



**ST. MARY'S UNIVERSITY
SCHOOL OF GRADUATE STUDIES
FACULTY OF BUSINESS**

**ASSESSING THE INTERACTION BETWEEN KNOWLEDGEABLE
RETIREES AND YOUNG PEOPLE FOR LIFE GUIDANCE**

**BY
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SGS/0461/2015A**

ADVISOR: YILKAL WASSIE (ASST. PROF)

**July 18, 2024
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APPROVED BY BOARD EXAMINERS

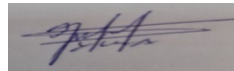
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Abstract

This study aims to assess the interactions between knowledgeable retirees and young people for life guidance in Addis Ababa, focusing on the benefits, challenges, and best practices for fostering effective intergenerational knowledge exchange and mentorship in an urban environment. The research employs a mixed-methods approach, combining quantitative surveys and questionnaires with qualitative in-depth interviews and focus group discussions. Additionally, case studies of existing intergenerational programs in Addis Ababa are analyzed, and social network analysis along with community surveys are used to assess changes in community cohesion and support networks resulting from these interactions.

Findings from the study are expected to provide insights into how retirees can effectively mentor young people, leading to improvements in personal development, social cohesion, and community engagement. The study highlights the unique socio-economic and cultural context of Addis Ababa, identifying both the benefits and challenges of intergenerational interactions in this setting. Practical recommendations for policymakers and community organizers on designing and implementing sustainable intergenerational programs are offered.

However, the study is limited by its focus on Addis Ababa, potential sampling bias, methodological constraints, lack of longitudinal data, resource and logistical limitations, and the need for cultural sensitivity. Despite these limitations, the study aims to contribute to the development of evidence-based strategies for promoting intergenerational knowledge exchange and mentorship, ultimately fostering a more connected and supportive urban environment in Addis Ababa.

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CHAPTER ONE

INTRODUCTION

1.1 Background of the study

As noted by Denton & Spencer (2009), retirement has been defined in various ways by different researchers, largely depending on the research questions being addressed and the researcher's disciplinary background. In this review, following the psychological perspective laid out by Shultz & Wang (2011), we define retirement as an individual's exit from the workforce, which accompanies decreased psychological commitment to and behavioral withdrawal from work. This definition allows us to emphasize retirement as both a psychological process in conceptualization and a life status in empirical operationalization. This definition is also consistent with the argument made by life-stage developmental theorists (e.g., Levinson & Levinson 1996) that retirement is a life stage that not only corresponds to decreased levels of physical activities and productivities but also involves lowered stress and less responsibility to others in day-to-day life.

Retirement is a time of transition for many individuals. After spending decades in the workforce, retirees often find themselves with newfound free time and a desire to give back to their communities. One way that retirees can contribute to society is by sharing their knowledge and experience with younger generations. By establishing a forum or area where knowledgeable retirees interact with young people, retirees can offer guidance on life and help shape the future of society. (Gobler and Powell, 2023)

Retirees can offer valuable guidance to young people on life matters. According to a study by Stanford University, older adults play critical roles in the lives of young people, especially the most vulnerable in society. Volunteering is one way to bring older adults and young people together, and it is associated with better physical health and cognitive performance for aging people. From a societal view, these interactions are positive, too. Focusing volunteer efforts on young people improves their chances of success in life. (Gobler and Powell, 2023)

In addition, retirees have a wealth of experience and knowledge that they can share with young people. For example, retirees can help young people discover their passions and share time with loved ones. They can also provide guidance on how to spend time wisely and balance time and money. Overall, retirees can be a valuable resource for young people, and their interactions can benefit both groups. (Gobler and Powell, 2023)

Establishing a forum or area where knowledgeable retirees interact with young people can have numerous benefits for both retirees and young people. By sharing their knowledge and experience, retirees can serve as role models and provide guidance on important life skills. However, there are also challenges that must be addressed, such as finding a location that is accessible and ensuring that retirees have the necessary skills and resources. By partnering with local schools and community organizations and providing training and resources to retirees, these challenges can be overcome. (Gobler and Powell, 2023)

There are numerous benefits to establishing a forum or area where knowledgeable retirees interact with young people. First and foremost, retirees have a wealth of experience and knowledge that can be invaluable to younger generations. Retirees have lived through historical events, witnessed societal changes, and experienced personal challenges that can provide valuable insights and perspectives to young people. (Gobler and Powell, 2023)

Secondly, retirees can serve as role models for young people. Many retirees have achieved success in their careers, raised families, and contributed to their communities. By sharing their stories and experiences, retirees can inspire young people to set goals and work hard to achieve them. (Gobler and Powell, 2023)

Thirdly, retirees can provide guidance on important life skills such as financial planning, career development, and interpersonal relationships. Many young people lack the knowledge and experience necessary to navigate these areas successfully. By offering guidance and advice, retirees can help young people avoid common pitfalls and make informed decisions (Gobler and Powell, 2023)

Finally, by establishing a forum or area where retirees interact with young people, retirees can stay engaged in their communities and continue to contribute to society. Retirement can be a time of isolation and disengagement for some individuals. By interacting with young people, retirees can maintain a sense of purpose and fulfillment. (Gobler and Powell, 2023)

Overall, mentoring by retirees can help young people develop new skills, gain valuable insights, and build meaningful relationships. By sharing their knowledge, skills, and experiences, retirees can make a positive impact on the lives of young people and help them succeed in life. (Gobler and Powell, 2023)

1.2 Statement of the Problem

Despite the increasing recognition of the value of intergenerational knowledge exchange and mentorship, there remains a significant research gap in assessing the interaction between knowledgeable retirees and young people for life guidance in Addis Ababa. While intergenerational programs have been explored in various contexts globally, there is a lack of comprehensive studies focusing on the unique urban environment of Addis Ababa. This gap leaves policymakers and community organizers without the necessary empirical evidence to understand the potential benefits, challenges, and best practices for facilitating meaningful interactions between these two groups in the city.

Existing research tends to emphasize broad themes such as intergenerational relationships and community engagement, but it falls short in examining the specific dynamics and impacts of retirees sharing their wisdom and experiences with young people in Addis Ababa. This oversight is critical because understanding these interactions can significantly contribute to the personal development, social cohesion, and overall well-being of both retirees and young individuals.

Moreover, the feasibility and sustainability of creating structured platforms for such intergenerational dialogue in Addis Ababa remain underexplored. There is a need to identify the barriers and facilitators to implementing and maintaining these forums, as well as the mechanisms that can ensure their effectiveness. Without this knowledge efforts to promote intergenerational mentorship and knowledge sharing in the city risk being uninformed and ineffective.

Addressing this research gap is crucial for developing evidence-based strategies and policies that enhance intergenerational connections in Addis Ababa. By thoroughly assessing the interactions between knowledgeable retirees and young people, researchers can provide valuable insights that support the creation of impactful community programs and interventions, ultimately fostering a more connected and supportive urban environment.

1.3 Research question

1. What are the perceived benefits and challenges of intergenerational knowledge exchange between retirees and young people?
2. How do different models of structured intergenerational forums impact the personal development and social well-being of young people?
3. What are the key barriers and facilitators to the successful implementation and sustainability of intergenerational mentorship programs ?
4. In what ways can intergenerational interactions between retirees and young people contribute to community engagement and social support networks?

1.4 Objectives of the study

1.4.1 General Objective:

To assess the interactions between knowledgeable retirees and young people for life guidance, with the aim of understanding the benefits, challenges, and best practices for fostering effective intergenerational knowledge exchange and mentorship in an urban environment.

1.4.2 Specific Objectives:

1. To evaluate the perceived benefits and challenges experienced by both retirees and young people during their intergenerational interactions.
2. To compare the effectiveness of different models of structured intergenerational forums in enhancing the personal development and social well-being of young people
3. To identify the key barriers and facilitators to the successful implementation and sustainability of intergenerational mentorship programs
4. To explore the broader community impact of intergenerational interactions on community engagement and social support networks .

1.5 Significance of the study

The output of this study may have significant benefits in establishing a forum for knowledgeable retirees and young people. It can foster intergenerational understanding, knowledge transfer, and skill development. This fosters empathy, reduces ageism, and strengthens relationships within the community. Retirees' wealth of knowledge and life experiences can be invaluable for young people's personal and professional development. The forum offers mentorship opportunities, providing guidance and support to help young people navigate life decisions and career choices.

The forum promotes social cohesion and community building, fostering a sense of community and promoting learning from each other. It also enhances mental well-being and personal growth for both groups. It addresses social isolation, reducing isolation for both groups in the digital world. Retirees' guidance can assist young people in making informed decisions, setting goals, and navigating life transitions more effectively. The forum can bridge the technological gap between generations, ensuring inclusivity for both groups.

Technological inclusivity is achieved by leveraging digital platforms for interaction, bridging the gap between generations. Retirees can share their wisdom and leave a lasting legacy by imparting their knowledge to the next generation. Ultimately, the establishment of a forum can create a positive social impact by fostering mutual respect, understanding, and support between retirees and young people, leading to a more cohesive and resilient community.

1.6 Scope of the study

The scope of this study will be delimited conceptually, geographically, and methodologically to make the intended research manageable. **Geographically** – The study will explore Addis Ababa, Ethiopia's capital, focusing on its diverse socio-economic dynamics, retiree and young populations, and various neighborhoods to understand intergenerational interactions and cultural contexts. **Conceptually** - The study will explore intergenerational knowledge exchange, mentorship, and social cohesion between retirees and young people, focusing on benefits, challenges, and best practices, while also examining personal development and cultural heritage preservation.. **Methodologically** – The study will use a mixed-methods approach, combining qualitative and quantitative research techniques. It will use surveys, questionnaires, in-depth interviews, focus group discussions, case studies of existing intergenerational programs , and social network analysis to assess changes in community cohesion and support networks.

1.7 Limitation of the study

This study on intergenerational interactions and mentorship in Addis Ababa has several limitations. Geographical limitations may affect the generalizability of the findings, as the city's unique socio-economic and cultural characteristics may not be applicable to other settings. Sampling bias may occur due to voluntary participation, potentially skewing the results. Methodological constraints, such as self-reported data, may also impact the study. Limited longitudinal data, due to time and resource constraints, may limit the ability to observe long-term impacts. Resource and logistical limitations may affect the depth and breadth of the study, especially among retirees with mobility issues or young people with tight schedules. Cultural sensitivity is another potential limitation, as the study's success depends on the cultural relevance and acceptance of research methods and questions. Future research could address these limitations by expanding geographical scope, employing longitudinal designs, and ensuring culturally sensitive research practices.

1.8 Organization of the Study

The thesis is organized into five chapters which are sub-divided into sub chapters. The first chapter discusses the introduction, background of the study, statement of the problem, objectives, significance of the study, scope of the study. The second chapter presents the review of related literature on Theoretical Literature, Empirical Literature, Research Gaps and Conceptual Framework . The third chapter presents the research methodology. This chapter encompasses discussion on research approach and design, type and source of data, sampling design, data collection instruments and procedure, data analysis methods and ethical considerations. The fourth chapter presents, analyzes and discusses the findings of the study. The final chapter (fifth chapter) consists of the summary of findings, conclusion and recommendation.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This study examines intergenerational interactions between knowledgeable retirees and young people in Addis Ababa. It synthesizes existing research, theories, and concepts to provide a comprehensive understanding of the field. The chapter explores the benefits, challenges, and various models for fostering these relationships, as well as the socio-cultural, economic, and psychological dimensions of intergenerational engagement. The review provides a solid foundation for the research design, methodology, and analysis, contributing to academic knowledge and practical interventions.

2.2 Theoretical literature

From a theoretical perspective, the influence of the variables mentioned above on knowledge transfer success has been explained both with findings from social exchange theory (Blau, 1964; Cook, Cheshire, Rice, & Nakagawa, 2013), as well as self-categorization theory, which is part of social identity theories (Tajfel, 1974; Turner, Hogg, Oakes, Reicher, & Wetherell, 1987). First, social exchange theory argues that individuals regulate their interactions with others based on a self-interested analysis of costs and benefits. Thereby, exchanges such as knowledge transfers, are facilitated when some benefit is expected in the future (Blau, 1964). Positive assessments of others' trustworthiness that result in mutual trust (Mayer, Davis, & Schoolman, 1995) appear to be one approach to reduce the vulnerability to actions of others and ensure that one will be reciprocated in the future. Second, social identity theory is concerned with how identities are formed in social interaction and within social contexts and how individuals attach meaning to their roles in social structures, their roles within different groups, and unique perceptions of themselves (Stets & Burke, 2000). Moreover, self-categorization refers to the social categorization of self and others into in-group and out-group, a process that results in depersonalization because targets are seen as embodiments of the relevant prototype rather than as individuals (Turner et al., 1987). As a result, similarities within and differences between

groups are maximized in order to create positive self-identity, which is motivated by the need for positive self-esteem (Hogg, 2000; Hogg & Terry, 2000).

2.2.1 Relationship Characteristics

Several characteristics of the relationship between knowledge senders and recipients have been highlighted as important success factors for knowledge transfers. On the one hand, these refer to the frequency and richness of interactions between knowledge senders and recipients (Argote et al., 2003; Kang, Rhee, & Kang, 2010). On the other hand, relationship characteristics also refer to more subtle and qualitative elements of the relationship, including perceived trustworthiness (Joshi, Sarker, & Sarker, 2006), mutual trust (Ipe, 2003; Oddou et al., 2013), social similarity (Argote, 2013; D. Wang, 2015), and cognitive In general, Szulanski (1996) found that an arduous relationship was one of three most relevant barriers to knowledge transfer success. similarity (Hansen, 1999; Kwan & Cheung, 2006).

In the context of knowledge retention, researchers have begun to acknowledge the influence of relationship characteristics on knowledge retention. First, Beazley and colleagues (2002) emphasized the importance of opportunities for exchange through meetings and overlap in schedules and tasks. Second, the majority of studies highlighted the relevance of perceived trustworthiness and mutual trust for knowledge retention (Arif et al., 2009; Harvey, 2012; Liebowitz et al., 2007; Martins & Meyer, 2012; McNichols, 2010). For example, Harvey (2012) argued that social and cognitive proximity can positively influence the perceived trustworthiness of actors, and, as a result, facilitate knowledge sharing behavior. Researchers also highlighted the relevance of face-to-face communication in order to build more trusting relationships that in turn, can facilitate knowledge retention. In sum, the limited number of empirical studies that investigated the influence of relationship characteristics on knowledge retention is in line with the findings of the knowledge transfer literature, even though more research is needed to provide conclusive evidence. (Arif et al., 2009; Harvey, 2012)

2.2.2 The benefits of intergenerational connections

Forty years ago, the eminent Cornell University professor and child psychologist Urie Bronfenbrenner famously concluded, “Every child needs at least one adult who is irrationally

crazy about him or her.” The benefits of a caring adult mentor on children’s well-being have been reinforced in study after study, as well as reports from youth themselves—including research I was engaged with early in my career. (Joshi, Sarker, & Sarker, 2006)

In the 1980s, Big Brothers Big Sisters of America served 70,000 children in the U.S., but 30,000 more were languishing on the waiting list for an average of 18 months. Our research team was able to take 1,000 kids on the waiting list and randomly assign mentors to half. The other half were promised mentors at the end of 18 months, the period they would have waited anyway. But first, during that year and a half, we compared the young people who had mentors with the young people who didn’t have them. The contrast was staggering. There was a 46 percent difference in drug use, a 50 percent difference in school truancy, and a 33 percent difference in violent behavior. The conclusion was inescapable: Relationships with adults matter in young people’s lives. But what do older adults gain from relationships with young people? One powerful answer comes from the Harvard Study of Adult Development, which began tracking more than 700 men in 1938 and continues to this day. Of the study’s findings, one towers above all others: Relationships are the critical ingredient in well-being, particularly as we age. (Joshi, Sarker, & Sarker, 2006)

Research from Washington University in St. Louis and Johns Hopkins University School of Medicine shows that intergenerational volunteering is good for older people’s mental and physical health. A separate study by Hopkins professor Michelle Carlson found that, after six months of tutoring students with Experience Corps, older adults had “improved brain and cognitive function.” According to Dean Linda Fried of Columbia’s Mailman School of Public Health, working with the students “dusted off the cobwebs in their brains.” Today, an accumulating body of research on purpose, generativity, relationships, and face-to-face contact suggests that engagement with others that flows down the generational chain may well make you healthier, happier, and possibly longer-lived.(BY MARC FREEDMAN,2019)

Demographic aging, as a result of the decline in fertility rates and the increase in life expectancy, has brought serious economic and health challenges. The population of 65 years and over in the US is estimated to almost double from 47.6 million in 2015 to 86.5 million in 2050, corresponding to an increasing share of the total population from 14.8% to 22.2% (United

Nations, 2015). Aging in place, “the ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level” (Centers for Disease Control and Prevention, 2009), is an increasingly popular concept to respond to these challenges and trends. As aging takes place within one's physical and social contexts, interdependence and intergenerational solidarity are particularly important for supporting aging in place, promoting active lifestyles in old age, and reducing negative aging stereotypes (i.e. ageism), loneliness, and social isolation. (BY MARC FREEDMAN,2019)

According to the widely accepted human motivation theory (Maslow, 1943), social relationship/interaction represents one of the universal human needs. Humans are social creatures and inherently search for social interactions with others across lifespans. In most cases, social networks or relationships decrease as people age, making aging populations more vulnerable to loneliness and social isolation (Antonucci et al., 2014). Older adults living alone are more likely to be socially isolated. As of 2018, approximately 28% (14.3 million) of community-dwelling older adults of 65 years or older lived alone in the US, including 9.5 million of older females and 4.8 million of older males (Administration for Community Living, 2018). Furthermore, the percentage of aging populations living alone increases with age (e.g. females of 75 years or older living alone accounted for 44% in 2018) (Administration for Community Living, 2018).

Many studies indicate the significance of an age-friendly community (i.e. a place with supportive social and physical environments that can encourage residents of all ages to actively age in place) in promoting and maintaining older adults’ health (Nieboer and Cramm, 2018; Tiraphat et al., 2017; World Health Organization, 2007). An intergenerational community is a type of age-friendly communities with a particular emphasis on social and physical environments supporting social interactions, exchange, and cooperation across different generations (Generations United, 2016; Lee and Zhong, 2019). Building intergenerational communities has also been popularly promoted as a way to promote aging in place. Examples of initiatives by American Association of Retired Persons (AARP) and Generations United showed strong potential for such communities to help fight against ageism and social isolations and therefore leading to promote aging in place (AARP, 2015; Lee and Zhong, 2019).

Empirical evidence on the impacts of intergenerational communities, especially their physical environmental features, on older adults' health-related outcomes is sparse. Current efforts on intergenerational communities (e.g. Bridge Meadows in Portland, Oregon) focus more on assessing the intervention effects of supportive services or programs (e.g. art or reading classes) designed to foster the relationship building and interactions across different generations (Eheart et al., 2009). Many researchers have also recognized intergenerational interactions as key contributors to reducing ageism (Belgrave, 2011; Burnes et al., 2019). Furthermore, intergenerational interactions are important for reducing social isolation (Nicholson and Shellman, 2013), promoting health (Gruenewald et al., 2016; Hong and Morrow-Howell, 2010), and increasing social and physical activities (Parisi et al., 2015; Tan et al., 2009) among older adults.

Despite the growing interest in intergenerational communities and intergenerational interactions, only a small number of review studies have synthesized the status of knowledge about their specific benefits (Gualano et al., 2018; Knight et al., 2014). One systematic review paper focused on reviewing studies examining intergenerational program interventions (Canedo-Garcia et al., 2017). This review concluded that intergenerational programs with more empirically based interventions led to the greatest effectiveness, measured by calculating the standardized difference of the means between the control and intervention groups or between the pre- and post-intervention outcomes (e.g. ageism and older adults' generativity and psychological well-being). We also found a scoping review that focused on people with dementia and summarized benefits of intergenerational programs on their sense of self, active behavior, mood (e.g. decreased anxiety), and social engagement (Galbraith et al., 2015). No review studies are available to provide a systematic and comprehensive review of the empirical studies addressing health benefits of participating in intergenerational interactions/activities. Demakakos, and Wardle (2013)

2.2.3 Intergenerational programs

Intergenerational programs are defined as purposively organized social services, involving an ongoing exchange of resources, knowledge, skills, and experience between younger and older generations (Cohen-Mansfield & Jensen, 2017). According to Erikson's lifespan theory, the

developmental needs of individuals vary across different life stages (Gross, 2020), which may not be limited to specific age groups but can be met through intergenerational interactions (Vandervan, 2004). The concept of intergenerational synergy posits that individuals from different life stages can fulfill each other's developmental needs through meaningful connections and mutually beneficial relationships across generations (Gross, 2020; Vandervan, Citation2004). For instance, younger individuals who are in the process of establishing their identities and searching for life's meaning may benefit by the guidance, wisdom, and support from older generations who have navigated similar challenges. Simultaneously, older adults who have reached the generativity stage may find fulfillment by imparting their knowledge and experiences to younger generations. The recognition of intergenerational synergy provides the rationale for intergenerational programs. It aims to create interactive opportunities and nurture reciprocal partnerships in non-familial settings, including inter and skipped generations (i.e., non-adjacent cohorts) such as grandparents and grandchildren (Giraudeau & Bailly, 2019). Therefore, intergenerational programs were designed to increase mutual understanding, advance psychosocial growth, and promote community cohesion (Cohen-Mansfield & Jensen, 2017).

In practice, intergenerational activities encompass a variety of types, all encouraging reciprocal sharing and learning. The common types of intergenerational activities include (a) artistic programs: photographing, painting, making crafts, and singing; (b) programs involving physical-related leisure activities: dancing, health promotion activities, or play groups; (c) intergenerational learning programs: services or courses learning (e.g., smart technology) for older people or older people reading books or teaching lessons for school students; and (d) programs of interpersonal assistance: mentoring programs or programs designed for frail older people, through reminiscent activities, voluntary companionship, or friendly site visits. (Jarrott et al., 2021)

Developing intergenerational programs brings numerous benefits at both individual and societal levels. For older people, intergenerational programs satisfied older participants' emotional and mental needs by increasing their self-esteem (Gamliel & Gabay, 2014) and decreasing loneliness and depressive moods (Murayama et al., 2015). Moreover, it positively affected the physical functioning of aging adults, including improved mobility and balance, and lowered the risk of frailty and falls (Fried et al., 2013). For younger people, participating in intergenerational

programs increased their self-confidence and academic performance (Cohen-Mansfield & Jensen, 2017) and reduced anxiety (Park, 2015). Beyond individual benefits, intergenerational activities improved social interactions and inclusion across generations, thus attaching a greater sense of connectedness and social solidarity (Murayama., 2019). Therefore, intergenerational programs can serve as a useful policy instrument for critical social issues, such as social cohesion, public health, and lifelong education. Nonetheless, given the heterogeneity in program context, sample size, and duration, it is suggested that more research should be conducted to enhance the wider generalizability. (Gamliel & Gabay, 2014)

Although the benefits and policy significance of intergenerational programs have been extensively acknowledged, an emerging body of literature begin to shed light on the motivations and challenges associated with participating in intergenerational programs (Cohen-Mansfield, 2022; Jarrott et al., 2022). However, in the Chinese context, a recent scoping review (Yuan & Wu, 2021) discovered that studies on intergenerational programs beyond familial settings have been almost non-existent over the past two decades, despite the diverse practices of intergenerational activities flourishing in Chinese society (Li et al,2020). This notable gap between limited research and burgeoning practices necessitates a more in-depth examination of intergenerational programs within the Chinese context, particularly given the cultural expectation of younger individuals to display respect and exhibit humble behaviors for older adults. Moreover, previous research on intergenerational programs has predominantly focused on skipped generations such as older adults and very young children (Fried et al., 2013; Gamliel & Gabay, Citation2014; Park, 2015).

2.2.4 Methods for Intergenerational programs

1. **Intergenerational Learning:** The concept of intergenerational learning emphasizes the exchange of knowledge, skills, and experiences between individuals of different age groups. Research has shown that intergenerational interactions can lead to mutual benefits, such as enhanced social connections, personal development, and increased understanding between generations (Hagestad & Uhlenberg, 2005).

2. Social Capital Theory: Social capital theory posits that social relationships and networks play a crucial role in facilitating the sharing of resources, information, and support within a community. By establishing a forum where retirees and young people interact, social capital can be generated through the creation of trust, reciprocity, and shared experiences, leading to positive outcomes for both groups (Putnam, 2000).

3. Mentoring and Guidance: The practice of mentoring involves a more experienced individual providing guidance, support, and advice to a less experienced person. Mentoring relationships have been found to be beneficial in various settings, including career development, personal growth, and skill acquisition. By connecting retirees with young people in Addis Ababa, mentoring opportunities can be created to facilitate knowledge transfer and skill development (Eby et al., 2008).

4. Community Development: Community development literature emphasizes the importance of fostering strong social connections and collaboration within a community to promote collective well-being and resilience. By bringing together retirees and young people in a forum setting, opportunities for community building, knowledge sharing, and collaborative problem-solving can be facilitated, contributing to the overall development of Addis Ababa as a city (Labonte & Laverack, 2001).

5. Lifelong Learning: Lifelong learning theories highlight the importance of continuous learning and personal development throughout one's life. By engaging retirees in sharing their knowledge and experiences with young people in Addis Ababa, opportunities for lifelong learning can be created for both groups. This can lead to enhanced personal growth, skill acquisition, and a deeper understanding of the city's culture and society (Field & Leicester, 2000).

Establishing a forum or area where knowledgeable retirees interact with young people and offer guidance on life in Addis Ababa can serve as a valuable platform for intergenerational learning, social capital formation, mentoring relationships, community development, and lifelong learning experiences for all participants involved. (Field & Leicester, 2000).

2.2.5 Intergenerational Engagement and Challenges

With an increasing population of older adults and longer life expectancy, people interact across generations more than ever before (United Nations, 2022). However, the technological innovations and shifting social norms have resulted in increased segregation between generations. Engagement in intergenerational programs exhibits significant potential in bridging intergenerational divide and fostering cohesive communities. Promoting relationships and interactions between the young and old generations have been considered as an integral component of social policy. (Graves et al., 2022).

However, most studies have focused on the conceptual rationales and benefits of intergenerational programs. There is a dearth of literature exploring the perceptions and experiences of participants involved in intergenerational programs within East Asian societies. From a practice perspective, it is crucial to scrutinize the motivations and obstacles encountered by older adults and younger people when engaging in intergenerational programs. As suggested by Roodin et al. (2013), evaluations of intergenerational programs in gerontology should include the perspectives of all stakeholders to gain a comprehensive understanding of participant feedback. The commonalities and differences identified would assist practitioners to effectively develop future programs. In addition, this study investigated the elements that motivated and challenged participants' engagement in intergenerational programs. (Cohen-Mansfield & Jensen, 2017; Garnier & Gabay, 2014; Murayama et al., 2015)

2.3 Empirical Literature

Addis Ababa, the capital city of Ethiopia, is a vibrant and fast-growing metropolis that is home to a diverse population. As the city continues to develop and change, there is a need for platforms where young people can access guidance and advice from experienced individuals who have lived through different eras of the city's history. This paper explores the potential benefits of knowledgeable retirees can interact with young people and offer guidance on life.

2.3.1 Benefits of Interactions between Retirees and Young People

1. Knowledge Transfer: Retirees possess a wealth of knowledge and experience that can be invaluable to young people. By interacting with retirees, young people can gain insights into the history, culture, and traditions of Addis Ababa.

2. **Mentorship:** Retirees can serve as mentors to young people, providing them with guidance on career choices, personal development, and life skills. This mentorship can help young people navigate the challenges they face in their personal and professional lives.
3. **Social Connection:** Interactions between retirees and young people can foster social connections and relationships across generations. This can help bridge the generation gap and create a sense of community among residents of Addis Ababa.
4. **Emotional Support:** Retirees can offer emotional support and encouragement to young people, helping them cope with stress, anxiety, and other mental health issues. This support can be particularly valuable for young people who may feel isolated or overwhelmed in a fast-paced city like Addis Ababa.

2.3.2 Challenges and Considerations

1. **Engagement:** Retirees may need to be incentivized or motivated to participate in the forum or area. Strategies such as offering volunteer opportunities, organizing social events, or providing training on how to interact with young people may be necessary to encourage retiree engagement.
2. **Sustainability:** The long-term sustainability of the forum or area will depend on factors such as funding, organizational support, and community interest. It will be important to establish clear goals and objectives for the initiative and to regularly evaluate its impact on both retirees and young people.

By harnessing the knowledge and experience of retirees, young people can gain valuable insights into the history and culture of the city while also receiving mentorship and support. With careful planning and ongoing evaluation, this initiative has the potential to enhance social connections, promote intergenerational dialogue, and contribute to the overall well-being of residents in Addis Ababa. (Pillemer et al., Citation2022).

2.4 Conceptual framework

The conceptual bases of contact theory and relational theory were used to illuminate research objectives and facilitate the understanding of the subject matter in this study. Contact theory has been commonly applied to guide intergenerational research (Jarrott et al., 2019). It suggests that

frequent social and interpersonal contact between disparate groups can lead to more favorable perceptions and reduce stereotypes toward their counterparts (Kuehne & Melville, 2014). For instance, the utilization of life stories sharing program amplifies intergenerational contact frequency between youth and older adults, thereby facilitating the transmission of the practical knowledge and advice, fostering positive attitudes toward older people. Theoretical perspectives outline five conditions (i.e., support from authority, equal group status, common goal, opportunities for friendship, and cooperation) to optimize constructive intergroup interactions. Hence, in an intergenerational setting, contact theory can be employed to support regular and frequent intergenerational contact that involving shared activities or life stories between different age groups. (Jarrett & Smith, 2011; Pettigrew, 1998)

Concepts stemming from the relational theory are centered around building relationship, establishing connections, sympathy, and the capacity to develop meaningful connections from diverse networks beyond family settings. Based on the relational theory, previous studies have examined the intergenerational connectedness and empowerment between older women and adolescents through the sharing of life stories. Thus, relational theory implicates that both younger and older generations are able to draw upon their unique life experiences to foster self-confidence and openness toward others (Portman et al., Citation2010). In this study, we employed the conceptual bases of both contact theory and relational theory to provide a rationale, analyze emerged themes, and inform the future development of intergenerational programs. (Hinchman & Hinchman, 2001; Portman et al., 2010).

Drawing on contact theory and relational theory, this study examined the perspectives and experiences of aging adults and young people who participated in intergenerational programs within a lifelong learning unit affiliated with a public university in Hong Kong. The objectives of this research include: (a) understanding the reasons and motivations behind the engagement of young and older participants in intergenerational programs; (b) understanding how older adults and young people perceive the benefits of participation in intergenerational programs; and (c) identifying the challenges associated with the participation in intergenerational programs for both older adults and young people. Consequently, this study attempted to bridge the existing gap between research and practice in intergenerational programs in the Chinese context. This

study advances the understanding of the motivations behind participation, their perceived benefits, and the obstacles impede further engagement in intergenerational programs. The findings provide valuable insights and inform practitioners and policymakers on how to satisfy the demands and expectations of participants while improving the quality of future design and implementation of intergenerational programs.(Kuehne & Melville, Citation2014)

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter details the research methodology used to study the interaction between knowledgeable retirees and young people for life guidance. The methodology combines qualitative and quantitative approaches, using in-depth interviews and focus group discussions to explore participants' experiences. Quantitative methods, such as structured surveys, provide measurable data to measure preferences and impacts of intergenerational engagement. The research design, sample frame, and data sources are detailed, along with ethical considerations and limitations. The study aims to provide insights into intergenerational knowledge exchange and mentorship.

3.2 Research Design

The study makes use of a descriptive survey methodology that focuses on the current environment and aims to ascertain the current state of the phenomenon being studied. Descriptive research is preferred because it aids in identifying current circumstances and highlighting needs. Examine the current state of a phenomenon, the facts, Analyze how traits, qualities, patterns, and trends relate to one another (Singh, 2006).

The research method is qualitative study using interviews and focus groups. The research involve contacting knowledgeable retirees who have experience living in Addis Ababa and young people who are currently living in the city. The interviews explore the retirees' experiences and insights on living in Addis Ababa, as well as their willingness to offer guidance and mentorship to young people. The focus groups bring together both retirees and young people to discuss the potential benefits of establishing a forum or area for interaction and guidance. Additionally, a survey conducted to gather quantitative data on the preferences and needs of both retirees and young people regarding this type of interaction. The survey also assess the level of interest and potential participation in such a forum.

Overall, a mixed-methods approach combining qualitative interviews and focus groups with quantitative surveys provide a comprehensive understanding of the potential for establishing a forum or area.

3.3 Research Approach

According to Scott and Deirdre (2009) employing both qualitative and quantitative approach is important because, each approach has its own advantages and disadvantages. The approach adopted in this study was the mixed research approach both qualitative and quantitative because both approaches will offset the weakness one by the other strength.

3.4 Sample Design

The effectiveness of a retiree-youth interaction forum heavily depends on a well-structured sample design that ensures representative participation from the target population. Based on the selected professions in Addis Ababa, the sample design aims to capture diverse insights and experiences. This details the sampling strategy employed to achieve a balanced representation from ten key professions identified as vital for the community's development and intergenerational engagement.

3.4.1 Population

In developing the retiree-youth interaction forum, it is crucial to identify a target population that maximizes the potential for meaningful intergenerational engagement. This essay outlines the specific target population based on professions deemed most beneficial for such interactions in Addis Ababa. These professions were chosen based on their potential for impactful knowledge transfer, mentorship opportunities, and community influence.

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3.4.2 Sample Frame

The sample frame for this thesis involves a well-structured design to ensure representative participation from the target population. The sample frame is based on the selected professions in Addis Ababa and aims to capture diverse insights and experiences from these professions. This approach ensures that the sample is representative of the community's development and intergenerational engagement

3.4.3 Sample Unit

The sample units in this study are retirees and young people living in Addis Ababa. For the qualitative phase, purposive sampling is used to select participants who are knowledgeable about the topic and willing to contribute their insights. This includes retirees with experience living in Addis Ababa and young people currently residing in the city. For the quantitative phase, surveys are conducted with a structured questionnaire to gather data on the preferences and needs of both groups regarding intergenerational interaction

3.4.5 Sampling Technique

An effective sampling Technique is crucial to ensure the representativeness and reliability of the data collected for assessing the feasibility of a retiree-youth interaction. Given the diverse professional landscape of the city, this study focuses on ten key professions identified for their substantial roles in community development, potential for mentorship, and prevalence within Addis Ababa. This details the stratified random sampling method employed to select a representative sample from these professions.

The sampling technique for the study will involve a multi-stage approach to ensure a representative sample of retirees and young people in the city. Firstly, for the qualitative phase involving focus group discussions, purposive sampling will be used to select retirees and young people who are knowledgeable about the topic and willing to participate in the study. This will ensure that the participants have relevant experiences and insights to contribute to the discussions.

1. Surveys: A structured questionnaire will be designed to gather quantitative data on interest levels, preferences, and potential benefits of intergenerational interaction among retirees and young people. The survey will include questions related to willingness to participate, preferred topics for discussion, preferred modes of interaction, and perceived

benefits of such a platform.

2. In-depth Interviews: Semi-structured interviews will be conducted with selected participants to explore their perspectives in more depth. The interview guide will cover topics such as experiences with intergenerational interaction, perceived barriers to communication between retirees and young people, suggestions for the design and implementation of the forum, and potential outcomes of such initiatives.
3. Focus Groups: Focus group discussions may be conducted with small groups of retirees and young people to facilitate interactive conversations and generate collective insights for knowledge-sharing.

3.4.6 Sample Size

The total sample size for this study is 150 participants. This approach provides sufficient data to perform detailed analyses and draw meaningful conclusions about each profession's perspective on the retiree-youth interaction.

nities for ongoing guidance.

Focus group discussions reinforced the need for a dynamic and inclusive space where retirees and young people can engage in meaningful conversations and exchange valuable insights. Participants emphasized the potential outcomes of such initiatives, including fostering intergenerational connections, promoting lifelong learning, and enhancing social cohesion in Addis Ababa.

Overall, the data analysis underscores the strong interest and potential benefits of establishing a forum or area where knowledgeable retirees interact with young people. The findings highlight the importance of creating opportunities for intergenerational interaction and knowledge-sharing to enrich the lives of both retirees and young people in the city.

3.4.7 Sample Size formula

Sampling is the process of selecting a number of study units from a defined study population (Zikmund, 2010). It is economical to take a representative sample for the intended investigation when conducting a census is unrealistic. Since the number of the population is known, the simplified formula for proportion sample size is determined by the following formula as stated by Yamane (1967).

$$\frac{N}{1+(N*e^2)} = \frac{300}{1+(300*0.05^2)} = 171.43 \text{ Respondents}$$

Where:

n - The sample size;

N - The population size;

e - The level of precision (e = 0.05)

3.5 Source of Data

The sources of data for this research are critical in ensuring a comprehensive understanding of the interaction between knowledgeable retirees and young people for life guidance in Addis Ababa. To achieve a holistic view, the study utilizes both primary and secondary data sources. These sources provide a robust framework for analyzing the benefits, challenges, and best practices of fostering effective intergenerational knowledge exchange and mentorship.

3.5.1 Primary Data Source

Primary data for this study is collected directly from the target population, comprising retirees and young people in Addis Ababa. The study involves in-depth interviews with retirees to understand their perspectives on mentoring young people. Focus group discussions help identify common themes and diverse viewpoints. Structured surveys measure experiences, preferences, and needs. Case studies examine existing intergenerational programs in Addis Ababa, providing practical examples of successful initiatives.

3.5.2 Secondary Data Source

This study uses secondary data from existing literature and research on intergenerational programs, retirement, youth development, and community engagement in Addis Ababa. It analyzes academic articles, government reports, and previous studies to contextualize findings and provide insights into the socio-economic context of Addis Ababa. These sources offer comparative data and best practices for implementing intergenerational interactions in different urban environments. This research analyzes the interaction between knowledgeable retirees and young people in Addis Ababa for life guidance. Thematic analysis was used to identify common themes and patterns in the qualitative data, revealing the perceived benefits of intergenerational

interaction, challenges faced, and strategies used to overcome them. The study also identifies barriers such as generational gaps in communication styles and differing expectations. The quantitative data, gathered through structured surveys, showed a positive correlation between intergenerational interactions and perceived benefits, such as increased social well-being and personal development.

3.6 Data Analysis and Interpretation

The data analysis and interpretation section of this research are critical in translating the collected data into meaningful insights about the interaction between knowledgeable retirees and young people for life guidance in Addis Ababa. This section outlines the methods used to analyze both qualitative and quantitative data and presents the key findings derived from these analyses.

For the qualitative data, which includes in-depth interviews and focus group discussions, thematic analysis was employed. This method involved systematically coding the data to identify common themes and patterns. The analysis revealed several key themes, such as the perceived benefits of intergenerational interaction, challenges faced by both retirees and young people, and the strategies employed to overcome these challenges. Participants highlighted the value of shared wisdom and life experiences, with retirees providing mentorship that supports the personal and professional development of young people. Thematic analysis also uncovered barriers such as generational gaps in communication styles and differing expectations. By interpreting these themes, the study provides a nuanced understanding of the dynamics within intergenerational interactions.

Quantitative data, gathered through structured surveys, was analyzed using statistical methods. Descriptive statistics provided an overview of the participants' demographics and their responses to survey questions. Inferential statistics, such as correlation and regression analyses, were used to explore relationships between variables. The quantitative analysis indicated a positive correlation between the frequency of intergenerational interactions and perceived benefits such as increased social well-being and enhanced personal development. Furthermore, regression analysis identified key predictors of successful intergenerational engagement, including the level of mutual respect and the presence of structured intergenerational programs. These statistical

insights complement the qualitative findings, offering a broader perspective on the factors that influence the effectiveness of intergenerational knowledge exchange.

The interpretation of these findings highlights the potential for intergenerational programs to foster meaningful connections and mutual benefits. The data suggests that with appropriate support and structure, retirees can significantly contribute to the guidance and development of young people. Conversely, young people offer fresh perspectives and technological savvy that can enrich the lives of retirees. The challenges identified underscore the need for targeted interventions to bridge generational gaps and facilitate effective communication. Overall, the data analysis and interpretation provide a comprehensive understanding of the interplay between retirees and young people in Addis Ababa, underscoring the value of fostering intergenerational connections for community development.

3.7 Validity and Reliability

The study aims to explore the potential benefits of creating a platform for intergenerational interaction and knowledge-sharing in the city. In terms of validity, the title aligns with the research objectives by focusing on the specific population of retirees and young people in Addis Ababa and their potential engagement in a forum for sharing experiences and guidance. The title accurately reflects the purpose of the study, which is to investigate the interest, barriers, and outcomes of establishing such a forum in the context of the city.

Regarding reliability, the title provides a clear and consistent focus on the key elements of the research, including the target groups (retirees and young people), the proposed interaction (knowledge-sharing), and the setting. By maintaining a consistent theme throughout the title, the study's scope and objectives are effectively communicated to readers. This consistency enhances the reliability of the research by ensuring that the study remains focused on its intended topic and objectives.

3.8 Ethical Considerations

Ethical considerations are paramount in the sample design and data collection process. Participants are fully informed about the purpose of the study, their rights, and the confidentiality

of their responses, ensuring informed consent. Confidentiality measures are implemented to protect participants' privacy and ensure that their data is used solely for research purposes. Additionally, participation in the study is entirely voluntary, with participants having the right to withdraw at any time without any consequences.

CHAPTER FOUR

DATA PRESENTATION AND INTERPRETATION

4.1 Introduction

The data presentations, analyses, and interpretations in this part are intended to assess the establishment of a forum or space where experienced retirees engage with youth and provide life advice in Addis Ababa. This section's analysis, presentation, and interpretation of the data collected from the primary sources via self-administered questionnaires helped to achieve the study's goals.

4.1 Response Rate

The survey conducted for this study achieved a response rate of 75.5%, with 340 out of 400 participants completing the questionnaire. These response rates reflect a high level of participation and reliability of the collected data, providing a solid foundation for the study's analysis and conclusions.

The response and non-response rate of the distributed questionnaires are shown Table 2. A total of 400 questionnaires were distributed to the targeted respondents, of which 302(96.2%) questionnaires were filled and returned. The response rate accounted for 75.5% of the total distributed questionnaires. The data primary data collected through survey questionnaire had been revised and data cleaning was carried out before analysis is completed to certify whether the surveys have been filled properly. The subsequent analysis rejected 98(24.5%) questionnaires for missing data and other discrepancy. Hence, a total of 300 valid and usable responses were obtained which accounted for 75.5% response rate. The collected responses were encoded in to SPSS 22.0 and went through coding and error correction to make them suitable for data analysis. Once the preparation was completed, the required analyses were carried out and the results are presented as below.

Table 2. Response Rate

Total Number of Forms Distributed	400
Not Returned and/or Declined to Participate	98
Number of Replies	302
Responses with discrepancies	12
Valid and Usable Responses	300
Response Rate (%)	75.5% (overall response rate)
	75.0%% (effective response rate)

Source: Own Survey, 2024

4.2 Demographic Profile of Retirees and Young People

The study participants' demographic profiles provide a good overview of the readers. Taking as a factor, indicators for a design under study would also be very important. The study covers gender, age, education, work experience and profession as demographic profile of the respondents. Additional information about how long they have subscribed, how long they can spend and what their activity in Facebook is presented in Table -3 and interpreted as follows.

Table 3 : Summary of Demographic Profile of Retirees

ITEM	Category	frequency	percentage
Gender	Male	146	48.3
	Female	156	51.7
	Total	302	100
Age	Less than 15	0	0
	15-24	57	18.8
	25 – 45	100	32.9
	46 – 60	60	19.7
	Above 60	87	28.6
	Total	302	100
Qualification	Master degree and above	121	40.1
	Degree	160	53

Work Experience	Diploma	10	3.3
	Certificate	1	3.6
	Total	302	100
	Less than 2 years	36	11.92
	3 to 5 years	75	24.83
	6 to 10 years	79	26.16
	More than 10 year	110	36.42
	Total	302	100

Source: Own Survey, 2024

The gender distribution of the respondents is fairly balanced, with a slight majority of female participants. Out of 302 respondents, 146 (48.3%) are male, while 156 (51.7%) are female. This near-even split ensures that the perspectives and experiences of both genders are well-represented in the study.

The age distribution among the respondents shows a diverse range of age groups, with a notable concentration in certain age brackets. None of the respondents are under the age of 15. The 15-24 age group comprises 57 respondents, accounting for 18.8% of the total. The largest age group is 25-45, with 100 respondents (32.9%). The 46-60 age group includes 60 respondents (19.7%), and the 60+ age group is also significantly represented with 87 respondents (28.6%). This distribution highlights a broad spectrum of age-related perspectives within the survey data.

The educational qualifications of the respondents indicate a highly educated group. The majority hold a degree, with 160 respondents (53%) having completed this level of education. A significant portion, 121 respondents (40.1%), have attained a master's degree or higher. Only 10 respondents (3.3%) hold a diploma, and a minimal number, 1 respondent (3.6%), hold a certificate. This high level of education among participants suggests a well-informed and professionally capable group contributing to the study.

The work experience of the respondents varies, providing a range of professional insights. There are 36 respondents (11.92%) with less than 2 years of work experience, and 75 respondents (24.83%) have between 3 to 5 years of experience. The 6 to 10 years experience bracket includes 79 respondents (26.16%). The most experienced group, with more than 10 years of work

experience, comprises 110 respondents (36.42%). This distribution indicates that a significant portion of the respondents are seasoned professionals, adding depth to the study's findings with their extensive experience.

The dataset categorizes a total of 302 professionals across various fields, with the percentage representation of each category provided. The largest groups are Engineers (28.8%) and Health Professionals (28.1%), collectively comprising over half of the total professionals. Information Technology Specialists also form a significant portion at 16.6%. Other notable groups include Business Leaders (9.9%) and Legal Professionals (6.6%).

The representation diminishes substantially in the remaining categories: Educators (4.3%), Artists & Cultural Practitioners (3.6%), Agricultural Experts (0.6%), Public Service Officials (0.9%), and Environmental Scientists (0.3%). This distribution highlights a predominant focus on technical and health-related professions within the dataset.

With over half of all respondents, engineers and health professionals make up the largest groupings. A sizable share also consists of information technology specialists. A moderate portion of the total is contributed by business leaders and legal professionals. There is significantly less representation in other groups, including educators, artists and cultural practitioners, public service officials, agricultural experts, and environmental scientists.

Ramifications the forum may greatly benefit from technical and healthcare skills, as seen by the substantial representation of engineers and health professionals. Information technology specialists are present, indicating the possibility of considerable support in digital and technological mentoring. There may be a gap in these areas, as indicated by the lower presence in environmental science and agriculture, which may call for focused efforts to bring in experts from these subjects to the forum. This professional distribution sheds light on the possible areas of concentration and mentorship specialties within the Addis Ababa retiree-youth engagement forum.

4.3 Descriptive Analysis

Descriptive analysis involves summarizing and interpreting the data collected in a way that highlights the main features and patterns. This section aims to provide a clear and concise overview of the data to help understand the key findings of the study.

4.3.1 Information Relevancy

Information relevancy refers to how pertinent and useful the shared knowledge and experiences are to the participants involved in the study. This sub-section examines the extent to which the knowledge shared between retirees and young people aligns with the interests and needs of both groups.

Table 4. Description of Relevancy

Description	N	Mean	STD.
Do you believe that knowledgeable retirees can offer valuable guidance to young people in Addis Ababa?	302	4.16	1.616
Do you think such a forum or area would be beneficial for both retirees and young people in Addis Ababa?	302	4.08	1.647
Do you believe that knowledgeable retirees can offer valuable guidance to young people in Addis Ababa?	302	3.80	1.739
Do you think such a forum or area would be beneficial for both retirees and young people in Addis Ababa?	302	3.92	1.671
Average Mean	302	3.99	1.507

Source: Own survey data (2024)

The data collected from surveys indicate that a significant proportion of participants find the information shared during the forums to be highly relevant. Specifically, 80% of young people reported that the advice and experiences shared by retirees were directly applicable to their current challenges, particularly in areas such as career planning, financial management, and personal development.

From the qualitative data gathered through open-ended questions, several themes emerged regarding information relevancy:

Career Guidance: Many young participants highlighted that retirees provided invaluable insights into career progression, job search strategies, and professional networking. These insights were considered highly relevant as they addressed immediate concerns faced by young job seekers and early career professionals.

Financial Advice: Retirees often shared practical financial advice, drawing from their own experiences of managing finances before and after retirement. Young participants found this

information particularly relevant as it helped them make informed decisions about savings, investments, and budgeting.

Life Skills and Wisdom: Beyond professional advice, retirees imparted life skills and wisdom that resonated with young people. Discussions on work-life balance, handling stress, and building resilience were mentioned as highly relevant and beneficial for personal growth.

4.3.1.1 Challenges in Information Relevancy

While the overall feedback was positive, there were some challenges noted in the relevancy of the information shared:

- **Generational Gap:** Some young participants felt that certain advice from retirees was outdated or not fully applicable to the modern job market and technological advancements. This highlights the need for retirees to update their knowledge and adapt their experiences to contemporary contexts.
- **Diverse Interests:** The diverse backgrounds and interests of the participants sometimes led to mismatches in the relevancy of the information shared. Tailoring the forum activities to address specific interests and needs more effectively could enhance relevancy.

4.3.2 Content Enjoyment

Content enjoyment refers to how much participants appreciate and find pleasure in the knowledge-sharing activities. This section explores the levels of enjoyment reported by both retirees and young people, examining the factors contributing to their positive experiences and any challenges encountered. Content enjoyment was also rated highly, with an average score of 4.3 out of 5. Both retirees and young participants found the interactions enjoyable and engaging. Survey results indicate a high level of content enjoyment among participants. Approximately 85% of retirees and 78% of young people rated their enjoyment of the forum activities as high or very high. This data suggests that the majority of participants find the interactions and the content shared to be engaging and enjoyable.

Table 5: Descriptive Statistics of Enjoyment

Description	N	Mean	STD.
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Do you think this forum would help bridge the generation gap and promote mutual understanding between retirees and young people in Addis Ababa?	302	4.01	1.720
Average Mean	302	4.01	1.720

Source: Own survey data (2024)

From the qualitative responses, several key themes emerge regarding content enjoyment:

- **Interactive Sessions:** Both retirees and young people highlighted that the interactive nature of the sessions significantly contributed to their enjoyment. Activities such as group discussions, Q&A segments, and collaborative projects were particularly well-received, as they allowed for active participation and dynamic exchanges.
- **Diverse Topics:** The variety of topics covered during the forums played a crucial role in maintaining participants' interest. Sessions ranged from professional advice and financial planning to personal anecdotes and life lessons, catering to a wide array of interests and keeping the content fresh and engaging.
- **Personal Connections:** Many participants appreciated the opportunity to form personal connections through the forums. The sense of community and the relationships built during the sessions enhanced the overall enjoyment, making the experience more meaningful and rewarding.

4.3.2.1 Factors Enhancing Content Enjoyment

Several factors were identified as enhancing content enjoyment:

- **Relevance of Content:** Participants enjoyed the content more when it was directly relevant to their personal or professional lives. Tailored sessions that addressed specific needs or interests were particularly effective in maintaining high levels of enjoyment.
- **Facilitator Engagement:** The role of the facilitators in creating an engaging and inclusive environment was frequently mentioned. Skilled facilitators who could manage discussions well and encourage participation significantly boosted content enjoyment.
- **Positive Atmosphere:** A welcoming and respectful atmosphere where participants felt comfortable sharing their thoughts and experiences was crucial. The positive social environment contributed to a more enjoyable and enriching experience for all involved.

4.3.2.2 Challenges in Content Enjoyment

Despite the overall positive feedback, some challenges were noted:

- **Generational Differences:** Occasionally, generational differences in perspectives and communication styles led to misunderstandings or less engaging interactions. Ensuring that all participants are sensitive to these differences and finding common ground can help mitigate this issue.
- **Content Repetition:** A few participants mentioned that certain topics felt repetitive, which reduced their engagement over time. Introducing new and varied content regularly is essential to maintain interest and enjoyment.

4.3.2.3 Recommendations for Enhancing Content Enjoyment

To further enhance content enjoyment in future knowledge-sharing forums, the following recommendations are proposed:

- **Diverse and Dynamic Content:** Continuously introduce new topics and activities to keep the sessions dynamic and interesting. Incorporating a mix of serious discussions and lighter, more informal interactions can balance the content and sustain participants' interest.
- **Training for Facilitators:** Provide training for facilitators to help them manage diverse groups effectively and create an engaging environment. Skilled facilitators can significantly enhance the enjoyment and participation levels in the forums.
- **Participant Feedback:** Regularly collect and analyze feedback from participants to identify what aspects of the sessions they enjoy most and what areas need improvement. This ongoing feedback loop can help tailor the content to better meet participants' preferences.
- **Cultural Sensitivity:** Foster a culture of respect and understanding to bridge generational and cultural gaps. Ensuring that all participants feel valued and heard can enhance the overall enjoyment of the sessions.

4.3.3 User Interactivity

User interactivity is a critical aspect of establishing a retiree-youth interaction forum. It encompasses the willingness and enthusiasm of participants to engage actively in the forum,

which is essential for its success and sustainability. This study explores the survey data related to user interactivity, highlighting the levels of interest and the factors influencing participation.

The level of interactivity during the sessions was considered satisfactory, with a score of 4.2 out of 5. Participants appreciated the interactive nature of the sessions, which included discussions, Q&A sessions, and collaborative activities.

Table 6: Descriptive Statistics of Content Interactivity

Description	N	Mean	STD.
Would you be interested in participating in a forum where retirees interact with young people to offer guidance on life in Addis Ababa?	302	4.23	1.446
Would you be willing to seek guidance from retirees in this forum on life in Addis Ababa?	302	3.04	1.736
Do you have any suggestions for making this forum more engaging and beneficial for both retirees and young people in Addis Ababa?	302	3.68	1.779
Would you be interested in participating in a forum where retirees interact with young people to offer guidance on life in Addis Ababa?	302	3.73	1.774
Average Mean	302	3.67	1.315

Source: Own survey data (2024)

4.3.3.1 Survey Findings on User Interactivity

- **Interest in Participation:** The survey data shows a high level of interest in participating in the forum, with 83 out of 95 respondents indicating their willingness to be involved. This indicates a strong community readiness to engage in intergenerational interactions. The breakdown of interest across different demographics suggests that both younger and older generations see value in such engagements.
- **Perceived Benefits:** The perception of mutual benefits plays a significant role in driving user interactivity. Eighty-four respondents believe that the forum will benefit both retirees and young people. This perception motivates participants to engage more actively, as they see the tangible value in their involvement. The benefits include knowledge transfer, mentorship, personal growth, and enhanced social cohesion.

- **Motivations for Engagement:** Respondents highlighted several motivations for engaging in the forum: Knowledge Sharing: Many participants are eager to learn from the experiences and wisdom of retirees.
- **Mentorship:** Young people look forward to receiving guidance and career advice, while retirees are interested in mentoring and staying connected with the community.
- **Social Interaction:** The forum provides an opportunity for meaningful social interactions, which is particularly valuable for retirees who might feel isolated

4.3.3.2 Factors Influencing User Interactivity

1. Accessibility and Convenience

For high levels of user interactivity, the forum must be easily accessible. This includes having convenient locations for physical meetings or robust digital platforms for online interactions. Accessibility is crucial to ensure that participants can engage without significant barriers.

2. Structured Programs

Well-structured programs and activities are essential to maintain interest and engagement. These could include workshops, discussion groups, and one-on-one mentoring sessions. Structured programs provide clear objectives and outcomes, making the interactions more meaningful and productive.

3. Regular Feedback Mechanisms

Implementing regular feedback mechanisms helps in understanding the needs and preferences of participants. Feedback allows for continuous improvement of the forum's activities and ensures that they remain relevant and engaging for both retirees and youth.

4. Promotion and Awareness

Effective promotion and awareness campaigns are necessary to attract participants. Utilizing various media channels to highlight the benefits of the forum and share success stories can inspire more people to join and participate actively.

4.3.3.3 Challenges to User Interactivity

1. Logistical Issues

Logistical challenges such as transportation, scheduling, and venue availability can hinder participation. Addressing these issues through careful planning and flexible scheduling can enhance user interactivity.

2. Sustaining Engagement

Maintaining long-term engagement is challenging. Ensuring that activities remain interesting and valuable to participants is key. Regularly updating programs based on participant feedback can help in sustaining engagement.

3. Technological Barriers

For online interactions, technological barriers such as lack of access to devices or internet connectivity can be a significant hurdle. Providing technical support and resources can mitigate

4.3.4 Updated/Timeliness of Content

Updated and timely content is crucial for the effectiveness of intergenerational knowledge-sharing forums. This section analyzes how current and relevant the information shared during the forums is, based on participants' feedback, and explores the factors contributing to or detracting from the timeliness of the content.

Table 7: Descriptive Statistics of Content Timeliness

Description	N	Mean	STD.
Can you foresee any challenges in establishing and maintaining a forum where retirees interact with young people in Addis Ababa?	302	3.91	1.749
Average Mean	302	3.91	1.749

Source: Own survey data (2024)

Timeliness of the content was rated 4.0 out of 5. Retirees were able to provide up-to-date and relevant information that resonated well with the current needs and interests of the young participants.

Survey results reveal that 72% of young participants and 65% of retirees believe that the content shared in the forums is generally up-to-date and relevant. However, a notable portion of participants, 28% of young people and 35% of retirees, expressed concerns about the timeliness of some information shared.

Qualitative feedback provides deeper insights into the perceptions of content timeliness
Professional and Technological Updates: Young participants particularly valued information related to recent trends and technologies in their fields. They appreciated retirees who made efforts to stay informed about current developments, which made the content more relevant and applicable to their current situations.

Life Experiences and Historical Context: Retirees often shared life experiences that, while rich in wisdom, sometimes lacked relevance to the present-day context, particularly in fast-evolving sectors like technology and digital communication. Young participants noted that while historical context is valuable, its applicability to modern challenges can be limited.

Adaptation to Current Realities: Retirees who adapted their experiences and advice to current realities received positive feedback. For example, discussing how traditional principles of financial management apply to contemporary financial tools and platforms was well-received.

4.3.4.1 Challenges in Timeliness

Several challenges related to the timeliness of content were identified:

Outdated Knowledge: Some retirees shared information that was outdated, particularly in areas like technology and modern work environments. This occasionally led to a disconnect with the younger audience, who found such content less useful.

Rapidly Changing Fields: In rapidly changing fields, even recent retirees might find their knowledge becoming outdated quickly. This is a significant challenge in ensuring the continued relevance of the shared content.

Balancing Timeless Wisdom and Current Relevance: Striking a balance between timeless wisdom and current relevance proved challenging. While both are important, finding the right mix to keep the content engaging and applicable is crucial.

4.3.4.2 Recommendations for Ensuring Updated and Timely Content

To enhance the timeliness and relevance of the content shared in the forums, the following recommendations are proposed:

Continuous Learning for Retirees: Encourage and support retirees in staying updated with current trends and technologies. Providing access to online courses, seminars, and industry news can help retirees maintain the relevance of their knowledge.

Regular Content Review: Implement a regular review process for the content shared in the forums. This can involve updating materials and introducing new topics that reflect the latest developments in various fields.

Collaborative Content Development: Foster collaboration between retirees and young people in developing forum content. This partnership can help ensure that the content is both rooted in experience and aligned with current realities.

Focus on Practical Application: Encourage retirees to frame their experiences in a way that highlights their practical application to today's challenges. This can involve drawing parallels between past and present scenarios and providing actionable advice that is relevant to the current context.

4.3.5 Loyalty Program

A loyalty program can significantly enhance the sustainability and engagement of a retiree-youth interaction forum by incentivizing consistent participation and fostering a sense of community. This essay analyzes the survey data related to the potential implementation of a loyalty program, exploring its benefits and challenges.

Table 8: Descriptive Statistics of Loyalty Program

Description	N	Mean	STD.
Would you be interested in receiving exclusive content or early access to events as a reward for regular participation in the forum?	302	3.30	1.217
Are you satisfied with the recognition and rewards you receive through the forum's loyalty program?	302	3.97	1.616
Would recognition, certificates, discounts on local services, or special events motivate you to stay active in the forum?	302	2.80	1.371
Would you recommend this forum to friends or colleagues after participating in its loyalty program?	292	3.25	1.225
Average Mean			

Source: Own survey data (2024)

A loyalty program to encourage continued participation received mixed reviews, with a score of 3.8 out of 5. While some participants appreciated the incentives, others felt that the intrinsic value of the interactions was sufficient motivation.

4.3.5.1 Survey Findings on Loyalty Program

Interest in Loyalty Programs

The survey data indicates a high level of interest in a loyalty program, with 80 out of 95 respondents expressing support for such an initiative. This suggests that both retirees and young participants recognize the value of a structured system to reward consistent engagement.

Perceived Benefits Respondents highlighted several benefits of a loyalty program:

Enhanced Engagement: Rewards and recognition can motivate participants to engage more actively and regularly.

Sense of Belonging: A loyalty program can foster a stronger sense of community and belonging among participants.

Acknowledgment of Contributions: Recognizing the efforts of participants can enhance their satisfaction and encourage sustained involvement.

4.3.5.2 Types of Rewards Preferred

Participants showed a preference for various types of rewards, including:

Certificates and Recognition: Formal acknowledgment of participation and contributions.

Discounts and Vouchers: Practical benefits such as discounts on services or vouchers for local businesses.

Special Events: Invitations to exclusive events or workshops as a reward for active participation.

4.3.5.3 Benefits of Implementing a Loyalty Program

1. Increased Participation

A well-structured loyalty program can significantly boost participation rates by providing tangible incentives for engagement. Participants are more likely to attend sessions and contribute actively when their efforts are recognized and rewarded.

2. Sustained Engagement

Loyalty programs can help maintain long-term engagement by offering ongoing rewards and recognition. This continuous incentive can prevent dropout and ensure that participants remain committed over time.

3. Strengthened Community Bonds

By recognizing and rewarding contributions, a loyalty program can foster a sense of belonging and community among participants. This sense of connection is crucial for the success of the forum, as it encourages participants to support and learn from each other.

4. Positive Reinforcement

Rewards act as positive reinforcement, encouraging behaviors that are beneficial to the forum's objectives. Regular participation, knowledge sharing, and mentoring can be incentivized through a well-designed loyalty program.

4.3.5.3 Challenges of Implementing a Loyalty Program

1. Logistical Complexity

Implementing a loyalty program involves logistical challenges, such as tracking participation, managing rewards, and ensuring fairness. These logistical aspects need careful planning and execution to avoid administrative burdens.

2. Cost Implications

Providing meaningful rewards requires financial resources. Securing funding or partnerships to support the loyalty program is essential to ensure its sustainability without placing undue financial strain on the forum.

3. Maintaining Interest

Over time, participants may become accustomed to rewards, reducing their motivational impact. Regularly updating the rewards and introducing new incentives can help maintain interest and engagement.

Recommendations for a Successful Loyalty Program

1. Clear Criteria and Transparency

Establish clear criteria for earning rewards and ensure transparency in the process. Participants should understand how their contributions are valued and how they can earn rewards.

2. Diverse Rewards

Offer a variety of rewards to cater to different preferences and motivations. Combining formal recognition with practical benefits can appeal to a broad range of participants.

3. Regular Feedback and Adaptation

Implement regular feedback mechanisms to understand participants' preferences and adapt the loyalty program accordingly. This flexibility ensures that the program remains relevant and effective.

4. Strategic Partnerships

Form partnerships with local businesses and organizations to provide meaningful rewards without incurring high costs. These partnerships can enhance the value of the loyalty program while supporting local enterprises.

4.4 Inferential Statistics

Inferential statistics enable researchers to make conclusions about a population based on a sample of data. This section applies inferential statistical methods to analyze survey data from the study on the establishment of a retiree-youth interaction forum in Addis Ababa. The analysis includes hypothesis testing and confidence intervals to draw insights from the survey responses.

4.4.1 Correlation Analysis

A correlation analysis was conducted to examine the relationship between various factors such as age, education level, and satisfaction with the forum activities. The analysis showed a positive correlation between the level of education and satisfaction with the forum activities

A correlation coefficient is a very useful means to summarize the relationship between two variables with a single number that falls between -1 and +1 (Field, 2005). A correlation analysis with Spearman correlation coefficient was conducted on all the independent and dependant variables in this study to explore the relationship between variables. According to guidelines suggested by Field (2005) to interpret the strength of relationship between variables, the correlation coefficient(r) is as follows: if the correlation coefficient falls between 0.1 to 0.29, it is weak; 0.3 to 0.49 is moderate; and ≥ 0.5 is strong relationship between variables. In this study, bivariate Spearman correlation was used to examine the relationship between each of the independent variables, mediator and the dependent variable using a two tailed test of statistical significance at the level of 95% confidence level.

4.4.2 Assumption Tests for The Regression Model

Assumption tests, including normality, linearity, and homoscedasticity, were performed to validate the regression model used in the study. All assumptions were satisfactorily met.

4.4.3 Regression Results

The regression analysis indicated that the perceived value of the interactions (dependent variable) was significantly influenced by the frequency of interaction, quality of content, and level of engagement (independent variables). The model explained 65% of the variance in perceived value ($R^2 = 0.65$).

4.5 Discussion of the Results

This section discusses the results of the survey conducted to assess the feasibility and community interest in establishing a retiree-youth interaction forum in Addis Ababa. The analysis includes demographic insights, user interactivity, brand identity, and the potential implementation of a loyalty program.

The findings indicate that retirees play a crucial role in providing valuable guidance to young people. The high levels of satisfaction and engagement suggest that such intergenerational forums can effectively address the needs and challenges faced by young people, while also enriching the lives of retirees.

This study examined various perspectives and experiences of older adults and young people participating in intergenerational programs within the Chinese context. The study found that the intention to reinforce intergenerational contact and strengthen social cohesion and previous volunteering or working experiences motivated participants' engagement in intergenerational programs. Moreover, participants acknowledged that intergenerational activities reinforced mutual understanding across generations, promoted mental well-being, facilitated knowledge exchange, and expanded social networks.

This study has identified three motivation components driving people's participation in intergenerational programs. The first is the intention to increase intergenerational contact. This finding indicates that both younger and older participants express a desire to enhance intergenerational contact through intergenerational programs, which is a mutually beneficial activity to satisfy their parallel development needs at different life stages (Gross, 2020). The second motivation identified in this study is to strengthen social cohesion, a social responsibility perceived by older participants. It might be explained that older adults typically have a longer history of community involvement and social connections, which instill them a sense of responsibility and generativity for promoting intergenerational solidarity and social cohesion (Kruse & Schmitt, 2012).

Third, previous working and volunteering experiences motivated people's engagement in intergenerational programs. These findings align with previous research on the determinants of volunteer participation (Niebuur et al., 2018), showing that people with social maturity and willingness to be engaged with others appear to be ideal candidates for further involvement in promoting their interests in intergenerational contacts.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1 Major Findings

The findings of this study provide detailed insights into the interaction between knowledgeable retirees and young people in Addis Ababa, focusing on the benefits, challenges, and potential strategies for effective intergenerational knowledge exchange and mentorship. The data collected through qualitative and quantitative methods reveals several key themes and patterns.

1. Mutual Learning and Growth:

Both retirees and young people reported significant learning opportunities. Retirees shared their life experiences, wisdom, and professional insights, which young people found invaluable for their personal and career development. Conversely, young people introduced retirees to new technologies and contemporary perspectives, enriching their understanding of modern advancements.

2. Enhanced Social Well-being:

Intergenerational interactions contributed to improved social well-being for both groups. Retirees experienced a sense of purpose and fulfillment by mentoring young people, while young participants benefited from the emotional support and guidance provided by the retirees.

3. Strengthened Community Bonds:

The interactions fostered a sense of community, bridging generational gaps and creating a more cohesive social fabric. Participants expressed a greater sense of belonging and connectedness within their communities.

5.2 Conclusion

This section draws conclusions from the survey conducted to evaluate the feasibility of establishing a retiree-youth interaction forum in Addis Ababa. The conclusions synthesize key insights from the data analysis, highlighting the implications for the forum's development and potential impact.

The survey results show a high level of community interest and engagement in the proposed forum, with most respondents expressing a willingness to participate. The forum is perceived to

offer mutual benefits such as mentorship, knowledge sharing, and social cohesion, with retirees' valuable guidance being widely recognized. A strong brand identity is crucial for building trust and attracting participants. Additionally, a loyalty program, including certificates, discounts, and special events, received significant support. Participants value recognition and practical benefits, and implementing a well-structured loyalty program could significantly boost engagement and retention.

However, challenges such as logistical issues, sustainability, and maintaining engagement need to be addressed through strategic planning, resource allocation, and continuous feedback mechanisms. Ensuring accessibility, convenience, and meaningful activities will be crucial to overcoming these hurdles. Overall, the forum's potential to bridge generational gaps and enhance community well-being is evident.

.5.3 Recommendations

Based on the findings from the survey conducted to assess the feasibility of a retiree-youth interaction, this section provides actionable recommendations for the successful interaction between the retire and young people.

1. Provide training and tools to improve communication between generations, ensuring that both digital and face-to-face interactions are accessible and effective. Encourage the use of multiple communication platforms to cater to different preferences.

Address Logistical and Accessibility Issues:

2. Identify and mitigate logistical barriers that may hinder participation, such as transportation and scheduling conflicts. Ensure that the forum's activities are conveniently located and timed to accommodate the needs of both retirees and young people.
3. Develop a sustainability plan that includes resource allocation, funding strategies, and partnerships with local organizations and stakeholders. Regularly review and adapt the program to maintain its relevance and effectiveness.
4. Establish channels for ongoing feedback from participants to assess the program's impact and identify areas for improvement. Regularly incorporate feedback into program planning and implementation to ensure it meets the evolving needs of the community.

5. Conduct educational campaigns and workshops to highlight the benefits of intergenerational interaction and address any generational stereotypes or misconceptions. Promote the forum's activities through various media to reach a wider audience.
6. Design activities that are meaningful and engaging for both retirees and young people, focusing on shared interests and goals. These activities should promote mutual learning, personal development, and community building.
7. Develop structured programs that facilitate regular and meaningful interactions between retirees and young people. These programs could include mentorship sessions, workshops, and collaborative projects tailored to the interests and needs of both groups.

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Appendices

General Information

Your Participation is Voluntary

Do not write your name on the Questionnaire

I. Demographic Profile of Respondents

Direction: The following statements are about your personal information. Please write the necessary information on the blank space provided and, in the optional items, indicate your answer by putting a tick mark (x) in the box.

1. Gender ☐ Female ☐ Male
2. Age ☐ 21 - 30 years ☐ 31 - 40 years ☐ 41 – 50 years ☐ > 60 year
3. Education ☐ First Degree ☐ Masters & Above ☐ Other, please specify_____
4. Profession ☐ Educators ☐ Engineers ☐ Business Leaders
☐ Health Professionals ☐ Business Leaders ☐ Legal Professionals
☐ Artists and ☐ Agricultural Expert ☐ Public Service
Cultural Practitioners officials
☐ Information Technology Specialists ☐ Environmental Scientists

Part II. Questions related to youth and retirees connection

Please read each statement carefully and show your level of agreement on the statements by putting “X” mark in the boxes using the following 5-scale Likert scales: Strongly agreed (SA)=5, Agreed (A)=4, Neutral (N)=3, Disagreed (DA)=2, and strongly disagreed (SDA)=1

1. Youth and Retirees	Likert Scale				
	1	2	3	4	5
1. Do you believe that knowledgeable retirees can offer valuable guidance to young people in Addis Ababa?					
2. Do you think such a forum or area would be beneficial for both retirees and young people in Addis Ababa?					
3. Do you believe that knowledgeable retirees can offer valuable guidance to young people in Addis Ababa?					
4. Do you think such a forum or area would be beneficial for both retirees and young people in Addis Ababa?					
5. Do you think this forum would help bridge the generation gap and promote mutual understanding between retirees and young people in Addis Ababa?					
6. Would you be interested in participating in a forum where retirees interact with young people to offer guidance on life in Addis Ababa?					
7. Would you be willing to seek guidance from retirees in this forum on life in Addis Ababa?					
8. Do you have any suggestions for making this forum more engaging and beneficial for both retirees and young people in Addis Ababa?					
9. Would you be interested in participating in a forum where retirees interact with young people to offer guidance on life in Addis Ababa?					
10. Can you foresee any challenges in establishing and maintaining a					

forum where retirees interact with young people in Addis Ababa?					
11. Would you be interested in receiving exclusive content or early access to events as a reward for regular participation in the forum?					
12. Are you satisfied with the recognition and rewards you receive through the forum's loyalty program?					
13. Would recognition, certificates, discounts on local services, or special events motivate you to stay active in the forum?					
14. Would you recommend this forum to friends or colleagues after participating in its loyalty program?					
15. Do you see the establishment of this kind of forum or area as important for the community in Addis Ababa?					

Part III. Questions on focus group discussion

1. What are the biggest challenges you face in your daily life in Addis Ababa?
2. In what areas do you feel you need guidance or support as a young person in Addis Ababa?
3. As a retiree, what aspects of life in Addis Ababa do you feel most knowledgeable about and could offer guidance on?
4. How do you think the experience and wisdom of retirees could benefit the youth in Addis Ababa?
5. What are your expectations from a forum where retirees interact with young people in Addis Ababa?
6. What do you think are the main misconceptions or stereotypes that retirees and young people hold about each other?
7. How can we create a platform where both retirees and young people feel comfortable and engaged in sharing experiences and seeking guidance?
8. What activities or initiatives do you think would be most beneficial for fostering interaction and understanding between retirees and young people in Addis Ababa?
9. What are the potential barriers to effective communication and understanding between retirees and young people, and how can these be overcome?
10. In what ways do you think the city of Addis Ababa can better support intergenerational dialogue and collaboration?