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Introduction

Community engagement is a great purpose where the necessary supports such as food, medical and other supportive equipment are being given to the people and families in a particular community. In this reflective report the study will explore the effectiveness of a financial support to the people who are affected in the pandemic situation. This reflective e summary will discuss the effectiveness of the project with the help of Kolb's reflective cycle. To follow the reflection analysis the study will follow 4 stages to the kolb's reflective learning which are concrete, observation, conceptualization, experimentation. Through focusing in these stages it will be possible to explore experiences from the performance in the project. Through exploring the experiences it is possible to have a complete knowledge of the project. These stages will allow us to know about the project more specifically as well as the importance of the project. The first stage of the Kolb's reflective cycle will allow us to know about the story and background of the project and the people who were involved with the project. As for the 2nd stage of the reflective cycle they will explore the observation from the project including the scenario of the project. The last two stages of the reflective cycle will explore learning experiences, outcomes and suggestions that can be effective to enhance the quality of the project. The aim of the reflective report is to explore complete experience from the project.

Description of the project

The reflective report will explore experiences from the project which was held to give support to the people who were facing financial crisis during the lockdown period in 2020. The main purpose of the project is to increase fundraising and give financial support to the people and families who get affected in the lockdown period. Due to the lockdown situation many people lose their jobs and placement, in that way every country was suffering from the huge unemployment rate which resulted in an increased poverty rate. In that way the objective of the project is to give financial support as well as basic life support until the situation gets better.

Reflection on personal experience (Kolb's Reflective model)

Concrete experience

The project was initially performed by a non government agency to take care about the families and people who were affected mostly during the lockdown situation. Here it is needed to mention that there are numbers of volunteers who participated in the project. The volunteers have given very initial support to the project. By analyzing the preferences of the volunteers as well as the people who are involved in the project I can say that it was very touching to see them to be a part of this project (Sudria *et al.* 2018). It was seen that through the initiations of the people who worked in the project it was possible to give benefits for a large number of people successfully. In my opinion the initiation of the project was pleasing. Through having knowledge I came to know that grief and hopes still exist in this world. The initiative, support of the project and performance of the volunteers led me to be part of a great cause. Having the knowledge of the project I no longer found myself to be a solace one my faith drove me to spend time to be part of a social community project. For a long time I have little desire to be part of a social community engagement program. In that way I found this project as an effective one. It will be a great pleasure to be part of this community project. The disadvantages that I have felt of this project is that the schemes that the project uses for their operations were not completely effective as there are lots of cons in the project (Biabani and Izadpanah, 2019). As a disadvantage of the project here I can mention that the project does not cover all the poor workers and workers who needed financial support mostly. As for this my suggestion is that the project manager must give proper training to the project workers and volunteers so that they will be able to perform their duties perfectly.

Reflective observation

I felt touched by this project as it was my all time dream to be part of such a community engagement project. After being performed in the project I feel very proud that I have managed to help people who were suffering from financial crisis in the lockdown situation (Vizeshfar and Torabizadeh, 2018). This project helps me to know about my community people more specifically. Moreover, now I have understanding about the importance and value of a social community project to the people of a project, especially one who is suffering from a financial

crisis. The project gave me a chance to collaborate with the people in my community, as I was before, unable to have connection with the people surrounding me. Being a part of the project I am able to understand the effectiveness of communication and I have gathered knowledge on how to play a supportive role in a particular job (Mento *et al.* 2018). Working with the team led me to develop my working skills as well team management skills. With the learning I will be able to perform my future activities effectively. The team work performance has led me to connect with my team members and helps me to develop self awareness as well. As an example by taking responsibility in the project execution I get able to have knowledge that would be effective to me to interact with the people in future. As per my own opinion, I will have to consider people's ideas and different approaches as by this I will be able to stationary the people and family from my community.

Abstract conceptualization

The COVID-19 pandemic situation has changed the ways of daily life. Due to this pandemic situation many people have lost their jobs. Due to this reason the poor and needy people have suffered from the food crisis. Many people have come to provide food, cloth and sufficient amounts to helping them. Not only individual people many non-Government agencies have come to provide help for the local people (Hamdaoui *et al.* 2018). Sometimes I have experienced that, in the time of delivering the food, the sufficient food was not present. In the other hand, many non- government agencies could not provide the sufficient food to some families. If I could increase the awareness for providing food to the other people then it will give a good result. In the time of serving food, clothes and n sufficient amounts I should have more developed my volunteering skills.

In the pandemic situation many young people did not want to be volunteers, if I influence them, then it could be very helpful for the poor and needy people. Nowadays, the social media is one of the best platforms for sharing something; the attractive presentation in the social media can provide a good result (Villanueva, 2020). During this pandemic situation, the proper planning and volunteering skills could provide a good and effective result for the people. Sometimes, I have analyzed that, many people hesitate to get the free services, if I developed my communication skills, then I could convince more people and it would be helpful for those people. I have experienced that, if the leadership and management skill was improved than our

team could provide more food and necessary services to the local poor and needy people. I have experienced that, the website, through which anyone can pay money for supporting the local poor people, did not work perfectly. The proper website can provide more money for the people.

As per my own if the announcement was done more effectively then it could provide more effective services. Not only that, if the engagement of the volunteers was more, then it could be very helpful for the local people. If more funds could be made, where anyone can give money, clothes and the necessary things, then it will be very helpful for the local people. Not only that, the management, where I have worked as a volunteer, was improving the time management skills, and then it could be an effective result. If the management could make a plan, such as - anyone can donate money between 8am-10pm. Not only that, the volunteers would make the proper time management, such as - the food delivery time would be 10am-10pm. If the volunteers are maintain the time as per the area wise then it could be provide a good result for helping the people (Biabani and Izadpanah, 2017).

Active experimentation

For providing the support of the poor and needy local people, a lot of strategies can provide a good result. The awareness should be increased for helping the local people. For increasing the awareness the social platform is one of the best ways. By making a good presentation or video in the various websites it can be possible to increase the number of the helping hand. Not only that, for getting the money from the people, as a result anyone can donate money for helping the people. The volunteer training is very important for serving the emergency services to the people. Through conducting the volunteer training program, the pepper techniques will be learned by the volunteers. The management skills are the most and the effective skills, as per my opinion, the project manager should improve his skills, so that he can effectively work for helping the people. The proper training management could provide a good result. The volunteer skills should be improve it will help to provide more effective services to the local people. I want to make a fund, where people can provide the clothes; it will help the poor and needy people during the pandemic situation (Ignacio *et al.* 2017). For the delivery service timer, a schedule will be made, where the volunteers will work area wise, as a result the volunteers can manage their time. A schedule will be made, where the donors can donate food, clothes and money. The timing will be like - for donating the foods, cloths or other things, the time will be between 8am-

10pm. The volunteers will work from 10 am -2 pm after that, the other team will do the remaining duty. For the local people mask and sanitizer will be given with the emergency services. All the safety will be maintained for the volunteers.

Conclusion

After the brief explanation it can be said that, the COVID-19 has changed the ways of daily life. For supporting the poor and needy people, many non-government organizations have helped. Not only has the non government organization had many people helped to the local people by providing the sufficient food, clothes and money. A lot lacks are also present in providing the services, such as - a big lack way present in the awareness. If the awareness to support the poor people would be increased then it could be better. A money fund has been also made, where anyone can donate money, but in the websites a lot of issues have happened. Sometimes, in the food bank sufficient food was present. Not only that, a lot of communication gap are present between the local people and the volunteers. For the solution to these issues, a proper website has to be made where anyone can donate money without any disturbance. Not only that, the website has to be a safe transaction website. The project manager should develop their skills for providing the best and effective services. The volunteer training is one of the effective ways for providing emergency social services. The volunteers should manage the timings, such as - for donating the foods and the other things, the time would be between the 8am to 10pm. The delivery services have to be done through maintaining the time, such as- the delivery timing should be between 10am to 12 pm. The volunteer service helps to make a good bonding between the local people and volunteers. For providing good emergency services, volunteer training is very important; it will increase the communication skills of the volunteers. During this pandemic situation, the volunteer safety is very important, for providing the service the volunteer safety must be maintained.

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