

**FACTORS INFLUENCING THE ATTAINMENT OF DURABLE SOLUTIONS  
FOR REFUGEES; A CASE OF SOMALI REFUGEES LIVING IN EASTLEIGH,  
NAIROBI COUNTY, KENYA.**

**BY:**

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## **DEDICATION**

This work is dedicated to my mother Mrs. Carmelina Ntiringa for the efforts, guidance and support she put into my education: To my beloved husband Mr. David Mugambi Njoroge and son Master. Malik Njeru Mugambi without whose never-failing support and encouragement this report would not have been finished in half the time. I remain indebted to them

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## **ABBREVIATIONS AND ACRONYMS**

<b>ANOVA</b>	Analysis of Variance
<b>CVT</b>	Center for Victims of Torture
<b>DRA</b>	Department for Refugee Affairs
<b>FDGs</b>	Focus Group Discussions
<b>OCP</b>	Operations Continuity Plan
<b>OAU</b>	Organization of African Unity
<b>HRW</b>	Human Rights Watch
<b>HRIT</b>	Heightened Risk Identification Tool
<b>Ms</b>	Microsoft
<b>SPSS</b>	Statistical Package for Social Sciences
<b>UN</b>	United Nations
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>RI</b>	Refugees International



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## ABSTRACT

According to the 1951 Refugee convention, a refugee is a person who has a well founded fear of persecution for one or more of the following reasons; race, religion, nationality, member of a particular social group or is persecuted because of his political opinion. The person lives in exile and may try to seek international protection. Since 1951, UNHCR and implementing partners have tried to seek durable solutions—voluntary repatriation, local integration in the country of first asylum or resettlement to a third country—which are the options available for the permanent resolution of the ‘refugee cycle’.

A study targeting purposively sampled Somali refugees in Nairobi’s Eastleigh estate was undertaken to provide answers to the pertinent concerns of refugees and asylum seekers. The researcher used descriptive cross-sectional survey design in the study to collect data. Qualitative techniques; triangulation and objective analysis were the basis of data analysis using SPSS and Ms Excel.

The study expounded on the main factors influencing access to durable solutions of refugees in Kenya. The factors being; demographic factors, lack of adequate resources and push and pull factors. It was found that generally, the UNHCR and DRA are able to register 100% of the refugees and asylum seekers with over 90% being able to receive their mandate certificates. 49% of the refugees and asylum seekers have received some assistance towards attainment of durable solutions to their problems from the UNHCR and other refugee service institutions.

There is over 70% confidence that the UNHCR and partner implementers receive enough funds and other resources. However, over 43% of the respondents feel that these funds and resources do not impact significantly on the welfare of the refugees. The government encampment policy and the ‘forceful’ repatriation directive have yielded a lot of injustices and violation of human rights committed to the refugees by the security agencies executing them. These included rape, destruction of property and physical assault among others. The refugees do not want to live in the camps citing deplorable and unbearable living conditions.

## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background to the study**

Throughout history, people have been persecuted and forcibly displaced from their homes. In exile, they have sought shelter and relied on assistance and protection of other countries. In the 20<sup>th</sup> century, the problem of refugees and other uprooted people became the concern of the international community, which, for humanitarian reasons, began assuming responsibility for protecting them. These efforts led to the creation of the office of the United Nations High Commissioner for Refugees (UNHCR) and adoption of the office's statute in 1950. In 1951, the convention relating to status of refugees was adopted by the United Nations General Assembly. (UNHCR-Hand book 2011)

The 1951 Refugee Convention together with its subsequent 1967 protocol remains the cornerstone of the international legal framework to protect the world's refugees. (UNHCR-Hand book 2011) Asylum seekers and refugees living in exile spend years of their lives in confined areas. Yet the political failure to find durable solutions for refugees leads to precisely the kinds of protracted situations that degrade the displaced. Unable to return to their homeland, settle permanently in their country of first asylum or move to a third state, many refugees find themselves confined indefinitely to camps or holding areas, often in volatile border zones. Such restrictive conditions are a denial of rights under the 1951 UN Refugee Convention and a waste of human talent. Furthermore, the prevalence in prolonged refugee situations of idleness, aid-dependency, and a legacy of conflict and weak rule of law can induce fresh cycles of violence, threatening human security. With more than 6 million refugees stranded in a 'long-lasting and intractable state of limbo' at the end of 2004, it is imperative that the search for durable solutions be intensified. (UNHCR- The State of the World's Refugees 2012)

The refugee problem is a global problem and a global responsibility. There are some 11 million persons who fall under UNHCR's protection, assistance and solutions mandate as refugees. In 2010, 2.8 million refugees and internally displaced persons returned to their homes, many with UNHCR's assistance. Repatriation of refugees to Angola and Liberia was

completed, and continued for Togolese refugees in Ghana and Benin. As the peace process took hold in Southern Sudan, some 294,500 refugees and 1.7 million IDPs returned to that region of the country. UNHCR reached agreement with the governments of Burundi and Tanzania on a package of solutions for long-staying refugees in Tanzania. The ongoing repatriation of Afghan refugees from Pakistan and Iran allowed close to 375,000 persons to return home during the course of last year. Meanwhile, many refugees in Nepal – some of whom have been in the country for almost 20 years – finally have the “green light” for their resettlement, which began in earnest this year. More generally, close to 100,000 refugees globally benefited from the resettlement solution in 2007. To date there are 147 States parties to the 1951 Convention and/or its 1967 Protocol meaning they are all signatory to it and hence receive refugees and accord them international protection. ("Citizens of the World" - Statement by Erika Feller, Assistant High Commissioner)

UNHCR worked in situations of armed conflict more than ever before in its 60-year history. A majority of the 10.5 million refugees under its mandate fled from conflicts, more than half of them from Afghanistan, Iraq and Somalia. Since the start of 2011, UNHCR has responded to new outflows from Somalia, Côte d'Ivoire, Libya, Mali and Sudan, and it continued to respond to large numbers (two-thirds of all refugees) in long-term exile from protracted conflicts that offered few prospects of return. Further, UNHCR's expanded role with regard to IDPs since 2005 means its involvement in almost all complex emergencies. Some 27.5 million people were internally displaced by conflict in 2011, and many of them needed protection. However, UNHCR's presence in conflict areas is relatively recent, beginning in the Balkans in 1991-1995 and following in the former Zaire (Democratic Republic of the Congo), Afghanistan, Colombia and Iraq during the 1990s and 2000s. This increased involvement coincided with rising international humanitarian action in conflict zones as well as donor financial support, media attention and expectations of a swift humanitarian response. (UN High Commissioner for Refugees (UNHCR)-The State of the World's Refugees 2012)

Refugee operations in Kenya are governed under the domesticated Kenyan 2006 Refugee act, from the international instruments of 1951 UN and 1969 OAU conventions. The Kenyan Government has two designated camps namely; Kakuma in the North Eastern and Dadaab in

the North Western regions for refugees place of residence. As at March 2012 according to the UNHCR and DRA database, some 606,195 asylum seekers and refugees had been registered with UNHCR and the DRA with 53,218 specifically registered in Nairobi. Until the late 1980s and early 1990s, refugees in Kenya enjoyed 'full status' rights, which included "the right to reside in urban centers and move freely throughout the country, the right to obtain a work permit and access educational opportunities, and the right to apply for legal local integration" (Campbell, 2006: 399). This open door and hospitable attitude was mainly due to the relatively small number of refugees in Kenya at the time approximately 12,000 at the end of the 1980s.

The early 1990s saw a dramatic shift in Kenya's refugee and asylum policies to a more restrictive approach that centered on the containment and isolation of refugees residing in its territory, in part due to a shift in global ideologies that came about with the end of the Cold War. As Western countries lost an ideological incentive to resettle large numbers of refugees to their countries, much of the burden of hosting refugees rested on countries of first asylum. (Jennifer Hyndman and Bo Nylund, 1998).

The situation in Somalia has evolved dramatically since 2011 and this has had an impact on Kenya, which hosts large numbers of Somali refugees. (UNHCR country operations profile – Kenya 2013) Current hopes for stability to take root in Somalia have led to certain expectations of voluntary repatriation of Somali refugees. In the recent past, the security situation in the Dadaab area has become high-risk and dangerous, following a series of incidents, including the abduction of aid workers and fatal attacks on refugee leaders and Kenyan security forces. This led to more restrictive security measures that curtailed humanitarian access to the camps and obliged the Government of Kenya, UNHCR, partners and the refugee leadership to explore new ways to continue the delivery of assistance and protection.(UNHCR-Global Appeal 2013 Update)

As early as the late 1980's, the rapidly deteriorating political situation in Somalia spied trouble in the Horn of Africa. By 1991, the government had collapsed and hundreds of thousands of Somalis sought refuge from the conflict in neighboring countries, among them - Kenya. The scale of migration from Somalia was so large that the government of Kenya

sought new policies to manage the refugees. Closing down most of the refugee camps along the Somali border, the government moved most of the Somali refugees to Dadaab refugee camp. In this way, Kenya established its unofficial encampment policy that required all refugees to reside in the designated refugee camps. Nonetheless, Somali refugees moved to urban areas either through special UNHCR exceptions or by self-settling. In Nairobi, a majority of Somali refugees found residence in Eastleigh. Many of these urban refugees are often self-supporting and make significant contributions to the Kenyan society. (Abdiwahab, Abdi-Urban refugees reintegration: a case study of Nairobi's Eastleigh Somali refugees 2010)The number of refugees in Eastleigh continues to increase in spite of there being durable solutions to solve these issues which are local integration, voluntary repatriation and resettlement. Although the stated options are available, there are factors that have led to these solutions not being attained.

Over the last decade, Eastleigh has become the hub of refugee life and business in the capital. It comprises mainly Somalis, with a number of Ethiopians, Congolese, Burundians, Rwandans, Ugandans, and Eritreans also residing and working there (Campbell: 2005). Prior to the mass refugee influx of the 1990s, Eastleigh was home to a large number of Somali migrants. This served as a major 'pull' factor for Somali refugees when fleeing the conflict in Somalia (Campbell 2005). Somali refugees engage in a range of jobs, mainly in the informal economy as casual workers in shops, restaurants, hotels, and so on (Moret et al: 2006). However, for many Somali refugees in Eastleigh, gaining employment is a huge challenge, as it still remains illegal for refugees, Somali or other, to legally enter the formal job market in Kenya. This means that the jobs that they may have access to in Eastleigh are not always long-term, well paid, or beneficial to any sort of career progression. There are also a significant number of highly successful Somalis who own shopping malls, hotels, and large businesses. This group mainly comprise of earlier Somali migrants who arrived in Kenya long before the war and the refugee influx.

In Eastleigh, there are many men who live on their own who have left their families behind in the camps and are trying to earn an income. A few of the refugees are there for the purpose of gaining an education, and yet others have moved there in order to have a better chance of

resettlement. In all these instances, the stay in Nairobi is seen as a temporary one. One indicator of this is the fact that many of the Somali in Nairobi live in lodges instead of more permanent housing. (Cindy Horst- New issues in Refugee Research, April 2001) When someone wishes to go into town but has not yet a source of income, friends and acquaintances are likely to assist. Sometimes, those who have already gone to Nairobi provide money through which a friend in the camps can try the same. When starting a small business, goods may initially be provided on credit, to be paid back later. Even those living in the same lodge may assist in paying for somebody's lodging until a job has been found. But what are people's motives for moving away from the camps in the first place? There are a number of (perceived) advantages and disadvantages of urban life compared to that in the camps. One of the main advantages is that there are more jobs in Nairobi and wages are higher there. Money earned is sent to Dadaab each month, and has certainly contributed towards an improvement in the general conditions in the camps. In addition, resettlement opportunities are thought to be much better in town. People may decide to move to Nairobi to enable them to follow-up more easily on their case for asylum, or when relatives abroad have promised to send a sponsorship. Communication to relatives abroad is a lot easier from Nairobi. Another frequently cited advantage of living in Nairobi is the moderate climate. The conditions in Dadaab are harsh and unhealthy because of the heat and dust. In general, living conditions and the security situation in town are preferred to those in the camps.

There are also disadvantages to living in Nairobi. Although it is possible to earn an Income more easily, this is at the expense of being away from one's family. Besides, the cost of living in Nairobi is so much more expensive compared to that in the Camps. Also, despite resettlement opportunities being much better in Nairobi, this is not necessarily seen by all as positive. People see their friends and acquaintances leave Nairobi for the USA, Canada and elsewhere. This is likely to stimulate *buufis* (the extreme hope to go for resettlement), even in people who were not suffering from it before. (Cindy Horst- New issues in Refugee Research, April 2001) But the main disadvantage that almost everybody mentions is that the Kenyan police hassle refugees living in town. Whereas in Garissa the strictness of the police seems to make it impossible to reside there without a Kenyan ID, in Nairobi people do. These people live in constant fear of being caught, and even those with a Kenyan ID try to avoid



any confrontation with police or CID (Kenyan intelligence). This seems to be the main source of insecurity for refugees who live in Nairobi. (Cindy Horst- New issues in Refugee Research, April 2001)

## **1.2 Statement of the problem**

The end of the Cold War coincided with a rise in conflicts in the East African region that led to the number of people seeking asylum in countries such as Kenya to soar in the early 1990s. Somalis made up the bulk of the new arrivals in Kenya and by 1992 there will be approximately 400,000 Somali refugees in the country (Hyndman and Nylund, 1998).

With this sudden explosion in refugee numbers, the Kenyan government found itself overwhelmed, unprepared and unable to manage such a large population of refugees. It therefore handed over prime responsibility for managing the refugee crisis to UNHCR. With this handover, the Kenyan authorities retreated from refugee affairs (Campbell 2006; Horst 2006). Somali refugees arriving in Kenya at this time were recognized on a prima facie status.

As a result of diminishing international support for long staying refugee populations, local settlement began to be perceived by most African host governments as politically and economically infeasible. It was in this new geopolitical climate that the 'encampment policy' was conceived and implemented in Kenya, a policy that centers on the isolation and containment of refugees in 'designated areas' of the country. Basis, which gave them temporary asylum in the country. Unable to close its borders and deeming it impossible to locally settle nearly half a million refugees, the Kenyan government sought a way to contain the situation until the conflict was over and the refugees could be repatriated.

## **1.3 Purpose of the study**

The purpose of the study was to establish factors influencing the attainment of durable solutions for refugees; a case of Somali refugees living in Eastleigh, Nairobi County, Kenya.

#### **1.4 Objectives of the study**

The study was based on the following objectives:

1. To establish how demographic factors influences the attainment of durable solutions for refugees living in Eastleigh, Nairobi County.
2. To explore how availability of resources influences the provision of durable solutions for refugee living in Eastleigh, Nairobi County
3. To establish how push and pull factors had affected the attainment of durable solutions for refugees living in Eastleigh, Nairobi County.

#### **1.5 Research Questions**

This study was guided by the following questions:

1. How demographic factors have influenced the attainment of durable solutions for refugees living in Eastleigh, Nairobi County?
2. How does the lack of adequate resources influence the provision of durable solutions for refugee living in Eastleigh, Nairobi County?
3. How do push and pull factors affect the attainment of durable solutions for refugee's living in Eastleigh, Nairobi County?

#### **1.6 Significance of the study**

The significance of the study was to help raise awareness amongst UNHCR and other humanitarian actors, including other UN agencies, policy makers and planners on the main factors that influence the attainment of durable solutions for refugees.

#### **1.7 Delimitation of the study**

The study focused on refugees between the age of 19 and 35 years, who had registered with either the Government of Kenya or UNHCR and have lived in Kenya for at least one year. The study was carried out in Eastleigh which is a suburb of Nairobi, Kenya. It is located east

of the Central business district. Predominantly inhabited by Somali registered refugees as well as Asylum seekers, it has been described as “Little Mogadishu”, as well as “a country within a country with its own economy” on account of its robust business sector.

According to the UNHCR, there are 20,111 registered refugees and asylum-seekers of Somali origin in Nairobi, the great majority in Eastleigh. This figure does not include many thousands of unregistered refugees. Some estimates put the number of Somali refugees in Eastleigh at 60,000 (Lindley, 2007). UNHCR has continuously tried to reduce the number of vulnerable refugees living in Eastleigh by offering durable solutions, this being resettlement that entails taking refugees from a country where they have sought asylum to a third country that agrees to admit them and offer them the same protection as the nationals of that country, Voluntary repatriation that entails refugees returning to their Country of Origin in safety and dignity and local integration which is a legal process, whereby refugees attain a wider range of rights in the host state.

### **1.8 Limitations of the study**

The limitation of the study was based on the amount of time and financial costs required to comprehensively cover scope of the study. As a solution the researcher, with the assistance of refugee community leaders and volunteers in Eastleigh undertook data collection and held focus group discussions during morning hours of weekends. The assistants on the other hand facilitated in filling in of the questionnaires at agreed convenient time with households and individuals over a two week period. Use of community leaders and volunteers helped reduce on the costs of the study.

### **1.9 Assumptions of the study**

The study assumed that the respondents will be available to answer questions and that they answered them honestly. It also assumed that the respondents had a good understanding of the factors that affect attainment of durable solutions for refugees. Use of refugee community leaders and volunteers assisted in bridging of possible gaps with refugees targeted. With the assistance of the community leaders, targeted respondents were briefed on the objectives of the study which further assisted them to respond to study questions.

## **1.10 Definitions of Significant Terms**

### **Resettlement**

This is when a refugee flees from his country of origin to an asylum country and is then taken to a third country where he is accorded similar rights like those of that country's nationals.

### **Local integration**

This is when a refugee applies to be granted citizenship in the country of first asylum.

### **Voluntary repatriation**

This is the return of refugees back to their country of origin in safety and dignity.

### **Self reliance activities**

These are activities done purposely for income generating purposes.

### **Refugee**

A refugee is someone who has been forced to flee his or her country because of persecution, war, or violence and has a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership in a particular social group.

### **Asylum-seeker**

This is a person who flees their own country to seek sanctuary in another country and apply for asylum – the right to be recognized as a refugee and receive legal protection and material assistance.

### **1951 Refugee Convention**

This convention is an international instrument of refugee law that clearly spells out who a refugee is and the kind of legal protection, other assistance and social rights he or she should receive from the countries who have signed the document.

**1967 protocol**

The Convention was limited to protecting mainly European refugees in the aftermath of World War II, but another document, the 1967 Protocol, expanded the scope of the Convention as the problem of displacement spread around the world.

**Prima facie**

The term refers to refugees who fled in mass from their country of origin because of similar situations that they faced collectively.

**Encampment policy**

This is a directive from the government that ensures that all refugees are obliged to reside in a camp set up while awaiting a durable solution.

**Implementing partner**

Governmental, inter-governmental or non-governmental entities with which UNHCR enters into a sub-agreement to implement a project for UNHCR beneficiaries and which in principle bring additional resources of their own to meet needs which would otherwise have to be met by UNHCR.

**Refoulement**

Barring the expulsion or return of refugees in any manner whatsoever to the frontiers of territories where his life or freedom would be threatened on account of his race, religion, nationality, membership of a particular social group or political opinion.”

**1.11 Organization of the study**

The study is organized into 5 chapters. Chapter one provided a general background into the subject of study. The chapter focuses on the objectives of the study with specific questions being outlined. The objectives and questions developed provided a precursor to better understanding and articulation of the significance of the study. Chapter Two looked at available work and literature done on factors influencing refugees’ access to durable solutions by scholars who have studied the subject in other refugee contexts. The chapter also

provided a conceptual framework which outlined the relationship between the dependent and independent variables identified in the subject of study. In Chapter Three, the researcher presented the research design, target population, data collection instruments and methodologies that were used in the study. Chapter Four presented analysis and interpretation of the data collected from the field. Both Qualitative and Quantitative methods were used in the analysis of the collected data. Finally, the summary of the key findings from the study as per the set objectives and discussion of the findings and recommendations developed thereof, including suggestions for further research, are provided in Chapter Five.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

This chapter reviews available literature on factors influencing durable solutions for refugees and case scenarios from the global, regional and local contexts. The chapter also presents a conceptual framework reflecting the relationship between the identified dependent and independent variables. There are three solutions open to refugees: voluntary repatriation; UNHCR and implementing partners work with the country of origin and host countries to help refugees return home. Local integration of refugees in the host community allows recipients to live in dignity and peace or resettlement to a third country in situations where it is impossible for a person to go back home or remain in the host country. UNHCR and implementing partners work helps achieve one or other of these durable solutions for refugees around the world every year. But for several million refugees and a greater number of internally displaced people, these solutions are nowhere in sight.

#### **2.1.1 Resettlement**

Resettlement involves the selection and transfer of refugees from a state in which they have sought protection to a third State which has agreed to admit them, as refugees with permanent residence status. The status provided ensures protection against refoulement and provides the resettled refugee and his or her family or dependents access to rights similar to those enjoyed by nationals. Resettlement also carries with it the opportunity to eventually become a naturalized citizen of the resettlement country. (UNHCR- Resettlement Handbook 2012 ),

Resettlement under UNHCR auspices is an invaluable protection tool to meet the specific needs of refugees whose life, liberty, safety, health or fundamental human rights are at risk in the country in which they sought refuge. Emergency or urgent resettlement may be necessary to ensure the security of refugees who are threatened with refoulement to their country of origin or whose physical safety is seriously threatened in the country in which they have sought refuge. (UN General Assembly, Refugees and stateless persons, 3 December 1949),

Resettlement is also a durable solution for refugees, alongside the other durable solutions of voluntary repatriation and local integration. Resettlement can be a tangible expression of international solidarity and a responsibility sharing mechanism: it allows States to help share responsibility for refugee protection and mitigate the burden carried by the country of Asylum. (UNHCR Resettlement Handbook 2011)

While resettlement is not a right, refugees who have particular need of resettlement should have access to the process in a timely manner. Efficient and transparent identification of refugees for resettlement consideration is an essential element of all round refugee protection. Assessment involves data gathering from a variety of sources, followed by analysis. Sources of data include reports, registration or profiling documents, direct observations of UNHCR staff in the course of regular field visits, dialogue and interviews with refugees, systematic studies of the situation of specific sub-groups of the population, and information provided by government and non-governmental partners, visiting experts, and community representatives. The use of Heightened Risk Identification Tool (HRIT) and establishing effective internal and external referral systems will help to identify refugees who are vulnerable or at risk and in need of resettlement. (UNHCR Resettlement Handbook 2011)

All countries have a duty to provide protection to and ensure the safety of refugees on their territory and at their borders. UNHCR's responsibility is to intervene with the authorities of the country of refuge to ensure that such protection is provided. Only if all means of intervention have been exhausted (or at least evaluated), should resettlement based on individual protection needs be considered. While UNHCR has an obligation to protect refugees, including, where necessary, by promoting their resettlement, resettlement is not automatic. The decision to accept a refugee for resettlement remains with the resettlement country, not UNHCR. Resettlement is available to only a small number of refugees (80,000 places offered by resettlement countries yearly) and resettlement needs outpace available places. (UNHCR Resettlement Handbook 2011)

### **2.1.2 Local integration**

Local integration as a durable solution combines three dimensions. Firstly, it is a legal process, whereby refugees attain a wider range of rights in the host state. Secondly, it is an



economic process of establishing sustainable livelihoods and a standard of living comparable to the host community. Thirdly, it is a social and cultural process of adaptation and acceptance that enables the refugees to contribute to the social life of the host country and live without fear of discrimination. Crisp, J., (2004).

Using a narrow conception of local integration, it could be argued that the process becomes a durable solution only at the point when a refugee becomes a naturalized citizen of his or her asylum country. Ibid. (1997). The principle of local integration is firmly established in international refugee law. The 1951 UN Refugee Convention acknowledged the role of local integration, focusing on the importance of citizenship in achieving durable solutions. According to article 34 of the Convention, “the contracting states shall as far as possible facilitate the assimilation and naturalization of refugees. They shall in particular make every effort to expedite naturalization proceedings.”

In developing countries, local integration has been widely utilized, although not commensurately reported. In several countries across Africa and Asia, large populations of refugees have been successfully locally integrated, naturalized, or have been given the opportunity to achieve self-reliance as a prelude to full local integration. (Mgr. Eva Mrekajovatilburg Naturalization Of Stateless-Persons: Solution Of Statelessness 2012) It seems that local integration has not always been a high priority within UNHCR, however. In 1995, for example, the organization published a book entitled *The State of the World's Refugees: In Search of Solutions*, which remarkably failed to make any substantive or positive references to local integration. More recently, the potential of local integration has been emphasized by its increased significance within UNHCR policy. In 2005, the organization's Executive Committee reached conclusion No. 104 (LVI) on local integration. This conclusion highlighted the importance of local integration as a burden sharing activity and clarified “UNHCR's catalytic role in assisting and supporting countries receiving refugees and in mobilizing financial assistance and other forms of support, including development assistance from the international community.” It also outlined the need for the refugees to be prepared to adapt to their new community and promoted self-reliance as a strategy to facilitate local integration. (Alexandra Fielden-Local integration: an under-reported solution to protracted refugee situations, 2008)

### **2.1.3 Voluntary repatriation**

During the first half of this century, repatriation was not emphasized as an important durable solution for refugees. Until more recently, the displacement of refugees will be generally considered permanent (Rogge 1991, p. 10). Some early refugee theorists suggested that repatriation was unlikely to have an important role in the solution of refugee migrations, particularly those in Europe (Simpson 1939; Holborn 1975, p. 325). However in the post-colonial era, the frequency and magnitude of repatriations in Africa has defied the postulations of these early researchers. Since the early 1960s, repatriation has been emphasized as being the best solution for African refugees.

Many of the assumptions made regarding refugee repatriation are based on ideas that come from the immediate post-colonial era in African history. Following the resolution of anti-colonial conflicts and wars, many refugees who had fled during the conflict with the European power enthusiastically returned home to their new nations to resume their old lives. During this period, some refugee theorists and international policy makers assumed that because the majority of African refugees do voluntarily return home, that repatriation was somehow the 'natural' outcome to a refugee crisis (Rogge 1991, p. 7). Subsequent to these early repatriations, new conflicts have emerged in many African states that have little or no direct relation to the problems of the colonial era. These conflicts are rooted in the internal social, economic and political rivalries within and between African states (Bakwesegha 1995, p. 17).

In some cases, the refugees generated by these conflicts do not share the desire to return home that their predecessors did. Elsewhere in Africa, the more recent phenomenon has emerged of refugees returning home to areas still at conflict. These returns are often motivated by deteriorating conditions in the country of asylum, rather than a strong desire on the refugees' part to return home (Stein and Cuny 1995, p. 5). The increasing involvement of UN agencies and their partner NGOs in the management of complex disaster situations has also affected the repatriation process in Africa. New linkages are being made between returning refugees, the internally displaced and aid and development programs. Because of this, future repatriations will increasingly be undertaken with the financing and supervision of these external agencies.

The growth in the number and size of refugee populations in Africa, as well as the complexity of the situations that generate refugees, have posed problems for the advocates of repatriation. While there is a growing understanding that repatriation is often the best solution for refugees, it is by no means an easy undertaking. Repatriates undergo changes in lifestyle that can be as, or more, severe than those changes experienced when they first became refugees. There may be expectations about home areas that cannot be fulfilled in the short to medium-term. While political agreements may signal the official end of a conflict, the physical manifestations of these agreements, such as security or development aid, might not be available immediately for returnees.

The use of repatriation as a solution to refugee situations without the consent and/or understanding of the refugees themselves has become more common. In some cases, the entire concept of voluntary repatriation has been manipulated to achieve political agendas. When NGOs or the UN become a party to these less voluntary Repatriations, even when these agencies are left with few options, the entire refugee support system can come into disrepute. Finally, when the refugees to return home, their successful reintegration may depend on some complex adaptations learned while they will be refugees, or something as simple as the timing of their return relative to the regional agricultural cycle.

([www.umanitoba.ca/institutes/disaster-research/refugee./chapter1.pdf](http://www.umanitoba.ca/institutes/disaster-research/refugee./chapter1.pdf))

## **2.2 Factors Influencing Attainment of Durable Solutions for refugees**

The total population of refugees and asylum seekers currently living in Eastleigh, Kenya stands at more than 20,000 in the year 2013. (UNHCR statistics, 2013) This number has increased significantly over the years. Although there are the three durable solutions available to act as an exit strategy and in return reduce this number to a manageable size, there are factors influencing this. According to the study, the three major factors influencing the attainment of durable solutions for refugees living in Eastleigh Nairobi, Kenya have been discussed. These factors include: Demographic factors, lack of adequate resources and push and pull factors.

### **2.2.1. Influence of demographic factors in attainment of durable solutions**

The civil war in Somalia begun in the 1990s and from then Kenya experienced an increase of cross boarder migrations. Most of the cases of those who fled into Kenya were genuine while others fled for personal gain.

In the case of Somalis, men tend to be more mobile than women given women's often lower skill level, limited resources and responsibility for child care (Hyndman, 2000, p. 160). Immigration or need to flee may also be less relevant for young children and the elderly associated with vulnerability and immobility; for example, older generations are generally less mobile and tend to remain behind in camps and countries of asylum. Gender is a relational process that constructs socially acceptable roles, responsibilities, identities and hierarchies between men, women, children and the elderly (Crawley, 2000, p. 17; El-Bushra, 2000, p. 4. Somali men tend to be more mobile than women given women's often lower skill level, limited resources and responsibility for child care (Hyndman, 2000, p. 160).

(UNHCR, 2000). The relevance of mobility, and particularly because of a prevailing need i.e. war, is also linked to gendered assumptions that certain groups, whether women, children or the elderly, are less able to flee. Nevertheless, the extent to which mobility is relevant will vary. Able-bodied and physically strong Somali men in their teens, twenties, thirties and forties are more likely to migrate than weaker or older male counterparts, indicating that mobility isn't automatically and uniformly relevant for men (Stigter & Monsutti, 2005, p. 5). Furthermore, as much as the war in Somalia still prevails, it has been discovered that certain Somali women move around neighboring countries as nomadic traders, and others travel to Nairobi to open roadside stalls or work as domestic servants (Kleist, 2004, p. 4; Campbell, 2006, pp. 404-405). Indirectly, age and gender have played a key role in attaining of durable solutions for refugees and there was a need to research and see the relationship and its direct impact.

### **2.2.2 Limited resources in attainment of durable solutions**

The countries hosting large refugee populations are usually themselves not just developing but Poor. Refugee hosting communities are in remote areas where high level of poverty prevails. These countries need to be encouraged and supported in their receptivity to refugees. Hosting Refugee populations for protracted periods have long-term economic and

social impact that, if not adequately addressed, can create conflictual situations and insecurity. (Framework for Durable Solutions for Refugees and Persons of Concern -Refugee Survey Quarterly (2004)) UNHCR is the major NGO that deals with providing durable solutions for refugees but it works hand in hand with implementing partners to spearhead some projects. It is almost entirely funded by direct, voluntary contributions - the bulk of it from donor nations. They get important contributions from non-governmental organizations (NGO) and the private sector, including corporations, trusts, foundations and individual citizens. There is also a small annual subsidy from the regular budget of the United Nations, which is used for administrative costs.

This means that UNHCR must compete with other humanitarian agencies, including UN sister organizations, for a limited amount of humanitarian funding. The situation has become tougher with the onset of the global economic crisis, with prices rising and both government and corporate donors tightly controlling limited aid budgets. That's why it is important to have highly professional, knowledgeable and dedicated fund-raising teams. The Donor Relations and Resource Mobilization service liaises closely with governments to raise funds and to keep these key stakeholders informed about needs and about how their money is being used. The Private Sector Fund-Raising unit plays a similar role, interfacing with NGOs, trusts, foundations and private donors.

Donations are sought every year for UNHCR's Annual Programme Budget, which includes programmes that support regular operations. But the agency also launches supplementary appeals throughout the year, seeking extra donations for new emergencies that cannot be forecast. While funding requirements for UNHCR programmes can grow during the year, the refugee agency's Global Needs Assessment programme is aimed at comprehensively determining the funding required covering all needs. (UNHCR Global appeal 2013 update-Identifying needs and funding requirements) In spite of receiving assistance from donor countries it has been realized that this still remains a major factor that influences the attainment of durable solutions.

The targets set each year for the number of refugees that can be resettled in a third country is entirely dependent on the availability of funds. UNHCR has a limited number of staff that they can employ in every department, this is also limited to the budget allocated to staff for

the year. This means that as much as the number of registered refugees has risen to over 600,000 there still lacks human resource to attend to all of their needs. Lastly, as much the training needs for staff are projected each year and some amount is allocated to this, hiring of new staff may not happen because of competing demands and the said amount is reallocated to an alternative project. Leading to there being lack of required expertise to perform certain functions related to attainment of durable solutions.

According to a report done by the center of victims of torture, the reasons for Somali refugees wanting to live in Nairobi rather than a refugee camp are numerous. Some hope for more job prospects, or might have friends or family in the city that can provide assistance. They may have left a refugee camp because it lacked education opportunities or adequate medical care, violence in the camps or discrimination at the hands of other refugees or local authorities. Refugees in Nairobi are largely impoverished and live in the slums of the city. They are extremely vulnerable. Despite the hardships of life as an urban refugee and traumatic past experiences, there is no in-depth mental health trauma care available to them.

UNHCR is mandated to offer international protection and durable solutions for such refugees that have been identified to be very vulnerable. Unfortunately, due to limited resources they have been given temporary assistance but not a durable solution. With the number of refugees increasing to over 600,000 this year, it has been a great challenge ensuring that all their needs are met and durable solutions have been accorded to one of them. UNHCR has about 300 staff members' working all year round, this number is not enough to ensure timely delivery of services is met and yet the organization cannot employ more staff because of the constricting staff employment budget.

According to the Kenya Citizen Act 2011, an immigrant can acquire citizenship after living in the country for 7 years. Unfortunately, economic considerations are present in small measure in Kenya, but only to the extent that Kenyan authorities believe that the country needs no foreign labor, and thus have no incentive to allow integration.(Susan Banki-Refugee integration in the intermediate term: a study of Nepal, Pakistan, and Kenya, 2004) While a high percentage of some refugees are urban and educated and have become students in Nairobi, employment opportunities for the hundreds of thousands of refugees from Somalia

are virtually nil. Political and security factors have also been used in determining refugee integration.

### **2.2.3 Push and pull factors in attainment of durable solutions**

Following the public announcement of Kenya's directive in mid-December, refugees in Nairobi suffered serious abuse at the hands of security services. During a visit to Nairobi earlier this month, it was recorded that there were numerous accounts of abuses. Harassment and extortion of refugees by security services in Nairobi is not a new phenomenon, but reports suggested that the prevalence and severity of this abuse increased significantly following the directive. Members of the security services treated refugees brutally during house-to-house searches and round-ups of individuals. (Report from Refugee International-Kenya Government Directive Leads to Severe Abuses and Forced Returns, 2013) Several refugees informed UNHCR that they had been hit in the face by police officers, and that large amounts of money and property were taken from them. There were many second-hand accounts of refugees being forced to pay bribes of up to 200,000 Kenyan shillings (\$2,200) to secure the release of family members from police custody. Prior to the directive, such bribes were not common; the most they would ask for was 500-2,000 shillings. There were also allegations of rape made by refugees against members of the security services since the directive was issued. Refugees also stated that identity documents issued to them by UNHCR and by the Kenyan government are being disregarded, confiscated, or destroyed by the security services, stripping them of vital legal protections. In fact, several refugees told UNHCR that they feel as though they have no international protection now, and are only protected by the bribes they pay to police. (Report from Refugee International- Kenya Government Directive Leads to Severe Abuses and Forced Returns, 2013)

Most observers believe that Kenya's large Somali refugee community is the intended target of these measures. However, they are having a negative impact on refugees of all nationalities in Kenya, who currently face rising xenophobia. Since the directive, the government has also stopped registering new refugee arrivals in urban areas. This step actually undermines one of the directive's stated goals: improved security. The government has cited security concerns over a recent series of attacks in Nairobi as a justification for the directive. And while it is wholly unjustified for the government to assign collective

responsibility for the attacks to the entire refugee population, it should be noted that urban registration would give the government and UNHCR a means of identifying those refugees who pose a security risk and offering a durable solution to them.

The directive also prohibits the provision of assistance to urban refugees, and some agencies have scaled back services because of concerns that their staff (and the refugees they serve) might be harassed by the security services. This hostile and dangerous environment has forced many refugees with sufficient resources to leave Nairobi for other areas in Kenya, to flee to neighboring countries, or to return home. Those without means had effectively been living in hiding since the directive. Many refugee children no longer attend school, and refugee community welfare groups are too frightened to hold meetings. UNHCR is no longer able to trace the whereabouts of several refugees who were of concern to them, meaning that the required assistance cannot be accorded to them either. Asylum seekers fleeing from their country into Kenya have to be registered with the Department of Refugee Affairs (DRA) before going to UNHCR for registration. Since the Government has not opened its services to refugees yet, this has not happened leading to several asylum seekers living illegally in Kenya without any documentation. This has also exposed them to threat from the Kenyan police.

The encampment policy has also affected the attainment of durable solutions for refugees because for a refugee to exit the country through resettlement they have to have a Refugee ID (*Alien Card*) card which is a form of identification. The Government only issues this refugee ID card to refugees whose prints have been counterchecked against the Kenya database to ensure they are offering a durable solution to a Kenyan citizen. Following the directive, the government closed their offices to doing this. Refugees who have been accepted for resettlement by a third country who do have Refugee ID card have had to wait for the Government to open their offices.

While Kenya has never officially enacted a policy stipulating it, since the early 1990s the country has in practice required refugees to reside in camps. There are currently four camps in Kenya, three located around Dadaab, near the Somali border in north-eastern Kenya, and one in Kakuma in the north-west (HRW, 2009 and 2002). Together, these camps are home to



88% of Kenya's refugees. There are however a number of administrative exceptions to the 'encampment policy'. These include refugees undergoing resettlement interviews or processing, needing specialized medical or psychological care, pursuing further education or facing serious security threats in the camps (HRW, 2002: 160).

In practice these exceptions are implemented arbitrarily and on an ad hoc basis, and it is difficult for refugees to leave the camps. For its part, UNHCR requires asylum-seekers and refugees to reside in the camps unless one or more of the aforementioned administrative exceptions to the 'encampment policy' apply. Similarly, most humanitarian organizations have concentrated their assistance in the camps. Refugees wanting to live in Nairobi must confirm that they understand that they are not provided with material assistance by UNHCR, and that they must be 'economically self-sufficient' (HRW, 2009).

Despite the GoK's 'encampment policy' and Mombasa, Kisumu, Kisii and Nakuru. Findings from the FGDs in Nairobi and the camps, as well as interviews with humanitarian actors highlight five main factors encouraging people to quit the camps: security threats, lack of adequate education and medical services, limited livelihood opportunities and harsh climatic conditions. In terms of security, refugees in Nairobi, particularly women, will be concerned about the level of sexual violence and killings in the camps, particularly in Dadaab. This is confirmed by reports from UNHCR, which state that cases of sexual violence have increased from 103 in 2007 to 219 in 2008, with 79 cases of rape (IRIN, 2009). Several humanitarian organisations also pointed to violence in the camps, often related to tensions between different clans and ethnic and political groups.

There have also been reports that Al-shaabab a Somali Islamic militant group, is recruiting young men in the camps. The Kenyan government is will use of doing the same on behalf of the Somali Transitional Federal Government (TFG) (HRW, 2009a), and is claiming UN and international backing despite the fact that recruitment in refugee camps contravenes international law (Ibid.). There are also tensions with local communities surrounding the camps, in particular over natural resources. Disputes between the local Turkana community in Kakuma and Sudanese refugees have led to several reported killings over the last decade (IRIN, 2003). Many men leave the camps and move to Nairobi in search of better economic opportunities. Kenyan labour law does not allow refugees working in the camps to earn

salaries; instead, they are only permitted to receive ‘incentives’ from UN agencies and NGOs. These are well below the norm for an equivalent Kenyan member of staff’s salary. As of early 2009, refugees in Kakuma earned between KES 1,800 and KES 5,500 (about \$23–\$71) per month, compared to KES 35,000 to KES 120,000 (\$450 to \$1,500) for Kenyans (World Refugee Survey, 2009). Another common push factor is the lack of secondary education and medical facilities

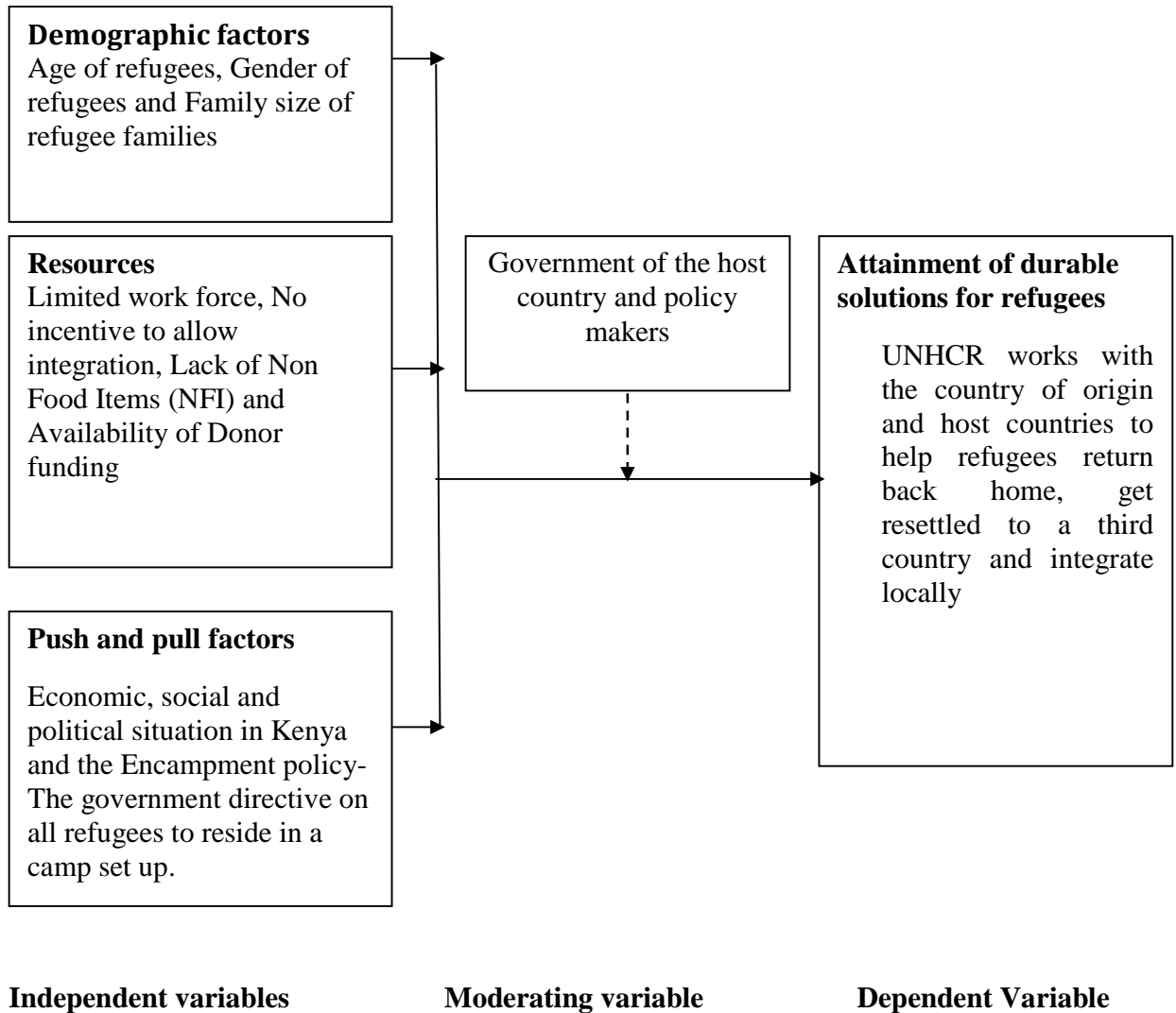
In Dadaab, 15% of the camp population is estimated to be out-of-school youth (DANIDA and MIRP, 2009). Living conditions more generally are poor. Camps are becoming increasingly overcrowded, particularly in Dadaab, where the population grew by 20% in 2009 following an influx of Somali refugees forced out by deteriorating security conditions at home. Dadaab is currently hosting four times more refugees than it was originally designed to hold (OCHA, 2009).

The main pull factors drawing people to urban areas include livelihoods opportunities and the possibility of greater security. Many refugees engage in petty trade or gain employment in small and medium-sized businesses, despite official prohibitions against this. Some have relatives or connections already living in Nairobi, and use these networks to find work and accommodation. Somali refugees in particular exploit family or other networks in East Leigh, to the extent that many Somalis head straight for Nairobi and do not go to the camps at all. Others who go to the city temporarily for medical assistance or further education often stay on; young people in particular are unwilling to return to life in the camps. Refugees will use to living in urban areas in their countries of origin may also be more reluctant to stay in the camps (Pirouet, 1988, cited in Wagacha and Guiney, 2008), while city life offers greater independence and a consequent sense of self-worth and dignity (Wagacha and Guiney, 2008). For some, protection is another concern. Although there are high levels of crime and violence in Nairobi, Oromo’s and Amharas told the research team that they felt more secure in the relative anonymity of Nairobi.

The lack of any government whatsoever precludes comment on Kenyan-Somali political relations and the numerous attacks in Kenya by the Al Shabaab militia group have given the Government reason to vehemently oppose local integration of Somali refugees in Kenya.

### 2.3 Conceptual framework

The conceptual framework illustrates the relationship between the independent variables (factors influencing) and the dependent variable (availability of durable solutions for refugees). The study describes how various identified factors; Demographic factors, availability of adequate resources and push and pull factors influence the attainment of durable solutions for refugees.



**Figure 1: Identified independent variables and the existing relationship with the dependent variable.**

## **2.4 Summary**

This chapter reviews the existing literature globally, regionally and locally on factors influencing the attainment of durable solutions for refugees. It was realized that for durable solutions for refugees to be attained a lot of support has to be given to the different actors that are responsible in assisting refugees to attain these solutions. This task requires UN system-wide and Implementing partners' consideration and systematic inclusion of this group into the relevant planning and programming instruments. The conceptual framework that clearly shows the factors influencing (independent variable) attainment of durable solutions (dependent variable) for refugees was also presented in this chapter.

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter outlines the methodology which was used in undertaking the research. The chapter details the target population, research design, data collection methods, instruments and analysis employed in the research. It also presents a table on operationalization of variables

#### **3.2 Research Design**

There are two broad methods of doing research namely, quantitative and qualitative research methods. To develop a general understanding of refugees' situation on access to durable solutions descriptive survey was employed. Orodho, 2005, argues that a descriptive study is concerned with finding out who, where, when and how something is done. This kind of study makes use of same variables across all respondents. Survey is defined as an "attempt to collect data from members of a population in order to determine the current status of that population with respect to one or more variables" (Yin, 2009). It is claimed to be the best available method to social scientists interested in collecting original data for the purpose of describing a population which is too large to observe directly. (Mugenda and Mugenda).

A quantitative method was employed to help distinguish the association between independent variables (Demographic factors, limited resources and push and pull factors) and the dependent variable (refugees attaining durable solutions) in Eastleigh, Nairobi. The study reviewed both primary data obtained through focus group discussions, questionnaires, observation and individual and key informant interviews and; secondary data that was referenced from journals, baseline / assessment research and strategy reports by different agencies, text and e-books and other related materials.

#### **3.3 Target Population and Sample Size**

The study targeted refugee male and female adults from Somali aged between 19 and 35 years Somali refugees' falling under this age bracket were targeted because they are considered to be the youth living in Eastleigh Estate, Nairobi County. They are 33,537 Somali

refugees registered in Nairobi, most of whom reside in Eastleigh. ( Rasna Warah- Mass Exodus of Somalis From Eastleigh Could Adversely Impact Kenya's Economy(2013)

The study also targeted key informants to the research, including; the local administration in Eastleigh such as refuge community leaders, refugees, the Department of Refugee Affairs and staff from two partner agencies that is Refuge Point and HIAS that offer durable solutions.

### **3.4 Sampling Procedure**

Krejcie and Morgan (1970) was used to estimate the sample size which is a commonly employed method in research. The Krejcie and Morgan (1970) sample size formula and table will provide guidance on the sample size of study for a quantitative study. Based on the population under the study, when guided by Krejcie and Morgan (1970) sample size formula; the random sampling size will be of 380 registered refugees

For this study, purposive and snowball sampling methods were employed. According to Kerlinger (1986) purposive sampling is non-probability sampling method, which is characterized by the use of judgment and a deliberate effort to obtain representative samples by including typical areas or groups in the sample. On the other hand Mugenda and Mugenda (2003) noted that purposive sampling allows a researcher to use cases that have the required information with respect to the objectives of his or her study. In snowball sampling the desired respondents identified through purposive will be used to name others that they may know who have the required characteristics.

Refugees duly registered with UNHCR and /or DRA and living in Eastleigh, Nairobi formed the sample frame for the study. Given the sensitivity by refugees and their status of stay in Kenya, the sample technique used to identify respondents was both purposive and snowballing. This method enhanced our reach to persons of the selected ages and gender.

### **3.5 Research Instruments**

Various data collection instruments that ensured validity, reliability and objectivity of data collected were used in the survey: a moderator's guide was used when conducting focus group discussions as they contain sets of questions, probes, and discussion points used by a

focus group moderator to help him/her facilitate the group. An interview schedule was used to assist in filling in the questionnaires. It is a data collection instrument most commonly used by social surveys. It is traditionally in the form of a printed document and is essentially a list of questions. An observation checklist was also used to capture data required and attained through observation. This checklist contains a list of things that an observer is going to look at when observing population and lastly, interview guides was used to undertake in depth interviews. An interview guide contains a list of issues or questions to be raised in the course of an interview; it also assists the person doing the interview to focus on the subject. As appropriate the refugee community volunteers were used to undertake translation during focus group discussions.

### **3.6 Validity of the research instruments**

The Mugenda and Mugenda (2003) define validity as the degree of accuracy with which results obtained from analyzed data represent the reality of the phenomenon under study. In other words, the instrument measures what it is supposed to measure. The researcher discussed the meaning of all the significant terms with the supervisor to ensure validity of the instruments.

### **3.7 Reliability of the research instruments**

Reliability refers to a measure of the degree to which a research instrument yields consistent results after repeated trials (Mugenda and Mugenda, 2003). To ensure reliability of the instruments used in the study community leaders and volunteers were inducted and sensitized on the instruments. In-depth discussions on the interview questions were held with the leaders and volunteers. This helped them to fully understand and thus avoid distorted questions during interviews. To ensure 'correctness' of the instrument, using the test –retest technique amongst a sample population from within the geographical scope of the study, the research instrument was pre-tested with 10 respondents within a period of one and a half weeks prior to commencement of the actual study

### **3.8 Data Collection Procedures**

The study used both primary and secondary sources to collect data. The researcher employed methods that ensured collection of qualitative data. Behavioral and non-behavioral direct

observation, focus group discussions (FGD's), key informant interviews, in-depth household and community leaders' interviews and desk literature review methods were used to ensure triangulation and objective data analysis.

### **3.9 Data Analysis techniques**

After collecting the data, the researcher processed the raw data to correct problems identified such as incomplete information to eliminate unusable data. The data was then coded to enable its analysis using statistical packages for social sciences. The data was analyzed using content analysis for open ended questions a method which is supported by Kombo et al, 2006. Descriptive data collected was analyzed and interpreted and inferred through triangulation of information. Triangulation refers to the use of more than one approach to the investigation of a research question in order to enhance confidence in the ensuing findings. Since much social research is founded on the use of a single research method and as such may suffer from limitations associated with that method or from the specific application of it, triangulation offers the prospect of enhanced confidence. Descriptive statistics was used to present the findings as per the research objectives and questions. The data was presented in the form of tables and analyzed through qualitative method.

### **3.10 Ethical Considerations**

Sarantakos, 2005 p.16) states that "ethical standards are an integral part of any research design". The researcher will rely on ethical issues as identified by Mugenda and Mugenda, 2003, while undertaking this study. The research followed the three principles of ethics which include: respect, beneficence and justice. The participants were informed of the purpose of the study before the information was sought from them thus conforming to the principle of voluntary and informed consent.

### **3.11 Operationalization of Variables**

This section identified indicators that were used to measure the dependent and independent variables. The study was qualitative in nature and qualitative indicators were used to measure the relation between the dependent and independent variables.



### 3.12 Operationalization Table

**Table 3.1: Operationalization of Independent Variables**

Objective	Variable	Indicator(s)	Measurement Scale	Scale	Data Collection Method	Data Analysis
To establish how demographic factors influences the attainment of durable solutions for refugees living in Eastleigh, Nairobi County.	<b>Independent Variable</b>  Demographic factors	Age, gender and family size of current population Somali refugees living in Eastleigh	Mean age of refugees and Asylees living in Eastleigh  Gender  Mean Family size	Ordinal	Focus group discussions  Questionnaires  In depth interviews  Observation	Descriptive
To explore how availability of resources influences the provision of durable solutions for refugee living in Eastleigh, Nairobi County	<b>Independent Variable</b>  Availability of recourses	Limited recourses  Donor funding	Number and proof of staff members requited to assist in ensuring durable solutions are met.  No incentive to allow integration  Lack of Non Food Items(NFI)	Ordinal	Focus group discussions  Questionnaires  In depth interviews  Observation	Descriptive
To establish how push and pull factors had affected the attainment of durable solutions for refugees living in Eastleigh, Nairobi County.	<b>Independent Variable</b>  Push and pull factors	Economic, social and political situation in Kenya  The government directive on all refugees to reside in a camp set up	Economic factors, Social factors and Political factors  Number and proof of refugees registered under the refugees act  Number and proof of refugees with Refugee ID cards  No of refugees who have gone into hiding since the policy was rolled out.	Ordinal	Focus group discussions  Questionnaires  In depth interviews  Observation	Descriptive

### **3.13 Summary**

This chapter outlined the methodology that was employed in the study. The qualitative design that was employed has been detailed with methods for collecting data as well as instruments to be used, identified and presented. Additionally methods of analysis of the data to be collected were discussed in the chapter. In the final part analysis on the relationship and operationalization of variables was also tabulated.

## CHAPTER FOUR

### DATA ANALYSIS, PRESENTATION AND INTERPRETATION

#### 4.1 Introduction

This chapter presents; the response rate, the demographic characteristics of the sample, data analysis findings, presentations and interpretations. The data used for analysis consisted of both primary and secondary data. Primary data was collected using questionnaires, interviews and observation checklists. The target population comprised of refugees of Somali origin living in Eastleigh in Nairobi County, Kenya. Secondary data was obtained through literature research from publications, refugee offices in Nairobi (desk review of available reports) and UNHCR records on refugees living in Eastleigh. Among the analysis procedures were descriptive statistics analysis that helped in establishing the various types of distributions of the variables of study. Non-parametric hypothesis testing and Analysis of Variance (ANOVA) were also used to investigate the existence, nature and degree of interaction between various variables. The findings were presented using tables and charts. SPSS and Ms Excel Tool Pak softwares were used as the analysis tools.

The primary data collected constituted the largest proportion of the data used. This data was mainly used for the analysis since it was detailed and first hand. Of the distributed 380 questionnaires, 361 were received back as well completed questionnaires with relevant and useful information for the study.

**Table 4.1: Scaling of the response rates by Mugenda and Mugenda (1999)**

<b>Response rate</b>	<b>Rating</b>
Below 50%	Inadequate response rate
50%	Adequate response rate
60%	Good response rate
70% and higher	Excellent response rate

The 361 questionnaires received back indicated a 95% response rate (above 70%) which was considered an excellent response rate and sufficiently representative for the analysis. To this extent, this chapter presents the analysis findings of data randomly collected from an adequate and representative sample.

#### **4.2 How demographic factors influence the attainment of durable solutions for refugees living in Eastleigh, Nairobi County.**

The sample constituted of both male and female respondents whose ages ranged from 18 years to 35 years. The stay of the refugees in Eastleigh ranged from less than 1 year to over 6 years. The table below shows the distribution of the respondents according to gender and the duration of stay in Eastleigh as either refugees or asylum seekers.

**Table 4.2: Distribution of respondents based on gender and duration of stay in Eastleigh**

<b>Gender</b>	<b>Number of years lived in Eastleigh as a refugee/asylum seeker</b>					<b>Total</b>	<b>Percentage</b>
	<b>Less than 1 Year</b>	<b>1 Year</b>	<b>2 Years</b>	<b>5 Years</b>	<b>over 6 Years</b>		
Female	3	5	47	85	63	203	56.23%
Male	1	8	49	54	46	158	43.77%
Total	4	13	96	139	109	361	100%

Somalis men tend to be more mobile than women given women's often lower skill level, limited resources and responsibility for child care (Hyndman, 2000). Immigration or need to flee may also be less relevant for young children and the elderly associated with vulnerability and immobility; for example, older generations are generally less mobile and tend to remain behind in camps and countries of asylum. Gender is a relational process that constructs socially acceptable roles, responsibilities, identities and hierarchies between men, women, children and the elderly (Crawley, 2000; El-Bushra, 2000). The relevance of mobility, and

particularly because of a prevailing need i.e. war, is also linked to gendered assumptions that certain groups, whether women, children or the elderly, are less able to flee. Nevertheless, the extent to which mobility is relevant will vary.

**Table 4.3: Distribution of the respondents according to gender, age and duration of stay in Eastleigh.**

The table below was used to help the researcher distinguish if there is a relationship between and effect of gender, age and duration of stay.

		Age in Years						
Gender	Period							Total
	of stay	19 - 23	24 - 28	29 - 33	34 - 38	39 - 43	44 - 48	
FEMALE	Less 1 Year	0	1	2	0	0	0	3
	1 Year	1	2	2	0	0	0	5
	2 Years	15	16	15	1	0	0	47
	5 Years	16	36	25	7	0	1	85
	over 6 Years	15	13	21	12	0	2	63
	<b>Sub total</b>		47	68	65	20	0	3
MALE	Less 1 Year	0	0	1	0	0	0	1
	1 Year	3	3	1	0	0	1	8
	2 Years	14	17	8	5	0	5	49
	5 Years	9	25	18	2	0	0	54
	over 6 Years	8	19	18	1	0	0	46
	<b>Sub total</b>		34	64	46	8	0	6
<b>Total</b>		81	132	111	28	0	9	361

To investigate the effect of age and gender on the period the refugees have lived in Eastleigh, a Two-factor ANOVA with replication was conducted between gender, age and the length of stay in Eastleigh. This ANOVA tested the null hypotheses;

H<sub>01</sub>: Gender does not affect/influence the duration of stay in Eastleigh

H<sub>02</sub>: Age does not affect/influence the duration of stay in Eastleigh

Table 4.2.3 gives the results of the two-factor ANOVA with replication.

**Table 4.4: The two-factor ANOVA with replication results**

<b>Source of</b>						
<b>Variation</b>	<b>SS</b>	<b>df</b>	<b>MS</b>	<b>F</b>	<b>P-value</b>	<b>F crit</b>
Gender	33.75	1	33.75	5.635793	0.042916	3.042652
Age	1545.083	5	309.0167	5.82135	0.00028	2.408514
Interaction	36.15	5	7.23	0.136201	0.983129	2.408514
Within	2548	48	53.08333			
<b>Total</b>	<b>4162.983</b>	<b>59</b>				

**Significance level,  $\alpha = 0.05$**

For the effect of gender on the duration stayed in Eastleigh, the ANOVA yielded an F-value 5.6358 which is greater than the F-critical value, 3.0427, with a P-value, 0.0429 which is less than the significance level, 0.05. For the effect of age on the duration stayed in Eastleigh, the ANOVA yielded an F-value 5.8214 which is greater than the F-critical value, 2.4085, with a P-value, 0.0003 which is less than the significance level, 0.05. Therefore, the null hypotheses H<sub>01</sub> and H<sub>02</sub> are rejected. This implies that gender and age are factors that significantly influence the distribution of refugees and asylum seekers that immigrate to Kenya from the crisis stricken Somalia and settle in Eastleigh. As such, these are factors that need to be considered in the development and implementation of durable solutions for refugees.

The F-value for the interaction is less than the F-critical value, while the P-value is greater than the significance level. This implies that the interaction between gender and age is not significant. For a deeper insight into this conclusion, the descriptive statistics for gender and the age brackets were determined based on the data in table 4.2.2 and the results obtained as shown in table 4.2.4.

**Table 4.5: Descriptive statistics for gender and the age brackets**

		<b>Mean</b>	<b>Standard deviation</b>	<b>Coefficient of variation</b>
<b>Gender</b>	<b>Female</b>	5.07	2.359	46.52%
	<b>Male</b>	4.71	2.5033	53.13%
<b>Age brackets</b>	<b>19 - 23</b>	4.580	2.528	55.20%
	<b>24 - 28</b>	4.792	2.269	47.35%
	<b>29 - 33</b>	5.203	2.442	46.95%
	<b>34 - 38</b>	5.750	2.355	40.95%
	<b>39 - 43</b>	0	0	n/a
	<b>44 - 48</b>	3.556	2.587	72.75%

It was observed that on average, the female refugees have stayed longer in Eastleigh than their male counterparts. The average stay for the female is associated with a lower standard deviation and hence a lower coefficient of variation. This implies that the stay for the female refugees remains consistently higher than that of the male refugees, which remains lower and fluctuates significantly. Refugees of ages between 34 years and 38 years have stayed longer on average in Eastleigh than the refugees in other age groups. These are closely followed by those in the age group of 29 years to 33 years. Able-bodied and physically strong Somalis in their twenties and thirties are more likely to migrate than weaker or older male counterparts, indicating that mobility isn't automatically and uniformly relevant for the Somalis (Stigter & Monsutti, 2005, p. 5).

**Table 4.6: Legal documents held per year of arrival in Eastleigh**

<b>Year of arrival in Eastleigh</b>	<b>Legal document held</b>			<b>Percentage</b>
	<b>Mandate</b>	<b>Asylum seeker</b>	<b>Total</b>	
1998 - 2001	3	0	3	0.83%
2002 - 2005	20	0	20	5.54%
2006 - 2009	146	2	148	41.00%
2010 - 2013	173	17	190	52.63%
<b>Total</b>	<b>342</b>	<b>19</b>	<b>361</b>	<b>100.00%</b>
<b>Percentage</b>	<b>94.74%</b>	<b>5.26%</b>	<b>100.00%</b>	

100% of the respondents were already registered with either the UNHCR or DRA and were considered as refugees or asylum seekers. However, as at the time of data collection, 94.74% of the respondents had assumed refugee status and had obtained their refugee mandate documents for legal identification. This leaves 5.26% still holding asylum seeking documents. The respondents arrived and started living in Eastleigh in a span of 16 years between 1998 and 2013.

It is also observed that the rate at which the refugees arrive at Eastleigh is steadily increasing with the highest percentage of the refugees, 52.63%, arriving between years 2010 and 2013.



**Table 4.7: The refugee and asylum seekers family sizes**

<b>Family Size</b>	<b>Number of families</b>	<b>Percentage</b>
1	123	34.07%
2	38	10.53%
3	35	9.70%
4	33	9.14%
5	44	12.19%
6	34	9.42%
7	17	4.71%
8	15	4.16%
9	19	5.26%
10	3	0.83%
Total	361	100.00%

*Mean* 3.6011

*Variance* 6.6276

*Standard deviation* 2.5744

*Coefficient of variation* 71.49%

It is noted that the refugee and asylum seekers family sizes range between 1 and 10, with a mean family size of 4 members. This is associated with a 71.49% coefficient of variation which indicates significant dispersion of the frequencies within the interval. This is a significant size to cause concern since with the high number of refugee families coming into the country; such family sizes may cause a big influx of refugees in country.

#### **4.3 Influences of availability of adequate resources on attainment of durable solutions for refugee living in Eastleigh, Nairobi County**

UNHCR is the major NGO that deals with providing durable solutions for refugees. It is almost entirely funded by direct, voluntary contributions - the bulk of it from donor nations. Important contributions are obtained from non-governmental organizations (NGO) and the private sector, including corporations, trusts, foundations and individual citizens. There is

also a small annual subsidy from the regular budget of the United Nations, which is used for administrative costs.

This means that UNHCR must compete with other humanitarian agencies, including UN sister organizations, for a limited amount of humanitarian funding. The situation has become tougher with the onset of the global economic crisis, with prices rising and both government and corporate donors tightly controlling limited aid budgets.

Despite all that, 49.03% of the respondents (184 respondents) indicated that they have received some form of help from the UNHCR. This leaves 50.97% having not received any assistance from UNHCR despite having been in Kenya for a long period.

**Table 4.8: Help offered to the refugees and the asylum seekers.**

<b>Type of help offered</b>	<b>Number of refugees/ asylum seekers helped</b>	<b>Percentage</b>
Financial assistance	29	15.76%
Others	38	20.65%
Resettlement	40	21.74%
Self-reliance activities	74	40.22%
Voluntary repatriation	3	1.63%
<b>Total</b>	<b>184</b>	<b>100.00%</b>

From the table, It is observed that UNHCR and implementing partners concentrate more on helping the refugees to develop self reliance activities at 40%. This is followed by resettlement at 22% while others come third at 21%. This shows that significant efforts are put in attempt to attain durable solutions for refugees, but they are widely diversified, that their effects are so gradual.

UNHCR is mandated to offer international protection and durable solutions for such refugees that have been identified to be very vulnerable. Unfortunately, due to limited resources they have been given temporary assistance but not a durable solution.

Of the refugees who received some form of aid from the UNHCR, 37.78% indicated that they were contented with the aid offered, while 62.22% were not contented. Further, 73.68% of all the respondents felt that the UNHCR and other implementing partners have adequate resources required to execute their mandate to support over 600,000 refugees and asylum seekers. 22.99% felt that the resources are not enough while 3.32% didn't know whether they are enough or not. These and other proportions are shown in table 4.4.1.

**Table 4.9: Adequacy and effectiveness of resources in effecting durable solutions for refugees living in Eastleigh**

Adequacy	Effectiveness		Total	Percentage
	Effective	Not effective		
<b>Adequate</b>	109	157	266	73.68%
<b>Not adequate</b>	26	57	83	22.99%
<b>Don't know</b>	5	7	12	3.32%
<b>Total</b>	140	221	361	100.00%
<b>Percentage</b>	38.78%	61.22%	100.00%	

38.78% of the respondents felt that the resources were effective and indicated that the impact of the resources is well felt by the refugees. This leaves 61.22% who believed that the impact of the resources is not felt by the refugees.

Using Bayesian approach to conditional probabilities and the previously discussed proportions it was found that;-

The probability that the UNHCR receives enough resources and the impact of the resources

is felt by the refugees is  $\frac{109}{361} = 0.3019 = 30.19\%$

The probability that the UNHCR receives enough resources and the impact of the resources is not felt by the refugees is  $\frac{157}{361} = 0.4349 = 43.49\%$

The 0.4349 probability raises concern on the management of the UNHCR and other implementers' funds and other resources which if not properly conducted would be a major obstacle in the path to attain durable solutions for refugees. Further, improper management would result to lack of confidence with the UNHCR and other implementers by the refugees who ought to be the direct beneficiaries of the resources as well as the services. Of the 221 respondents who indicated that the impact of the resources is not felt by the refugees, 209 respondents, who constitutes 94.57% indicated that a lot has to be done on the management of the funds and other resources received by the UNHCR and other implementers from various donors.

#### **4.4 Effects of push and pull factors on the attainment of durable solutions of refugees living in Eastleigh, Nairobi County.**

One of the push factors noted in this research was the encampment policy which came up with the directive that ensures that once a refugee has gone through the status determination procedure, (s)he is obliged to reside in a camp while awaiting a durable solution. However, this has not come without its demerits and severe negative effects on the well being of the refugees, mostly from the Kenyan police. 278 of the respondents who constituted 77.01% of those sampled, indicated that they have been harassed by the police at least once during their stay in Eastleigh. The kinds of harassment quoted by the respondents included innocent arrest and detention, torture and assault including physical beating, sexual harassment including rape, destruction and loss of property, forceful repatriation, discrimination, restriction of movement, false accusation of being members of the Al-shabaab terror network and forced corruption (bribery). It is important to note that despite the government's encampment policy; only 4 respondents out of the 361 respondents (1.11%) would want to live at the camps, due to the harsh and deplorable living conditions there.

With the number of refugees increasing to over 600,000 this year, it has been a great challenge ensuring that all their needs are met and durable solutions have been accorded to

one of them. UNHCR has about 300 staff members' working all year round, this number is not enough to ensure timely delivery of services is met and yet the organization cannot employ more staff because of the constricting staff employment budget.

Khalil S. (2012) articulates that, other than proper management of resources, managerial responsibility and leadership quality and structure, timely service delivery is also required to ensure adequate, efficient and effective service delivery. As such, UNHCR and other refugee service implementers should ensure timely service delivery to refugees at all times. Table 4.5.1 shows the observed frequencies for the two service delivery attributes; time taken to give service and satisfaction.

**Table 4.10: Service delivery time and service satisfaction**

Satisfaction	Service delivery time						Total
	1 hour or less	half a day	1 day	2 days	1 week	Over 1 week	
<b>Satisfied</b>	6	77	19	4	1	0	<b>107</b>
<b>Not satisfied</b>	36	147	36	13	14	8	<b>254</b>
<b>Total</b>	<b>42</b>	<b>224</b>	<b>55</b>	<b>17</b>	<b>15</b>	<b>8</b>	<b>361</b>

A non-parametric test; chi square test for independence was performed at 5% significance level to investigate the following hypotheses;

H<sub>0</sub>: Refugees' satisfaction with service is independent of the time taken to receive service from the UNHCR and other refugee service providers.

H<sub>1</sub>: Refugees' satisfaction with service is not independent of the time taken to receive service from the UNHCR and other refugee service providers.

The test statistic computed based on the collected data yielded  $\chi^2_{\text{computed}} = 15.2613$ , while the chi square distribution table yielded the critical statistic  $\chi^2_{\text{critical}} = 11.070$ . Since  $\chi^2_{\text{computed}}$  is greater than  $\chi^2_{\text{critical}}$ , H<sub>0</sub> was rejected. This implied that refugees' satisfaction with service is not independent of the time taken to receive service from the UNHCR and other refugee service providers, rather it is dependent. Specifically, the less the service delivery time, the

higher the level of satisfaction. Only 107 out of 361 (29.64%) of the respondents indicated satisfaction with the services offered by the UNHCR staff , leaving 70.36% unsatisfied.

The main pull factors drawing people to urban areas include livelihoods opportunities and the possibility of greater security. Many refugees engage in petty trade or gain employment in small and medium-sized businesses, despite official prohibitions against this. Some have relatives or connections already living in Nairobi, and use these networks to find work and accommodation. Somali refugees in particular exploit family or other networks in East Leigh, to the extent that many Somalis head straight for Nairobi and do not go to the camps at all. Others who go to the city temporarily for medical assistance or further education often stay on; young people in particular are unwilling to return to life in the camps. Refugees will use to living in urban areas in their countries of origin may also be more reluctant to stay in the camps (Pirouet, 1988, cited in Wagacha and Guiney, 2008), while city life offers greater independence and a consequent sense of self-worth and dignity (Wagacha and Guiney, 2008).

The sources of livelihood depended on by the refugees in Eastleigh Nairobi are; business, employment and help from friends and relatives. Table 4.6.1 shows the distribution of these sources of livelihood among the respondents.

**Table 4.11: Sources of livelihood for refugees in Eastleigh, Nairobi**

<b>Source of livelihood</b>	<b>Number of respondents</b>	<b>Percentage</b>
Business	214	59.28%
Depend on friends and relatives	10	2.77%
Employed	137	37.95%
<b>Total</b>	<b>361</b>	<b>100.00%</b>

It is observed that only 2.77% depend on friends and relatives. 37.95% have been absorbed into employment within Eastleigh while a significant 59.28% are into business. The types of businesses ranged from wholesale to retail shops and kiosks, groceries to tailor shops, boutiques and hawking. The respondents further indicated that they would prefer to live in Eastleigh Nairobi, rather than live in the refugee camps. The reasons cited were that Nairobi has; more business opportunities available, employment opportunities, security, access to quality education, quality health care and good climate. This implies that the refugees are relatively well off living in Eastleigh Nairobi than at the refugee camps where both employment and business opportunities are limited.

97.77% of the respondents indicated that they have not tried to integrate locally, while 98.6% indicated that they would not want to relocate to the camps or be repatriated. However, 94.66% indicate that the limited donations of Non Food Items (NFI) to refugees living in Eastleigh, Nairobi County do benefit them in one way or another. The question that therefore arises is; do the refugees refuse local integration and repatriation so as to retain refugee status in Kenya and therefore remain benefitting from such free donations?

However, 98.57% indicated that the current political environment in Kenya has affected their stay in Eastleigh negatively.

To ease their livelihood in Eastleigh and in Kenya at large, the respondents recommended among other things that the government should; guarantee all refugees security and peaceful stay in Kenya, ensure that refugees and their children access quality education, ensure that there is no more harassment of refugees by the police, ensure that all refugees (and asylum seekers) are resettled and empower refugees financially.

## **CHAPTER FIVE**

### **SUMMARY OF FINDINGS, DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter gives a summary of the findings and interpretations as per the data analysis in the previous chapter, the implications and thus the conclusions. Further, the chapter outlines the suggested recommendations for action based on the findings of the study. In addition, based on the observed study gaps, and therefore suggests areas of further study and research are highlighted.

#### **5.2 Summary of the findings**

##### **5.2. 1 Influence of demographic factors on the attainment of durable solutions for refugees living in Eastleigh, Nairobi County.**

From the findings, it was realized that when crisis such as war and other forms of violence erupt in a country, all persons living in that country are affected whether young or old, male or female. However, the male and the female are not affected equally where seeking of refuge is concerned. Hypothetically, some of the male residents would rise up to the war, as the women (and children) seek refuge where peace can be found; often in another country thus becoming refugees. Consequently, females dominate refugee populations more than the males. Immigration or need to flee may also be less relevant for young children and the elderly associated with vulnerability and immobility; for example, older generations are generally less mobile and tend to remain behind in camps and countries of asylum.

It was also noted that most of the families living in Eastleigh were headed by a woman and had no male representation. This is because their husbands engaged in a lot of cross boarder activities and preferred to register with UNHCR when his family had been identified for resettlement.



### **5.2.2 Influence of availability of adequate resources in attaining durable solutions for refugee living in Eastleigh, Nairobi County**

Given the high influx of refugees in Kenya, with the refugee population hitting above 600,000, it is recommendable that 100% of the sample respondents were registered with either UNHCR or the DRA. Over 94% had received the refugee mandate. Most of the refugees or asylum seekers in Kenya live solo without any kin around them. UNHCR and the partners have been able to assist over 49% of the refugees to attain durable solutions to their problems. However, over 60% of these were not contented with the assistance they received. The level of customer satisfaction on the side of the refugees with service delivery from the UNHCR staff is dependent on the time taken to deliver the service. The level of customer satisfaction was found to be 30%.

There is over 70% confidence that the UNHCR and other refugee aid bodies receive enough funding and have adequate resources to offer international protection and durable solutions. However, the probability that the refugees feel the impact of the funding and the resources is merely above 30%. This indicates lack of transparency between the actors and refugees themselves. They also feel that as much as humanitarian organizations receive adequate funding, refugee issues are not given priority.

### **5.2.3 Influence of push and pull factors on the attainment of durable solutions for refugees living in Eastleigh, Nairobi County.**

The government directive of relocation of refugees to designated camps and repatriation of the Somali refugees back to their country has rubbed their shoulders harshly. It only earned them a lot of torture and assault of many forms in the hands of the police. Over 98% of the refugees do not want to live in the camps since the living conditions at the camps make the life there almost unbearable. Most of the refugees do not want to integrate locally, do not want repatriation but do benefit from the refugee aid through UNHCR and other stakeholders. In addition, 90% of the refugees in Eastleigh are engaged in productive livelihood activities such as business and employment.

### **5.3 Discussions**

The Somali men tend to be more mobile than women given that the women's often are not skilled, limited resources and responsibility for child care (Hyndman, 2000, p. 160). However, it has been found that the refugee influx in Eastleigh, Nairobi is mostly influenced by the women who constitute a higher proportion. Immigration or need to flee may also be less relevant for young children and the elderly associated with vulnerability and immobility; for example, older generations are generally less mobile and tend to remain behind in camps and countries of asylum. This has been confirmed by the fact that age groups are not affected the same way by the crisis in Somalia, thereby causing the refugee numbers in some age groups to sky-rocket, while for other age-groups the numbers remain low.

The measures taken by Kenya, UN and other AMISOM countries were expected to curb the crisis there, hence reduce the number of refugees being received in Kenya. However, it has been found that despite these efforts, the number of refugees arriving and living in Eastleigh has been increasing steadily. This dilutes the efforts put by the government of Kenya to implement the encampment and repatriation policy. Since the directive, the government has also stopped registering new refugee arrivals in urban areas. This step actually undermines one of the directive's stated goals: improved security and to offer international protection. The government has cited security concerns over a recent series of attacks in Nairobi as a justification for the directive.

The UN High Commission for Refugees estimates that Nairobi is home to over 53,200 refugees. According to a report done by the center of victims of torture, their reasons for living in Nairobi rather than a refugee camp are numerous. Some hope for more job prospects, or might have friends or family in the city that can provide assistance. This has been confirmed by the 37.95% of the respondents who indicated that they are employed in Nairobi. 2.77% depend on their relatives and friends in Nairobi, while 59.28% run businesses of different types and categories within the city. The refugees have left the camps because of poor living standards, lack of education opportunities or adequate medical care, violence or discrimination at the hands of other refugees or local authorities, as anticipated by earlier researchers.

With the number of refugees increasing to over 600,000 this year, it has been a great challenge ensuring that all their needs are met and durable solutions have been accorded to each one of them. UNHCR has about 300 staff members' working all year round, this number is not enough to ensure timely delivery of services is met and yet the organization cannot employ more staff because of the constricting staff employment budget. It has been verified that the level of customer satisfaction on then services rendered by the UNHCR is dependent on the amount of time taken to give the service. With the human resource limitation in the UNHCR, the services cannot be deemed to be customer satisfying, thus the need to replenish the human resource of the commission. This has been confirmed by the 70.36% of the respondents who indicated dissatisfaction with the UNHCR services due to prolonged delays.

#### **5.4 Conclusions**

Most of the refugee population consists of females. Therefore, the suggested durable solutions should be tailored to target and should be friendly to the females. The UNHCR and DRA have put significant efforts in the registration of refugees and asylum seekers. There is enough funding of the refugee organizations by donors and other stakeholders, but the funds and other resources are reallocated to other competing demands, thus the intended objective is not achieved. The refugees therefore claim of not feeling the impact of such funds and other resources.

The government's directive of forceful repatriation of the refugees yielded a lot of injustices to the refugees at the hands of the security forces, more so the police. The living condition in the camps is too harsh that most of the refugees run away from it, while others just persevere.

Service delivery by the UNHCR and the partners is evaluated low, at 30%. Many refugees do not want to locally integrate since they do benefit from the UNHCR aid with the refugee status. On the other hand, majority of the refugees do not want voluntary repatriation since they are either engaged in employment, or they are running businesses in Eastleigh Nairobi.

#### **5.5 Recommendations**

The suggested durable refugee solutions of voluntary repatriation, local integration and resettlement should target the women. If any resources are to be shared among the refugees, they should be shared proportionally and not equally across gender.

The UNHCR and DRA should be commended for the good work they do on ensuring that all refugees in the country are duly and timely registered as required by the law. However, the UNHCR and the partners should either increase the number of staff or the staff should work hard so as to reduce the time taken to serve the refugees whenever they come seeking their services.

The government's directive needs to be reconsidered so as to avert any future harassment of the refugees by the security authorities. The big proportion of those who have already suffered injustices to be identified and justice be done for their cases. If the directive is to be upheld, then, proper rules and regulations as well as monitoring measures to be put in place so as to ensure no human rights are violated or injustices committed in its execution.

As suggested by majority of the sampled respondents, the UNHCR and other refugee service stakeholders, while still formulating and implementing the durable solutions to refugee problems, they should consider ways and means of guaranteeing all refugees of their security and peaceful stay in Kenya, ensuring accessible quality education by refugees and their children and financial empowerment of the refugees.

### **5.6 Suggested areas of further study and research**

The proportion of female refugees living in Eastleigh is significantly higher than that of the male refugees. Further, most of the refugees in Eastleigh Nairobi exist as solo without families. A study is recommended to investigate what exactly happens to the male residents living most families without any adult representation. There is a possibility that most male head of households are polygamous and would prefer not to register under one wife's case number as it will affect another family that he is also accountable for.

The refugees living in Eastleigh do not want to integrate locally; neither do they want repatriation even after peace has been restored in their home country. A study is recommended to investigate the real and detailed reasons as to why, and determine the possible solutions to the problem. This will curb the soiling of the numbers of refugees in the country, and will significantly contribute in to establishing further durable solutions to the refugee problems.

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## APPENDICES

### APPENDIX I: TRANSMITTAL LETTER

Christine Nkirote Gituma,  
Tel; 0722-994606,  
Nairobi –Kenya,  
15 May 2013.

Dear respondent,

Eastleigh Division,

Nairobi, Kenya.

**Re; Study on the factors influencing the attainment of durable solutions for refugees living in Eastleigh, Nairobi county, Kenya.**

My name is Christine Nkirote, a Kenyan student at the University of Nairobi pursuing a Masters degree in Project Planning and Management. To complete my study, the requirement compels that I undertake a research study based on the aforementioned subject. The results of the study will help in furthering knowledge in the field of durable solutions for refugees. The results from the study would be of value to UNHCR and other humanitarian actors in enhancing mechanism aimed at improved durable solutions by refugees. The outcome of the study will explore the different durable solutions and find ways in which either of them can be accorded to refugees.

I hereby thereby humbly and kindly request your assistance in filling this questionnaire to help me achieve my objective. All responses made will strictly be used for academic purposes, and I guarantee confidentiality. Where possible and if required I will make available to you the findings of the study.

I sincerely thank you in advance for sparing your time and for your co-operation.

Yours kindly,

Christine Nkirote



## APPENDIX 2: INDIVIDUAL QUESTIONNAIRE FOR REFUGEES

### FACTORS INFLUENCING THE ATTAINMENT OF DURABLE SOLUTIONS FOR SOMALI REFUGEES; CASE STUDY OF REFUGEES LIVING IN EASTLIEGH, NAIROBI COUNTY, KENYA.

Dear Respondent,

Are you willing to participate in the exercise and thereby respond to the questions I will put to you? If yes please answer the questions below.

A. Yes                  B.No

#### a)Personal Information/Demographic composition

Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male	
How old are you?	
Are you and Asylum Seeker or a Refugee? <input type="checkbox"/> Asylum Seeker <input type="checkbox"/> A refugee	
When did you receive your Refugee Mandate or Refugee Certificate? _____	When did you receive your asylum seekers document? _____
What is your family size? _____	

**Please put a tick next to the correct answer or give details as appropriate in the below questions.**

1. How long have you been living in Eastleigh?

A. 6 months    **B. 1 year**    C. 2 years    D. 5 years    **E. Over 6 years**

#### b)Effects of lack of adequate resources

2. Are you registered with either UNHCR or DRA? **A. Yes**    **B. No**

3. What documentation do you hold?

**A. Refugee Certificate**    **B. Asylum Seeker Document**    **C. Been rejected on appeal**

4. Have you ever been assisted by UNHCR? **A. Yes**    **B. No**

5. If yes how did UNHCR assist you?

**A. Resettlement**    **B. Voluntary repatriation**    **C. Local integration**    **D. Self-reliance activities**

**E. Financial assistance F. Others**

**6. If yes were you content with the assistance you receive? A. Yes B. No C. Other..**

**7. Do you think UNHCR or NGOs receives enough funding to support its operations?**

**A. Yes B. No C. Other.**

**8. If yes, do you think you think the impact is felt by the refugees? A. Yes B. No**

**9. If no, do you think a lot has to be done to manage the way the funds are utilized?**

**A. Yes B. No**

**10. Do you think UNHCR/Implementing Partners have adequate resources required to support over 600,000 refugees and asylum seekers? A. Yes B. No**

If yes how do they support you?

**11. If No, why?**

**12. Are you satisfied with the support you attain from UNHCR/Implementing Partners?**

**A. Yes B. No**

If no, explain why?.....

**13. How long does it take you to get served when you approach UNHCR/Implementing Partners for assistance?**

**A. Less than 30 minutes B. 30 Minutes C. 1 hour D. More than1 hour**

**E. Other.....**

**14. Have you tried to locally integrate?**

**A. Yes B. No C. Other.....**

**15. Has the limited donations of Non Food Items (NFI) to refugees living in Eastleigh, Nairobi County affected you?**

**A. Yes B. No C. Other.....**

**Push and pull factors**

**16. What is your form of livelihood?**

**A. Business B. Employed**

17. If you do business, what kind of business do you do?

**A. Hawking B. Skills oriented (tailor, carpenter, mason) C. Wholesale D. Shop/ Kiosk**

18. Please also tick in either of specified below

**A. Craft B. Selling of second hand clothes/ shoes C. Grocery shop D. Tuition E. Selling Vitenge F. Tailoring G. Agriculture**

19. Do you prefer to live in Nairobi or in a Camp set up?

**A. Yes B. No**

20. If yes why? .....

21. How has the political situation in Kenya affected your stay in Eastleigh?

**A. Negatively B. Positively**

22. Has the directive that was rolled out recently by the Government of Kenya affected you?

**A. Yes B. No**

23. If yes, how has the directive affected you?

.....

24. Have you ever been harassed by the police to relocate to the camp?

**A. Yes B. No**

25. Would you like to relocate to the camp?

**A. Yes B. No**

**Additional Information**

26. Do you have any additional comments as regards to;

**A. Legal environment**

.....

**B.** Financial related

**C.** Socially related

.....

**D.** Education related

.....

**E Any other**

.....

**27.** What recommendations / suggestions would you give to improve the attainment of durable solutions of refugees in Eastleigh, Nairobi County Kenya?

.....

.....

### APPENDIX 3: FOCUS GROUP DISCUSSION (FGD) GUIDE

Date: _____ Venue of FGD _____
Group (Adults or Youth) _____ Gender (Men, Women) _____
Age range of participants' age (18-30, 31- 45, 46 and above) _____
Number of participants in the FGD _____
Majority nationality of those participating _____

1. Do you refugees in Eastleigh Nairobi attain durable solutions?
2. Are there factors that influence (either negatively or positively) refugees attainment of durable solutions? If yes what are the factors?
3. Are a majority of refugees registered with the government? If no why?
4. Are a majority of refugees registered with UNHCR? If no

Why?

5. Do refugees in Eastleigh get harassed by the police? If yes why?
6. Would the refugees in Eastleigh like to return back to Somalia? If yes, why?
7. Would the refugees in Eastleigh like to locally integrate? If yes, why?
8. Would the refugees in Eastleigh like to be resettled to a third country? If yes, why?
9. Do you think the government protects the rights of refugees? If No, why?
10. What recommendations would you provide towards attainment of durable solutions for refugees?

#### **APPENDIX 4:OBSERVATION CHECKLIST; WITHIN THE COMMUNITY**

1. Presence or limited presence of refugees of refugees approaching UNHCR seeking to attain a durable solution

A. Yes

B. No

2. Have you seen many refugees living within your neighborhood; locally integrating, repatriating or being accorded resettlement?

A. Yes

B. No

## **APPENDIX 5: KEY INFORMANTS INTERVIEW GUIDE**

### **DRA and UNHCR**

1. What is the total population of refugees in Eastleigh and / or Nairobi?
2. What is the most appropriate durable solution for refugees in Kenya?
3. What is the social economic situation of refugees in Eastleigh?
4. Can refugees locally integrate?
5. What is the governments view on this?
6. When will the government resume issuing Refugee ID cards and Asylum seekers passes to refugees?
7. What recommendations would you give to improve the attainment of durable solutions of refugees in Kenya.

### **Community Leaders and Agency Volunteer Workers**

1. How has the attainment of durable solutions affected refugees living in your community?
2. Is the number of registered refugees and Asylum seekers living in Eastleigh increasing?
3. Are there adequate structures to house the increasing number?
4. What are challenges faced by refugees when trying to attain a durable solution?

## APPENDIX 6: EXTRACT OF THE RAW DATA

S/No	age	sex	period	legstts	yrmadt	family sz	regst d	documt	assist d	howasst	contntd	enufund	implt	mngfund	drectaff	howaff	harasplc	gocamp	adqrscs	nowhy	satfied	servtym
1	23	M	2 Years	Refugee	2007	1	Yes	Mandate	Yes	Resettlement	Yes	No	N/A	Yes	Yes	Arrested and threatened to be deported	Yes	No	No	They don't get enough funds	Yes	More than 1 hour
2	19	F	5 Years	Refugee	2011	1	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Arrested, physically abused and forced to leave Nairobi	Yes	No	Yes; basic needs and education	N/A	No	More than 1 hour
3	25	F	1 Year	Refugee	2012	4	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Arrested by police without reason	Yes	No	Yes; basic needs, education and medicine	N/A	No	Over 7 hours
4	31	F	2 Years	Refugee	2010	2	Yes	Mandate	Yes	N/A	N/A	Yes	N/A	No	Yes	N/A	No	No	Financial Support	N/A	No	More than 5 hours
5	25	M	2 Years	Refugee	2011	3	Yes	Mandate	Yes	Self-reliance activities	No	Yes	No	N/A	Yes	Arrested when going and coming from school	Yes	No	No; never assisted	N/A	No	More than 1 hour
6	28	M	5 Years	Refugee	2010	9	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Arrested, mistreated, threatened and called names (alien and cursed one)	Yes	No	Yes; basic needs and resettlement	N/A	No	Over 7 hours
7	24	F	5 Years	Refugee	2009	1	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Kenyan troops treated us inhumanly while conducting operations	Yes	No	Yes; give all assistance available and resettlement	N/A	No	More than 5 hours
8	25	F	5 Years	Refugee	2008	10	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Sexually assaulted and eventually raped	Yes	No	Yes; food, shelter, education and resettlement	N/A	No	Over 8 hours
9	29	F	Over 6 years	Refugee	2009	9	Yes	Mandate	Yes	Self-reliance activities	No	No	No	Yes	Yes	Sexually harassed	No	No	No	N/A	No	More than 1 hour
10	28	M	Over 6 years	Refugee	2008	6	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Arrested and fined an amount I could not afford	Yes	No	Yes; basic needs like refugees in camps	N/A	No	More than 5 hours
11	30	F	Over 6 years	Refugee	2009	1	Yes	Mandate	Yes	Self-reliance activities	No	No	N/A	Yes	Yes	Mentally harassed as police instill fear	Yes	No	No	Don't receive essential services	Yes	More than 1 hour
12	23	F	Over 6 years	Refugee	2004	1	Yes	Mandate	No	N/A	No	Yes	No	Yes	Yes	Arrested, harassed and bribed the police	Yes	No	Yes; education, socially and resettlement	N/A	No	1 hour
13	27	M	1 Year	Refugee	2010	5	Yes	Mandate	Yes	Self-reliance activities	Yes	Yes	No	N/A	Yes	Restricted movement	Yes	No	No	N/A	No	More than 1 hour
14	28	M	1 Year	Refugee	2012	10	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Mistreated and threatened	Yes	No	Yes; social assistance and resettlement	N/A	No	Over 5 hours
15	30	M	1 Year	Refugee	2011	1	Yes	Mandate	Yes	Self-reliance activities	Yes	Yes	No	N/A	Yes	Unplanned relocation to the camp	Yes	No	Yes; financial support	N/A	No	More than 1 hour



16	22	F	1 Year	Refugee	2011	6	Yes	Mandate	No	N/A	N/A	Yes	No	N/A	Yes	Arrested, beaten, tortured and forced to pay a lot of money	Yes	No	Yes; basic and financial support; food, shelter, education and medicine	N/A	No	Over 6 hours	
17	22	M	1 Year	Refugee	2012	6	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Harassed and severely beaten	Yes	No	Yes; financial assistance	N/A	No	More than 8 hours	
18	48	M	1 Year	Refugee	2012	5	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Arrested without evidence Kenyan troops raped and threatened to shoot me if I disobeyed their orders	Yes	No	Yes; financial assistance	N/A	No	N/A	
19	31	F	1 Year	Refugee	2011	5	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Assaulted by police	Yes	No	Yes; basic needs like other refugees in camps; Yes; help youth with their education	N/A	No	It takes some days	
20	25	M	1 Year	Refugee	2012	5	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Severely beaten	No	No	Yes; food	N/A	No	More than 8 hours	
21	23	M	1 Year	Refugee	2011	5	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Severely beaten	No	No	Yes; food	N/A	No	More than 5 hours	
22	30	F	1 Year	Refugee	2012	6	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	No	N/A	No	No	Yes	N/A	Yes	N/A	
23	20	M	1 Year	Asylum Seeker	2012	2	Yes	Asylum Seeker Document	No	N/A	N/A	Yes	No	Yes	Yes	Police harassment	Yes	No	No Yes, UNHCR has to help refugees with shelter and free medicine	Not helped yet	No	More than 1 hour	
24	25	F	1 Year	Refugee	2011	1	Yes	Mandate	Yes	N/A	N/A	Yes	Yes	N/A	No	N/A	No	No	No	N/A	No	Over 5 hours	
25	30	F	2 Years	Refugee	2011	1	Yes	Mandate	Yes	Self-reliance activities	No	No	N/A	Yes	N/A	N/A	N/A	N/A	No	Over population	Yes	More than 1 hour	
26	25	F	2 Years	Refugee	2010	9	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	No	N/A	No	No	Yes; basic needs and resettlement	N/A	No	Over 7 hours	
27	48	M	2 Years	Asylum Seeker	2011	1	Yes	Asylum Seeker Document	No	N/A	N/A	Yes	No	N/A	Yes	Arrested, tortured and threatened	Yes	No	Yes; medical assistance through GTZ	N/A	No	More than 1 hour	
28	23	F	2 Years	Refugee	2011	1	Yes	Mandate	Yes	Self-reliance activities	No	No	N/A	Yes	Yes	Sexually harassed	Yes	No	Yes; financial support	N/A	No	More than 6 hours	
29	27	F	2 Years	Refugee	2010	2	Yes	Mandate	No	N/A	N/A	No	N/A	Yes	No	N/A	No	No	No	No; the number is too high	No	No	More than 5 hours
30	24	F	2 Years	Refugee	2011	7	Yes	Mandate	No	N/A	N/A	Yes	Yes	N/A	Yes	Once arrested and freed with money	Yes	No	No Yes UNHCR should give refugees resettlement and provide them with basic needs	N/A	No	They take too long to assist	

## APPENDIX 7: DATA CODES

<b>age</b>	Age
<b>sex</b>	sex
<b>period</b>	Period in years you have been living in Eastleigh
<b>legstts</b>	Legal status
<b>ymadt</b>	Year mandate received
<b>fmlysz</b>	Family size
<b>regstd</b>	Are you registered with either UNHCR or DRA
<b>documt</b>	What documentation do you hold?
<b>assistd</b>	Have you ever been assisted by UNHCR?
<b>howasst</b>	If yes how did UNHCR assist you?
<b>contentd</b>	If yes were you content with the assistance you receive?
<b>enufund</b>	Do you think UNHCR or NGOs receives enough funding to support its operations?
<b>impflt</b>	If yes, do you think you think the impact is felt by the refugees?
<b>mngfund</b>	If no, do you think a lot has to be done to manage the way the funds are utilized?
<b>directaff</b>	Has the directive that was rolled out recently by the Government of Kenya affected you?
<b>howaff</b>	If yes, how has the directive affected you?
<b>harasplc</b>	Have you ever been harassed by the police to relocate to the camp?
<b>gocamp</b>	Would you like to relocate to the camp?
<b>adqrscs</b>	Do you think UNHCR/Implementing Partners have adequate resources

required to support over 600,000 refugees and asylum seekers? If yes how do they support you?

**nowhy** If No, why?

**satfied** Are you satisfied with the support you obtain from UNHCR/Implementing Partners? If no, explain why?

**servtym** How long does it take you to get served when you approach UNHCR/Implementing Partners for assistance?

**integrt** Have you tried to locally integrate?

**lmtdots** Has the limited donations of Non Food Items (NFI) to refugees living in Eastleigh, Nairobi County affected you?

**livlihd** What is your form of livelihood?

**busines** If you do business, what kind of business do you do?

**tckblow** Please also tick in either of specified below

**livnrbcp** Do you prefer to live in Nairobi or in a Camp set up? If yes why?

**APPENDIX 8: KREJCIE, R. V., & MORGAN SAMPLING SIZE TABLE**

**Table: 3** Table for determining the random sample size from a determined population

<b>If your population is:</b>	<b>Then your random sample size should be:</b>	<b>If your population is:</b>	<b>Then your random sample size should be:</b>
10	10	440	205
15	14	460	210
20	19	480	214
25	24	500	217
30	28	550	226
35	32	600	234
40	36	650	242
45	40	700	248
50	44	750	254
55	48	800	260
60	52	850	265
65	56	900	269
70	59	950	274
75	63	1,000	278
80	66	1,100	285
85	70	1,200	291
90	73	1,300	297
95	76	1,400	302
100	80	1,500	306
110	86	1,600	310
120	92	1,700	313
130	97	1,800	317
140	103	1,900	320
150	108	2,000	322
160	113	2,200	327
170	118	2,400	331

180	123	2,600	335
190	127	2,800	338
200	132	3,000	341
210	136	3,500	346
220	140	4,000	351
230	144	4,500	354
240	148	5,000	357
250	152	6,000	361
260	155	7,000	364
270	159	8,000	367
280	162	9,000	368
290	165	10,000	370
300	169	15,000	375
320	175	20,000	377
340	181	30,000	379
360	186	40,000	380
380	191	50,000	381
400	196	75,000	382
420	201	1,000,000	384

**Source:** Derived from: Krejcie, R. V., & Morgan, D. W. (1970). Determining sample size for research activities. *Educational and Psychological Measurement*, 30, 607-610