



# The relationship between services and resilience

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# Overview

1. Definition of Resilience
2. Purpose
3. Contextualization
4. Demographics
5. Method
6. Results
7. Conclusion
8. Limitations
9. Future research

# Definition

**Resilience** is seen as a process of ‘give-and-take” or the wellness-promoting interaction between an individual and his/her social ecology, in the context of severe hardship (Ungar, 2011, 2012). Thus the individual and the social-ecologies are co-responsible for wellness-promotion when experiencing risks.



# Purpose

- Services provided can be perceived as a source of support to develop resilience in youth
- This study investigated the relationship between services and resilience in a population of rural South African youth who were at risk for negative developmental outcomes.



# Contextualization

Key socio-ecological challenges experienced in the contexts of the research sites (**Qwaqwa** and **Bethlehem**, Free State Province, South Africa) are :

- Poverty
- Ineffective schools
- Inadequate provision and maintenance of basic infrastructure (including school facilities)
- HIV- and AIDS-related issues
- Unemployment
- Crime
- Poor living conditions
- Poor service delivery



# Demographics

- 1,209 participants
- Between the ages of 12 and 19 years.
- Most participants had completed Grades 6 to 9.
- The majority (i.e., **97.51%**) of participants were **African**.
- The population was made up of **53.3% females** and **46.2% males**.

## Instruments

- Three sub-scales of the Pathways to Resilience Youth Measure (PRYM)
  - Child and Youth Resilience Measure (CYRM)
  - Youth Service Use Survey (YSUS)
    - ☐ Health Services
    - ☐ School Services
    - ☐ Mental Health Services
    - ☐ Criminal Justice Services
    - ☐ Cultural and Spiritual Services
  - Service Use Satisfaction measure (SUS)
    - ☐ Personal agency
    - ☐ Service provider satisfaction

## Data Analysis

- Spearman's rank order correlation coefficient
- Multiple regression analysis (Hierarchical)



# Results (i)

Spearman's rank order correlation coefficient	Resilience
Substance abuse or addiction services	-.22*
Foster home	-.20*
Been questioned by police, not as a witness	-.20*
Been put in jail	-.22*
Been on probation	-.22*



# Results (ii)

## Spearman's rank order correlation coefficient

	Service provider satisfaction	Personal agency	Resilience
Personal agency	.60*	1	.51*
Service provider satisfaction	1	.60*	.44*

# Results (iii)

Multiple regression analysis				
	Dependent variable			
	Resilience			
	Step 1 $\beta$	Adjusted R Square	Step 2 $\beta$	Adjusted R Square
Independent variables				
Personal agency	0.50*	.249	0.38*	.273
Service provider satisfaction			0.20*	

# Conclusion

- When youth in the study had a say in the services they received, the likelihood that their resilience scores would increase was high.
- When youth were also treated respectfully by their service provider(s) this further increased the likelihood of a higher resilience score.
- If youth or even communities were able to “navigate towards” and/or “negotiate for” services (Ungar, 2011:10), have a say in service delivery, and are respected by their chosen service provider(s), this could strengthen the relationship between services and resilience.

# Limitations

- Cross-sectional nature of data
- PRYM is self reporting

# Future research

- Develop intervention plans which promote youth agency and youth satisfaction when making use of services
- Longitudinal studies – cause and effect



# Thank you