



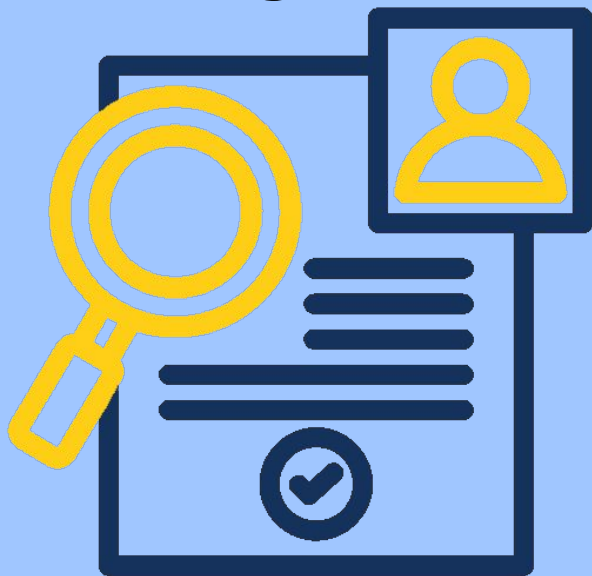
Connecting people to employment opportunities

*Examining the Impact of MSR's  
Program on its Members from 2007  
to 2024*

Comprehensive survey of program outcomes  
May, 2024

# Road Map

**Background**



**MSR**



Connecting people to employment opportunities

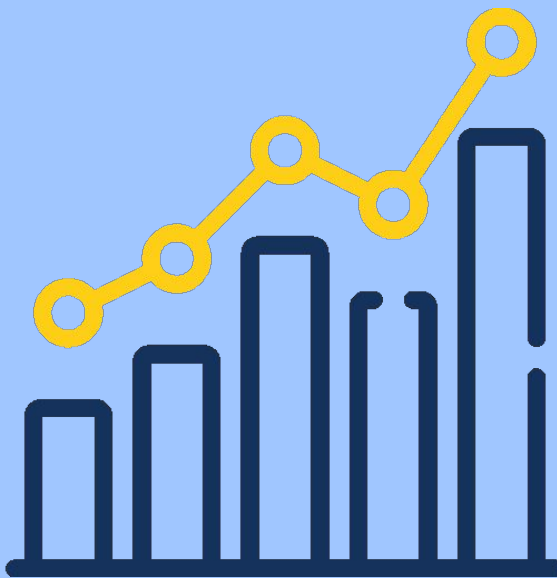
**Purpose & Objectives**



**Methodology**



**Findings**



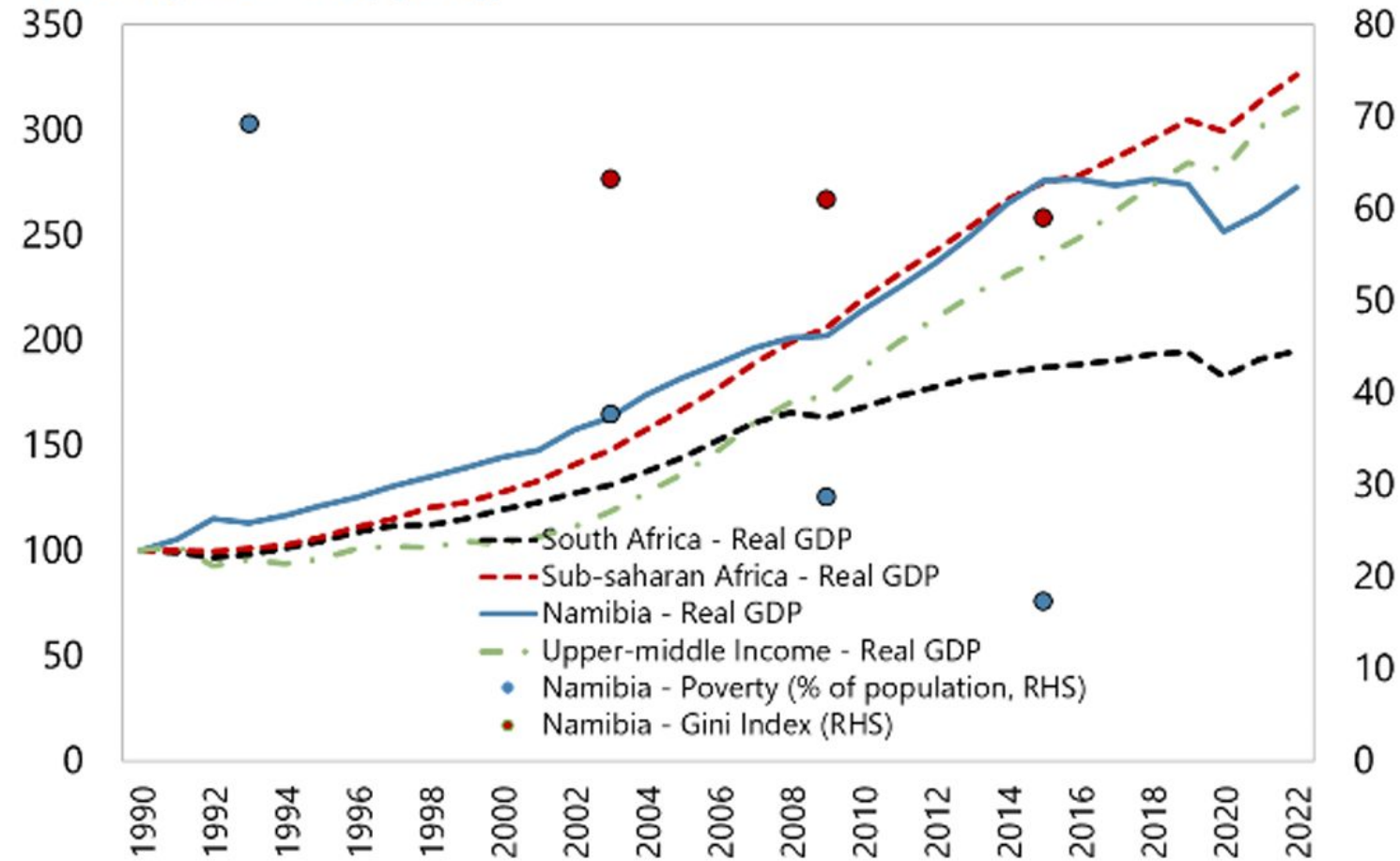
**Recommendations**



**Background**

# Background: Economics

Real GDP, Inequality and Poverty  
(Index (1990=100) (LHS))



Sources: IMF, *World Economic Outlook*; World Bank; and IMF staff calculations.

- Namibian economy has struggled since 2015.
  - GDP has **not grown** past 2015 levels.
- There is a **disconnect** between employers and the unemployed

“... Over the last six years (2012-2017), critical shortages have been observed in skilled agricultural and fishery workers; **elementary occupations**; service workers and among plants and machine operators and assemblers. The supply of elementary occupations is very minimal **because training institutions do not offer training in these occupations.**” - Namibia Labour Market Outlook Report (2019)



- **21%** Unemployment in 2022

(IMF, 2023, 7).

- **~40%** For youth 2015

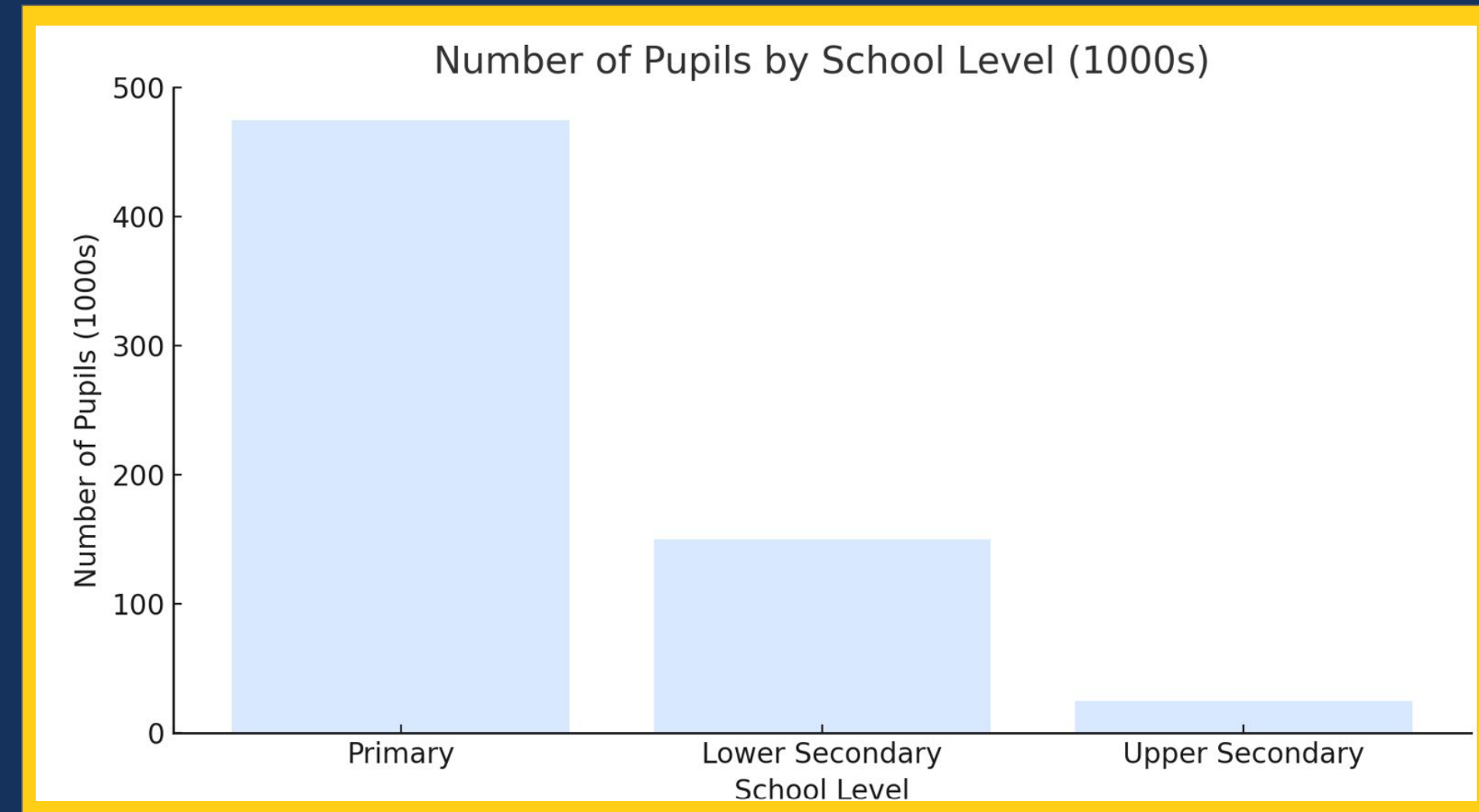
- If a student **fails** JSC or NSSC exams they are **likely to drop out**

- Leaves students **without the knowledge and skills** necessary for the workforce

- Other causes include: Corruption, slow employment creation, and skills mismatch

(Rafael, 2020)

# Unemployment Causes



Source: EPDC extraction of DHS dataset 2013

**What is *MSR*?**

Across three target locations MSR helps those seeking work with training opportunities, application resources and numerous benefits.



Connecting people to employment opportunities



## Problem Statement

*MSR lacks a feedback mechanism, hindering their understanding of the effectiveness of their program.*



# Objectives

1. To **identify and analyze the demographic** characteristics of MSR members by age, sex, residence, and educational background.
2. **Investigate** the members' participation in the program to understand how applicable MSR's programs are in the **real world**.
3. **Track** what previous members have had for **employment opportunities** after the program.
4. **Collect data on income** levels, financial stability, and overall **economic well-being**.
5. **Examine** how MSR has improved members' confidence, self-esteem, and overall **well-being** across various facets of life.

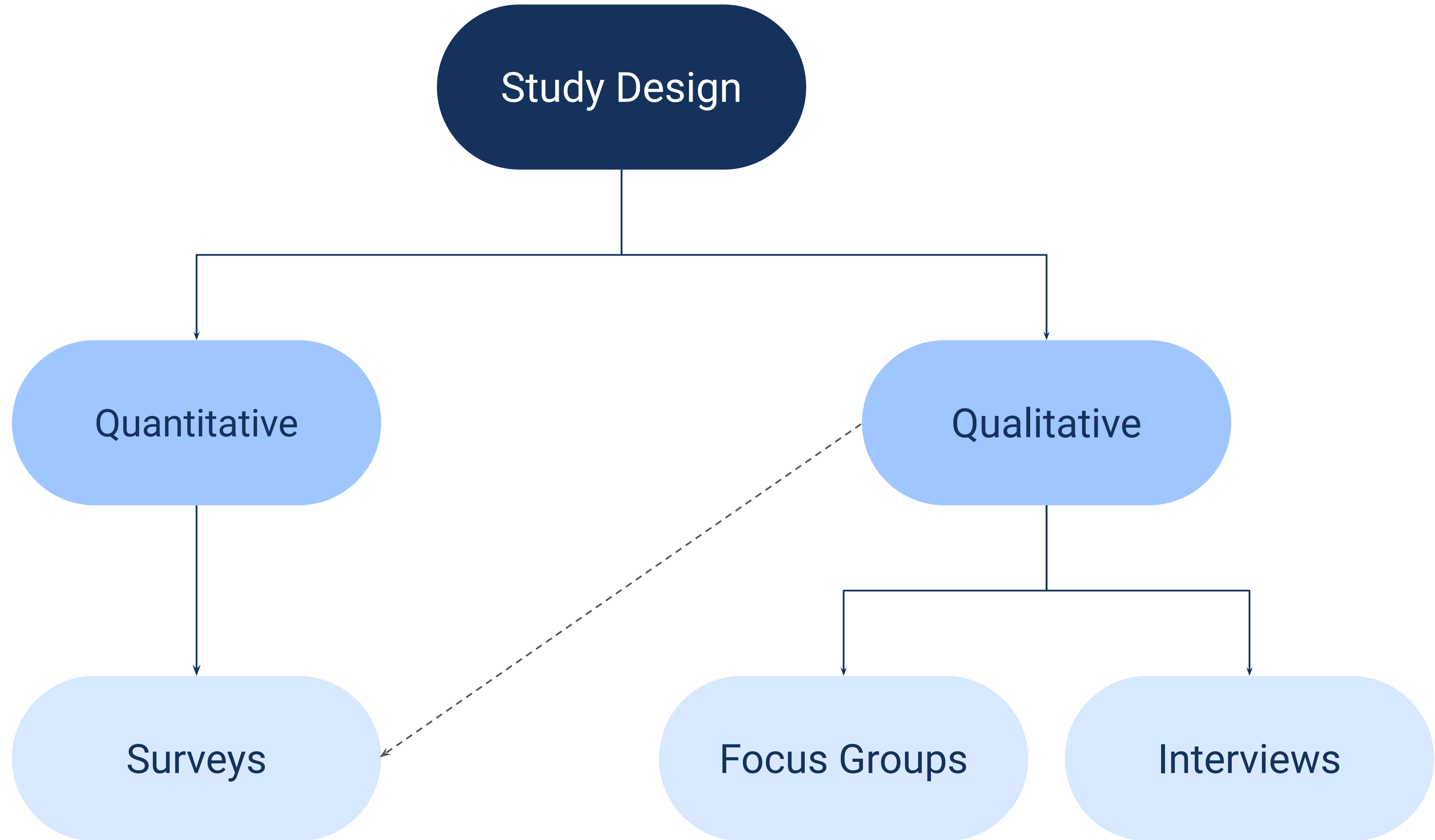
# Methodology

1. Created a comprehensive survey to address the problem statement

2. Contacted former and current members of MSR for survey administration

3. Hosted in-person survey sessions and focus groups

4. Organized qualitative data into a code book and analyzed the quantitative data with Excel





# Data Collection Methods

📍 Windhoek



154 Surveys  
3 Focus Groups  
3 Interviews  
4 Days

📍 Walvis Bay



95 Surveys  
0 Focus Groups  
0 Interviews  
1 Day

📍 Swakopmund

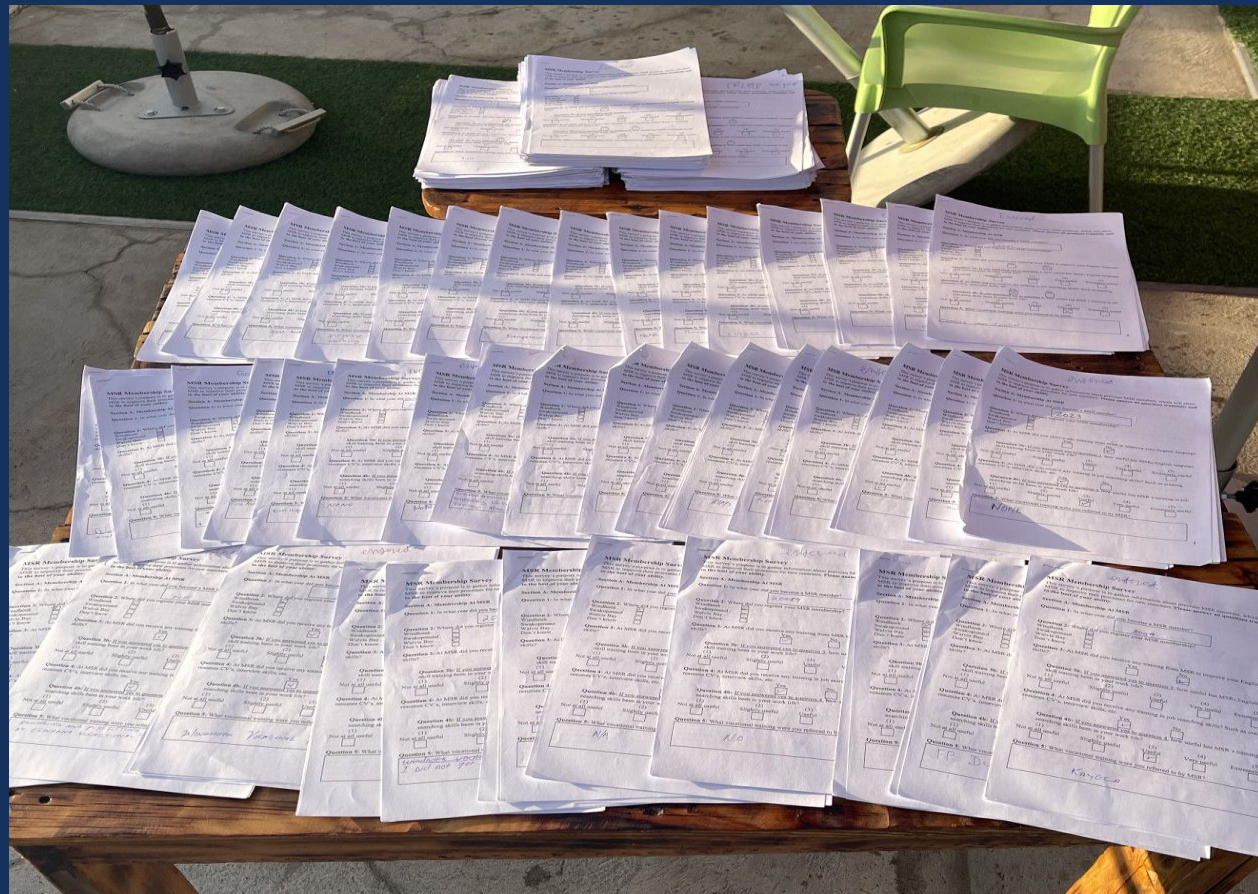


94 Surveys  
2 Focus Groups  
0 Interviews  
2 Days



# Data Collection Statistics

190 In-Person Surveys and 154 Online



~35 Hours Spent on Manual Entry  
7 days of in person surveys

# Findings

# Objective 1

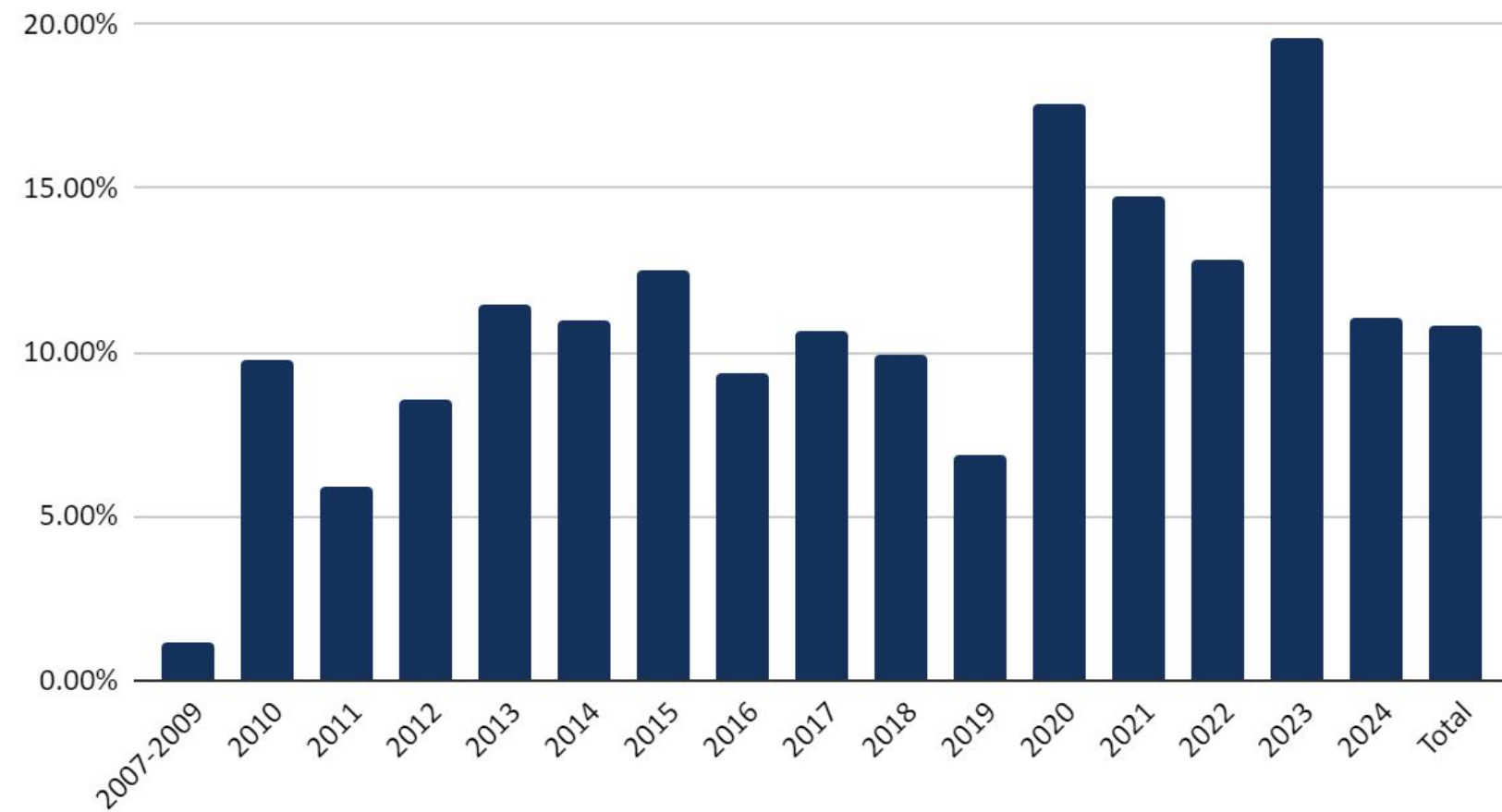
To identify and analyze the demographic characteristics of MSR members by age, sex, residence, and educational background.



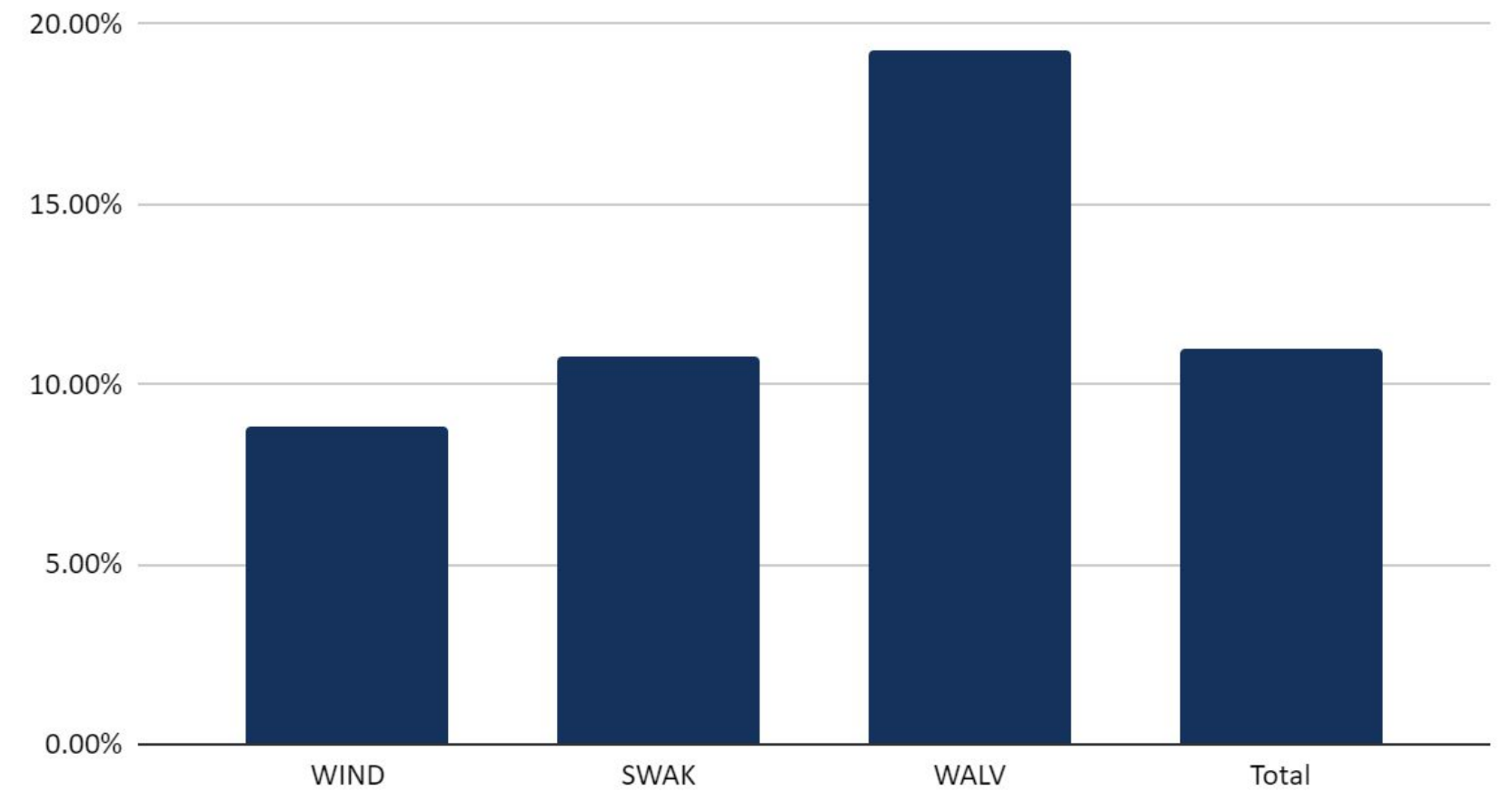
# A Comprehensive Membership Sample

Survey accurately captures the sample population of MSR members

Percent of Members Sampled by Year



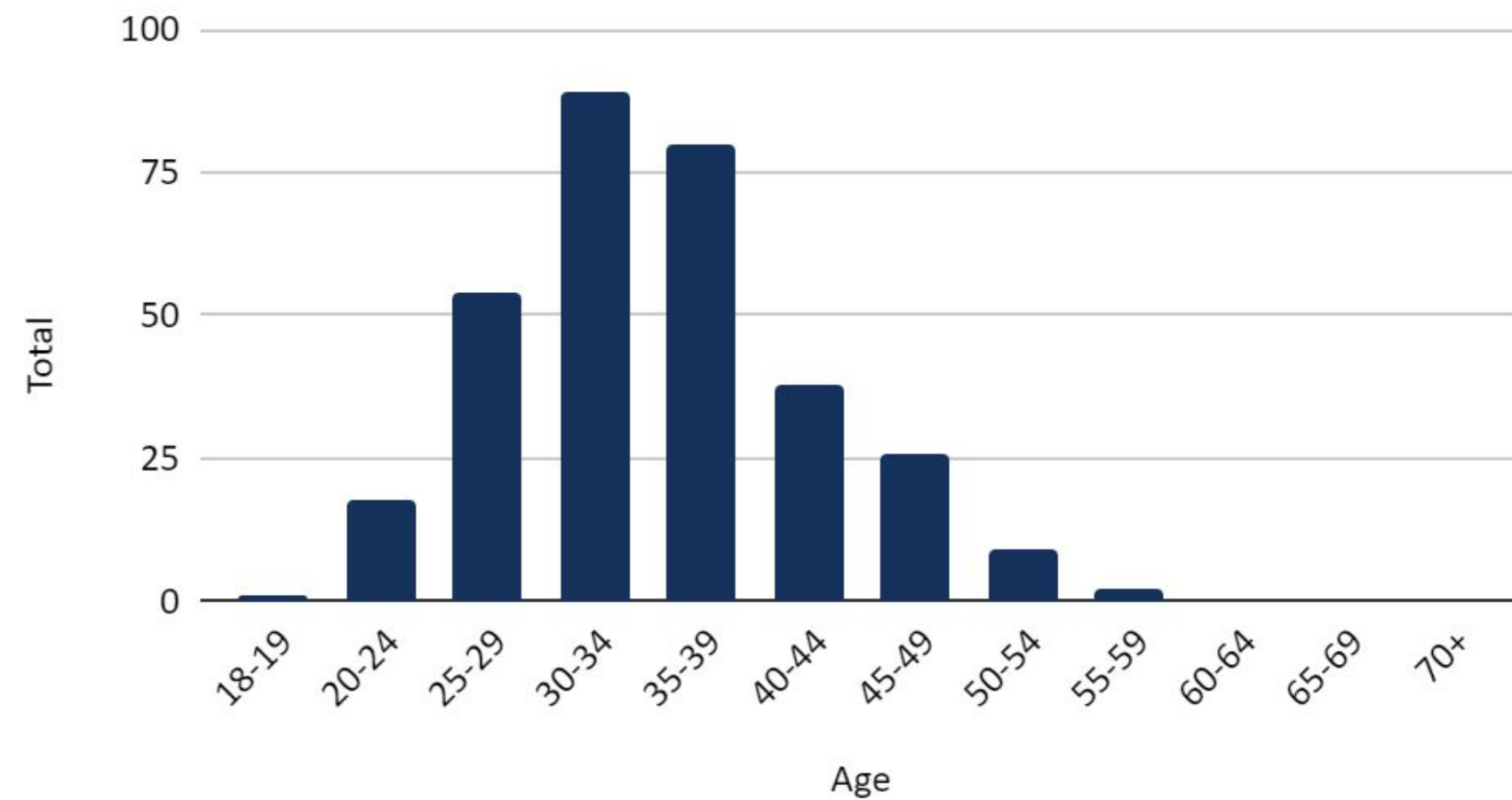
Percent of Members Sampled by Location



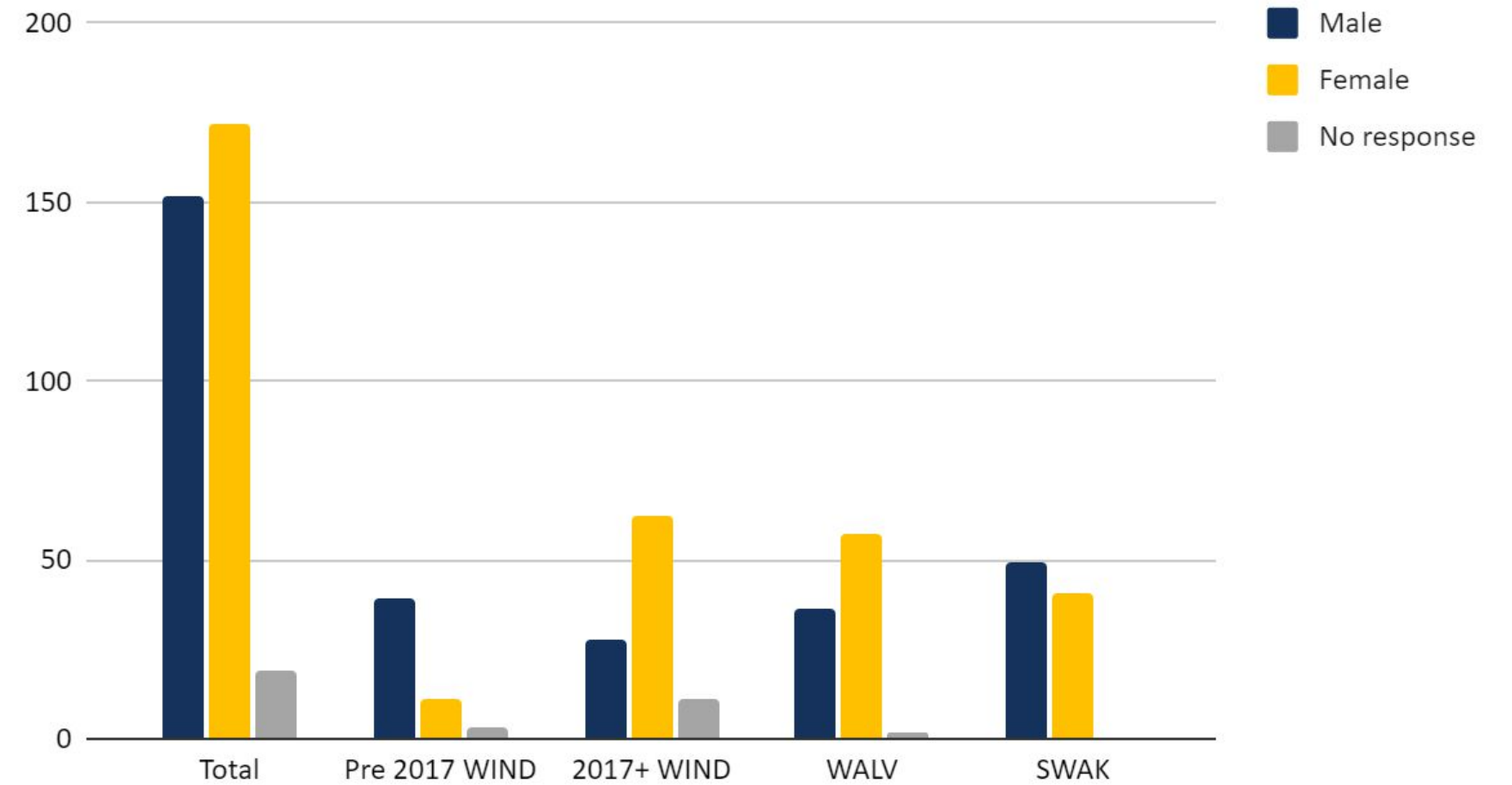


# Participant Demographics by Age and Gender

## Age of Population

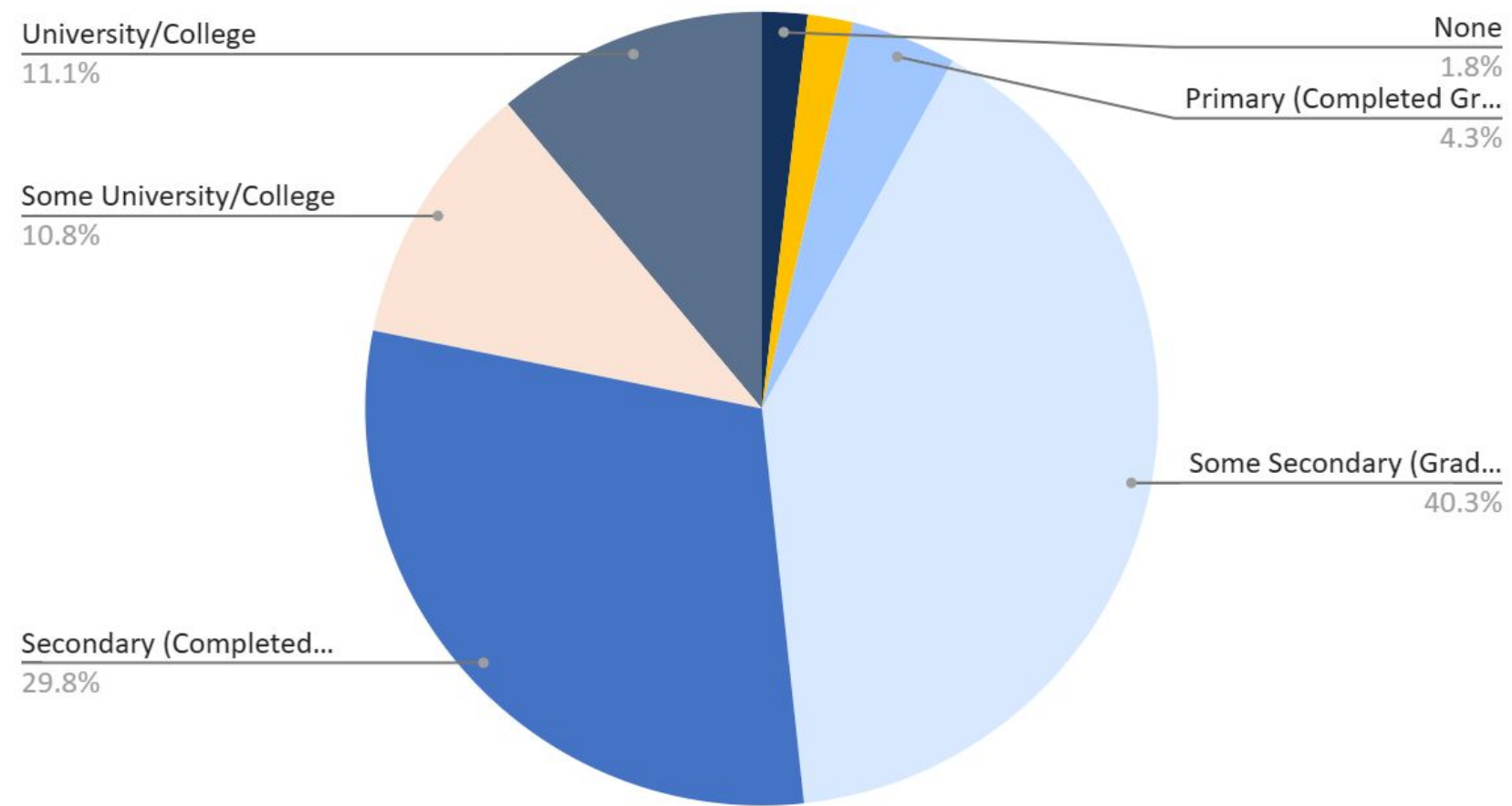


## Male, Female and No response

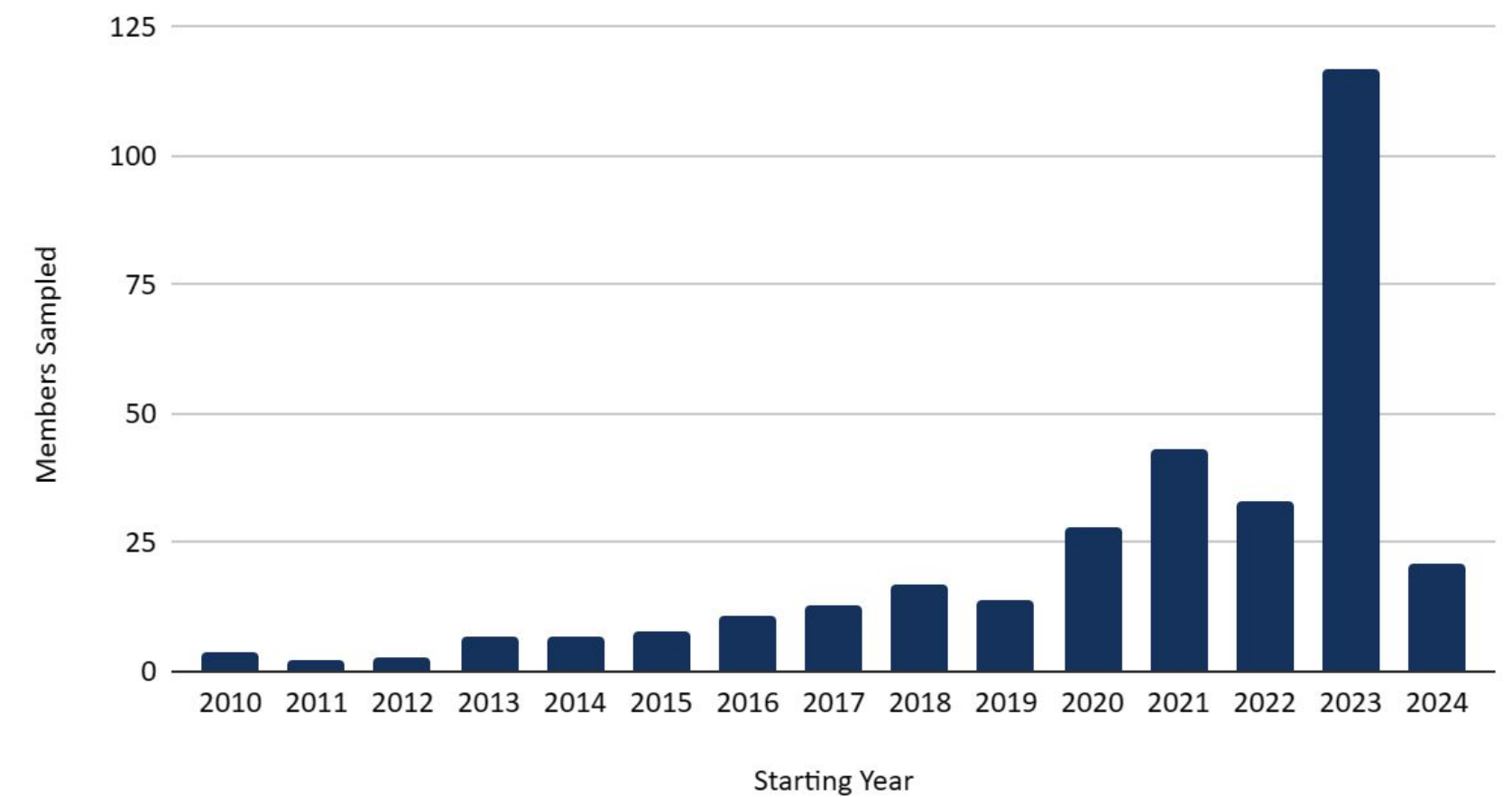


# Participant Demographics by Education and Years of Membership

## Education Amongst Sampled Members



## Members Sampled vs. Starting Year

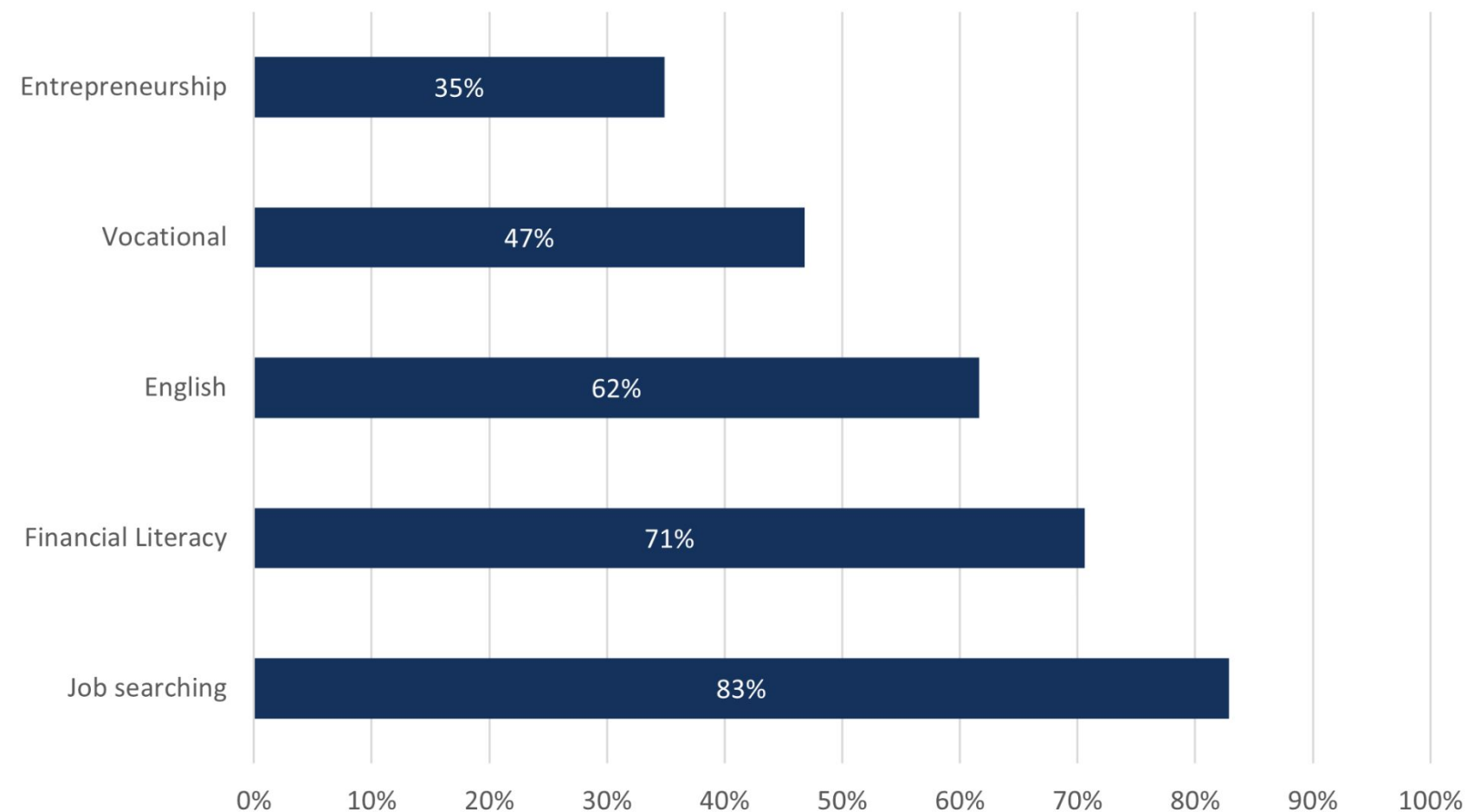


# Objective 2

Investigate the members participation in the program to understand how applicable MSR's programs are in the real world.

# Training: General Participation

Member Participation Rate by Training (n=344)

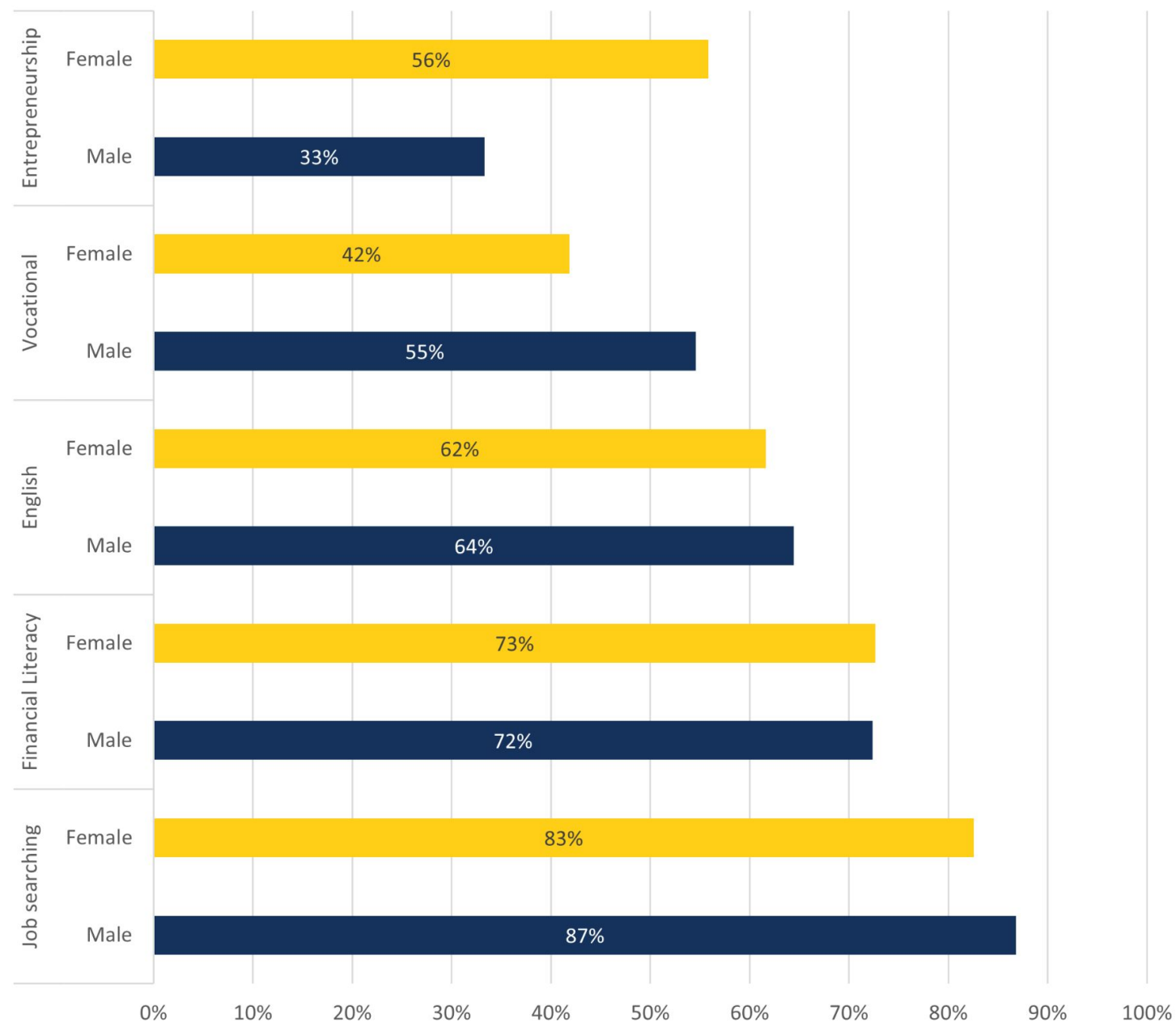


- Job searching had the highest participation rate at **83%**
- Financial literacy training has a low participation rate.
  - Likely due to the **lack of a office** in Windhoek and the Covid pandemic
- Participation in vocational training is low.
  - Likely due to **lack of funding and communication**



# Training: Participation By Gender

Female vs Male Participation Rate by Training (Male n=152, Female n=172)



- Substantially higher female participation (↑ 23%) in entrepreneurship training.
  - Likely due to the difference in acquired skills between genders.
- Low female participation in vocational training
  - Likely due to lack of options for female members

# Barriers to Participation

## Communication

“MSR should create communication groups on WhatsApp where to share vacancies and available employment opportunities to their members.”

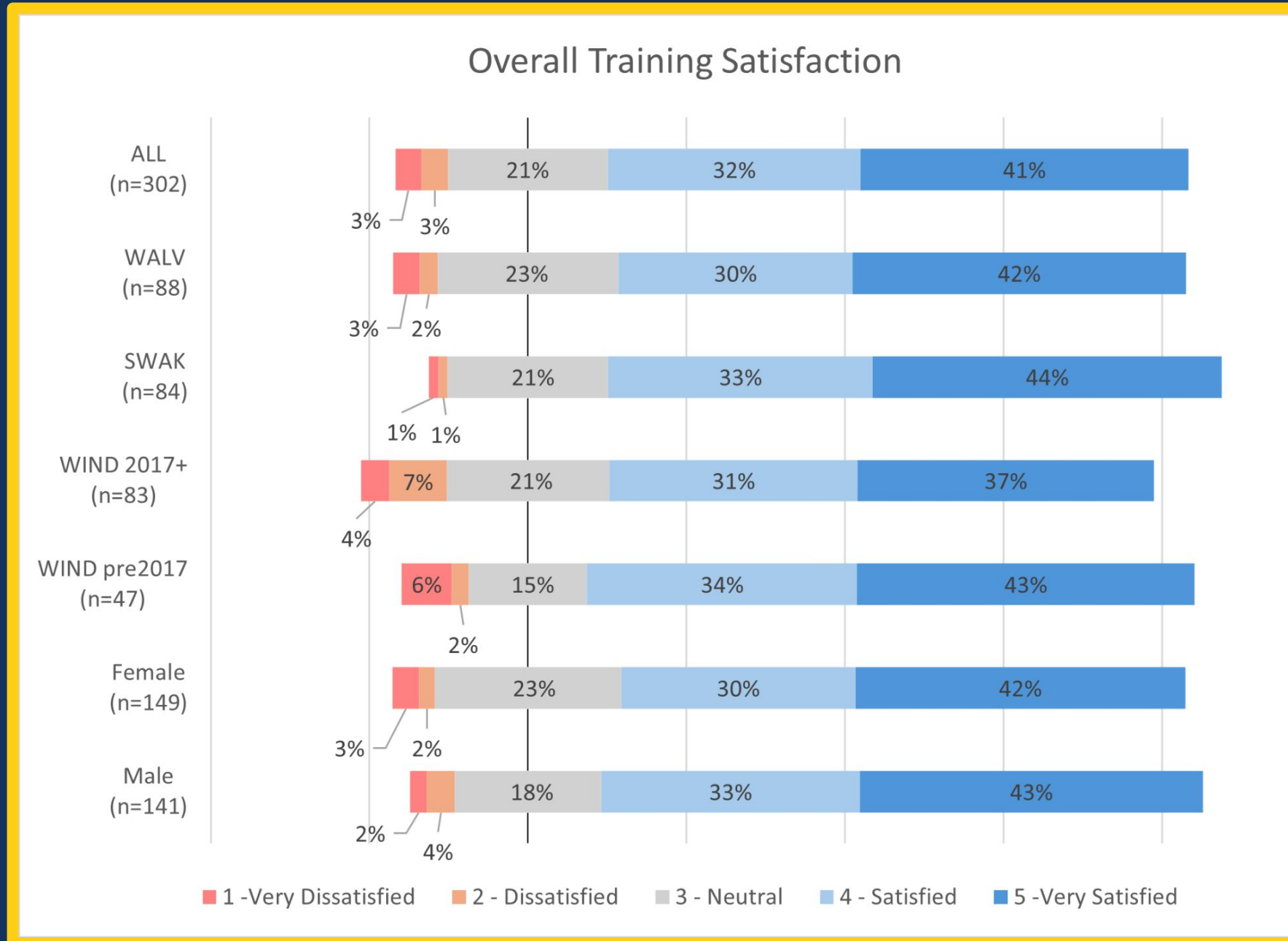
- Surveyed Member

## Vocational Funding

“MSR sent me to go study at KAYEC (vocational training center) but **I did not complete my course because of the financial problem** like money, going to school without eating and so that's why I didn't complete the course.”

- Surveyed Member

# Overall Training Satisfaction: By Location and Gender



- The majority of members (73%) were satisfied or very satisfied with MSR's training overall.
  - Job searching training was the most praised
- Only major complaint was lack of high-level vocational training.
  - Level-1 vocational training not sufficient for employment

# Feedback from Participants

## High-Level Training

“MSR can only put each member through **1 low level class** (3-6 months) or program each (if that) and at that certification level it is **near impossible to get a job**. Members are very eager to take the next level of classes or of the class but they can't afford it.”

- Surveyed Member

## Financial Literacy

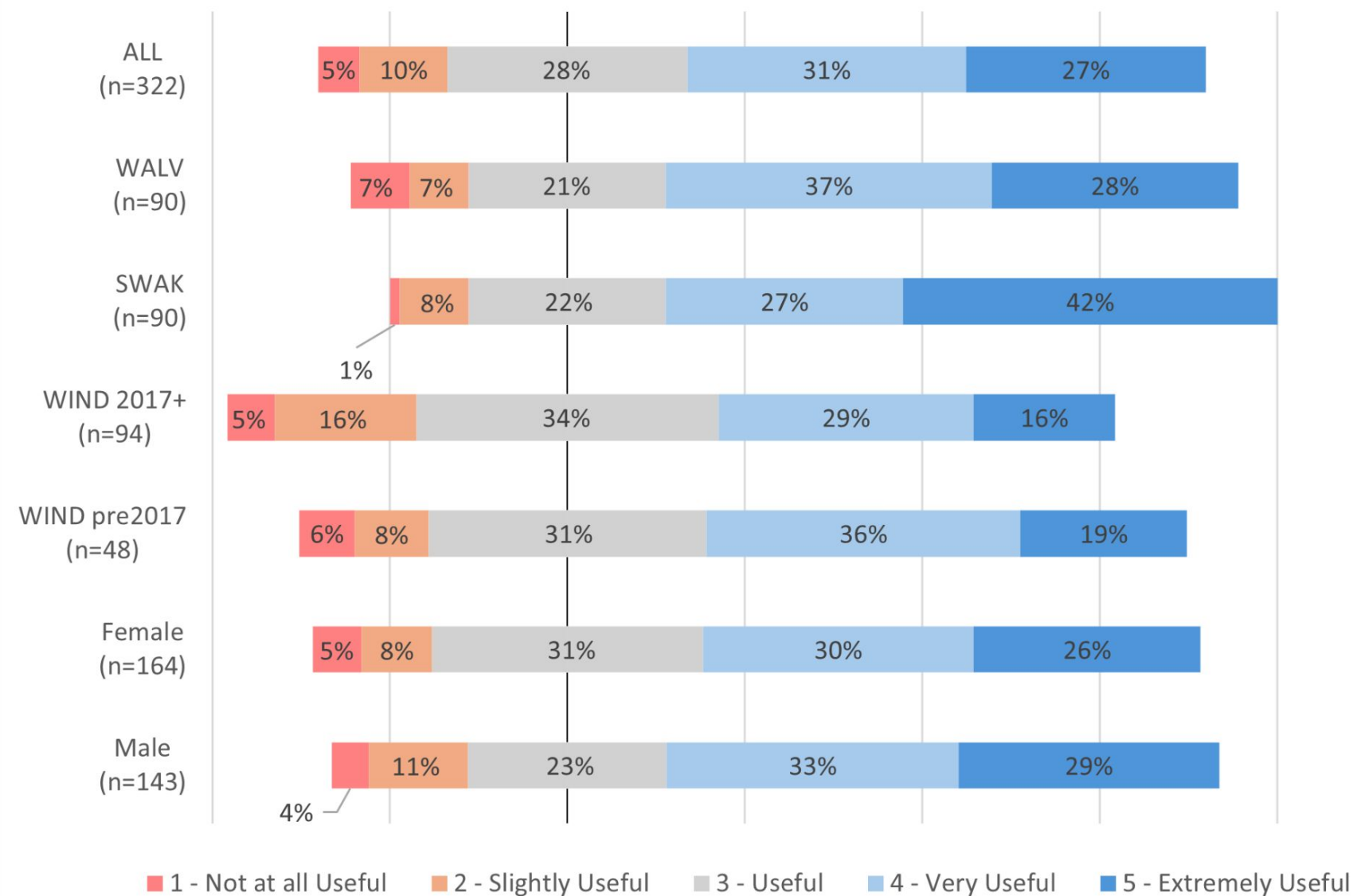
“It's so wonderful to be trained on how to save money. It's really teaches me that although you get little earnings. You can go further. I can have bright future through the little I get.”

- Surveyed Member



# Training Usefulness: By Location and Gender

Usefulness of MSR Membership



- 85% of member rated MSR's membership as useful
  - Very useful or higher - 58%
- 21% of Windhoek 2017+ members rated MSR's membership as slightly useful or below.
  - Likely due to the loss of a permanent office in recent years

# Feedback from Participants

## Permanent Positions

“MSR need to **look for jobs in big industries**, especially for **those who have the according qualifications.**”

– Surveyed Member

## Job Searching Training

“For me I would say the interview training. It helped me alot I got a **job the same month I joined msr** and since then I've been using their tips they gave me.”

– Surveyed Member

# Objective 3

Track what previous members have had for employment opportunities after MSR.

Mining Bank restaurant Material Namibian General Agency  
cleaning  
construction  
Ministry retail business office  
health  
Hospitality  
packaging service  
house mtc security

**Industries MSR Members are Employed In**

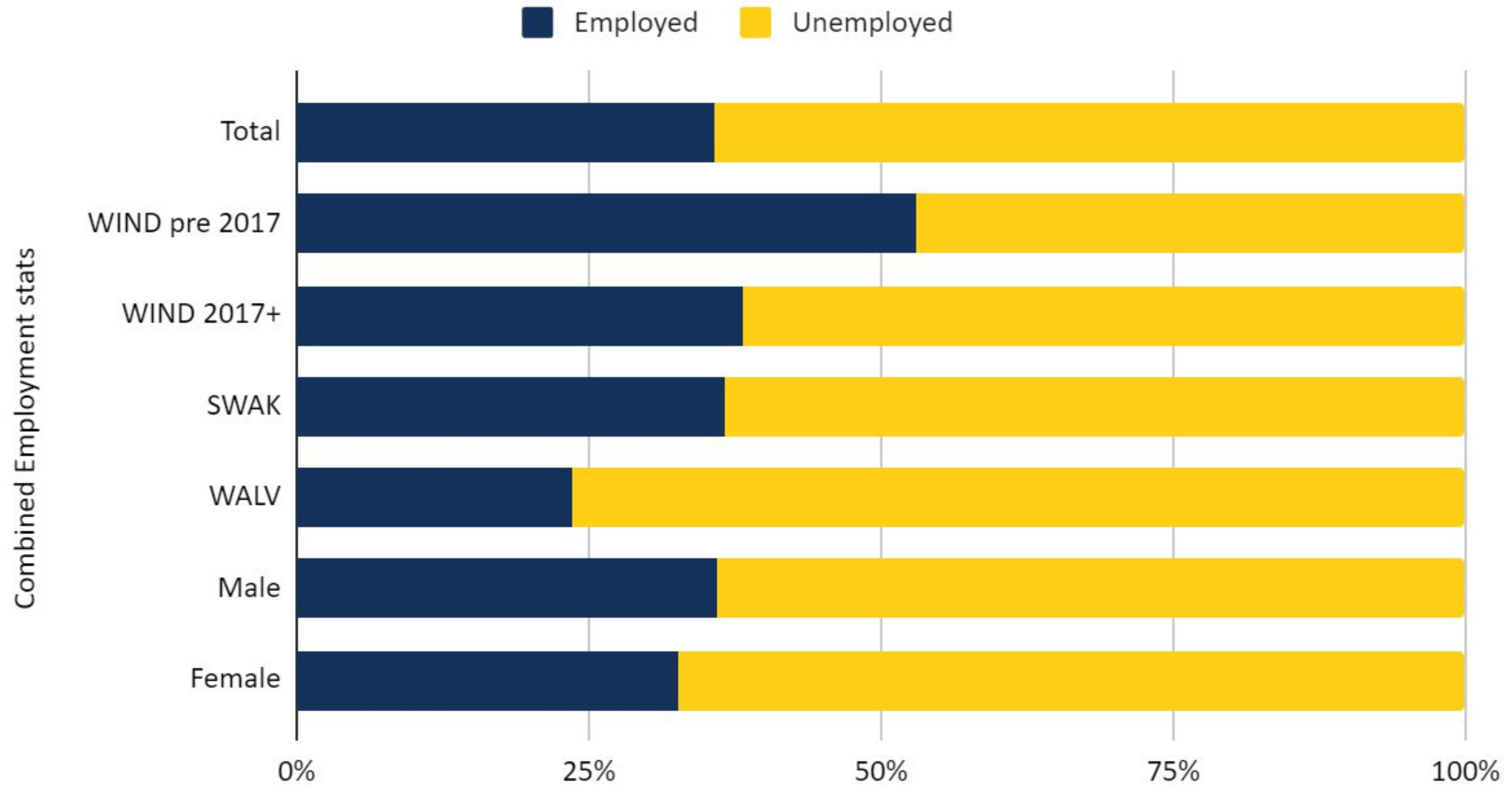


# Objective 4

Collect data on income levels, financial stability,  
and overall economic well-being.

# Current Employment Status of Members

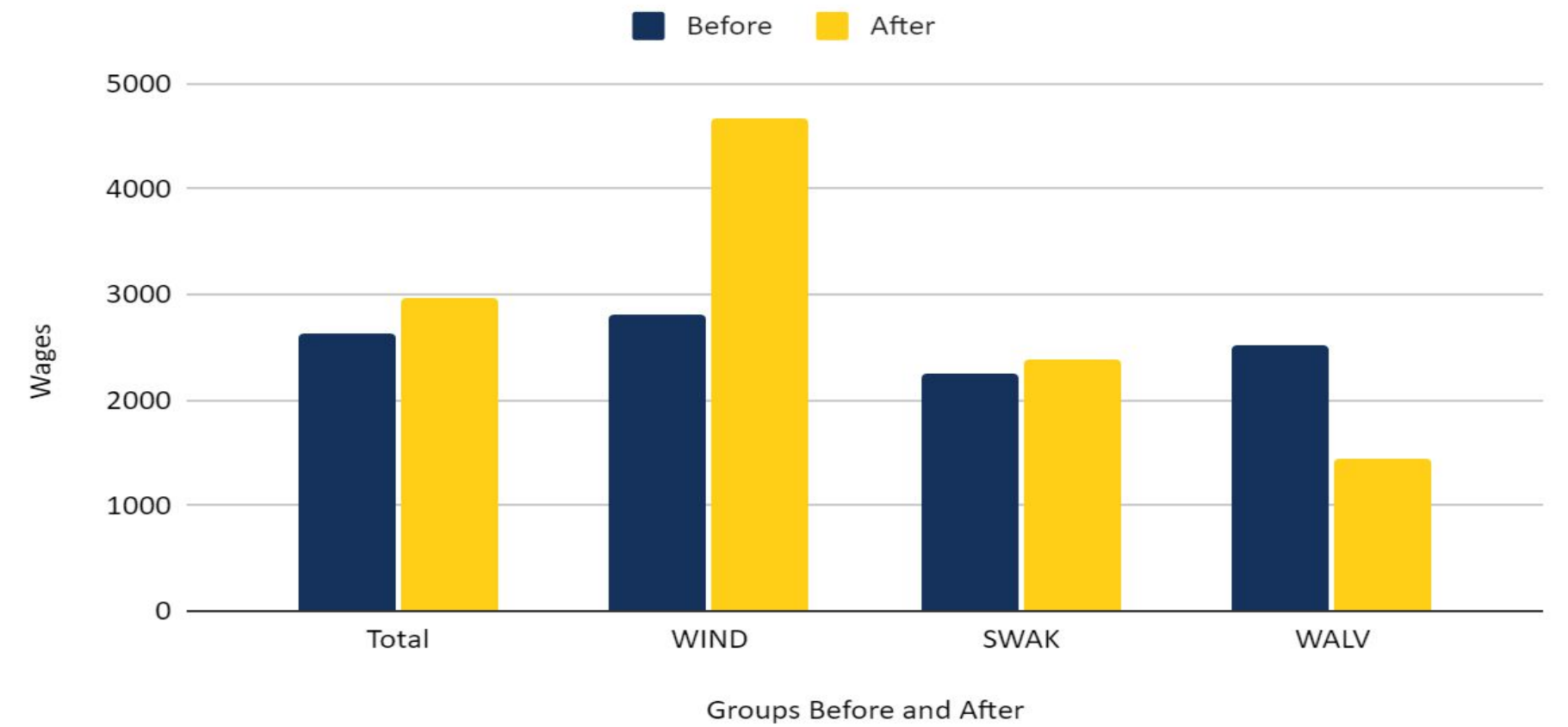
## Employed and Unemployed



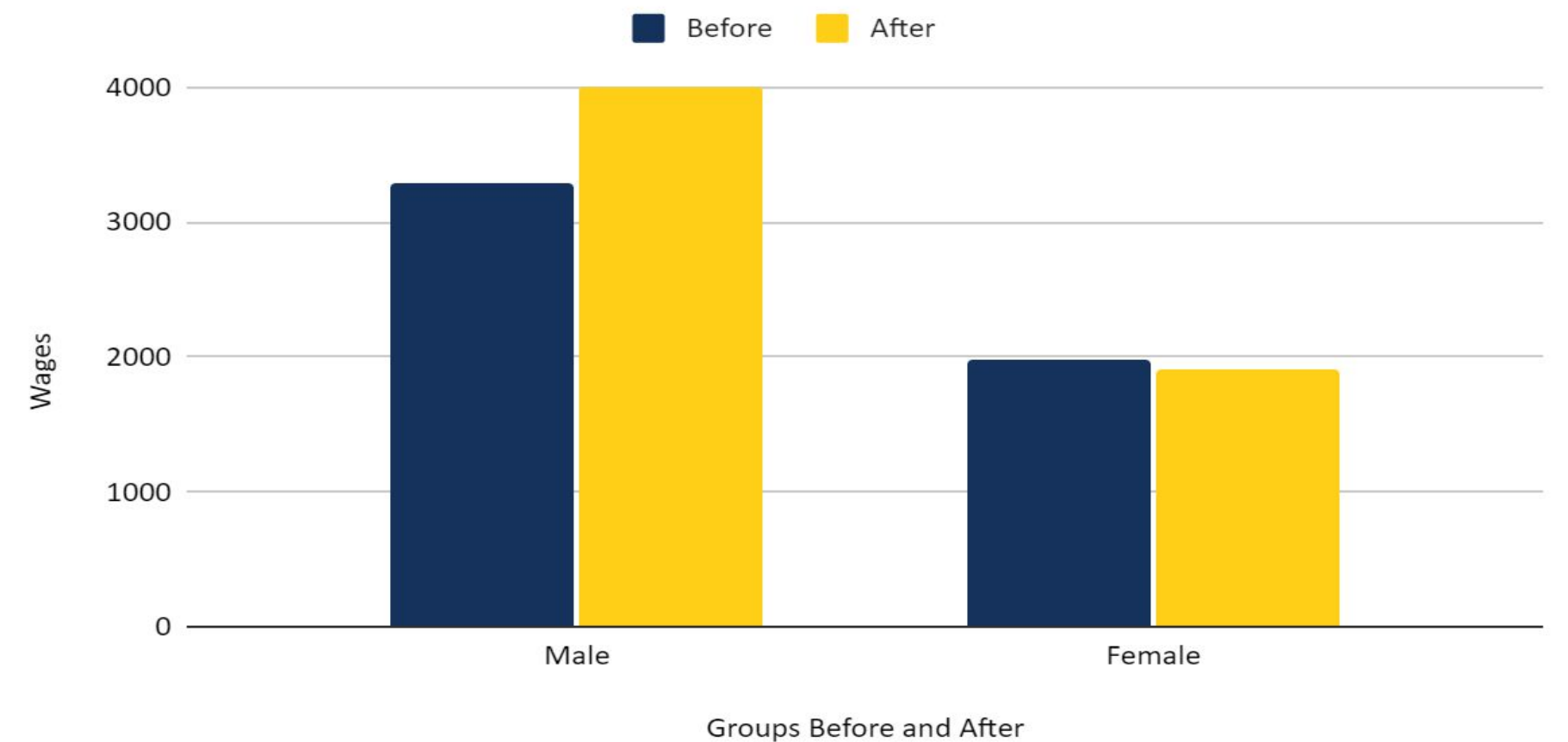
# Self-Reported Wage Change

Overall Members report increased wages and employment because of the resources MSR provides.

### Wages Before and After Membership



### Wages Before and After Membership



Summary of Data	Column Labels									
	SWAK		SWAK Total	WALV		WALV Total	WIND		WIND Total	Grand Total
Values	Female	Male		Female	Male		Female	Male		
Average Monthly Wage Before Membership: N\$1000	1.86	2.47	2.31	2.70	2.08	2.45	1.42	5.61	3.31	2.85
Average Current Monthly Wage: N\$1000	2.06	2.57	2.38	1.46	1.43	1.45	2.29	7.16	4.65	2.95



# Financial Well-Being

**“Paid my tax money for whole 3 months from beginning and also paid my vocational training for 6 months”  
-Surveyed Member**

**"I have been unemployed for 3 years before I joined MSR. Because of MSR I have a fully registered business that can help me and children."**

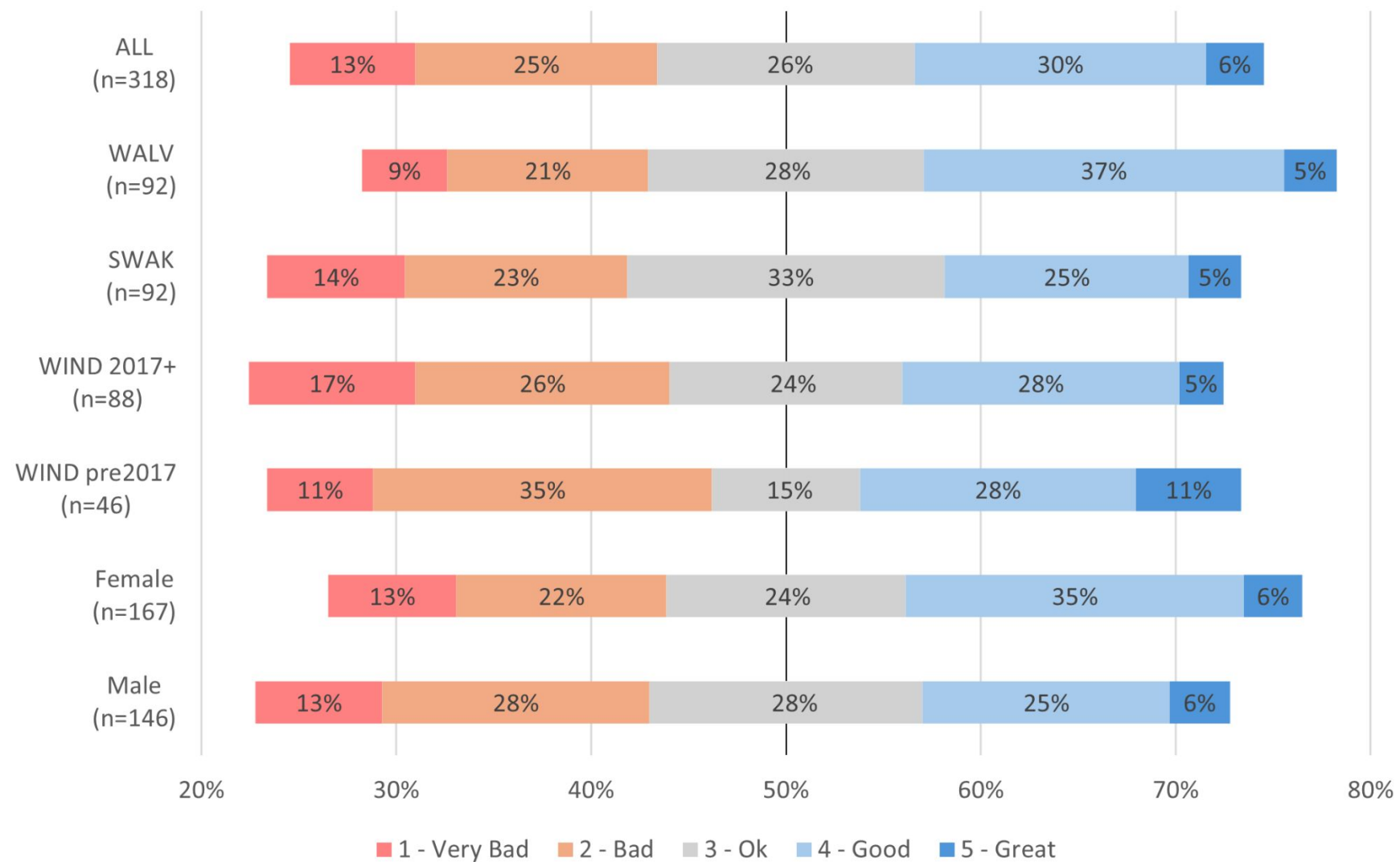
**One focus group member stated that after entrepreneurship training she was able to turn N\$200 to N\$400 dollars of profit**

# Objective 5

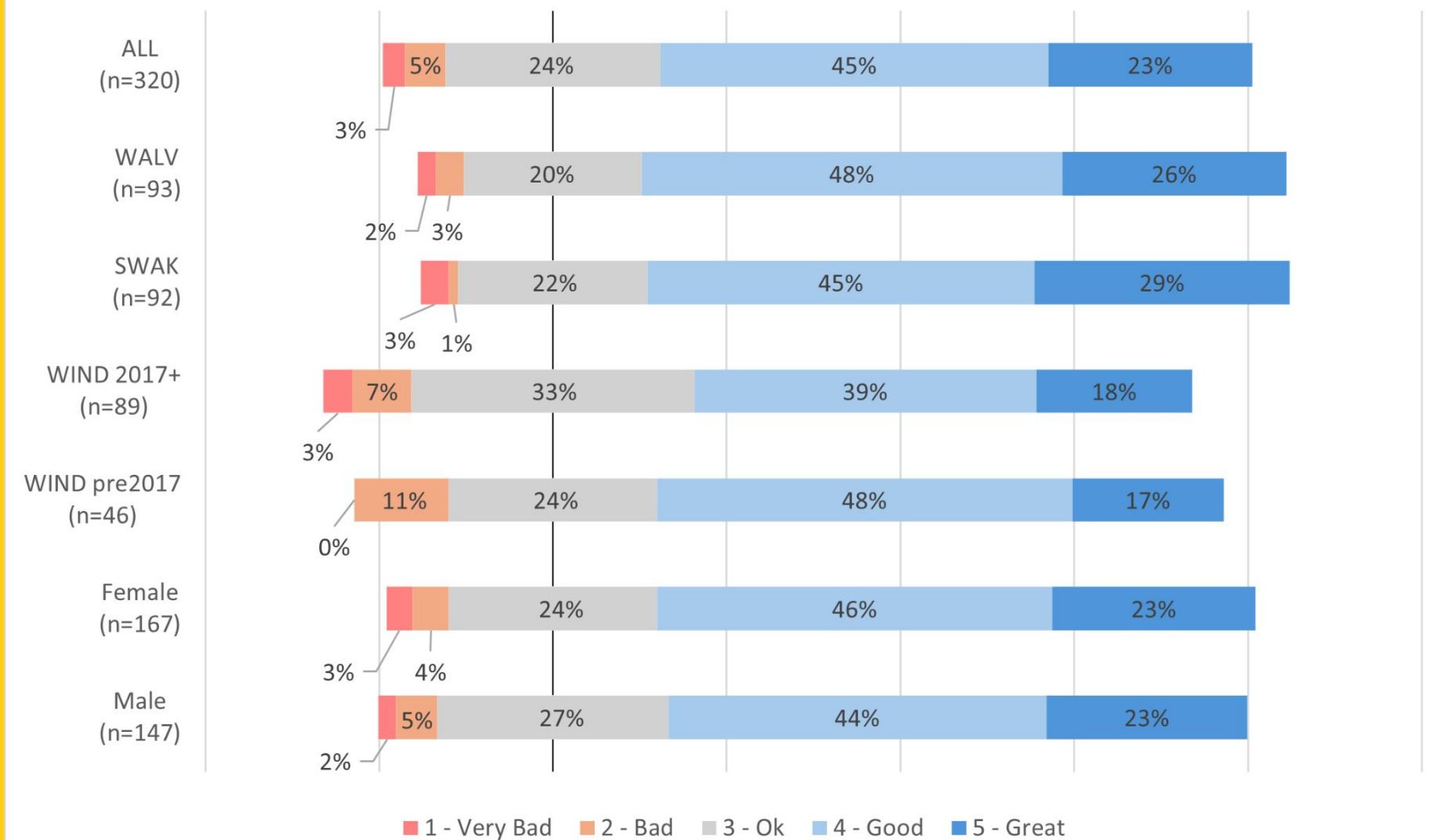
Examine how MSR has improved members' confidence, self-esteem, and overall well-being across various facets of life.

# MSR Changes Lives

Social Wellbeing Before MSR



Social Wellbeing After MSR



Social Well-Being:  $2.9 \pm .201 \rightarrow 3.8 \pm .164$  (31% increase)

Definition of social well-being: a positive state experienced by individuals determined by social, economic and environmental conditions (WHO)

# Survey Theme Community



“MSR make it possible ...  
**participating in  
environmental activities.**

As well as the ability to  
**meet new people”**

- Surveyed Participant

Recommendation: MSR members can have a community based event where small business owners can come together and promote and sell their products



“They give me good moral.”

“It boasted my mind... It really helped my lifestyle and am now a happy youth, with a business idea.”

“ I'm really grateful to MSR.  
THANK YOU!!!!”

# Survey Theme Gratitude



A word cloud visualization of member feedback for MSR. The words are arranged in a non-uniform, overlapping manner. The most prominent words are 'job', 'training', and 'people', all in a large, dark blue font. Other significant words include 'improve', 'computer', 'help', 'needs', 'business', 'financial', 'office', 'placement', 'time', 'money', 'skill', 'give', 'helping', 'companies', 'provide', 'company', 'place', and 'office'. The colors used are primarily dark blue, yellow, and light blue. The background is white.

How MSR could Improve their Process (member feedback)

# Recommendations Based on Findings



## 1. Increase member communications

- Share job openings
- Send membership updates

## 2. Provide high demand resources

- Increase office spaces
- Give more trainings
- More opportunities for internet access.

## 3. Leverage relationships with employers and WPI

- Develop MSR employer relationships
- Add value through future IQP projects



# MSR Survey of Membership

March–April 2024

In Cooperation with Worcester Polytechnic  
Institutes Interactive Qualifying Project and The  
Global Experience Office

Special Thanks to:  
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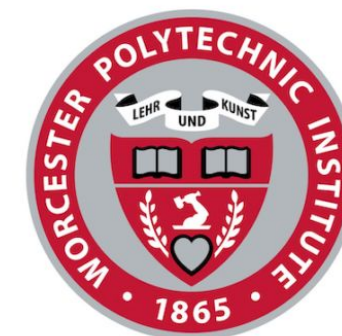


Thank You!



Connecting people to employment opportunities

Icon sourced from flaticon by artists, Freepik, IconBaandar, Uniconlabs, VectorPortal, and Nualnoi Kinkaeo



WPI