (Melchiorre, 2016). Others report that men in later life are also significantly abused, especially when the show symptoms of disability and poor health. Furthermore, concerning the oldest age group (80 and over) men were at higher risk of victimization than women. The common form of abuse experienced by men were financial abuse and abandonment (62.2% vs37.8% of women), whereas women were more likely to be victims of neglect (60.0% vs. 40% of men). The study concluded that male elder abuse is under-recognised, under-detected and under-reported, mainly due to the vulnerability of older men and to social/cultural norms supporting traditional male characteristics of stoicism and strength.

The study by Mysyuk (2016) on how older persons explain why they became victims of abuse revealed that the main causes of abuse identified by older victims themselves were mutual dependence between victim and perpetrator, power and control imbalance, loneliness and a marginalised social positions of older persons. In most cases, older persons are abused by their family and community members and often accused of bringing misfortunes such as accidents, illnesses, and even death for which they are tortured and assaulted. Economically, the older persons are denied access to credit and other financial services on account of age. The older persons also face several problems being victims of difficult situations such as witchcraft accusations and have been expelled from their communities, some are mentally challenged and too poor. Many older persons in Zambia find it hard to have a good quality of life due to hardship in families to meet

their basic needs. A study by Chirwa and Kalinda (2016), stated that Social stigma is a challenge faced by the older persons especially in rural areas. They further stated that older persons are not a visible category in the decision-making body in the country. Cox (2015), argued that as people age, they are vulnerable to increasing dependency, frailty, and discrimination by societies. This change in their status from that of independent to dependent, from valuable to less valuable means that their rights are often violated.

Similarly, Cox (2017), explains that as older person's age, they encounter transitions that affect all areas of their lives. For instance, retirement often means changes in relationships as well as economic status, physical changes can limit mobility while decline in metal health leads to mental impairment. Such changes frequently impact relationships as roles are altered, a critical repercussion of these life changes that is often overlooked on the impact they have on the human rights for older persons.

O'Loughlin and Kendig (2017), in a study entitled Attitudes to ageing, contended that in Australia, older persons can be depicted as a 'social problem' as a consequence of public concern about the cost to the government of demographic change and an ageing population. The rights, involvement in society, and self-esteem of older persons depend largely on their social treatment in everyday life. Notwithstanding close relationships within families, negative public attitudes and discrimination can limit older person's social and economic contributions and may impact their health and wellbeing. With the labour force shortages and government austerity looming for decades ahead, strong structural and political forces drive demand for more contributions later in life. Improving attitudes is central to addressing outdated practices and beliefs, which presents formidable barriers to adjusting to an ageing Australia. Older person's attitudes toward one's ageing appear to be associated with purpose in life. Social relations seem to be important for purpose in life and seem to be more important among very old women.

Kabelenga (2018), looked at older person's abuse in rural and urban Zambia. The results of the study were that the older persons suffer more than one type of abuse. In terms of consequences, the study has established that older persons abuse has intended and unintended consequences which transcend the abused older person and the abuser. The study concluded that older persons abuse can be understood using the knowledge of the local people who understand their environments better.

However, the study revealed that scientific literature on older persons abuse in Zambia is scarce (Kabelenga, 2018). This is evident in the non-availability of scientific articles on older persons abuse in Zambia. Older persons abuse is a common problem though there are no available statistics on the prevalence of elder abuse due to lack of national surveys on the prevalence of older persons abuse. He noted that older persons abuse is far less likely to be reported than child abuse which has gained greater public awareness, for example, while one out of three child abuse cases is reported, only one out of thirty cases of older persons abuse is reported.

Further, growing evidence from several communities shows that older persons abuse and violence is a major though hidden problem. Therefore, it is difficult for the professional community to address this abuse effectively. He further argued that older persons abuse is not a monolithic phenomenon, rather it is a multifaceted phenomenon that takes place in many forms (Kabelenga, 2018).

The Ministry of Justice on Human Rights implications on the implementations of the MIPAA stated that due to lack of comprehensive legislative framework and policy to address the issues affecting the older persons and non-domestication of the international treaties such as the economic, social, and cultural rights such rights are not justiciable.

Every citizen must take interest in respecting, protecting, and recognizing older persons' rights to lead a dignified, secure, active, and healthy life. Older persons are vulnerable to having their human rights violated as age itself is commonly used as a measure of competency and ability. Stereotypes and biases about old persons and their functioning abilities contribute to marginalization and discrimination, which implode fundamental human rights associated with freedom, participation, health, and security.

Mapoma and Masaiti (2013), revealed that in Zambia, population ageing is offered little attention. Even if research has been devoted to appreciating ageing, fewer still understand dynamics around ageing. For instance, the growth rate of older persons 60 and over increased from about 2.0 percent per annum in 2004 to about 2.4 percent per annum in 2008. From 2014 onwards, this population is expected to grow between 2 percent per annum to close or even over 4 percent per annum. This growth rate is much more than the rate of growth of older persons in more developed countries which is currently at 2 percent. However, even with such evidence, very little has been done, both at the government and policy level and also in terms of research, to understand and appreciate the

process of ageing and the various dynamics and effects including consequences both in the short and also the long term for the country.

2.5. Livelihood skills for older persons

There are different organisations in Africa that deal with older persons for example, El-Aged Care in Nigeria is not for profit making organisation recognised by Corporate Affairs Commission (CAC). El-Aged Care is dedicated to caring for the rural older persons by offering an alternative model of care and services to help alleviate the suffering experienced by many older persons in need or at risk in the rural areas. The organisation is currently working on a pilot project to implement a 'Chronic Disease Self-management intervention' that will educate and assist clients that visit our Adult Day Centre make it informed decisions about care, strengthened competence and health behaviour change to prevent disease progression, thus improving quality of life.

El-Aged Care engages the communities in deploying more effectively the services needed to improve the functional and social abilities of the older persons to live in a dignified, independent lives and to contribute to community and society.

Cameroon Association for Elderly Care is another organisation in Africa that was founded in 1995 and officially registered in 2003. It works to provide housing, health and nutrition care for the most vulnerable older persons. The organisations campaigns and aims to develop actions to counter abuse, ageism and discrimination against older persons and promote training, workshops and capacity building.

In southern Africa the Malawi Network of Elderly Persons Organisations (MANEPO) was established in 2010 and serves as an umbrella body for over 60 organisations implementing various programmes designed to improve the quality of life and promote the rights of older persons in Malawi. The work of MANEPO is primarily focused on income security, health and care, abuse and discrimination as well as advocacy, but also works on gender, disability and disaster risk reduction. It became a HelpAge global network member in 2018.

In Rwanda NSINDAGIZA is a Non- Governmental Organisation established in 2014 to support disadvantaged older persons, especially those with disabilities, or chronic diseases. It focuses on health and care, but also carries out awareness building and advocacy work. It provides home care visits to people who are ill and undertakes community outreach programmes to screen for various

non-communicable diseases and offers training to older persons to become home based carers and peer educators. NSINDAGIZA became a HelpAge global network member in 2017.

Older persons play a vital role in leadership and conflict management in family, community and political circles. Due to loss of income and work in old age, the older persons are among the poorest in Zambia. Old people in Zambia are exposed to high levels of stress due to several factors. This has eroded the countries traditional support system of older persons (Noyoo, 2008). Therefore, they should be focused on making them productive, independent, and more active players in the socio-economic sphere. They require different needs such as clean water, clothing and affordable housing, as well as livelihood skills such as livestock keeping, tailoring, mat making, baking, sewing, etc. Old persons must be recognised as active agents of societal development to achieve truly transformative, inclusive, and sustainable development outcomes. Livelihood skills are abilities of supporting one's life.

2.5.1 Age variation among older persons

Old women and men have the same basic needs as others but become increasingly vulnerable as a result of ageing. The needs and capabilities of a 60 year old can be starkly different from those of an 80 year old. However data is rarely disaggregated by sex and age and when it is, it is usually limited to male or female and adult and child, contributing to older persons invisibility and exclusion in both development and humanitarian response activities (Help Age International, 2011). In another study by Moulaert and Biggs (2012), population ageing provides significant opportunities for sustainable development which are associated with the active participation of older generations in the economy, labour market, and society at large.

The study by Changala (2015), revealed challenges faced by older persons residing in older persons homes in Zambia include inadequate shelter, boredom due to lack of creative activities, and lack of medical facilities for the older persons in the homes, poor sanitation, and lack of food. This study did not look at the rights of the older persons and the conclusions were that although older persons homes were offering important services to the needy older persons and demonstrated some capacity to deliver them, the care provided was generally inadequate because certain services and provisions which were central to their wellbeing were lacking or inadequate.

Arias and Borrico (2018), concluded that there must be the creation of more programs focusing on giving older persons long and better lives by creating and implementing alternative occupational

programmes to maintain their sense of self-worth and self–esteem. Emphasis should also be put on disease prevention, health promotion, and mind and body wellness.

Additionally, in a country like Zambia where most people are poor, old age comes with additional risks such as ill-health which makes it harder for older persons to engage in gainful employment or other income-generating activities (Chirwa and Kalinda, 2016). Older persons are often never accorded income-generating training or employment opportunities since these are mostly skewed towards younger ages. As a result, the older persons usually have little or no access to basic amenities such as decent accommodation. The older persons seem to face social ills such as family abandonment which makes it difficult for them to fend for themselves given their almost non-existent opportunities in terms of training and employment.

The study by Hedberg (2010), purpose in life among men and women aged 85 years and older revealed that determinants for purpose in life do not differ between men and women. The study indicates that the very older persons studied were feeling indecisive about their purpose in life. It was further revealed that a loss of purpose in life can lead to mental health like depression. The stereotype of older persons can affect their views of aging, which can weaken their purpose in life. In his conclusion, he concluded that many older persons tend to be actively involved in the community and civic life through volunteering, governance of public institutions, and community participation-based institutions. This can contribute to strengthening social capital in terms of facilitating cooperation and improving interactions within and between groups based on shared values, trust, and solidarity (Organisation for Economic Cooperation and Development (OECD, 2007). Old generations are also often the important sources of historical memory and wisdom, guardians of culture, and repositories of social traditions and rare knowledge and skills, which can critically complement those of young people.

Old persons have not benefitted systematically from development gains in all contexts as they tend to be overlooked by development policy and discourse and their needs and rights are often not sufficiently addressed (United Nations Development Programme [UNDP], 2016; UNFPA; and Help Age International, 2012). Economically older persons are viewed as non-productive and incapable of contributing to society (Fredvang and Biggs, 2012). Throughout the world, large numbers of older persons face challenges such as discrimination, poverty, and abuse that severely restrict their human rights and their contribution to society (Fredvang and Biggs, 2012). The current

brief acknowledges the importance of a life-course approach to ageing and calls for protecting and promoting the rights of older persons in the implementation of the 2030 Agenda.

2.6. Chapter Summary

This chapter discussed the related literature review. In the next chapter methods used in the research are explained as to what the researcher did. This chapter discussed the literature review. It began by reviewing studies done on advocacy older persons abuse, attitudes towards older persons etc. The next chapter discusses the methodology that was employed in this study.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1. Chapter Overview

The chapter presents the research design, philosophical orientation, sampling procedures, data collection, and data analysis methods of the study. It ends with a reflection on the trustworthiness and research ethics of the study.

3.2. Research Design

This study used the qualitative approach because it is the research strategy that emphasises words rather than quantification in data collection and analysis (Bryman, 2012). The study used a case study design. This research design was used as it brought about deeper insights and better understanding of the problem faced by older persons. Furthermore, the research design describes events and classifying, analysing, comparing and interpreting phenomena (Kombo and Tromp, 2006). The case study design was beneficial for this research because it helped the researcher to collect information by interviewing and administering a questionnaire regarding the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older persons in Lusaka District.This enhanced the authenticity of the reliability of the data collected.

3.3. Epistemological and Ontological positions

An epistemological position described as interpretivism was employed in the study. In this case, the stress is on understanding the social world through an examination of the interpretation of that world by its participants (Bryman, 2012). Interpretivists share a view that the subject matter of the social sciences people and their organizations are primarily diverse from that of the natural sciences (Bryman, 2012). The study of the social world, therefore, requires a different logic of investigation technique, one that mirrors the individuality of humans as from the natural order.

The ontological position that the study employed was constructivism. This position asserts that social happenings and their implications are being accomplished by social players (Bryman, 2012). The researcher offered a specific description of social authenticity rather than one that can be regarded as complete. Furthermore, the researcher relied on the opinions and perceptions of the participants on the promotion of the welfare of older persons. Hence, the views of HRC, MCDSS, SCAZ and RWBZ were what constituted reality to them.

The researcher used interpretivism because the research data was collected based on the interactions and therefore puts meaning to the collected data. Constructivism was used because it is the one that believes that reality is socially constructed and therefore, there is no single reality or truth but the reality is subject to interpretation. This choice of position helped the researcher gain access to people's 'common-sense thinking' and interpret their actions and social world from their point of view (Bryman, 2012). In this sense, this worldview, therefore, reflects the processes through which meaning is constructed in everyday life.

3.4. Study site

This study was conducted in Lusaka District, with an area of 21, 896 kilometers squared. Lusaka district is the most populated district in Lusaka province. It is located in the southern part of the central plateau of Zambia. Many motivating factors could influence the researcher's choice of the study site, such as; the nature and incidence of the problem, research time frame, data accessibility, clients' interest and instructions, resource availability, performance in a particular field, goals, and objectives of the study. Therefore, this research was influenced by data accessibility.

3.5. Sampling methods

Purposive sampling specifically typical sampling was used to select a total of 15 key informants and 21 older persons. This sampling procedure was used to select key informants based on their defining characteristics such as positions held in their organisations that make them holders of specific data needed for the study (Bryman, 2012). These key informants provided information on the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older persons. The sample for key informants selected was based on the role they play in promoting the welfare for older person. These included two key informants from HRC, two key informants from MCDSS, six key informants from SCAZ and five key informants from RWBZ in Lusaka District. The justification for selecting SCAZ and RWBZ is that they are the recognised and established organisations that look into the plight of older persons and have existed for over two decades in Lusaka District. The justification for HRC and MCDSS is that these are the government institutions that spearhead the plights of older persons. The researcher aimed at interviewing 28 key informants from all the four organisations. However, this sample size was not attained during the study and only 15 key informants were interviewed. This was due to the non-availability of some key informants due to covid 19. This meant the researcher to change from using

predetermined sample size and therefore, adopted data saturation criteria. This sample size lies within the sample sizes which Bryman (2012) recommended should vary between 5 and 350 participants for a qualitative research.

Additionally, key informant recruitment was used to select older persons for the interview. According to Cresswell (2014), this method entails stakeholder organisations actively assisting in the recruitment of participants. In this case, officials from the MCDSS helped the researcher in selecting the participants at the Matero after Care Centre in Lusaka District whom the researcher later interviewed.

3.6. Data collection

In this study data was collected through interviews and document analysis. The key informant interview guide was used to collect data from SCAZ, RWBZ, HRC and MCDSS key informants. This instrument was used because it provides the researcher with room to probe for further information during the interview with a view to seek clarity on contentious issues. Semi-structured interview guide was used to collect data from older persons (participants). Document analysis was used to collect secondary data from the four organisations.

3.6.1. Key informant interviews

A total of 15 key informant interviews were held. The key informants were from the Senior Citizens Association of Zambia, Retirees Welfare Bureau of Zambia, Human Rights Commission of Zambia and Ministry of Community Development and Social Services. The interviews focused on role of SCAZ, MCDSS, HRC and RWBZ in promoting the welfare of older persons (Appendix I). The researcher administered these in English, the language the organisations mostly use. The key informants were asked questions such as methods used in advocating for the welfare of older persons, gender most illiterate. These questions were in line with the first objective of this study, i.e. to investigate the contribution of SCAZ and RWBZ in advocating the welfare for older persons in Lusaka District. Questions about establishing the role of SCAZ, HRC, MCDSS and RWBZ in providing legal protection to older persons in Lusaka District were also included in the interview schedule as well as questions about the ways in which the organisations offer livelihood skills to older persons in Lusaka District.

3.6.2. Semi structured interviews

Semi structured interviews were conducted with the aid of semi-structured interview schedule (Appendix II) to collect information from 21 older persons in the study area. It consisted of both open and closed ended questions. The researcher asked the same questions to all the participants, in the same manner and order as printed on the schedule (Bryman, 2012 and Cresswell, 2014). This ensured that all the participants were asked the same questions and any differences in responses could be attributed to variations in views and not because of variations in how the questions were asked and understood.

3.6.3. Document analysis

Document analysis was conducted on 2 organisations and 2 institutions in reviewing the secondary data about the organisations role in promoting the welfare of older persons. The specific documents analysed included NAP, RWBZ constitution and reports, SCAZ and HRC documents.

3.7. Data analysis

Qualitative data was analysed using thematic analysis. This approach is applied to the analysis of documents and texts that seeks to quantify content in terms of predetermined categories and in a systematic and replicable manner (Bryman, 2012). Thematic analysis was used in analysis of the data from the in- depth interviews and key informants, each interview information and audio file was given a unique registration number for the different study participants. Audio recordings and notes from the interview were carefully transcribed. Data was analysed manually and themes were formulated based on recurring data.

3.8. Credibility and Trustworthiness

The significance of this stress on multiple accounts of social reality especially evident in the trustworthiness criterion on credibility. Trustworthiness was achieved by engaging with older persons and the two organisations (SCAZ and RWBZ) and two institutions (HRC and MCDSS).

3.9. Ethical considerations

Before the research was undertaken, the researcher sought ethical clearance approval from the University of Zambia, Directorate of Research and Graduate Studies. The ethical clearance certificate was granted with ethical clearance number HSSREC: 2020 OCT 008. Further, permission was sought from key informants and the participants to interview them through informed consent. The key informants and participants were also assured of anonymity and

confidentiality in the whole process of the research and that at no instance will their identity be revealed to anyone. Therefore, willingness to participate in the interview depended on the participants' consent and was entirely voluntary.

CHAPTER FOUR

PRESENTATION OF FINDINGS

4.1. Chapter Overview

This chapter presents the research findings based on the study's formulated objectives and research questions. The first objective was to investigate the contributions of SCAZ, RWBZ, HRC and

MCDSS in advocating for the welfare of older persons in Lusaka District. The second objective was to establish the role of SCAZ, RWBZ, HRC and MCDSS in providing legal protection for older persons in Lusaka District. The third objective was to identify how SCAZ, RWBZ, HRC and MCDSS are involved in promoting the livelihood skills of older persons in Lusaka District.

4.2. Demographic characteristics of respondents

This section outlines the main demographic characteristics of key informants and older persons. It highlights the gender, age, education level of the participant and period of service with the organisation and as presented below:

4.2.1. Gender of key informants and older persons

In total, the researcher interviewed 36 participants of different gender. This was significant in coming up with appropriate methods in getting diverse views from SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older persons in Lusaka District. The background information was collected from 15 key informants, including 7 females and 8 males. Further, 21 participants who included 8 females and 13 male older persons also provided information to the research.

4.2.2. Age of key informants

The age range of 15 key informants varied as seen in the table below. Looking at the age group the majority of the key informant age was 60 years and above. This clearly shows that the older person are able to speak for themselves on issues that need to be addressed. This information on the age group of key informants was important as it helped the researcher to categorise the age groups and gave a view age group with an interest to work with older persons issues as well as in the data collection of the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older persons in Lusaka District. Table 4.1 below shows the age range of key informants.

Table 4.1: Age of key informants

From the table below it clearly shows that that people aged sixty years and above are the ones with interest in working with older persons.

Age of key informants	Frequency SCAZ	Frequency RWBZ	Frequency HRC	Frequency MCDSS
17-50	01	01	02	02
51-60	01	00	00	00
61+	04	04	00	00

4.2.3. Age of Older Persons

The age ranges of all the 21 older persons was 61 years and above. This information on the age group of older persons helped the researcher to interview the right persons which is according to NAP 2015.

4.2.4. Education Level of Key Informants

The education level of key informants is shown below. All of key informants reached tertiary level of education.

Table 4.2

Education level of key informants	Frequency SCAZ	Frequency RWBZ	Frequency HRC	Frequency MCDSS
Tertiary	06	05	02	02
Senior secondary	00	00	00	00
Junior secondary	00	00	00	00
Primary	00	00	00	00

All the 15 key informants from SCAZ, RWBZ, HRC and MCDSS all attended tertiary education. The level of education was important because it influenced the views of the key informants on the environmental and social impacts of SCAZ and RWBZ in Lusaka District.

4.2.5. Education Level of Older Persons

The levels of education attained by older persons were as follows: 5 males and 2 females reached tertiary level, 1 male reached senior secondary level, 4 males and 2 females reached junior secondary level, 2 males and 1 female reached primary level, 1 male and 3 females never went to school. The level of education was cardinal as it helped to establish the views of older persons on the environment and social impacts in Lusaka District.

The education level of older persons varied as shown in Table 4.3 below. This clearly shows that most of the older persons are not educated. The majority with the lowest level of education are the women.

Table 4.3: Education levels of older persons

Education level of older persons	Male	Female
Tertiary	05	02
Senior Secondary	01	00
Junior Secondary	04	02
Primary	02	01
Never attainted any level of education	01	03

4.2.6. Period in service for the position held

The views of key informants for SCAZ, RWBZ, HRC and MCDSS are based on the experience and length of their position in service. Hence, they gave different views in promoting the welfare of older persons in Lusaka District. The period in service for the position held at the organisations ranged from less than 5 years to more than 20 years. The period of position held at SCAZ, RWBZ, HRC and MCDSS for key informants ranged from 0-5 years: 05 key informants, 6-10 years 04 key informants, 11-15 years: 04 key informants, above 15 years 02 key informants as shown in table 4.4.

Table 4.4: Period of the position held at SCAZ, RWBZ, HRC and MCDSS

Period of service	Frequency SCAZ	Frequency RWBZ	Frequency HRC	Frequency MCDSS	Percentage
0-5	02	01	01	01	75
6-10	01	01	01	01	10
11-15	02	02	00	00	10
16+	01	01	00	00	05
Total	15				100

4.3. The contributions of SCAZ, RWBZ, HRC and MCDSS in advocating for the welfare of older persons in Lusaka District.

The first objective was to bring to light the contributions of SCAZ, RWBZ, HRC and MCDSS in advocating for the welfare of older persons in Lusaka District.

The following key themes emerged: Preferred methods to disseminate information, identification of gender most literate, benefits of older persons arising from the advocacy, challenges encountered during sensitisation by SCAZ, RWBZ, HRC and MCDSS.

4.3.1. Preferred method to disseminate information

When asked to state the contribution of SCAZ, RWBZ, HRC and MCDSS in advocating for the welfare of older persons in Lusaka District, It was found that all key informants from SCAZ, RWBZ, HRC and MCDSS claimed reaching out to older persons. They reported using various methods to disseminate information to older persons with a view of capturing both the literate and the illiterate. One of the interviewed key informant (RW 2) from RWBZ said the following:

> "Media is the most effective way in advocating for the welfare of older persons in Lusaka District. The media has a wider coverage in giving out information especially the electronic media such as the radio. The national radio station (Zambia National Broadcasting Corporation radio 2 and 4) uses local languages and airs throughout the country with the hope of reaching out to the masses".

In addition key informant from RWBZ (RW 1) explained that besides sensitising the older persons through the media, such as the radio which is the most preferred medium of exchange as different local languages are used in reaching out to both the literate and illiterate. The other preferred method to sensitise older persons is through Focus Group Discussion as it is another effective way to educate and inform older persons. Through FGD older persons are free to discuss amongst themselves and get motivated as they get to hear from each other's issues that affect them. Key informant (RW 1) further stated that FGD make older persons to be open-minded and have a sense of belonging as the issues that are discussed during the FGD are related and older persons tend to learn from one another on matters that concern or affect older and get educated through their fellow older persons and be motivated because not all older persons are free to voice out. For example, (Participant 8) a female older person the researcher interviewed indicated that:

> "As an older person when there are issues that affect us or if we have been abused physically or psychologically. It is not easy to speak out for it can bring embarrassment to the family and society. Sometimes it's the family members that would stop us to speak out. But when we hear the stories of our fellow older persons we are inspired and get educated and how certain issues can be handled".

SCAZ also reaches out to older persons through community engagement. This response was supported by (SC 2) key informant from SCAZ who alluded that:

> Community engagement is another way of sensitizing older persons as they are the ones who know the issues that affect them in their local area and older persons interact well with the people when they are involved in community activities. Community engagement has proved to be another effective way to sensitise older persons because they work together including the youths and has led to people with a negative attitude towards the older persons to be aware of the role the older persons play in society.

Another Key informant (SC1) from SCAZ said:

> "It is through community engagement where older persons are seen to have a positive impact in the communities. Older persons are seen as an agent for

> democratic change as they can speak on behalf of the young generations and their voices are heard".

Additionally, a government official from HRC (HR 1) had this to say:

> 'The HRC is a government institution and is mandated to protect and promote human rights. As an institution we reach out to older persons through various ways such as community engagement, door to door and the media. All the preferred methods are effective and cater for all groups of older persons as it is not a homogenous group. The institution informs, educates and sensitise the public about human rights issues. When one sees older persons demanding their rights or the government taking actions or making inclusions to policies, it means that they have been made aware. Furthermore,

Key informant (HR 1) from HRC further said;

> 'Like all people in Zambia, older persons have learnt their rights and how to claim them.
>
> The institution focus area is human rights and as an institution everything possible is done to ensure that the older person are aware of their rights and what action to take when their rights have been abused. The older persons have benefitted from the advocacy because it is well researched and rights based'.

On the contrary, key informant (MC 2) from MCDSS stated that they do not sensitise the older persons directly but engage individuals or organisations that look into issues concerning the older persons.

However, despite these key informants claiming reaching out to older persons through various methods of sensitisation, findings revealed that majority of older persons do not know their rights and therefore, unaware of what action to take when their rights are abused as was observed in the words of one of the interviewed (Participant 6) male older persons aged 83 who stated:

> "We are not allowed to speak out on issues concerning us. We are told what to share and what not to disclose but have heard about human rights through the media but the media tend to be selective in addressing human rights for older persons".

4.3.2. Identification of gender most literate

Table 4.5 below shows the gender most literate about human rights.

Organisation	Percentage of gender most literate					
	Male	Female	Both	Male	Female	Both
SCAZ	6	0	0	100	0	0
RWBZ	0	0	5	0	0	100

The findings revealed that the majority of the older persons are illiterate and are unaware of their rights and do not know what action to take when they are abused or victimized. For instance, all key informants from SCAZ reiterated that males are the most literate. This is due to having the majority of the older persons who were in the formal sector and knowing their rights as compared to the female. Key informant (SC 5) from SCAZ mentioned that for decades a lot of females were left out in economic activities as their place of work was considered to be the kitchen. Cultural aspects led to a lot of women to be submissive to their husbands and saw a lot of men dominating in all spheres of life. This led to the majority of the females not to be actively involved in the social and economic activities of the community and therefore, not taking part in decision making. The male folks were given opportunities that were denied to the female and saw the male rising to positions that less female could achieve. Attaining education priority would be given to the male and in the political circle there is male economic dominance and solidarity among males hence the male being the most literate.

In contrast, all RWBZ explained that both males and females are equally literate. For instance, key informant (RW 3) from RWBZ claimed that,

> "The male and female older persons both face the same challenges and their needs are the same. Both males and females are literate and know how to claim their rights. For example, claiming for free health care services and claiming for their retirements benefits as well as ensuring that their voices are heard".

These sentiments were echoed by one of the officials from the HRC (HR 2) who explained that both the males and females are literate and know their rights and how to claim them. She further said older persons know what action to take when their rights are abused and them knowing their rights was for their survival.

One of the official from the MCDSS (MC 1) stated that the males are the most literate as compared to the females.

A male older person (Participant 9) aged 65 explained that;

> "You see as an older person I need to be enlightened about older persons concerns but there is little that is done to tackle issues to do with us. There are no education programmes on the media to educate us. Usually when there is a programme on the media they will talk about other special groups such as the disabled and fuse in issues of older person. Older persons issues are mostly talked about on the media when it's a special day such International Day of older persons. As a result there is no proper record to assess the abuses and concerns of the older persons".

When asked about the affiliation of SCAZ, RWBZ, HRC and MCDSS with international organisations, all key informants pointed out that they are affiliated with international organisations except the MCDSS. For instance, a key informant (SC 4) from SCAZ explained that the organisation is affiliated to Help Age International while a key informant (RW 5) from RWBZ said the organisation is affiliated with International Federation on Ageing. Key informant (RW 5) mentioned the following;

The type of support we receive from the International Federation on Ageing where we are affiliated to is knowledge sharing, capacity building and training while key informant (SC3) from SCAZ said as an organisation we receive financial assistance. Through knowledge sharing with international organisations, key informant (SC 1) from SCAZ and key informant (RW1) from RWBZ said that they managed to advocate for the implementation of the National Ageing Policy (NAP) in Zambia. Through the implementation of the NAP, the aged have benefitted in different ways. The key informant (HR 1) from HRC stated that they are affiliated to the Global Alliance of National Human Rights Institutions (GANHRI). HRC get assessed for compliance for accreditation and principles. The HRC also gets due recognition in UN meeting.

4.3.3. Benefits enjoyed by older persons arising from advocacy by SCAZ, RWBZ, HRC and MCDSS.

When the researcher asked the participants on the benefits of advocacy through SCAZ, RWBZ, HRC and MCDSS. Participant (2) a female older persons aged 61 claimed that since 2010 when SCAZ started sensitising them on the welfare of older persons. The organisation has opened up her my mind on how to be active at her age. Before she never used to do anything and her survival was dependent on house gardening but through the empowerment programmes such as goat rearing provided by SCAZ, she is able to live a decent life by providing for her family. The community has also benefitted as it is a community project".

Another male older person aged 75 (participant 1) had this to say:

> "I used to do business before I got sick but due to an illness I stopped and that's how my business went down. The illness affected my legs and became disabled. From that time I could not walk long distances and I have been unable to venture into any kind of business and depended on hand outs from well-wishers. I was visited by the officials from the social welfare and got captured into their data base. I was educated on what the social cash transfer programme and became a beneficiary and that's how I started a grocery shop at home. The business has helped me a lot for survival and be able to sustain my life".

A female older person aged 78 (participant 4) explained the following;

In 2007 I was a victim of property grabbing when I used to live in Livingstone. I used to own a bar but the community accused me of being involved in witchcraft. That's how my property and all my belongings were ceased by the relevant authority and the community destroyed my goods due to anger. This brought shame to my children and that how I was abandoned. I fought for the case. I was compensated and got back my property back in 2009. Due to long illness I could not do any business and that how the social welfare in Livingstone brought me to Matero After Care to seek medical treatment. Through advocacy from different organisations and knowing my rights the relevant authorities helped me get her property back. Further findings revealed that in as much as older persons are given the opportunity to be independent and be empowered some of them are

disabled and unwell such that mobility is difficult. However, through the National Ageing Policy (NAP) of 2015, the Zambian government implemented the free medical scheme for the older persons just for consultation and poverty alleviation where the government is empowering older persons through social cash transfer as well as to remain on the payroll after retirement until paid full benefits. The government also works with non-governmental organisations to champion the dignity of people who are old through the cabinet circular number 9 of 2002.

The MCDSS had embarked on literacy program but due to covid 19 the program was postponed. Regardless of that the ministry has continued to empower the older persons through social cash transfer and health care programs. Findings revealed that some older persons have benefited from the advocacy as they know some of their rights which they had no knowledge of before the advocacy from SCAZ, RWBZ, MCDSS and HRC.

4.3.4. Challenges SCAZ and RWBZ encounters during sensitisation of older persons.

Organisation	% negative attitude		% financial constraint		% lack of knowledge		% lack of NPA implementation		% duty bearers lack of support		% challenges from the aged	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
RWBZ	100	0	100	0	0	100	100	0	100	0	0	100
SCAZ	100	0	0	100	100	0	100	0	100	0	100	0

Table 4.6. Challenges encounters during sensitisation of older persons

SCAZ, RWBZ, HRC and MCDSS claimed to encounter different challenges during their programme implementation. For instance, a key informant (HR 2) from HRC argued that in as much as the older persons are aware of their rights, reaching out to them is a challenge as they are not a homogenous group and are not found in one place.

Additionally, another Key informant (SC 3) from SCAZ said that:

> "Reaching out to older persons is a challenge as there are older persons who are supported directly and indirectly i.e. there are older persons that look after themselves and those that are being taken care of. Those that are taken care of do not easily voice out on issues that affect them for fear of bringing

> shame to the family as compared to older persons that look after themselves".

The other challenge faced as stated by key informant of RWBZ (RW 4) is that:

> The duty bearers do not know the issues or concerns of older persons therefore, little support is offered in terms of information. For example it took 16 years for the government to implement the National Ageing Policy after different stakeholders strongly advocated for the rights of older persons. The young generation have a negative attitude and lack knowledge about the older persons.

Findings revealed that the older persons are a challenge themselves as they fear to voice out for fear of being discriminated while others claim they have voiced out to individuals and organisations that advocate for older persons welfare but nothing is done to address their concerns hence trust is lost. This is in line with key informant (SC 1) from SCAZ who said the older persons are a challenge when it comes to sensitisation because of they feel it's a waste of time to be actively involved any activities because of their age.

Key informant (SC 4) from SCAZ argued that older persons who are literate and illiterate are a challenge themselves as they cannot freely open up even when their rights are violated for fear of discrimination and prefer upholding traditional values to protect their dignity at the expense of their freedom.

In a similar view key informant (SC 5) from SCAZ stated, "reaching out to older persons is a challenge as some have lost the purpose in life and feel voicing out on issues affecting them would bring social stigma to their private life. Some of the older persons have self -discrimination because of what society perceive of them. Older persons are perceived to be a special group of people whose health declines both physically and mentally and cannot be active in any economic activities".

For example key informant from RWBZ (RW 2) said that;

"Due to lack of funds, it is difficult to target both the literate and illiterate as the media mostly sensitise the older persons using English. Most documents are not written in local languages

thereby depriving the illiterate. It is costly to publish materials for older persons in different languages so as an organisation who depends on funding from donors and well-wishers. Sensitisation is done when there is funding or on special occasions where we work with the MCDSS".

Another key informant (RW 4) from RWBZ said,

> "Old age comes with different complications which lead to a decline in hearing and seeing as such they cannot listen to radio or television programmes.

A government official from the HRC (Key informant 1) said the following:

"As an institution mandated to protect the rights of people and reach out to all the groups of people with special needs such as the older persons. It is not easy to disseminate information to all older persons as it is not a homogenous group. We have older persons that are independent and interdependent. Therefore, reaching out to them is a challenge. ".

4.4. Establishing the role of SCAZ, RWBZ, HRC and MCDSS in providing legal protection for older persons in Lusaka District.

The second objective was to bring to light the provision of legal protection to older persons.

The following themes emerged; Identification of gender most victimised and limited legal protection.

This section of the study presents the results of the second objective which was focusing on the role of SCAZ, RWBZ, HRC and MCDSS in providing legal protection for older persons in Lusaka District.

4.4.1. Limited legal protection

When trying to find out about the organisations in the way they provide legal protection to older persons, they all revealed that they were not offering any to them. However, a female key informant (SC 6) from SCAZ explained that any issues concerning legal matters for older persons are not directly handled by the organisation but are assigned to an organisation that has the mandate to handle legal matters. A key informant (RW 5) from RWBZ said they are not mandated to handle

legal matters. The organisation only counsels the victims and advises on the next step to take. However, both organisations (SCAZ and RWBZ) confirmed that older persons are victimised but were quick to mention which gender was most victimised. Similarly, the two interviewed key informants from HRC and MCDSS explained that they do not offer any legal protection to older persons.

4.4.2. Identification of gender most victimised

Key informant (SC 1) from SCAZ said that females are the most victimized while the key informant (RW 1) from RWBZ claimed that both males and females experience equal victimization.

However, Key informant (HR 1) from HRC claimed that:

> "There is no study that has been done by the institution, so we do not know the gender of older persons most victimised. The key informant further said the institution provide state based and not judicial remedies in case of human rights violations or abuses. HRC also offer advice on both legal and non-legal".

The MCDSS key informant (MC 2) alluded that the female gender is the most victimized as they are the most illiterate and cases they receive of abuse come from this gender. Further findings revealed that older persons are not allowed to voice out as cases of abuse are not reported to the relevant authorities.

For example one male older person aged 77 (participant 3) said the following:

"From the time I came from Senanga District in Western province, different organisations and individuals donate clothes and food but I have never been given descent clothes and the diet is always poor. The officers have their favourites. An organisation donated a Television for us but we do not have access to it. I came from Senanga due to heart problem but it's now three years I am denied the right to medical care while others seek medical treatment".

Another male older person aged 83 (participant 2) said they are not well represented in legal matters as the media is biased. Their opinions are not made known to the public. The older person further said that they are not allowed to speak out. He further said the following:

> "When I divorced my wife my children chased me out of the house despite not remarrying. I used to be physically and mentally abused by my children and

some relatives. The community disowned me. I reported the cases of abuse but no action was taken and due to long illness I could not make a follow- up. It's now 2 years none of my children and relatives have visited me".

4.5: How SCAZ, RWBZ, HRC and MCDSS are involved in promoting the livelihood skills to older persons in Lusaka District.

The third objective was to identify the role of SCAZ, RWBZ, HRC and MCDSS in promoting the livelihood skills to older persons.

The following themes emerged; provision of skills, variation of age among older persons.

4.5.1. Provision of livelihood skills

SCAZ, RWBZ, HRC and MCDSS claimed that they offer different livelihood skills to older persons. SCAZ and RWBZ offer survival skills to older persons such as entrepreneurship or business skills. They empower older persons with business skills through community groups. The RWBZ also provides transformation and counseling skills. SCAZ also provide basic needs such as clothing and food. Key informant (SC 1) from SCAZ mentioned that:

'Providing livelihood skills to older persons is a challenge because the young generation and the policy makers have a negative attitude towards the older persons. The older persons are a challenge themselves when it comes to empowering them with skills. The older persons feel they have no purpose in life and those above 75 years of age most of them do not see the value of having a skill. Another key informant (RW 3) from RWBZ alluded that:

"We providing different survival skills to older persons but due to lack of funding and lack of knowledge by the duty bearers on issues of older persons. There is little attention that is given to providing livelihood skills effectively. Most of the skills needed to empower the older persons require close monitoring and motivating them as the older persons are in the age group were they feel neglected or isolated."

Key informant (HR 2) from HRC said knowing your rights is an empowerment which is important for one's survival. Therefore, as an institution we will continue to educate the older persons on their rights because it's a powerful tool. Once they know their rights no one can take advantage of them. If their rights are violated they know what action to take.

4.5.2. Variation of age among older persons

The study established most of the older persons were unaware of the livelihood skills provided by the organisations. For instance, one of the interviewed female older persons aged 79 (participant 5) claimed that they are not offered with any livelihood skills. It was also supported by another male older person aged 72 (participant 2) who said that:

"Due to paralysis I have difficulties in mobility and I cannot do any work. Another male older persons aged 66 (participant 8) argued that they are offered livelihood skills such as mat making, and sports activities for fitness. He went on to say that he used to drill boreholes and his a plumber by profession but from the time he came to the After Care in Matero he has never utilized his skill as a plumber or drilling boreholes".

Therefore, the male other older person (participant 1) suggested that there is need to categorise the age range of older persons as what a 60 year old can do cannot be done by an 80 year old and the young generation should see value in our capabilities.

One was of the view that the MCDSS should not be keeping us with the people who are mentally retarded at the After Care in Matero even though it is a transit centre. When one is old other loss memory others think you have a mental disorder which gives the community a bad picture of what they perceive us to be when in actual sense we are active members of society.

4.6. Chapter Summary

In this chapter the findings revealed that SCAZ, RWBZ, HRC and MCDSS do reach out to older persons. The older persons are abused both physically and sexual. No legal protection services are provided by the organisations. The livelihood skills promoted to older persons are beneficial for their survival although the organisations face challenges during sensitisation as the young adults and duty bearers have a negative attitude towards older persons. Older persons are a challenge themselves due to self-stigma. In the next chapter the findings of the study will be discussed.

CHAPTER FIVE

DISCUSSIONS OF RESULTS

5.1. Chapter Overview

In the previous chapter the research findings were presented based on the formulated objectives and research questions of the study. In this chapter, the results of the study were discussed. The discussion was made according to the study objectives. The first objective was to investigate the contribution of SCAZ, RWBZ, HRC and MCDSS in advocating for the welfare of older persons. The second objective was to establish the role of SCAZ, RWBZ, HRC and MCDSS in providing legal protection to older persons. The third objective was to identify ways on how SCAZ, RWBZ, HRC and MCDSS promote livelihood skills to older persons.

5.2. Advocating for the welfare of older persons

Advocacy is vital as it brings to light what is known and what is not known on certain issues that will enlighten, inform, educate, empower and bring a change of mindset on older persons and society about how they perceive certain issues that affect them. Advocacy strategies include lobbying, social marketing, changing the policies, programs or positions of government institutions or organisations, education, community, or many other tactics (Spechann and Pelton, 2001). Advocacy aims to bring about change and make the voices of older persons heard. Today creating awareness on welfare for older persons and protecting their basic human rights has become the prime responsibility for government and other civic organisations which work for the welfare of older persons. Increasing awareness will empower older persons to take their issues in a more receptive, supportive, and informed environment. Some older persons might be aware of their basic rights such as the right to food, shelter, clean water, or better quality of life. Advocacy is speaking up, drawing attention to an issue, or directing decision-makers towards a solution. It also means a process of standing up for the rights of another person. It may involve speaking, acting or writing on behalf of another person (Blundell, 2012).

The results clearly showed that SCAZ, RWBZ and MCDSS do reach out to older persons and use different methods to sensitise the older persons on their rights. However, the results of the study found that the preferred methods used to sensitise older persons were limited. For instance, SCAZ and RWBZ mostly sensitise older persons when funded by different organisations. For advocacy

to be effective there is need for a continuing series of activities to make older persons be fully aware of their rights. Kabelenga (2018), noted that there has been inadequate information about the situation of older persons and issues of ageing seem to be relatively new in Zambia. The absence of comprehensive information and attention to issues of ageing has resulted in inadequate resources being allocated to activities related to ageing.

The widely used method of sensitization by SCAZ, RWBZ, HRC and MCDSS is the media as it has a wide coverage. In as much as the four organisations reach out to older persons the majority of the older persons are not aware of their rights and they are abused due to ignorance. Kabelenga (2018), argued that what is known so far about elder abuse in Zambia is provided by the media which does not provide much detailed, comprehensive, and analytical information about a particular phenomenon except to inform the public that a particular problem exists in society.

The researcher observed that advocacy by SCAZ, RWBZ, HRC and MCDSS was not effectively done as the organisations do not have a programme of events for the older persons and the methods used for advocacy are limited.

5.2.1. Identification of gender most literate

Illiteracy rates are highest among older persons and are higher among women than men. At age 65 and over, 30% of women and 9% of men are illiterate (UN statistics division, 2015). The vast majority of older persons are illiterate in Northern Africa, sub-Saharan Africa and Southern Asia.

When one sees older persons demanding their rights or the government taking actions or making inclusions to policies, it means that older persons have been made aware (Human Rights Commission of Zambia). Everyone thinks that they know what old age is like and what older persons want and need. But how often do older persons get consulted when important decisions are being made, even decisions that may affect them very deeply? According to Kabelenga (2018), he concluded that older persons abuse can be understood well using the knowledge of the local people who understand their environments better. Advocacy with older persons raises consciousness and help to organise older persons themselves and local people

There is growing evidence from several communities that older persons abuse and violence is a major though hidden problem. Therefore, this abuse is difficult for the professional community to address it effectively. Furthermore, he stated that older persons abuse is not a monolithic phenomenon, rather it is a multifaceted phenomenon that takes place in many forms. He, therefore,

advocated for unpacking the phenomenon of older persons abuse and studying extensively and intensively each type of abuse if understanding is to be enhanced and relevant policy and programmatic measures to address it are to be suggested.

The results from the study revealed that very little is done in having the print media materials in local languages. The programmes aired on the radio are mostly in English leaving the majority who are semi-illiterate and illiterate not to have access to information. The radio is the most used media but does not have programmes that run throughout the year or quarterly. The results of the study established that the aforementioned methods of sensitisation such as media, Focus Group Discussion, and community engagement that SCAZ and RWBZ use are not adequate to reach out to older persons.

The conclusions were that older persons have lost their basic rights due to rapid industrialization and urbanization which shifted the joint family system into a nuclear family and as a result, the older persons were not given due recognition in the family and society as well. It was also concluded that older persons face hardships due to society's negative attitudes towards them and they rarely report these abuses because of fear and ignorance of their rights.

Cox (2015), postulated that as people age, they are vulnerable to increasing dependency, frailty, and discrimination by societies. Change in their status from that of independent to dependent, from valuable to less valuable means that their rights are often violated. This could be linked to the assertions by Mapoma (2013); and Mapoma and Masaiti (2012), who highlighted that older persons in Zambia experience many challenges varying from lack of income, neglect, sickness to abuse. This is similar to the study done by Udahayakmar and Ilango (2013) findings that older persons are not aware of their human rights due to the high prevalence of illiteracy.

Cox (2015), argued that moreover, their very dignity of older persons, a right underscored in the preamble of the Universal Declaration of Human Rights is often ignored or threatened. She further argued that discrimination based on age erodes human dignity and diminishes the status of older persons concerning others in society. This discrimination is reflected in a lack of opportunity, inadequate income support and healthcare, and fewer resources with fewer options for living a secure life with their rights fulfilled. Older persons are not specifically recognised as a group under the Universal Declaration of Human rights, nor have they been in conventions after the declaration.

5.2.3. Challenges faced by SCAZ, RWBZ, HRC and MCDSS during sensitisation of older persons

SCAZ stated that the challenges come from the older persons themselves, policymakers, lack of full implementation of the NAP, duty bearers, and the young generation. RWBZ faced challenges during its implementation programmes from duty bearers, lack of implementation of the NAP, financial constraints, young generation, and the duty bearers. The study by Hedberg (2010), on purpose in life among old people revealed that a loss of purpose in life can lead to mental health like depression. The stereotype of older persons can affect their views of their ageing, which in turn can weaken their purpose in life. In his conclusion, he concluded that older person's attitudes towards one's ageing appear to be associated with purpose in life. Social relations seem to be important for purpose in life and seem to be more important among very old women.

5.3. Provision of Legal Protection to older persons

There are many reasons why human rights are relevant to the population of older persons. At their core, they embody a series of values such as dignity, fairness, respect, equality, and autonomy- all of which should underpin the design and delivery of services that support older persons, promote their independence and encourage their full participation in the community (Doron, 2010). Human rights are universal, inherent, interdependent, inalienable, and non-discriminatory. Human rights are important as they promote human dignity, equality and reduce conflicts.

According to Cox (2015), human rights apply to everyone and they do not diminish with age. When age is used as a proxy for competency and functional well-being, many aspects of a person's life are threatened, including the basic rights of independence, security, and dignity. Moreover, impairment itself does not diminish the importance of these rights or of the role of policies in ensuring they are met. Thus, even those with chronic conditions that impede functioning share the same basic rights free of discrimination.

The constitution of Zambia guarantees the protection and welfare of all people in Zambia. Part (III) of the Zambian constitution of amendment of 2006 guarantees fundamental rights and freedoms of individuals. Therefore, it is the responsibility of the state and organisations to ensure that the rights are protected, promoted, and recognised. However, the results of the study indicated that non-of the organisations (SCAZ, RWBZ, HRC and MCDSS) have the legal mandate to represent older persons in legal matters. It was observed by the researcher that SCAZ and RWBZ do not carry out any legal

protection of older persons which make the two organisation less effective in handling matters that affect older persons. The results of the study revealed that RWBZ only counsels on issues affecting the older persons and advises on the action to take. Human rights affect the daily lives of people. When you deny human beings their rights, you encourage political and social unrest, for example, wars, riots, and demonstrations. Older persons rarely speak out when abused. The HRC do not handle cases that are before the court of law, cases being dealt with other institutions and cases brought more than two years after knowing of the violation.

5.3.1. Identification of the gender most victimised

In many parts of the world, older persons abuse is occurring with little recognition or response, this is why the United Nations recognise the world Elder Abuse Awareness Day which falls on the 15th of June every year. Several studies on elder abuse indicate that women are more often victims than men (Melchiorre, 2016). Other report that men in later life are also significantly abused, especially when they show symptoms of disability and poor health. Furthermore, concerning the oldest age group (80 and over) men were at higher risk of victimization than women. The common form of abuse experienced by men were financial abuse and abandonment (62.2% vs37.8% of women), whereas women were more likely to be victims of neglect (60.0% vs. 40% of men).

The study by Kabelenga (2018), revealed that scientific literature on older persons abuse in Zambia is scarce. This is evident in the non-availability of scientific articles on older persons abuse in Zambia. Older persons abuse is a common problem though there are no available statistics on the prevalence of older persons abuse due to lack of national surveys on the prevalence of older persons abuse. Kabelenga (2018), further revealed that older persons abuse is a daily problem affecting the whole nation. He described the abuse of older persons as a widespread phenomenon affecting thousands of vulnerable older persons. He noted that older persons abuse is far less likely to be reported than child abuse which has gained greater public awareness while one out of three child abuse cases is reported, only one out of thirty cases of older persons abuse is reported. Kamwengo (2001), contended that older persons are illiterate and poor.

Ministry of Justice on Human Rights implications on the implementations of the MIPAA stated that due to lack of comprehensive legislative framework and policy to address the issues affecting the older persons and non-domestication of the international treaties such as the economic, social, and cultural rights such rights are not justiciable. Every citizen must take interest in respecting,

protecting, and recognizing the rights of older persons for them to lead a dignified, secure, active, and healthy life.

Older persons plays a vital role in leadership and conflict management in family and community as well as political circles. Cox (2017), revealed that the psychological, social, and economic changes that commonly impact older persons and frequently contribute to dependency make them vulnerable to having their human rights violated. By focusing on needs rather than rights, the human dignity, security, and autonomy of the individual can be easily ignored.

With the view to make them become productive, independent, and more active players in the socio-economic sphere. Both older persons men and women require different needs. The older persons living alone will require safe and affordable housing. Tang and Lee (2006), indicated that the population of older persons is the fast-growing portion of society however, neglect or violation of older persons rights is common. This is in line with the results of the study by Fredvang and Biggs (2012), that economically the older persons are viewed as non-productive and incapable of contributing to society. Throughout the world, large numbers of old persons face challenges such as discrimination, poverty, and abuse that severely restrict their human rights and their contribution to society (Fredvang and Biggs, 2012).

Fundamental human rights do not diminish with age because of the marginalization and disabilities old age may bring, older persons, are at risk of losing their rights and being rejected by society (Doron, 2010).

5.4. Livelihood skills provided to older persons

There is a need for improvement in the betterment of the older persons lives by recognizing them as citizens who can contribute positively to the development of the country. The results of the study revealed that SCAZ, RWBZ, and MCDSS offer livelihood skills to older persons. The HRC claimed that knowing your rights is beneficial for your survival. RWBZ offers transformation and counseling skills while SCAZ offers empowerment community projects such as the rearing of livestocks to older persons. The current brief acknowledges the importance of a life-course approach to ageing and calls for protecting and promoting the rights of older persons in the implementation of the 2030 Agenda. This is in line with the study conducted by Lee (2017), which states that today more old people are contributing to an entrepreneurial ecosystem while embracing new technologies. This is in line with the empowerment theory by Paulo Freire (1986) which

expresses the need to empower individuals who are disenfranchised by taking control over their own learning and develop a deeper understanding of one's own position within the community through active participation and engagement. This theory helps older persons alienated from the family and society to realise their abilities by being an active agent for change. The key features of this theory are active participation, empowerment, control over their lives and collaboration of individuals. Therefore, this theory is vital in helping older persons understand their role in society and not be an isolated or victimised group.

The results are in contrast by the study conducted by Mapoma and Masaiti (2013), on social isolation shows that older persons are oftentimes never accorded income-generating training or employment opportunities since these are mostly skewed towards younger ages. As a result, older persons usually have little or no access to basic amenities such as decent accommodation. Older persons seem to face social ills such as family abandonment which makes it difficult for them to fend for themselves given their almost non-existent opportunities in terms of training and employment. Population ageing provides significant opportunities for sustainable development which are associated with the active participation of older generations in the economy, labour market, and society at large.

Old persons play a vital role in providing unpaid care for spouses, grandchildren, and other relatives (UNFPA and Help Age International, 2012). The study revealed that due to lack of funding the survival skills are not effectively implemented. It was also observed by the researcher that there is lack of funding by different stakeholders to keep the older persons active and productive in national development such as training programmes. This is similar to the study conducted by Changala (2015), which revealed challenges faced by the older persons residing in old people's homes in Zambia include inadequate shelter, boredom due to lack of creative activities, lack of medical facilities for the older persons in the homes, poor sanitation and lack of food. The conclusions were that although older persons homes were offering important services to the needy older persons and demonstrate some capacity to deliver them, the care provided was generally inadequate because certain services and provisions which were central to their wellbeing were lacking or inadequate.

Older persons are vulnerable to having their human rights violated as age itself is commonly used as a measure of competency and ability. Stereotypes and biases about older persons and their

functioning abilities contribute to marginalization and discrimination, which implode fundamental human rights associated with freedom, participation, health, and security. Paulo Freire's theory applies to this study as it advocates empowering individuals within the community through active participation hence realising one's full potential.

Many older persons tend to be actively involved in the community and civic life through volunteering, governance of public institutions, and community participation-based institutions. This can contribute to strengthening social capital in terms of facilitating cooperation and improving interactions within and between groups based on shared values, trust, and solidarity (OECD, 2007). According to Chirwa and Kalinda (2016), stated that older persons are not a visible category in the decision-making in the country. However, Cox (2017), stated that older persons encounter transitions that affect all areas of their lives. Retirement often means changes in relationships as well as economic status. Physical changes can limit mobility while mental impairment such changes frequently impact relationships as roles are altered. A critical repercussion of these life changes that is often overlooked is the impact that they have on the human rights of older persons.

5.4.1. Variation of age among older persons

According to Dugarova, E. and Gulasan N. (2017), old generations are also often the important sources of historical memory and wisdom, guardians of culture, and repositories of social traditions and rare knowledge and skills, which can critically complement those of young people. According to the United Nations General Assembly what a 60 or 70-year-old can do cannot be done by an 80 or 90-year-old. Therefore, the age range for the old people should be put into consideration as to the active and more productive to the non-productive ones. However data is rarely disaggregated by sex and age and when it is, it is usually limited to male or female and adult and child, contributing to older persons invisibility and exclusion in both development and humanitarian response activities.

This is similar to the study by chirwa and Kalinda (2016) that in a country like Zambia where most people are poor, old age comes with additional risks such as ill-health which makes it harder for older persons to engage in gainful employment or other income-generating activities. Social stigma is a challenge faced by older persons especially in rural areas (Chirwa and Kalinda, 2016).

Old women and men have the same basic needs as others but become increasingly vulnerable as a result of ageing. Older persons do have vital contributions and capacities that are rarely recognised

and built upon, particular context. Old people in Zambia experience many challenges varying from lack of income, neglect, sickness to abuse (Mapoma, 2013; Mapoma and Masaiti, 2012). Old people in Zambia are exposed to high levels of stress due to several factors.

Arias and Borrico (2018), further concluded that there must be the creation of more programs focusing on giving older persons long and better lives by creating and implementing alternative occupational programs to maintain their sense of self-worth and self–esteem. Emphasis should also be put on disease prevention, health promotion, and wellness of mind and body. Population ageing provides significant opportunities for sustainable development associated with the active participation of older generations in the economy, labour market, and society at large. The findings of the study revealed that older persons are able to voice out when they are with their fellow older persons who share their stories. This is line with the empowerment theory of realising on full potential and aims at participation and collaboration. RWBZ offers transformative skills and prepares the older persons before they retire and life after retirement for the older persons in the formal sector

Older persons have not benefitted systematically from development gains in all contexts as they tend to be overlooked by development policy and discourse, and their needs and rights are often not sufficiently addressed (UNDP, 2016; UNFPA and Help Age International, 2012).

5.5. Chapter summary

This chapter discussed the findings of the study in line with the objectives. The first objective was to investigate the contributions of SCAZ and RWBZ in advocating for the welfare of older persons in Lusaka District. The second objective was to establish the role of SCAZ and RWBZ in providing legal protection for older persons in Lusaka District. The third objective was to identify how SCAZ and RWBZ are involved in promoting the livelihood skills of older persons in Lusaka District. In the next chapter a conclusion is drawn based on the findings of the study and recommendations are suggested for future research.

CHAPTER SIX

CONCLUSION AND RECOMMENDATIONS

6.1. Chapter Overview

In the previous chapter the findings were discussed based on the study objectives. Recommendations of the study and some suggestions on areas for future research have been presented too.

6.2. Conclusion

This study aimed at investigating the role of SCAZ and RWBZ in promoting the welfare of older persons. The study found that most of the older persons are not aware of their rights and how to claim them.

SCAZ, RWBZ, HRC and MCDSS do not offer any legal protection to older persons. They do not have proper representation from the organisations. For instance, RWBZ only counsels the abused (older persons) and advises on what action to take. But with the social stigma and shame older persons face in society, they rarely speak out. Additionally, the abuse can also be attributed to lack of knowledge of older persons about their rights.

The study found that the livelihood skills provided by SCAZ and RWBZ to older persons are helpful despite old age coming with many physical and psychological changes. Others age with a decline in mental health and they cannot be active in any economic activity. People with a negative attitude towards older persons cannot recognise their potential capabilities and some older persons lost their purpose in life which lead to social stigma. Furthermore, the older persons are faced with non-recognition of their potential to be the voices of others in national affairs.

The needs of older persons both male and female are not different. Therefore, for the older persons to survive they must be supported and acquire the necessary knowledge and skills for their survival.

6.3. Recommendations

The recommendations are drawn from the study findings.

1. The MCDSS, HRC, RWBZ and SCAZ must intensify sensitising older persons on human rights and how to claim them so that older persons abuse can be minimized. In this case the duty bearers must be knowledge brokers as well.

2. The MCDSS must come up with programmes which aim at value addition to older persons so that the way of living is improved. This can be done through formation of clubs where older persons can be taught different skills of survival such as knitting and cookery.

3. Civil Society Organisations such as RWBZ and SCAZ look into the plight of older persons and the government entities such as HRC and MCDSS should provide information and statistics on how ageing issues are being handled.

4. The Zambia Statistics Agency should put into consideration the age range of older persons. For example what a 60 year old can do can be different with what an 80 year old can do. Therefore, livelihood skills should benefit all older persons depending on their capabilities.

5. There is need for the MCDSS to increase funding for older persons activities and awareness levels to the public about issues concerning older persons

6.4. Areas for further research

1. The study recommends further research to establish what knowledge the young generation has regarding the welfare of older persons which may offer a better option to assess the attitude of the young generation toward the older persons There is need to look at the mental health of older persons for future research so as to assess their capabilities and abilities because old age brings its own challenges.

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APPENDICES

Appendix I: Interview schedule for Key informants

INSTRUMENTS FOR COLLECTING DATA

Starting time: ……. **Ending time: ……**

Instruments used for data collection.

An interview guide for key informants on the role of Senior Citizens Association of Zambia (SCAZ), Retirees Welfare Bureau of Zambia (RWBZ), Human Rights Commission of Zambia (HRC) and Ministry of Community Development and Social Services (MCDSS) in promoting the welfare of older persons in Lusaka District.

Self-introduction

I am Brenda Pelekamoyo, a post-graduate student at the University of Zambia, Great East Road Campus. I am researching on the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older persons in Lusaka District, Zambia.

Kindly assist me with the information I humbly request from you.

You have been selected randomly to participate in this research. The information you will give is strictly for academic purposes. Therefore, all responses will be treated as confidential and your identity will be kept anonymous.

Instructions

Questions will be asked from the prepared interview guide. You are requested to kindly give your answers in a nutshell and specific to the point.

Section A: Personal information

The sex of the interviewee will be recorded before questioning and then, the following questions will be asked and answers recorded.

1. Sex …….
2. Age…….

3. Marital status……..
4. What are the highest academic/ professional qualifications you possess?

   A. Non-formal. B. Primary. C. Junior secondary. C. Senior secondary. D. Tertiary.
5. How long have you been in the current position?

   ……

Information on SCAZ, RWBZ, HRC and MCDSS

6. What are the roles of SCAZ, RWBZ, HRC and MCDSS?

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7. What is its mission statement?

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8. What is its vision?

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9. What are its aims/objectives?

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10. For how long has the organization been in existence?

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11. Is the organization affiliated with any international organization?

A. Yes. B. No

12. If YES to the question above, then to which organization are you affiliated?

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What benefits do you receive from the organization?

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13. Does your organization work with the government/ NGO?

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14. Where does your organization receive its funding from?

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Information on the role of SCAZ, RWBZ HRC and MCDSS in advocating for the welfare of older persons

15. How do you reach out to the older persons in sensitizing them about their rights?

A. Through media. B. Community engagement. C. Door to door.

16. Why do you use the chosen medium mentioned above?

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17. Which gender of older persons is more literate about their rights?

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18. Which gender is the most victim?

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19. How effective is your organization in advocating for the rights of older persons?

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20. How has the population of the older persons benefitted from your advocacy?

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21. What challenges do you face while advocating for the rights of older persons?

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Information on services offered by SCAZ, RWBZ, HRC and MCDSS

22. Do you run any home-based care for the older persons?

A. Yes. B. No

23. If YES to the question above, then what is the name of the home-based care?

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24. What kind of assistance do you offer to the older persons at the mentioned home-based care?

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25. Do you offer any survival skills to the older persons?

A. Yes. B. No

26. If YES to the question above, then what are the survival skills offered?

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27. How beneficial are the skills offered to them (older persons)?

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28. Do you face any challenges as you provide the livelihood skills to older persons?

A. Yes. B. No

29. If YES to the question above, then what challenges do you face in providing the livelihood skills?

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Information of SCAZ, RWBZ, HRC and MCDSS on Legal protection

30. Do you have any legal policy in place which protects your operations?

A. Yes. B. No.

31. If YES to the question above, then what does the policy state?

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32. Do you provide legal protection services to older persons?

A. Yes. B. No.

33. If YES to question 33, then what kind of legal protection services do you offer concerning the older persons?

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34. If NO to question 33, then what are the reasons for the Organisations failure?

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35. How many older persons have you represented since the establishment of your organization?

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36. How many cases of violation of the rights for the older persons do you record annually?

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End of the interview, thank you so much for your participation.

Appendix ii: Semi Structured Interview Schedule for Older Persons

STARTING TIME: …….. **ENDING TIME: ……**

THE UNIVERSITY OF ZAMBIA
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Instruments used for data collection.

An interview guide for the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older person in Lusaka District.

Self-introduction

I am Brenda Pelekamoyo, a post graduate student at the University of Zambia, Great East Road Campus. I am carrying out a research on the role of SCAZ, RWBZ, HRC and MCDSS in promoting the welfare of older persons in Lusaka District.

Kindly assist me with the information I humbly request from you.

You have been selected randomly to participate in this research. The information you will give is strictly for academic purposes. Therefore, all responses will be treated as confidential and your identity will be kept anonymous.

Instructions

Questions will be asked from the prepared interview guide. You are requested to kindly give your answers in a nutshell and specific to the point.

Section A: Personal information

Sex of the interviewee will be recorded prior to questioning and then, the following questions will be asked and answers recorded.

1. Sex …….
2. Age……
3. Marital status……
4. What is your highest academic/ professional qualifications you possess?

A. Non formal. B. Primary. C. Junior secondary. C. Senior secondary. C. Tertiary.

Information on knowledge on human rights and livelihood skills for the aged.

5. Do you know any human rights?

A. Yes B. No

6. If YES to question 6, then what human rights do you know?

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7. How did you come to know about these human rights?

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8. Before coming to the centre, where were you staying?

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9. Did you have any one taking care of you before coming to the centre?

A. Yes B. No

10. If yes to question 10, then what happened for you to find yourself at the centre?

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11. How did you come to this centre?

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12. For how long have you been at this after care centre?

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13. Before coming to the centre, what were you doing to earn a living?

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14. Do you receive any support from any organization?

A. Yes B. No

15. If YES to question 15, then what kind of support do you receive?

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16. Do you have any empowerment programme meant to empower you in any livelihood skills?

A. Yes B. No

17. If YES to question 17, what are these empowerment programmes you are involved in?

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18. Are these empowerment programmes beneficial to you?

A. Yes B. No

19. If YES to question 19, what benefits have you received from the empowerment programmes?

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20. Do you have any relation / relatives?

A. Yes B. No

21. If yes to question 21, then do they come to visit you?

A. Yes B. No

22. If NO to question 22, then why don't they come to visit you?

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Information on advocacy for the rights for the aged

23. Do you feel that your human rights are recognised?

A. Yes B. No

24. If YES to question 24, then can you give examples of situations where you feel your rights are recognised?

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25. If NO to question 24, then why do you feel that your human rights are not recognised?

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26. What do you think can be done so that your human rights can be recognised?

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27. Have you benefitted from the advocacy for the human rights?

A. Yes B. No

28. If YES to question 28, then how have you benefitted?

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29. What challenges do you face while trying to exercise/ advocating for your rights?

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Information on Legal Representation

30. Have you been a victim of human rights abuse?

A. Yes. B. No.

31. If YES to question 31, then what kind of abuse was it?

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32. Where did the abuse come from?

A. Family members B. Community C. both

33. Did you report the abuse to any relevant authority?

A. Yes. B. No.

34. If NO to question 34, then why did you not report the abuse to relevant authority?

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35. If YES to question 34, then what kind of assistance did you receive?

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36. Where you satisfied with the kind of assistance that you received after the abuse?

A. Yes B. No

37. If NO to question above, then what action did you take?

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End of the interview, thank you so much for your participation