

**HUMAN RIGHTS CHALLENGES FOR MIGRANT WORKERS: A CASE OF
RETURNING KENYANS FROM THE GULF REGION.**

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DECLARATION

This research project is my original work and has not been presented for an award of diploma or degree in this or any other university.

Signature



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Declaration by the supervisor

This research project has been submitted for examination with my approval as a university supervisor.

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DEDICATION

This research project is dedicated to God almighty who allowed me to have a chance to study and also to my beloved family for their patience and love God bless you immensely.

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First and foremost, wish to thank God for this far he has enabled me complete this work.

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ABBREVIATIONS AND ACRONYMS

BLAs:	Bilateral Labour Agreements
CDTD:	Centre for Domestic Training and Development
ETDs:	Emergency Travel Documents
GA:	General Assembly
GCC:	Gulf Cooperation Council
GLMM:	Gulf Labour Markets and Migration
ICRMW:	International Convention on the Protection of the Rights of Migrant Workers
IGAD:	Intergovernmental Authority on Development
ILO:	International Labour Organization
JKIA:	Jomo Kenyatta International Airport
KNCHR:	Kenya National Commission on Human Rights
LMMB:	Labour Migration Management Bill
MENA:	Middle East and North Africa
NEA:	National Employment Authority
NRM:	National Referral Mechanism
OFWs:	Overseas Filipino Workers
SDGs:	Sustainable Development Goals
UAE:	United Arab Emirates
UDHR:	Universal Declaration for Human Rights
UK:	United Kingdom
UN:	United Nations
USD:	United States Dollar

ABSTRACT

The continued uproar in the media about Kenyan migrant workers mistreatments and human rights violations in the Gulf region has led to a lot being desired as to what can be a lasting solution, since with increased unemployment Kenyans will continue seeking employment outside the country. The main aim of this study is to identify the human rights challenges faced by returning Kenyan migrant workers from the Gulf region. The focus is on regular migrants who leave the country procedurally. This is line with the International Labour Organization (ILO) which notes clearly that migrant workers have rights too which is well embedded in its security arm and recognized internationally. The objectives of the study included to establish the human rights challenges, to evaluate the causes, assess the effects and investigate viable interventions to address the challenges and therefore enhance human right services for returning Kenyan migrant workers. The main research question addressed in this study is what Human Right challenges do return Kenyan migrant workers face in the Gulf region? Primary data collection was done through semi-structured interviews and in addition, secondary data from administrative reports were consulted. Data analysis through content analysis, summaries, categorizations and deductions was conducted. The interviews were completed at Jomo Kenyatta International Airport (JKIA) in Nairobi targeting flights from the Middle East and Gulf region. The target was to interview 30 migrants who were arriving without their passports but using Emergency Travel Documents (ETDs) as a pointer of them being violated migrant workers. In the light of the Corona outbreak, as a limitation it was only possible to conduct seven interviews due to the challenges associated. Secondly, information was collected from the Kenya National Commission for Human Rights (KNCHR) offices in Nairobi through reports and key stakeholder interviews. The findings indicate that indeed returning Kenyan migrant workers did face human right violations in the Gulf region and they do not seek and access Human right services. The recommendations included sensitization on human right services and awareness creation in order for the migrant workers to be empowered in seeking the services. The study contributes to the existing body of knowledge and theory in this area, helps to improve future policies and contributes to better migration practice. Suggestion for further research can be done in areas to assess the effectiveness and practicability of Bilateral Labour Agreements (BLAs). Also, analysis of coordination of various service providers involved in Kenyan migrant workers and how communication among them is open, transparent and shared among them to the dignity of these workers in Gulf region.

CHAPTER ONE: INTRODUCTION

1.1. Background of the study

Migration in search of better opportunities is a reality across the globe. Worldwide more than 10 million people migrated permanently or temporarily to G20 countries in 2018 alone (Czaika , 2018). This international migration is mainly driven by structural, economic and political factors such as Labour market demands, income inequalities and conflict in the origin countries. Migrant networks, employers, recruiters, smugglers, advocacy groups and lawyers create the social structures that give migration movements their own momentum. (Biao & Johan , 2018)

Migrant workers move both temporarily and permanently depending on the place and nature of work. Their decisions are individual, voluntary, international and they move regularly specifically for work no other reasons (EASO, 2016). This study has been guided by Ravenstein's (1985-1989) theory that enhances constructs of Labour migration and conceptual challenges based on needs and effects on human rights of migrants in the Gulf region. This is based on the fact that it is an individual rational choice that influences mobility of people from one place to another depending on the repelling and attracting factors. At the same time the Interest theory of Human Rights states that the principal function of human right is to protect and promote human dignity. Despite migrant workers working away from their native land they still need to be dignified as human beings. The theories inform the study since Kenyans migrating in search of employment cannot be stopped due to freedom of movement however, the interest theory clearly guides us that as human being's migrant's dignity have to be promoted.

Critically, Kenya has not factored Human Rights aspects into the migrant worker's procedures that range from unethical recruiters, illegal Labour deployments to violations and exploitations. The draft National Labour Policy was developed in 2010 but was not adopted, it is currently under review and the creation of the National Employment Authority (NEA) is another recent development. Collaboration of these bodies together with the development of the Labour Migration Management Bill (LMMB) would result in increased protection of Kenyan Migrant Workers. (IOM, 2019)

1.1.1 Human rights as an aspect of migration governance

Human Rights are freedoms accorded to people as a fact of being human beings. They range from freedom to life and liberty to freedom from slavery and torture; rights to education, work, security and medical care. These rights are embedded in the various laws, both national and international. The foundations are in the charter of United Nations and the Universal Declaration of Human Rights (UDHR) adopted by the General Assembly (GA) since 1945.

Migration governance is inevitable in a world that is globalizing at a high rate, in order to achieve safe, orderly and regular migration. Identification of Human Rights challenges would allow enhancing the various goals that concerns migrant worker rights as one of the aims of the Global Compact on Migration (GCM). Other aims include ethical recruitment, consular protection, empowering migrants as well as the elimination of all forms of discrimination (IOM, 2019). Mobility of people have to be managed in order to arrive at frameworks that effectively and humanly protect and promote the rights of all migrants (Betts , 2011). The 2030 Vision envisages labour diversity and decent work as a way towards achievement of the SDGs; however, the challenges being experienced by

migrant workers tend to curtail the vision (UNDP, 2019). Therefore, the focus on Human Right challenges becomes an important area of study.

The Kenya National Commission on Human Rights (KNCHR) is an independent National Human Right Institution (NHRI) established under Article 59 of the Kenya 2010 Constitution and the KNCHR Act, 2011. The Commission's aim is to ensure promotion and protection of human rights in Kenya. It's establishment and its operations are guided by the Paris Principle of Human Rights as well as relevant laws in Kenya (KNCHR, 2019).

1.1.2 Migrant workers

Globally, migrant workers are people moving across international borders in search of employment opportunities (IOM, 2019; RAD, 2015). The International Convention on the Protection of the Rights of Migrant Workers and Members of their Families in Article 1 defines migrant worker as "a person who is to be engaged or has been engaged in a remunerated activity in a state of which he or she is not a national." Globally, unemployment rates are rising and are one of the main causes for migrant workers. The numbers indicate that approximately 172 million people are unemployed worldwide (ILO, 2019)

Internationally, the ILO has clearly defined their main goal as promoting the decent work agenda in line with UN SDG number eight that aims to achieve decent work and economic growth for all by 2030. The ILO defines decent work as productive work under conditions of freedom, equity and dignity in which rights are protected and adequate remuneration and social coverage are provided (ILO, 2019).

According to ILO (2019) decent work touches on almost all SDGs. ILO's main activities include to promote decent employment opportunities, enhance social protection, strengthen social dialogue and guarantee fundamental principles and rights at work. With its main function as adviser to the governments and labour standards, ILO is a tripartite organization of trade unions, governments and companies. ILO member states agreed to respect, promote and realize core labour standards whether or not they have ratified the relevant Conventions (Cholewinski et al EDs, 2007).

Migrant worker rights are clearly stipulated in international migration laws under the international legal frameworks for the protection of migrant workers. The ILO legislative arm, the International Labour Conference, has adopted two legally binding instruments that relate specifically to migrant workers. Convention No. 97 of 1949 (C97) titled Migration for Employment and Convention No. 143 of 1975 (C143) titled Migrant Workers. (Cholewinski et al EDs, 2007).

1.1.3 Human rights challenges of migrant workers

Existing literature shows that migrant workers in the Gulf region have been experiencing a myriad of challenges. Most of these challenges arise from disagreements with employers and not being able to access justice (Mueni , 2016).The gap is in the identification and coordination. It is within the mandate of the KNCHR to ensure that the migrant worker rights and entitlements are achieved without discrimination as per the international law (KNCHR, 2019). When there is coordination of all the service providers the abusers can be made answerable and held accountable which with time would translate to decent work. The Kenya government put a ban on workers proceeding to the Gulf region in 2014 after there were outcries of abuse and exploitation all over the media.

The agents went to the Human Rights court which made a ruling to lift the ban that it was a human rights violation to deny people to work outside the country (KNCHR, 2019). In 2017 the ban was lifted and the recruitment agencies and the employers were instructed to conclude clear employee-employer contracts. However, researchers have noted with concern that the agreements are not strictly adhered to and some scrupulous agents still change the contracts without the knowledge of the employee (Keenan & Rugene, 2019).

Despite the pre-departure trainings being undertaken in Nairobi at the Center for Domestic Training and Development (CDTD) where 400 girls graduate monthly one of the recommendations after the ban, working in the Gulf region remains a discourse where there is no way forward on how to protect the workers or knowledge on how those experiencing violations can raise alarm (Keenan & Rugene, 2019).

1.1.4 Gulf region context

Gulf is both a colloquial phrase indicating countries situated in the Persian Gulf region and being members of the Gulf Cooperation Council (GCC). These countries include Bahrain, Kuwait, Oman, Qatar, the United Arab Emirates (UAE) and Saudi Arabia. These countries have been experiencing improved economies as a result of oil and gas reserves and have been attracting migrants workers at an increasing rate both from the Asian as well as African countries mainly in the low skilled sectors of the economy (Yalcin, 2015).

Migrant worker Human Right violations are continuously reported due to its nature of laws as migrants are employed under the Kafala system of employee-sponsor relationship (Roper & Barria , 2014). Migrants from Indonesia and the Philippines who are exported,

to this region reveals that the Gulf region exploitation and violations is rampant. Despite their governments having bargained work environments, enumerations and earnings with increasing remittances and contributing to the national budget, Overseas Filipino Workers still face abuse. In 2018, 1000 Filipinos had to be repatriated by their government after facing abuse in the UAE (Efe Epa, 2018).

1.2 The research problem

Globally, approximately 3.5% of world population is international migrants, a share which indicates an upward trend (UN DESA, 2019). This therefore implies that migrant workers will continue to move irrespective of the increasing reports in the media of Human Right violations experiences in the Gulf countries. Even if Human Rights for migrant workers are clearly embedded in the international laws, the Gulf region is manifested as being low in accepting the legal standards developed by the international community to protect migrant workers (Cholewinski et al EDs, 2007).

Kenyan migrant workers to the Gulf region seek employment irrespective of their education levels and qualifications as a result of unemployment rates in Kenya. The sectors that mostly absorbs these workers include oil, gas industry, agriculture, transportation, hospitality, construction and domestic work. These sectors are categorized as low skilled and are sectors with a very high risk of exploitation therefore these workers remain highly vulnerable to Human Right Violations. The study is interrogating what are the Human Right challenges of returning Kenyan migrant workers in the Gulf region?

The Migration Policy Institute (2015) indicate increasing unemployment rates and therefore increased mobility rates in search of employment beyond borders. Globalization

has made it easier for the world to be connected making it even much easier for people to connect with the world in search of employment beyond borders quite easily. How then can these migrant workers be managed to be able to attain ILO decent work agenda coupled with Global Compact for Migration (GCM) mandate of safe, orderly and regular migration and SDG number 8. The main research question being addressed in this study is what Human Right challenges do returning Kenyan migrant workers face in the Gulf region?

1.3 Research questions and objectives

1.3.1 Research questions

In order to achieve the objectives, the study will address the following research questions:

1. What are the causes of Human Right challenges of returning Kenyan migrant workers in the Gulf region?
2. What are the effects of Human Rights challenges of the returning Kenyan migrant workers in the Gulf region?
3. What are viable interventions to address the challenges that can enhance Human Rights for the Kenyan migrant workers returning from the Gulf region?

1.3.2. Research objectives

1. To establish the Human Rights challenges among returning Kenyan migrant workers from the Gulf region.
2. To evaluate the causes of Human Rights challenges for the returning Kenyan migrant workers from the Gulf region.
3. To assess the effect of Human Rights challenges on the lives of returning Kenyan migrant workers in the Gulf region.

4. To evaluate the viable interventions to address the challenges that can enhance Human Rights of the returning Kenyan migrant workers in the Gulf region.

1.4 Significance of the study

Human right is universal and for migrant workers, it is paramount social choice for human dignity to be availed. This study illuminates the Human Rights challenges as reported by Kenyan migrant workers returning from the Gulf region. Why I chose returning workers is because they can clearly narrate their violations vividly. The Gulf region because Kenyans migrant workers are moving more in the region to work more than other parts of the world and also increasing media reports on Human Rights violations from the region The findings will provide possible solutions to guide future prospective migrants, contributes to proper practice of service provision and helps inform future policy.

We expect cases of migrant workers whose rights have been violated to be handled on the grounds of Human Rights and the abusers to be held accountable for their actions. Despite information on exploitation and violations of migrant workers in the Gulf region being known and being aired all over in the media; no documented legal redress of any case has been handled and the abusers made accountable. Successful redress of migrant worker right violations would be a gateway to decent work, as well as safe, regular and orderly global migration. This can be achieved through Human Rights services accessibility, awareness creation and by understanding the current conditions under which they work, the challenges they face and the ways in which they are able to communicate. Being able to establish the human rights challenges for migrant workers would result in better cooperation between states and more productive worker resulting in

success towards the achievement of SDG number eight and the Vision 2030 since countries will work harmoniously. The study aims to contribute towards proper migration practice, theory formulation and policy making.

CHAPTER TWO: LITERATURE REVIEW

2.1 Introduction

This chapter presents literature from other writers related to the research title and it is structured according to the objectives of this study. It presents theoretical reviews, explains conceptual relationships and highlights the gaps inherent in the various studies and reports that have already been done.

2.1 Theoretical literature review

2.1.1 Ravenstein's Theory of Migration (RTM)

Developed by Earnest George Ravenstein (1885-1889) the theory is based on individual rational choice to be influencing mobility from one place to another. Based on the repelling and attracting factors of migration. In this study, the theory helps understanding social constructs to labour migration and conceptual challenges in the Gulf region. The migrant workers make rational choices but are faced with some repelling factors when they face human rights violations in the countries they are working in (Koser , 2016).

2.1.2 Interest Theory of Human Rights

This theory argues that the principal function of Human Rights is to protect and promote certain essential human interests of social choices and minimum requirements for a life of dignity. In other words, human rights are within the nature of humanity. Relevant to this study the theory explains that migrant workers need protection too as human rights for universality and human dignity (Fagan , 2009).

2.2 Thematic areas of study

This section reviews various studies that relate to the various sectoral areas of the study as well as identifying the inherent gaps. The general aim is to examine the Human Right challenges for migrant workers.

2.2.1 Causes of human right challenges for the migrant worker in the Gulf region

Migrant workers in the Gulf are founded in the Kafala system where an employer assumes responsibility for a hired migrant worker and must grant explicit permission before the worker can enter any Gulf country, transfer employment or leave the country, their sponsors must provide them with an exit visa (Jureidini & Fares, 2020) The Kafala system is blamed to be the cause for exploitation of migrant workers in the Gulf region (Mehdi & Rajan Eds, 2018)

The Kafala system is the legal basis for residency and employment. The structure is based on a sponsor-employee relationship which means that before placement for work there has to be a sponsor available. This is where the recruitment agents switch workers as they wish without considering their wish and in most cases, they do not disclose the entire expectations on the other side therefore creating avenues for conflict between worker and sponsor. Like other migrant workers in the Gulf region, Kenyans often face contract substitution either at origin or destination where agents provide false contracts information and lure prospective applicants to accept the employment offers. This results in problems and disagreements between employers and workers and results to some running away or being abused and killed. It is evident that contracts are drawn as protocol but not complied with by both the agents and sponsors (Roper & Barria , 2014).

The workers, due to desperation and need for work, do not insist to understand the contracts or how they can get help in case of disagreeing with the sponsor. Many migrants have faced the confiscations of their passports besides being prevented from leaving their places of work unaccompanied. In addition, domestic workers have complained of working for long hours without compensation. Employers powering over their employee is heightened by the enactment of many additional laws for instance the law on absconding in Kuwait. When the worker disappears from work the permit is cancelled and directives are issued for detention and deportation. Foreign domestic workers in Kuwait face numerous problems that range from nonpayment of wages, sexual and physical assault, psychological abuse and excessive long working hours. In other scenarios where the workers are lucky instead of running away they reach an agreement with the sponsor to reimburse the money and they are given back their documents and look for another job (Barber , 2019).

Many men and women from South Asia, South East Asia and Sub-Saharan Africa continue to migrate to the middle East and North Africa (MENA) region for employment in the construction, manufacturing and agricultural sectors, in food services and the retail trade as well as in private homes as domestic workers, gardeners, drivers and nannies. These roles, generally considered unappealing by the local population, contribute to the transmission of billions of dollars in remittances to Labour-sending countries (Mueni , 2016).

Mueni (2016) states that, the number of migrant workers from Africa specifically Ghana, Kenya, Nigeria and Uganda to the Gulf region have been on the increase. This is largely perceived but least statistically captured. The growing precarious status of Kenyan

migrants concentrated in seven unskilled sectors, poses serious migration governance issues and limits the governments capability to develop protection measures to address migrant's worker's problems.

2.2.2 Effects of human right challenges on the lives of Kenyan migrant workers in the Gulf region

Studies reveal that living isolated in a house with limited mobility and no community exposes these migrants to abuse. Afraid of losing their work, these workers can endure a lot before they run away, while others are killed and forgotten (Keenan & Rugene, 2019) Salient experiences and strains among migrants include prolonged separation from family, a sense of voice lessness, invisibility, loss of social status, limited opportunities and lack of rights. Shifts in gender roles depending on who is working, variations in family expectations when the money is not forthcoming as expected during departure, changes in self-perception and long working hours may be further effects (Roper & Barria , 2014)

Work that is available in the Gulf region can generally be seen as low skilled employment. Gulf states nationals shun jobs that are considered dirty, difficult and dangerous which are quickly filled by migrant workers. This is the work that also makes the workers vulnerable because they are denied rightful entitlements and worker rights and protection. These workers also lack the capacity to secure or demand for their rights. Vulnerability is an outcome of precarious employment that is based on inadequate Labour laws which fail to protect susceptible groups. The work includes drivers, gardeners, housemaids, electricians, plumbers, mechanics, salesmen, refrigeration technicians, salonists, accountants, cooks, waiters and managers (IOM, 2017).

These are unregulated and informal work sectors where migrant workers are not protected by the laws of the land in their destinations. It is even much worse since these jobs are often in the private spheres in people's homes who are the sponsors and have control over the worker. In case of abuse it will be privately hidden from the public eye. Most of these workers do not leave their work areas, working many hours and deprivation of food also is the order of the day. Studies show that the Gulf region has been notorious for physical and sexual abuse and documents withholding (Mueni , 2016). The precarious situations are increased by the fact that these sectors have no professional considerations and the working conditions are unstandardized. The workers take work that is provided by employer with non-professional qualifications (HRW, 2019).

2.2.3 Interventions for enhancing access to Human Rights for migrant workers

Migrant workers are often unaware of any legal provisions or how they can access labour courts or file criminal complaints against their employer or what their basic rights are. This makes their experiences risky and susceptible to any kind of abuse (Solheim & Zaid et al, 2016). Those that flee abusive work areas are either caught or some end up in the embassies where there are no official emergency centres or holding facilities, they are normally sheltered in the government houses which have limited space. The situation is worse for those workers who sought employment through the agents. When they contact their agents they face harsher treatments since the agents are supporting the abusive employers. Consequently, abused workers avoid going to report to the police since this would attract additional persecution (Begum, 2016).

The restrictive legal frameworks in the Gulf states limit the options that migrant workers have when faced with challenges. Those who ran away do not get any redress and are

detained and taken back to the employer or jailed. Most Kenyans who flee to the Kenyan embassy in Riyadh where the law of the land is observed. They are taken to the deportation centres awaiting facilitation by the embassy. According to the law of the region even once in the deportation centre one is still a dependent of the former employer to provide an air ticket, exit permit and their passports and when the employer denies on the strengths of the claims then the process is longer (Mueni , 2016).

The KNCHR (2019) observed some reforms of the working environment in the Gulf states. The UAE had a draft law on domestic work since 2012 but only passed it in 2017 after Kuwait published its own law. The royal decree gives household workers a regular weekly day off, daily rest of at least 12 hours, access to mobile phone, 30 days paid annual leave and the right to retain personal documents and passports. The UAE has also become the first Gulf country to allow inspectors access to a household after securing a warrant from the prosecutor. This process would be triggered by a workers call to complain about the employer. However, a lot is left to be desired since it is unclear how practical this is and whether the migrants themselves are aware of this option before their departure.

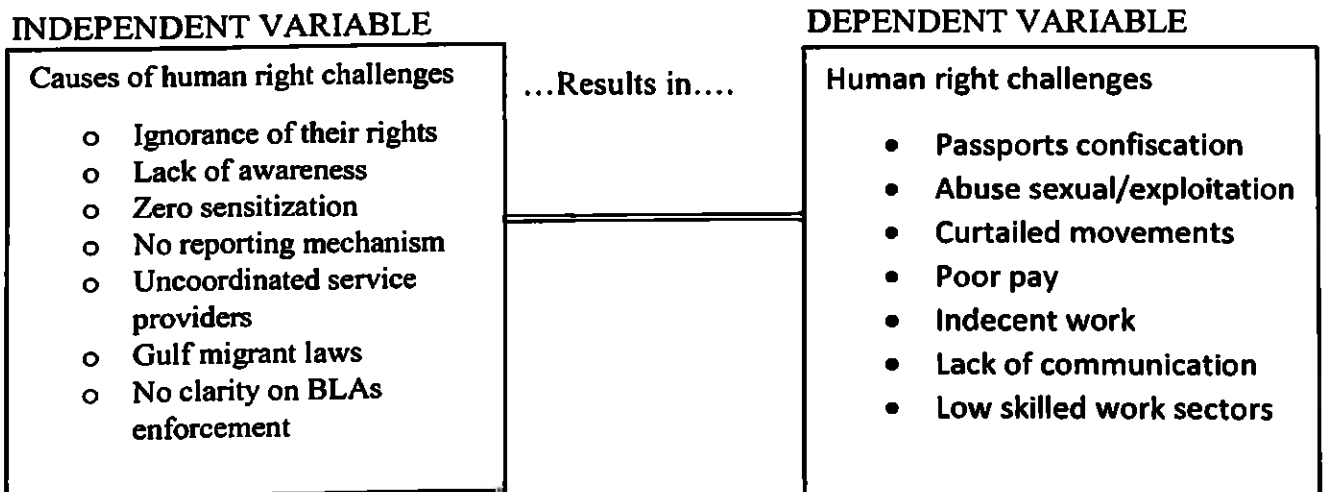
The Government of Kenya has the mandate to protect the welfare of its citizens both within and beyond her borders, yet various studies acknowledged that the knowledge of migrant worker rights is lacking among the key stakeholders that includes the workers themselves, employers, law enforcers, labour inspectors and the judiciary (Migiro , 2015).

The KNCHR (2019) mandate is justice for migrant workers, improving access and creating awareness of their rights as workers. Coordination of all the actors would results

in achievement of protection for the workers and reduction of abuse and exploitation. There would be efficient and effective dispute resolution, compensation mechanisms and imposing meaningful penalties on employers for violating migrant worker rights.

2.3 Conceptual framework

The relationship between the independent variable and dependent variable is that when one changes or is improved other aspect changes too. The human right challenges that migrant workers face when they are not aware of seeking human right services have result in challenges for the migrant workers and make them vulnerable.



2.3 EMPIRICAL REVIEW

(Sensitizing workers on human rights results to decent work)

Source: Author’s own work based on the literature review

CHAPTER THREE: RESEARCH METHODOLOGY AND INSTRUMENTS

3.1 Introduction

This study is investigating the Human Rights challenges faced by migrant workers in the Gulf region. The data that was collected in order to answer the question was from Human Rights Reports between 2011 and 2019 and an interview schedule of the key informant as well as seven interviews with returning Kenyan migrant workers from the Gulf region. Secondary data from immigration records for the month of January and February 2020 is also used.

3.2 Research design

I employed descriptive methods since they were efficient, effective and yielded maximum information. Less effort was used because the migrants were available and there were no communication barriers and they easily responded and expressed their experiences freely as the semi-structured interviews were personal. Also only few appointments and follow up telephone calls for reminder of an email and clarifications since the respondents were cooperative. The secondary information was also easily available since the immigration travel documents are filed monthly. When the passengers arrive on paper passports they are surrendered at the immigration desks on arrival and later on filed. The aim of the study was to identify the human right challenges of migrant worker rights in the Gulf region.

3.2.1 Data collection

3.2.1.1 Primary data from the migrant workers

Data was collected through the use of semi-structured interviews and questionnaires as the researcher I personally administered the interviews and wrote the responses in the questionnaires. Seven migrant workers were interviewed who were two males and five females. The male were skilled migrant workers who arrived separately, one from Bahrain who is a financial analyst working with an international company and has been based in Bahrain for the last six months as a result of a posting. The second male worker is an aeronautical engineer working with an airline company in Dubai for the last four years having sought the employment himself. The other five were female migrant workers who sought employment through the agents. Four were domestic workers from Saudi Arabia and one was working in a hotel in Kuwait.

3.2.1.2 Secondary data from migration reports

The data collected were for January and February 2020 reports of returning Kenyans on travel documents. In January a total of 211 travel documents had been used by Kenyans arriving from all over the world. In February a total of 227 travel documents were used. Focus of the study is from the gulf region therefore I had to check the documents used from these regions.

3.2.1.3 Primary data from KNCHR

The KNCHR data collection was done through a questionnaire interview schedule that was emailed to the key stakeholder informant who answered the questions and emailed back the answered questionnaires as shown in appendix III

3.2.1.4 Secondary data from KNCHR

KNCHR Secondary data was availed when a compilation was given of the Human Right services provided in the period from 2011 to 2019.

3.2.2 Data collection procedures

Kenya Institute on Migration, Nairobi University issued an introduction letter to the immigration and KNCHR offices before I headed to collect data. Privacy considerations were incorporated as well as consent were sought before embarking on the interviews.

3.2.3 Materials used to gather data

Writing materials used included pens and pencils, questionnaires and a note book for additional information. For reporting and writing a computer and for communication and follow ups on emails a telephone was used.

3.2.4 Data analysis

Both primary and secondary data were qualitative and quantitative and analysis was done through content analysis, description and wording method where summaries were deduced from the evidence of usage of paper passports which are the Emergency Travel Documents (ETDs) as a result of abuses and passport confiscations as Human Right violations. Narrative analysis was used since the personal interviews conducted on the migrants did reveal the human right challenges experienced by the various migrants.

Kothari and Garg (2014) argue content analysis involves analyzing the contents of documentary materials such as books, magazines, newspapers and verbal materials that are either spoken or written. All these definitions point to building meanings from written

and spoken data and drawing inferences. In this study I had to analyse the ETDs usage and the interviews responses were sufficient.

Descriptive statistics was also used on the immigration reports for secondary data gathered the numbers indicated continuous usage of ETDs as a result of the frequencies of appearance in numbers from gulf countries compared to other countries.

3.3 Steps undertaken for the research design

Actions taken towards information gathering involved getting to know the time for flights from the gulf so that I do not miss the target migrants. Organizing for the airport entry pass, ensuring consent from the migrant and taking shortest time with one migrant to avoid delaying their journeys

As the researcher I am well skilled in the area of study and information gathering was very swift and professional. Being skilled to know those using the ETDs instead of the booklet as the target migrants it was easy to spot them and I embarked to find out why they are using the ETDs. The time was limited due to the challenges of lockdown as a result of Corona pandemic. For secondary information the data from the reports was easily available without difficulty and conclusions arrived at simply.

3.4 Sample size and target population

I employed deliberate purposive sampling of the migrants to interview. To spot my target migrants I went to those using ETDs. Due to the events around the world I managed seven returning Kenyan migrant workers instead of the initial sample size of 30 migrant workers. The immigration reports of two months were manageable and would basically be representative because going through each ETD to know the country the passenger

was arriving from I could not take many months otherwise it would have been cumbersome. From the Kenya National Commission for Human Rights only one key informant was needed since migration and Human Rights is a section within the Human Rights offices and the head of the section was better placed to give all the required information. Which the reports and interview schedule were satisfactorily responded to.

3. 5 Ethical considerations

Autonomy was created when I disclosed information to the participant to the level of their understanding so that they chose to engage in the research voluntarily. Therefore, informed consent was achieved and the interviewee accepted without coercion. As a researcher I arrived at non maleficence principle by ensuring that no harm both socially, psychologically, financially or mentally was caused to any party as a result of the research. Time was utilized wisely to enable migrants to proceed with their journeys.

As a researcher I employed justice principle as well by ensuring the target migrants had an equal chance to be interviewed with similar procedures and questions asked. Veracity principle was observed as the shortest time possible was adhered to as earlier promised to the participant. Privacy of the participant was observed when no personal details were asked as well as allowing the participant to disclose as much information at will.

CHAPTER FOUR: DATA ANALYSIS RESULTS AND DISCUSSIONS

4.1 Introduction

This chapter presents analysis of data collected from interview and from relevant literature materials coupled with the results and discussion of findings. The objective of the study was to identify the Human Right challenges for returning Kenyan migrant workers from the Gulf region. The focus was to look at the causes, effects and interventions.

4.2 Data analysis and presentations

Kedar and Shewale (2015) highlighted two types of content analysis, conceptual and relational. In conceptual it involves establishing the frequency of concepts in data and in this study frequency in terms of numbers was used to compare how ETDs have been used more by persons originating from the Gulf region as compared to those from other parts of the world which showed less frequency. Relational aim was to do a comparison of the relationship why more ETDs from one region yet the returning Kenyan migrants originate from all over the world.

4.2.1 Analysis of data from returning Kenyan migrant worker's interviews

Descriptive methods were used from summaries of the migrant's narrative experiences in the Gulf region. All the seven interviewed did not have any idea on human right services and had no idea what they can do in cases of violations. The migrants deduce lack of awareness of human right knowledge. They were not sensitized during the migration process as well as inaccessibility of any form of justice. The Kafala migrant laws of the Gulf region exposed the five migrants working in the unskilled sectors. The one lady who

was working in the hotel in Kuwait worked many hours and experienced abuses therefore running away from the place she working. As part of Kuwait laws they reported her to the police since she did not have document she was jailed for being on the streets without documents. After jail the deportation procedures followed and eventually she was given a document from the Kenyan embassy that allowed her to come back to Kenya. This answered the first objective of evaluation of the causes of Human Right challenges. The other four ladies who coincidentally came from Saudi Arabia had all fled their employers due to increased workloads and abuses. Two of them whom even had experienced sexual abuse from the male members of the homes they were working from.

4.2.2 Effects of human rights challenges

The immigration reports indicated continued usage of ETDs by the Kenyans migrant workers returning from the gulf region as the numbers shown. This is an indication of continued passports confiscations and answers the other objective of effects of Human Right challenges. Most of these migrants return without the income they went to seek in the Gulf region. This was evidenced by the interviewed returnees who revealed they did not get their payments as well as losing their passports but were happy to be home safely. These results altogether to migrants who are stressed and depressed to the point of not being interested for redress of the violations they have been through.

4.2.3 Interventions to challenges of human right challenges

KNCHR interviews revealed lack of provisions of human right services to the returning Kenyan migrant workers in the Gulf region. Even if their rights have been violated and have undergone violations these migrants do not seek the human right services. These responds to the objective that aimed to establish human right challenges and the gap

indicated at the beginning of the research that human right services are not provided since they are never sought. The returning Kenyan migrant workers are not sensitized on human rights services. The KNCHR secondary data supported the research even further after descriptive statistical analysis showed that KNCHR offers other various services but none from the returning Kenyan migrant workers.

4.2 Research findings

Returning Kenyan migrant worker's narrative analysis indicated human rights violations as evidenced by their experiences in the Gulf region. From the returning Kenyan migrants, they indicated not being aware of the Human Right services, they were not informed at any stage during the processes in their journey. The channel they were using to raise their concerns were the agents which if one is lucky they listen but most of the agents do side with the sponsors and in most cases when one tries to call them there are no responses or the phone numbers have been changed.

Five out of seven migrants interviewed indicated that their passports had been confiscated by their supposed sponsors after they disagreed and ran away from their employers. Immigration reports indicated continued usage of ETDs by returning Kenyan migrant workers arriving from the Gulf region. In January, a total of 210 travel documents were used of which more than half were from those Kenyans arriving from the Gulf countries. February had a total of 225 travel documents and similarly more than half were used by Kenyans arriving from the Gulf region.

Table 4.1: Share of Kenyans using Travel Document from the Gulf with other parts of the world

ARRIVING FROM	JANUARY 210 TDs USED	FEBRUARY 225 TDs USED
Gulf countries	83%	79%
Others	17%	21%

Source: Immigration monthly reports of used ETDs

It was found out that Kenya National Commission for Human Rights handles more cases that happen in Kenya both for the locals and the foreigners in Kenya. Returning Kenyan migrant workers do not normally seek Human Right services or report their experiences. The KNCHR reports of 2011 to 2019 revealed a total of 26 cases were handled. None of the cases were for Kenyan migrant workers from the Gulf, 22 cases were for local Kenyans and 4 were for foreigners whose rights have been violated here in Kenya. The only migrant related cases they have handled are when calls come concerning stranded distressed migrants who need to be brought back to Kenya and they forward such calls to the Ministry of Foreign Affairs.

4.3 Problems with the findings in line with the area of study

The returning migrant workers interview questions aimed to find out which country they were arriving from and working experiences. The aim was to indicate that depending on which country and the nature of work determines experiences of Human Right violations. The two male workers who were skilled migrant workers used ETDs because one lost the passport and the other one his passport was mutilated. Whereas, the five female workers who were unskilled workers had their passports withdrawn by their sponsors, this is in

accordance with the objectives of the study and the information was responded in questionnaire questions that aimed to find out the sector they were working in, what happened to their passports and whether they will be going back. Therefore, there were no major problems with the findings to show that there are Human Right challenges for migrant workers since it reflects as intended. The objective was to establish Human Right challenges for returning migrant workers from the Gulf region. It is clearly positively indicated in questionnaire question that asked if they experienced human right violations. Migrants do not get Human Right services because of the challenges of not seeking and not being aware of the services as causes for challenges. The respondents indicated they experience violations as reflected by the findings in the question whether they know their rights, where all the respondents indicated not being aware they have rights as migrants. Also the migrant themselves are not aware that they can seek redress for their rights after undergoing violations in the Gulf region. This was realized after the questionnaire question to attend their redress but the respondents did not want to bother on redress.

4.4 Summary of the most important findings

Human Right violations are still experienced in the Gulf region widely in the unskilled sectors. What was most important in the research is that there are efforts by the concerned agents as indicated by KNCHR in the response on cooperation towards service beyond borders. Both the National Employments Authority (NEA) and National Coordination Mechanism (NCM) collaborating with KNCHR which implies that human rights for migrant workers will eventually be accessible coupled with the recommendations from this research. Also the migrants themselves did indicate that the recruitment agents currently do agree to listen to complaints from an employee and change the sponsors but

the rate is very minimal which leaves a gap for further research. Coupled with the fact that the 2010 migration policy that was not enacted is under review as well as the Labour Migration Management Bill (LMMB) and the Bilateral Labour Agreements (BLAs) that are going on.

4.5 What the findings mean

The findings indicate that the problem of returning Kenyan migrant worker rights are universal but are not happening as reflected in the response from KNCHR stakeholder informant in questions on sectors and any violations experienced. From the interviews the migrants themselves answered question on awareness of rights when all the seven migrants indicated not being aware of any rights and how they can claim them. However, with the current Bilateral Agreements (BLAs) adequate enforcement procedures would lead to an achievement of the Human Rights through sensitization and awareness creation.

4.6 Conclusions drawn from the findings

I can deduce that there are Human Right challenges for returning Kenyan migrant workers answering the objective to establish Human Right challenges for returning Kenyan migrant workers. It is the duty of KNCHR mandate to enhance migrant worker rights and entitlement (KNCHR, 2019). KNCHR therefore has a duty to ensure they are achieved through sensitization and awareness creation since all the migrants did indicate not being aware as their response in the question on awareness. ILO goal is in line with SDG number 8 of decent work that includes freedoms of equity and dignity. ICPRMW stipulates clearly the migrant worker rights and are to be enforced by the relevant agents

and authorities who deal with migrant workers at all levels. They should ensure its implementation without fail through monitoring and evaluation and continuous reviews as the trends keep changing.

Government to exercise its supervisory mandate by use of its various arms by passionately considering the issues of migrant worker challenges without fail. Ensuring takeover responsibility of any party that necessitates migrant violations since the same government cannot accommodate all Kenyans in employment. Embracing Human Right based migration process services at all stages and involved parties in migrant worker preparedness.

4.6 Comparison with Theories

The study supports the social contrast theory where the migrants make choices where to go and work just to be in employment oblivious of the conceptual elements that surface once already working in the Gulf region. Even if the interest theory campaigns and advocates for dignity for every human being, in this study the theory is negated since their dignity is not upheld when they face and experience every form of abuse and violations. Question 4 sought to find out if the migrants decisions are freewill or are under some obligation to follow the instructions. The male respondents who were in skilled sectors did indicate going back since they are still in employment and had no reasons to quit yet even if they sought the jobs freely. The five female respondents who were in the unskilled sectors did indicate not going back at all even if they are jobless because of the experiences they went through.

4.7 Comparison with Empirical Studies

The results support other studies done on this area and the findings are part of the broader area of other findings as what has been reviewed is matching with the issues that appears on the ground. Human Rights Watch studies indicated the precarious situation of those in unskilled sectors that makes them vulnerable (HRW, 2019). The study did reveal that the unskilled sectors are the ones the migrants experience Human Right violations. Other studies did reveal that in the Gulf migrant laws that are based on Kafala system makes migrant violations to happen (Mehdi & Rajan Eds, 2018).

CHAPTER FIVE: CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter gives a summary of the key findings then draws conclusion and gives recommendations from the findings. It also gives limitations of the study and suggestions for further study.

5.2 Summary of the findings

The objectives of the study were to establish Human Rights challenges for the returning Kenyan migrant workers in the Gulf region, causes, effects and interventions. As per the analysis above it is evident that returning Kenyans migrant workers are not enjoying Human Right services simply due to lack of awareness and that there are no channels and ways of sensitization on the part of service providers. Lack of coordination of the concerned agents and ministries also contributes to lack of the provision of the human right services as evidenced by the KNCHR response for question 8.

The implications of these findings is very important because realization that the only major gap that leads to human right challenges is mainly lack of coordination among the service providers both private and government agents. Awareness creation and proper sensitization at every step of migrant worker movement and creation of a continuous communication channels with the migrant workers would result to the human right service provision and accessibility.

5.3 Conclusions

Findings show that returning Kenyan migrant workers in the Gulf region do experience human right violations that range from contract violations, abuses and exploitations,

document confiscations, discrimination and modern slavery where working hours are not definite. However, the same study revealed that returning Kenyan skilled migrant worker's experiences are quite different from their counterparts in the unskilled sector. The skilled migrants did not report cases of Human Right violations at their work places.

The study also found out that Human Right services are available and at their disposal but are not being enjoyed by the returning Kenyan migrant workers simply because they are not sought. The workers on the other hand never seek the service because first they are not aware of their rights as workers and also have not been sensitized on how or where they can seek the Human Right services in case they experience violations. Worth noting is the fact that these workers have not been made aware of where the services can be sought from in the Gulf region where they work. These therefore, leaves the Kenyan migrant workers vulnerable and at the mercies of their employers who are the sponsors

5.4 Recommendations

5.4.1 Joint interagency policy formulation

Adopting interagency consultations for policy formulation on migrant workers management. This is important, as a bottom up approach to address the problems associated with Kenyan migrant workers. The concerned agencies to participate in both diagnosis of the problem and help in designing possible viable solutions. This also allows for ownership through the participatory process by all.

5.4.2 Prompt implementation of policies

Enhancing the enforcement of the various proposed policies from all the parties that deal with Kenyan migrant workers. Most policies are very good and viable but the gap is on

the way it is enacted and made to yield expected result. This is possible through follow ups and continuous consultations of the designers of the policy to measure its success.

5.4.3 Migration practice with a Human right viewpoint

Inclusion of human right based approach in the migration governance laws, policies and administrative practices. Completion and enactment of the Kenya migration policy and ensure its effectiveness during application.

5.4.4 Sectoral specialization of policies

Sectoral approach on the Bilateral Labour Agreements and other migration related policies. This will reduce generalization therefore addressing specific challenges in specific areas. Different sectors can specialize on their own BLAs since skilled and unskilled sectors have different experiences as evidenced from the study. This can help address their specific issues directly.

5.4.5 Monitoring and Evaluation

Continuous monitoring and evaluation of policies dealing with the Kenyan migrant workers in the Gulf region; their work environments, nature of work and grievances can be very effective as it would act as a measure of Human Rights needs accessibility.

5.4.6 Open communication and coordination channels among agents

Checking the various communication channels laid down between the Kenyan migrant workers, government ministries, service providers like agents and their effectiveness. Actualizing feedbacks and adjustments as necessary to fit the current scenarios. This would be paramount to inform policy and advice the governments on how best to do the BLAs with many more other countries where Kenya exports workers. Kenya as a country

can professionally export labour and have an opportunity to maximize on revenue in terms of remittances at the same time provide Human Rights and other services to their citizenry beyond borders.

5.5 Scope and limitation of the study

The study was carried out in Jomo Kenyatta International Airport (JKIA), with the initial intention of one month for a wider scope with a target of thirty returning Kenyan migrant workers returning in the Gulf region. However, the study was done for a day and managed seven Kenyans return migrant workers due to the lockdown as a result of corona outbreak in the world. The data is backed however by secondary data from immigration records of migrants from the Gulf who enter without their passports but using ETDs that are issued at the embassy back in the country of exit to facilitate their deportation or return back to the country. Secondary data focuses on the two months of January and February 2020. If the initial intentions sufficed maybe the results would have been more concrete.

From the Kenya National Commission for Human Right (KNCHR) reports were received of the work done between 2011 and 2019 an interview schedule completed by the key informant coupled with follow up telephone calls for clarifications. The limitations were the pandemic outbreak that had to reduce the field time. And therefore significantly impacted the possibility to collect more primary data through personalized interviews instead of using email and the outcome may have been finer.

5.6 Suggestions for further study

Further research can be embarked on to see the effectiveness of the Bilateral Labour Agreements (BLAs) between Kenya and the Gulf countries. Also study on how the coordination of various parties especially the agents that export these workers and how a two-way communication is maintained between the agents and workers. As well as all those who are involved with migrant workers and how they are working together for the dignity of these workers.

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APPENDICES

Appendix I: Interview guide for KNCHR

Am ALICE NYAMBURA MBURU a postgraduate student at University of Nairobi undertaking migration studies. I request for your consent and time in undertaking this interview and appreciate your participation. Discretion is guaranteed since no personal details required. The study is on human right challenges for Kenya migrant workers in the gulf region.

1.ANALYSIS OF THE MIGRANT WORKER RIGHTS

- a) In your own words are the rights comprehensive?
 - b) Do you think the rights are attainable?
 - c) What is your take are the rights representative of Kenya scenario
2. As Human Right service providers what do you think are the main causes of the Human Rights challenges for migrant workers?
 3. In your own words what are the most viable interventions to curb Human Right challenges for Kenya migrant workers?
 4. Migrants are international workers who work outside Kenya borders and as human rights service providers how do you cooperate with human rights outside Kenya to be able to solve these challenges.
 5. We are in the digital era one of the main challenge of migrants has been the curtailed communication once out of the country. What measures has Human Right in place to ensure continued communication in order to be able to raise alarm in case the need arises?
 6. Is there a toll-free line accessible anywhere anytime by any caller?
 7. Some migrants return to Kenya while all their dues have been denied coupled with other violations how does Human right identify such migrants for them to access justice?
 8. Kenya currently has signed Bilateral Labour Agreements how promising could they be towards migrant rights. Emulating from the best practices in Indonesia and Philippines and yet their migrant workers still face violations in the Gulf despite these agreements

Appendix II: Interview guide response from KNCHR

Am ALICE NYAMBURA MBURU a postgraduate student at University of Nairobi undertaking migration studies. I request for your consent and time in undertaking this interview and appreciate your participation. Discretion is guaranteed since no personal details required. The study is on human right challenges for Kenya migrant workers in the gulf region.

1. ANALYSIS OF THE MIGRANT WORKER RIGHTS

a) In your own words are the rights comprehensive?

Yes. Human rights are comprehensive. This is evident in the Constitution of Kenya, regional and international human rights instruments too.

In Kenya migrants workers' rights are safeguarded by the Constitution and also the labour laws.

b) Do you think the rights are attainable?

Yes they are.

c) What is your take are the rights representative of Kenya scenario

The migrant workers' rights for the regular migrants are well secured in our Kenyan laws the Constitution, the Kenya labour laws and Kenya's citizenship and immigration act.

However, for irregular immigrant workers the enjoyment of their rights is limited by their lack of proper documents like visa, permits, identity etc. This is despite the constitutional human rights safeguards. Most cannot report violations to authorities.

Also lack of compliance with immigration laws results to offences that then affect the enjoyment of some rights.

2. As Human Right service providers what do you think are the main causes of the Human Rights challenges for migrant workers?

1. Failure to follow the migration and labour laws
2. Ignorance on the part of migrants about their rights and obligation.
3. Unemployment in the host Country which results to strained job opportunities and xenophobic tendencies.
4. Lack of adoption of a human rights based approach to migration management by most countries this means the laws fail to consider how to respond to human rights violations, awareness of migrant's rights and duties too.

5. Lack of credit services for migrant workers i.e. reporting mechanisms.
6. Uncoordinated delivery of communication to public and migrants by the ministries that are relevant to this such as ministry of foreign affairs, labour, social protection, immigration etc.

3. In your own words what are the most viable interventions to curb Human Right challenges for Kenya migrant workers?

1. Adopting inter agency consultation for policy development on migration management.
2. Enhancing the NCM mandate and those of national employment authority and counter trafficking in person advisory committee.
3. Lack of a human rights based approach in our migration governance laws, policies and administrative practices.
4. Lack of national policy on migration management in Kenya
5. Low input by CSO in this subject
6. Addressing migration as a security concern only hinders comprehensive approach to matters migration management and the other cross cutting issues.
7. Generalization of the bilateral agreements which lack an implementation matrix to ensure specific follow up.
8. Some countries like Kenya have refused to ratify key migration conventions.
9. Lack of political will by sending a d some receiving countries

4. Migrants are international workers who work outside Kenya borders and as human rights service providers how do you cooperate with human rights outside Kenya to be able to solve these challenges.

1. As KNCHR we work closely with national coordination mechanisms through them we interact with each and IGAD to influence the migration policies and laws to support human rights based approach to migration management.
2. Further KNCHR is an A status NHRI meaning other human rights commissions come to visit and study how we are working with government ministries and on migration.

3. KNCHR is a member of the NANHRI this also enables opportunity for learning exchange among the NHRIS in Africa. In this regard KNCHR contributed to dialogues and negotiation of the adopted compact on migration.
4. KNCHR a constitutional commission is mandated to ensure the promotion and protection of human Rights. Further we advise govt on human rights and thus us done in our membership in the counter trafficking in persons committee which supports the government to implement the act and report to us too and to the in committees on efforts taken to combat human trafficking which affects migrant workers too.
5. We are in the digital era one of the main challenge of migrants has been the curtailed communication once out of the country. What measures has Human Right in place to ensure continued communication in order to be able to raise alarm in case the need arises?
 1. Advocating for the NCM platform to be anchored in law.
 2. Sensitizing the duty bearers and on the need to adopt HRBA in migration MGMT.
 3. Supporting government to adopt the HRBA in the draft national migration policy
 4. Supporting the call for CTIP Secretariat to be well composed to carry out its mandate and the NEA too.
 5. Develop Ed duty bearers' handbook on migration a d human rights as we as curriculum on migration and human rights for KNCHR staff for sustainable training if KNCHR staff and partner organizations.
 6. Holding public outreach forums and disseminating IEC materials with reporting hotlines for human rights violations by migrants and the entire public.
6. Is there a toll free line accessible anywhere anytime by any caller?
 1. Yes 116 child gullible for children cases
 2. Sms no.22359 KNCHR human rights reporting channel and KNCHR website complaint reporting.
 3. The challenge is that we don't have uniform well known contact
 4. Note main challenge is the ministries like MFA, immigration and NEA have different numbers
7. Some migrants return to Kenya while all their dues have been denied coupled with other violations how does Human right identify such migrants for them to access justice?

The few reported cases we forward to MFA to deal. Often such cases are not reported to human rights but maybe the ministry of labour.

KNCHR receives cases of distressKenyans stuck abroad which we assist I. Consultation with MFA.

8.Kenya currently has signed Bilateral Labour Agreements how promising could they be towards migrant rights. Emulating from the best practices in Indonesia and Philippines and yet their migrant workers still face violations in the Gulf despite these agreements.

I have heard about the BLAs but I have never seen their content. They remain hidden and this is what promotes violations and lack of accountability for human rights violations.

Appendix III: Interview guide for migrant workers

I am ALICE NYAMBURA MBURU a postgraduate student at University of Nairobi undertaking migration studies. I request for your consent and time in undertaking this interview and appreciate your participation. Discretion is guaranteed since no personal details are required. The study is on human right challenges for Kenya migrant workers in the gulf region.

1. Which country were you working in?
2. What sector were you working at?
3. Why are you using emergency travel document? where is your passport? tick as necessary
 - a) was your passport withdrawn?
 - b) did it get lost?
 - c) was it misplaced?
 - d) is it expired?
4. Will you be going back?
 - a) If yes to the same employer?
 - b) if no why?
5. Did you face any or more of these human right violations while in your workplace? tick as appropriate.
 - i) contract violations
 - ii) abuse and exploitation
 - iii) violations
 - iv) discrimination
 - v) modern slavery
- 6) Did you know you have rights as a migrant worker?
These rights are

- i) Right to receive medical treatment in emergency cases**
 - ii) Right to life**
 - iii) Right to security of person**
 - iv) Right to communicate with one's family or lawyer upon detention**
 - v) Right to dignity and respectful treatment**
 - vi) Right to access justice through a due process of law before deportation or imprisonment**
 - vii) Right to humane treatment during detention Right to equality before the law**
 - viii) Freedom from torture, inhumane and degrading treatment and degrading treatment and slave-like practices**
 - ix) Right to non-discrimination**
 - x) Right to hold own documentation like passports and IDs**
 - xi) Right to apply for citizenship or asylum in accordance with the laws of Kenya.**
- 7. Now that you know your rights would you wish to seek redress and attain justice through KNCHR?**
- 8. Optional if you would want redress give your contact to the researcher**

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26/11/2020

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