

**FACTORS INFLUENCING REFUGEES ACCESS TO SUSTAINABLE
LIVELIHOODS; A CASE OF REFUGEES LIVING IN KAYOLE,
NAIROBI COUNTY, KENYA.**

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**Research Report Submitted in Partial Fulfillment of the Requirements for the
Master of Arts degree in Project Planning and Management of the University
of Nairobi**

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DECLARATION


This research report is my original work and has not been presented for a degree in any other institution.

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This research report has been submitted for examination with my approval as the University of Nairobi supervisor.

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DEDICATION

This work is dedicated to my late father Mr. Joseph, mother Mrs. Josephine Oduor, for the efforts, guidance and support put into my education: I remain indebted to them. To my lovely wife, Mercy Nechesa, son Ivan Zawadi, my siblings and Sharon Iminza thank you for the encouragement and overwhelming support.

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ABBREVIATIONS AND ACRONYMS

AGD	Age, Gender and Diversity
CPA	Comprehensive Peace Agreement
DFID	Department for International Development
DRA	Department of Refugee Affairs
EAC	East African Community
FFS	Food First Strategy
FSFS	Food Security First Strategy
GBV	Gender Based Violence
GFS	Growth First Strategy
IDPs	Internally Displaced Persons
IRC	International Rescue Committee
MRC	Mandate Refugee Certificate
NCC	Nairobi City Council
NGO	Non- Governmental Organization
OAU	Organization of African Union
PIPs	Policies, Institutions and Processes
PoC	Persons of Concern
PRS	Protracted Refugee Situation
RCK	Refugee Consortium of Kenya
RSD	Refugee Status Determination

SLA/F	Sustainable Livelihoods Approach/ Framework
SGBV	Sexual Gender Based Violence
UK	United Kingdom
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
WRC	Women Refugee Commission

ABSTRACT

Refugee problem in the Sub-Saharan Africa has worryingly grown over the last decades. Kenya hosts over 606,195 asylum seekers and refugees, the largest number in the Eastern and Central African Region. Refugee operation in Kenya is governed under the domesticated Kenyan 2006 Refugee act, from the international instruments of 1951 UN and 1969 OAU conventions. Refugees living in the Kenyan Government designated camps receive direct material support; food and non-food assistance from the Government and local community (land), UNHCR and its partners. Owing to constrained resources, refugees in urban set ups receive no direct assistance and have continued to employ own coping mechanisms to provide for their daily basic needs. In search of livelihoods, refugees devise coping mechanisms that expose them to protection related risks. This adds to their already numerous refugee life related challenges.

In-order to have an in-depth and informed understanding of the factors that influence refugees' access to livelihoods in urban set up, a field study targeting purposively sampled refugees in Nairobi's Kayole estate, through qualitative data analysis, was undertaken to provide answers to the pertinent protection concerns of refugees and asylum seekers. The researcher used descriptive cross-sectional survey design in the study to collect data. The study involved use of refugee leaders and volunteers who assisted in identification and mobilisation of respondent households and individuals. Various research instruments; questionnaires, interview and focus group discussion guides, desk review of reports and observation checklist were used in data collection through focus group discussions, observation and interviews with individuals and key informants. Qualitative techniques; triangulation and objective analysis were used to analyse data collected that provided a comprehensive understanding of the factors influencing urban refugees' access to sustainable livelihood.

The study identified the main factors influencing refugees' access to sustainable livelihood in urban areas. The factors identified as inhibiting refugees' potential for self reliance include; Kenyan legal, economic and social environment. The findings therefore reveal of the hurdles that refugees have to endure in their pursuit for self reliance in urban areas as they do not receive direct humanitarian support. The study findings recommend the need for strengthened advocacy for refugees' economic rights and sensitisation of local population on refugees' plight.

CHAPTER ONE

INTRODUCTION

1.1 Background to the study

Today, there is greater symbol of the challenges that confront the United Nations (U.N) in its efforts to promote peace, shared prosperity and mutual respect than the plight of the world's displaced people (Ghali, 1995). The number of people affected by violence and in need of asylum has soared over the period with 2009 figures indicating 36,460,806 million persons of concern to United Nations High Commissioner of Refugees (U.N.H.C.R) up from 20,124,700 in 1998 (UNHR Statistical Yearbook Annex 1, 2009).

UNHCR was established by the UN general assembly in 1950 following concerns by states recovering from the effects of the World War II on the need for a strong and effective organisation to cater for the interest/ protection of those displaced by the war. The agency however began its operations in 1951 with a clear mandate of protecting those displaced by the war, within their countries of asylum, and finding durable solutions for them within an initial period of three years. The 1951 Refugee Convention, its 1967 protocol and other domesticated regional; 1969 OAU convention, 1984 Cartagena Declaration and national; Kenyan Refugee Act of 2006 articulates the definition of a refugee, principles of refugee management and basic rights that states should accord to refugees. The international, regional and national legislation places full responsibility of refugee protection as a primary role of the host government.

The problem of displacement has persisted since 1951 and became a worldwide phenomenon. By 1975 the number of refugees reached 2.4 million and increased to 11.3 million refugees in 2009. (UNHCR, 2009).

Today, the African and Asian continents host the highest number of refugees; 10.5 million and 18.5 million respectively (UNHCR, 2009). Negative politics, corruption, ethnicity and tribalism, competition for the scarce natural resources have exacerbated the long running inter and intra conflict situation in the post colonial African conflict making the refugee situation in Africa a protracted situation. Regionally, Eastern Africa continues to host the highest number of those displaced and seeking asylum in the African Continent. This is owing to the protracted political

instability in the post independence period mainly in Somalia, Sudan (Darfur region), South Sudan and Eritrea.

In 2009 the African continent had about 29% refugees and asylum seekers living in the cities whereas there were 14% of the refugees and asylum seekers registered in Kenya living in urban centres.

Despite limited options for durable solutions, number of persons of concern to UNHCR has steadily risen. The 2006 Kenyan refugee act provides for an encampment policy requiring refugees to reside in the designated camps. 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, some 606,195 asylum seekers and refugees had been registered with UNHCR and the DRA with 53,218 specifically registered in Nairobi.

Table 1.1; Statistical comparison on populations of concern to UNHCR over a period of 10 years. Absolute values.

End of year	Refugees	Asylum-Seekers	Returned refugees	IDPs protected/assisted	Returned IDPs	Stateless persons	Others of concern	Total
1998	11,480,900	977,800	1,016,400	5,063,900	207,200	..	1,378,500	20,124,700
1999	11,687,200	1,027,400	1,599,100	3,968,600	1,048,400	..	1,491,100	20,821,800
2000	12,129,600	1,087,500	767,500	5,998,500	369,100	..	1,653,900	22,006,100
2001	12,116,800	1,072,700	462,400	5,096,500	241,000	..	1,039,500	20,028,900
2002	10,594,100	1,093,500	2,426,000	4,646,600	1,179,000	..	953,300	20,892,500
2003	9,592,800	997,600	1,094,900	4,181,700	237,800	..	905,300	17,010,100
2004	9,574,800	885,200	1,434,400	5,426,500	146,500	1,455,900	597,000	19,520,300
2005	8,662,000	802,100	1,105,600	6,616,800	519,400	2,383,700	960,400	21,050,000
2006	9,877,700	743,900	733,700	12,794,300	1,864,200	5,806,000	1,045,500	32,865,300
2007	11,391,000	740,100	730,600	13,740,200	2,070,100	2,937,300	68,700	31,678,000

Source; Statistical Yearbook Annex I (2009).

Moreover, with inner-city areas of the Kenyan capital becoming increasingly expensive in terms of living costs and increasingly competitive in relation to livelihoods opportunities, Somalis and other refugees are already beginning to move to outlying parts of the city such as to Kitengela/

Ruiru and to other urban areas, including Eldoret, Kisumu, Mombasa and Nakuru. Finding durable solutions lies within the mandate of the UN Refugee Agency.

The myriad challenges faced by refugees and urban refugees in particular, given their legal status in Kenya increases their vulnerability and exposure to protection risks. UNHCR and its partners engage refugees to support them mitigate risks, ensure their protection and make them be self reliant while in country of asylum. Support offered includes; legal aid, basic needs services (food, shelter, health, and education) and advocacy with the government and host community for peaceful and harmonious co-existence. Whereas studies in other locations outside Kenya show that refugees engage in economic activities (e.g. petty and small scale business, domestic work employment, casual work) to be self reliant, with the support of UNHCR and partners, they often face many hurdles in their pursuit which exposes them further to vulnerability. Consequently their engagement is often short lived with no long-term / sustainable impact hence forced to constantly rely on handouts and support from agencies and other actors.

With this background, it is important to examine factors that influence refugees and asylum seekers' access to sustainable livelihoods. Informed programming on mitigating factors influencing refugees' access to sustainable livelihoods would ensure effectiveness of refugee support programmes.

1.2 Statement of the problem

Kenya has hosted refugees since independence following the arrival of Mozambique, Ugandan and Sudanese refugees (UNHCR, 'a review of the implementation of UNHCR's urban refugee policy in Kenya's capital city, January 2011). In the 1970s, for example, significant numbers of Ugandans fled from the violence in their own country and took refuge in Kenya. Refugee situation pose challenging situations to the environments and often impose economic and security burdens on their hosts. Kenya has had to bear the situation given the high number of refugees who have lived in Kenya over the period. The protracted situation of refugee population in Kenya however presents the need not to view refugees as passive victims, who only wait for relief handouts and bring trouble to the country, but as individuals who can engage in self sustenance related activities and thus contribute to the economic benefits of the country i.e. a shift from emergency to development approaches. In pursuit of livelihood activities refugees and

asylum seekers are often subjected to new forms of risks that burden the pursuit of livelihoods thereby jeopardizing their protection. Livelihoods refer *'to the means used to maintain life'*. Means connotes the resources (Household, social, capital and physical assets) and the strategies available to people through their local communities (DFID Publication. 2000).

An estimated 58% of the world's over 11 million refugees now reside in cities. They often have few assets, limited support networks, and are constrained by legal, cultural and linguistic barriers (Women's Refugee Commission Uganda – Kampala, Livelihood Assessment Report. 2011). According to the Women's Refugee Commission report of 2011 on urban refugees, *'urban refugees face multiple challenges to achieving economic security; nevertheless, they are industrious and hard working'*. The report observes that most urban refugees are economically active, often with multiple simultaneous livelihood strategies, such as petty trading, home-based piecework production or self-employment using productive assets like a sewing machine. Even so, many still cannot cover all their basic expenses. The most vulnerable refugees rely on only one source of income, or on social support. As such urban refugees face difficulties accessing sustainable livelihoods to sustain provision of the needs of their households.

This study therefore seeks to examine factors that influence access to sustainable livelihood by refugees living in Kayole Estate, Nairobi -Kenya. .

1.3 Purpose of the study

The purpose of this study is to determine factors influencing access to sustainable livelihood by urban refugees living in Nairobi-Kenya. A case of Kayole Estate.

1.4 Objectives

The study was based on the following objectives:

- i. To examine how the policy environment influences refugees access to sustainable livelihood in Kayole Estate, Nairobi County.
- ii. To explore how refugees' educational qualifications influences their access to sustainable livelihoods in Kayole Estate, Nairobi County.
- iii. To establish how the social environment influences refugees access to sustainable livelihoods in Kayole Estate, Nairobi County.

- iv. To establish how the economic situation in Kenya influences refugees access to sustainable livelihoods in Kayole Estate, Nairobi County.

1.5 Research Questions

This study was guided by the following questions:

- i. How does the policy environment in Kenya influence refugees' access to sustainable livelihoods in Kayole Estate, Nairobi County?
- ii. How does the educational qualification level of refugees influence their access to sustainable livelihoods in Kayole Estate, Nairobi County?
- iii. How does the social environment in Kenya influence refugees' access to sustainable livelihoods in Kayole Estate, Nairobi County?
- iv. In what way does the economic environment in Kenya influence refugees' access to sustainable livelihoods in Kayole Estate, Nairobi County?

1.6 Significance of the study

With Kenya having hosted refugees and asylum seekers since independence making the refugee situation in Kenya a protracted situation, a total number of 616,555 (DRA monthly report of May 2012) currently reside in two designated camps; Dadaab, in the North East Kenya and Kakuma, in the North Western part and a sizeable number of registered 54, 325 residing in urban areas mainly in Nairobi (Refugees also live in other urban areas in Kenya; Mombasa, Nakuru and Kisumu). Of the refugees living in urban centres such as Nairobi they are required to be self reliant.

This study explored the factors influencing refugees' access to sustainable livelihoods. Results from the study will help raise awareness amongst UNHCR and other humanitarian actors, including other UN agencies, policy makers and planners on the factors influencing refugee livelihoods and as such enhance informed decision making amongst all actors.

1.7 Delimitation of the study

The study focussed on adult refugees between 19 and 35 years of age living in Kayole Estate in Nairobi, and who have registered with either the Government of Kenya or UNHCR and have lived in Kenya for at least one year. Refugees from Democratic Republic of Congo, Rwanda and Burundi; the main refugee population residing in Kayole were targeted.

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 Kayole, undertook data collection; focus group discussions during morning hours of weekends. The assistants on the other hand facilitated questionnaires at agreed convenient time with households and individuals over a one week period. Use of community leaders and volunteers helped reduce on the costs of the study.

1.9 Assumptions of the study

The study made assumption that the respondents were available to answer questions and that they were to answer them honestly. It was assumed that respondents had good understanding of the factors that influence their access to livelihoods.

Use of refugee community leaders and volunteers enabled 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 helped them to readily respond to study questions. As such therefore participants responded well to the study hence an 80% response rate (90% return rate of the questionnaires) to the whole study.

1.10 Definitions of Significant Terms

This section provides the definition of significant terms used in the study.

Refugees

Refugees refer to foreigners who have come to Kenya from Burundi, Democratic Republic of Congo (DRC) or Rwanda due to war or generalised conflict in those countries, and who now live

in the Kayole Estate of Nairobi County- Kenya. The refugees must possess a refugee certificate from DRA as stipulated in the Kenyan Refugees' Act (2006) or a refugee mandate letter from UNHCR.

Access to Sustainable Livelihood

Sustainable livelihood refers to the economic capabilities and strategies employed by the refugee individuals and/or their households to meet their household needs; food, accommodation, health, education, transport now and in the future. The strategies employed by the refugees to meet their household needs include engagement in formal and self employment (business) activities or support in the form of remittances from relatives or friends in the diaspora.

Policy Environment in Kenya

Policy environment refers to the existing laws and regulations governing and regulating refugees' stay and operation within the Kenyan boundaries and include permission for refugees to acquire a refugee certificate from DRA to legally stay in Kenya and the opportunity to acquire a work permit and a business licence, to legally engage in a livelihood activity in Kenya.

Education Qualification Level of Refugees

This refers to the academic qualifications, from formal and non-formal institutions, attained by refugees from either their own country of origin or while in Kenya. This also means the refugees' ability to speak local national languages and entrepreneurship and life skills trainings attended to enable them deal with their psychosocial environment and be able to run a business enterprise.

Economic Situation in Kenya

The term is used to refer to the available opportunities for refugees to access and acquire formal employment and/or engage in business enterprise while in Kayole Estate, Nairobi- Kenya.

Social Environment in Kenya

Refers to the relationship, social ties and support systems that refugees have with and from their Kenyan hosts, the Government of Kenya officials and administrative structures and with fellow

refugee community members. It reflects on the general political and security situation in the country.

1.11 Organization of the study

The study is organised into five chapters. Chapter One provides a general background into the subject of study. The chapter also provides focus on the objectives of the study with specific questions to be answered. The objectives and questions developed provide a precursor to better understanding and articulation of the significance of the study.

Chapter Two looks at available works and literature done on factors influencing refugees' access to livelihoods by scholars who have studied the subject in other refugee contexts. The chapter provides a conceptual framework which outlines the relationship between the dependent and independent variables identified in the subject of study.

In Chapter Three, the researcher presents the research design, target population, data collection instruments and methodologies used in the study.

Chapter Four presents analysis and interpretation of the data collected from the field. Qualitative methods were used in the analysis of the collected data.

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 that influence self sustenance by refugees giving analysis 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.

2.2 Access to Sustainable Livelihood by Refugees

The subject on refugees has been extensively documented by the United Nations, International NGOS and Human Rights Organisations. More importantly the different actors and scholars such as Jenny Clover and Richard Cornwell (August 2004) have narrowed their scholarly works to livelihood during conflict and displacement. UNHCR and Women's Refugee Commission (WRC) have undertaken internal livelihood assessments in major urban and settlement (Northern Uganda) areas where refugees reside. An example is the WRC's livelihood assessment report on urban refugees in New Delhi- India in (July 2011).United Kingdom's (UK) Department for International Development –DFID- (1997) and scholars Chamber and Conway (1990s) furthered the concept of sustainable livelihoods and factors that affect achievement of sustainable livelihood.

Access to sustainable livelihood and engagement in economic and social activities in host country is often a catalyst to local integration by refugees thus a prospect to durable solution. Finding durable solutions lies within the mandate of the UN Refugee Agency (UNHCR). Available options for durable solution include; repatriation back to country of origin, resettlement to third country and integration within the country of asylum. Local integration (political, social, economic, cultural) option provides refugees with the opportunity to gain permanent residence in country of asylum. Legal integration in country of asylum requires progressive policies that enable refugees to attain citizenship of the host country.

Karen Jacobsen (2002) in her paper on: 'The Pursuit of Livelihoods by Refugees and The Impact on The Human Security of The Host Communities,' noted that, 'displaced men, women, and even children have developed coping mechanisms and strategies that take advantage of resources and opportunities'. Displacement destroys livelihoods and forces people to adopt new strategies to support themselves. As a result of this situation control of assets shapes the livelihood strategies that refugees employ to achieve economic security. Livelihood strategies are; the range and combination of activities and choices that people make or undertake in order to achieve their livelihood goals (including productive activities, investment strategies), Department of International Development- DFID-, (2001).

Karen argues that refugees pursue livelihoods in two domains; in camps and settlement, where they engage in programmes developed by humanitarian agencies; and outside the camps in informal sectors. She asserts that in the latter domain refugees are faced by two challenges; conflict from the environment and illegal status i.e. many activities may be illegal. She recognizes that refugees however mix the two strategies as they move between the two locations.

According to the Women's Refugee Commission Livelihoods Assessment Report in Kampala Uganda, 'The Living, Ain't Easy' (2011) refugees often have few assets, limited support networks, and are constrained from accessing livelihoods by legal, cultural and linguistic barriers.

Wagacha and Guiney (2008) however notes that, 'the livelihoods of urban refugees are diverse, and include work in the informal sector as labourers, running small businesses and reliance on overseas remittances and community support networks. The socio-economic profile of the urban refugees is not that of desperation and dependence rather it is one of incredible resilience and ability to survive in the face of significant odds. The vast majorities are engaged in economic activities in the informal sector and have made modest gains with limited support from the governments and humanitarian community.

According to the assessment reports on urban refugee livelihoods developed by WRC in three different countries; India, Uganda and South Africa, despite the many challenges and factors influencing refugees' access to sustainable livelihoods, refugees employ strategies that enable

them to survive in the otherwise very demanding urban life across the world. WRC assessment report on refugee livelihoods in South Africa (October 2011) reveals that about 75% of forced migrants, in South Africa, report they are economically active. Approximately 50% have multiple, simultaneous livelihood strategies such as petty trading, casual labor or self-employment. In Gambia, Banjul city, a UNHCR assessment report on refugee livelihoods (November 2004) observes that negative or destructive coping mechanisms by the 10,000 registered urban refugees were more prevalent in the urban environment. The report nevertheless notes of success stories which are nonetheless rare and dependent on a number of factors namely; refugee identity card, work permit, business license and access to markets and services.

Urban refugees across the world access livelihoods, if not in a similar way, to be able to meet their basic needs. Anna Strandberg in her study on human rights and sustainable livelihoods: Among Young Urban Refugees in Kenya (2010)', discovered that, as a coping strategy, refugees strive to improve their academic and skills level. She notes that refugees in Nairobi are very interested to learn more on e.g. health issues, language, domestic work and computers. They also engage in informal work (in restaurants and hotels, street-hawking at night, shoe shining, and domestic work and shop-keeping) while others depend on support from friends or relatives in the Diaspora. Nevertheless due to the instability in employment, limited opportunities and other social related problems such as sickness refugees may from time to time or all the time rely on others to support them with e.g. food, housing and money, as discussed.

2.3 Influence of Policy Environment On Refugees' Access to Sustainable Livelihood

The United Nations High Commissioner for Refugees (UNHCR) in its operational guidelines: For Urban Livelihood Programming (November 2011)', notes that host government policies often makes it illegal for refugees to work or to own property or businesses, though there are services available to support them. UNHCR, in the document, continues to note that even in situations where refugees can legally work, access to decent employment continues to be hugely problematic, particularly in countries with high unemployment rates. Encampment policies restrict refugees' freedom of movement.

The Kenya Refugee Act 2006 (section 16) subjects refugees to the same wage-earning employment restrictions as other foreigners and in order to work legally, refugees must apply for a work permit (valid for two years) costing 50,000 Kenyan shillings. Anna Strandberg in her paper, 'Human Rights and Sustainable Livelihoods: A Study Among Young Urban Refugees in Kenya' (2010), determined that refugees have no chance of paying the required amount of Kshs. 50,000 to obtain work permit and thus are obliged to engage in informal employment such as hawking, shoe shining and domestic work at the whims of their employers who in most cases renege on the agreed financial engagement. This in itself does not qualify to be sustainable livelihood as defined in the Sustainable Livelihoods Framework (Sustainable Livelihoods Framework (SLF) emphasises on long term impact based livelihoods and will present a conceptual framework). Urban refugees have no other sources of self employment such as agriculture due to unavailability or limited natural resources such as a land; refugee therefore have to purchase food.

In the neighboring nation- Uganda, which harbors high numbers and similar profile of refugees, the Ugandan Refugee Act of 2006 states that refugees have the right to work just like "aliens in similar circumstances". The Immigration Department interprets this to mean that refugees require work permits, as aliens require work permits to enter the country. The Office of the Prime Minister of Uganda asserts that once a refugee is in the country she/he is allowed de factor to work. The Women's Refugee Commission (2011) livelihood assessment report in Kampala, Uganda notes that the lack of clarity and varied enforcement of the regulations guiding employment mean that local government officials, employers and refugees are left confused. As a result, employers are wary of hiring refugees; and refugees who do work formally are harassed by local government and immigration officials'.

The law provisions as regards access to the labor market in Jordan, (Law No. 8,1996) stipulates that 'work permits are available for foreigners only in cases where the "work shall require an experience and efficiency that are not available for the Jordanian labors or that the available number of the same shall not meet the demand. According to the Jordanian legislation the priority is however given to the Arab experts, technicians and laborers' (UNHCR Assessment of: Livelihoods and Strategy for Livelihoods Promotion in Jordan (2nd July 2009).

Refugees' self-reliance could also be boosted by facilitating freedom of movement to facilitate refugees' mobility. International protection standards provide that refugees can be provided with travel documents ('Nansen Passports') which enables them to travel from one country to another to access livelihood opportunities. But few refugees in contemporary Kenya are issued with Convention Travel Documents. It is not clear if and how refugees (mainly from Rwanda and Burundi) will realize benefits accompanying free movement across the region within the mobility framework of the East African Community (EAC), a regional bloc- that includes Burundi, Rwanda, Tanzania Kenya and Uganda, (UNHCR Urban Policy Real Time Review report, 2011).

Nairobi has an estimated number of 15,000 refugee households (53,218 registered individuals) and despite the available legal restrictions, refugees in Kenya nonetheless engage in economic activities mainly in the informal sector which enables them to provide for their basic needs while residing in Nairobi. According to the UNHCR urban livelihoods implementation assessment report (2012) Eastleigh estate in Kamkunji constituency is an economic hub created by mainly Somali refugees living in the area.

Furley, Obi and Jeff Crisp, (2002) state in a workshop report that lack of documents for many of the refugees living in Moscow obstruct access to social services, basic medical care, education and employment. Protection risks to refugees pursuing livelihoods are also linked to lack of legal documentation by urban refugees. This is because lack of recognized legal status, subject one to risk of harassment by authority officials hence sometimes access to employment is obstructed making attainment of self-reliance more difficult. Similarly this is outlined in a case-study on Afghan urban refugees in New Delhi where it is stated that because of India's unwillingness to accede to the 1951 UN Refugee Convention and India's failure to establish any domestic refugee legislation, the Afghan refugees have suffered from a precarious legal status and have not been accorded the formal right to work or establish businesses in India (Obi and Crisp, 2000). While Sperl (2001) in his study undertaken in Cairo came to the conclusion that despite the fact that Egypt has acceded to the 1951 Convention, refugees are not allowed to work and can only secure an income through illegal employment in the informal sector of the economy.

2.4 Influence of Refugees' Educational Qualification Level on their Access to Sustainable Livelihood

This section reviews literature on the influence of refugees'; knowledge of local language and academic, entrepreneurship and life skills on their ability to access sustainable livelihood.

UNHCR, in its: Urban Refugee Policy Review (January 2011), acknowledges that some of the refugees residing in Nairobi have academic or vocational qualifications obtained in their country of origin, while others have been able to attain diplomas and degrees since arriving in Kenya. Finding employment in the formal sector is nevertheless very difficult and is an option that is only open to those refugees who are able to obtain a Class M work permit (Section 16 of the 2006 Kenyan Refugee Act).

WRC livelihood assessment report on refugees in Kampala, Uganda (2010): 'The Living Ain't Easy', indicates that language barrier determines a refugee's ability to access economic livelihood. Language barrier affects their ability to communicate thus limiting their access to labor and goods market.

According to a study on youth in Nairobi, by Anna Strandberg (May 2010) refugees expressed lack of adequate capital to enable them pursue their skills development. Many sought refuge after completion of basic level education in their countries of origin. Because of their vulnerable livelihood situation and having to engage in long hours' in informal jobs, refugees also have limited time to attend trainings such as vocational skills trainings. Consequently refugees have limited access to education and skills development opportunities which hinders their efforts to strengthen their human capital.

The UNHCR assessment report on: Livelihoods and Strategy for Livelihoods Promotion in Jordan (2nd July 2009), enumerates that informal labor market, which is the most accessible to most urban refugees in most cities in the world for survival in an adverse legal situation, has a demand primarily for manual and low-skilled labor. Iraqi refugees who are skilled workers or professionals are reluctant to accept manual work because it is seen as not fitting to their educational and social status.

2.5 Influence of Social Environment on Refugees' Access to Sustainable Livelihood

UNHCR notes in its operational guideline: UNHCR Operational Guidance on Self Sustenance (2011), that anti-migrant (xenophobic) attitude may exist within the Government and the local community in refugee host nations. Refugees often face greater expenses than other poor because of costs associated with bribes often related to the lack of documentation. They may be discriminated against by local landowners/ landlords, who often require higher rents or extra fees and by employers who use them as cheap labour. According to the UNHCR guideline, refugees face numerous social challenges including access to public social services like health and education which may pose a financial burden on refugees that exceeds the burden experienced by other poor.

According to a report by UNHCR on: Impact of Insecurity to Refugee Livelihoods in Uganda (2002), insecurity in an area can result to loss of self-sufficiency; loss of household property, thus making them dependent on humanitarian assistance. Insecurity can also disrupt delivery of food and other non-food items by organizations. As such therefore refugees can only have food and livelihood security, when they can cope with stresses and shocks arising from such insecurities. Insecurity among other challenges means that the victims need to adapt strategies that will enable livelihoods and food security. These may be any one of the four livelihood strategies; diversification, intensification, extensification or migration. The immediate strategy may be the migration of the refugees to other areas. Machiavelli (2001), in her research noted that there were a number of refugees who were urban based in Kampala and yet had originally been settled in settlement camps in other parts of the country once their status was determined, while some of them lived in both the urban and rural settlements (diversification) as they deemed it the best way to survive.

Additionally, UNHCR livelihood operation guideline notes that in camps and rural areas livelihoods can be further negatively affected by limited access to physical assets such as land, generalized poverty and in some instances (as witnessed in Kakuma camp- Kenya in 2003) exacerbate tensions between refugees and local populations.

Sebba (2006) notes that gender inequalities persist in refugee situations and limit the extent to which women and girls can attain sustainable livelihoods' which leads to lower productivity, increased unequal distribution of resources, poverty, insecurity, lack of opportunity and empowerment. While writing on adaptation and coping strategies of refugees in Ikafe during and insurgency that displaced refugees from original settlements into neighboring transit settlements, Payne (1998) notes that displacement that leads people to become refugees usually is followed by a breakdown in gender relations and roles. Machiavelli, on the other hand, in 2003 concludes, in her research with 221 refugee households in Kampala, that women's childcare responsibilities limit their mobility. In her findings, 46.2 % of women were single mothers with an average of 3.4 children. The assessment findings suggest that as female heads of household, they prefer to engage in work that is in close proximity to their home. Given that refugees shift residence often, this can mean looking for new work with every move.

The UNHCR urban refugee policy review in Nairobi (January 2011), notes that due to Nairobi's growing population, currently estimated at over 35 million people, the labour and livelihoods market in the city is consequently a highly competitive one for nationals and foreigners alike, making it difficult for UNHCR to realize its urban policy objective of promoting refugee self-reliance. Refugees who seek to make a living by means of casual labour have to contend with the fact that so many Kenyans are also looking for such work and are usually able to benefit from better connections with prospective employers.

Conflict usually pivots around access to basic needs, services, employment opportunities and land utilisation (Ayiemba and Oucho, 1995). Refugees (mainly Somalis) in Kenya have also experienced accelerated intolerance between themselves and Kenyans led to xenophobic experiences (The Daily Nation Newspaper, 21st January 2012; Article on effect of Kenyan 'operation linda nchi ('operation protect the country')' on business in Eastleigh).

2.6 Influence of Economic Situation on Access to Sustainable Livelihood by Refugees

Financial capital denotes the financial resources that people use to achieve their livelihood objectives. However, it has been adopted to try to capture an important livelihood building block, namely the availability of cash or equivalent that enables people to adopt different livelihood

strategies. Sixty percent of Nairobi's 3.1 million inhabitants live in poorly serviced informal settlements plagued by high levels of poverty and insecurity. An Oxfam GB (2009) report estimates that between a third and half of Kenya's urban population lives in poverty, and with growing urbanization, the urban poor will represent half of the total poverty in Kenya by 2020. Kenya's economy has witnessed a steady slowdown from a gross domestic product (GDP) annual growth rate of seven percent between 2006 and 2007 to three and a half percent in 2012. Weakening economic growth fails to create the conditions necessary for formal sector job growth to absorb the estimated 500,000 people who join the labor force annually. The result has been a rapid expansion of the informal sector, and as of 2003, the share of urban employment in the informal sector was around seventy five percent nationally, and one third of this in Nairobi. The number of people engaged in the informal sector increased by thirty eight percent from 2001 to 2005 to an estimated 1,548,100 (KNBS 2006). The 2005/06 basic report on wellbeing in Kenya estimated that forty four percent of the Nairobi population lived below the poverty line, with sixty eight percent of this population working in the informal sector. Inflation is eroding the purchasing power of wages. Inflation has been on an upward trend from four percent in 2010, 5.42 percent in January 2011, to 15.6 percent in March 2012. It is within this context of rising urban poverty and growing importance of the informal sector as a source of employment that asylum seekers and refugees are joining the ranks of Nairobi's urban poor seeking much the same opportunities as casual laborers, petty traders, and small business owners and in various semi-skilled self-employment activities.

For sustainable livelihoods, individuals have to employ long-term strategies such as accessing financial services (saving and credit facilities) to enable them develop their businesses.

According to the study done by Women's Refugee Commission on refugees' livelihood situation in Kampala, Uganda: 'The Living, Ain't Easy' (March 2011), limited access to capital inhibits business development. Refugees often do not have a fixed address, cannot provide the necessary collateral, legal documentation or character references, and have many financial burdens. An experiment by one of the aid agencies in Kampala (Interaid) on revolving fund for individual refugee business plans found that many refugees used the funds for unexpected emergency needs instead of business investments. This reflects on research findings indicating that refugees only often have to meet their survival thresholds and as such cannot meet their livelihoods thresholds.

In his working paper no 105 on: 'Refugee Livelihoods Confronting Uncertainty and Responding to Adversity', Mozambican war refugees in Limpopo Province- South Africa' (June 2004), Frederick Golooba-Mutebi explains that similar to the rural life, credit facility is an important element in the refugees' livelihood strategies. He asserts that this is often characterized by shortage of cash and inability to pay for goods in cash. Fredrick in his paper notes that, in many cases, only people with stable sources of income have access to credit facilities a disadvantage mainly experienced by refugees. According to his study of refugees in Limpopo Province, without credit facilities from creditors such as financial institutions, many households experience greater poverty and destitution and might as well cease to exist as independent entities.

2.7 Conceptual Framework

The conceptual framework illustrates the relationship between the independent variables (factors influencing) and the dependent variable (access to sustainable livelihoods by refugees). The study determined how various identified factors; policies, economy, socialization and refugees' education qualification influenced refugees' ability to sustainably provide for their primary and secondary needs.

Figure 1 shows the identified independent variables and the existing relationship with the dependent variable.

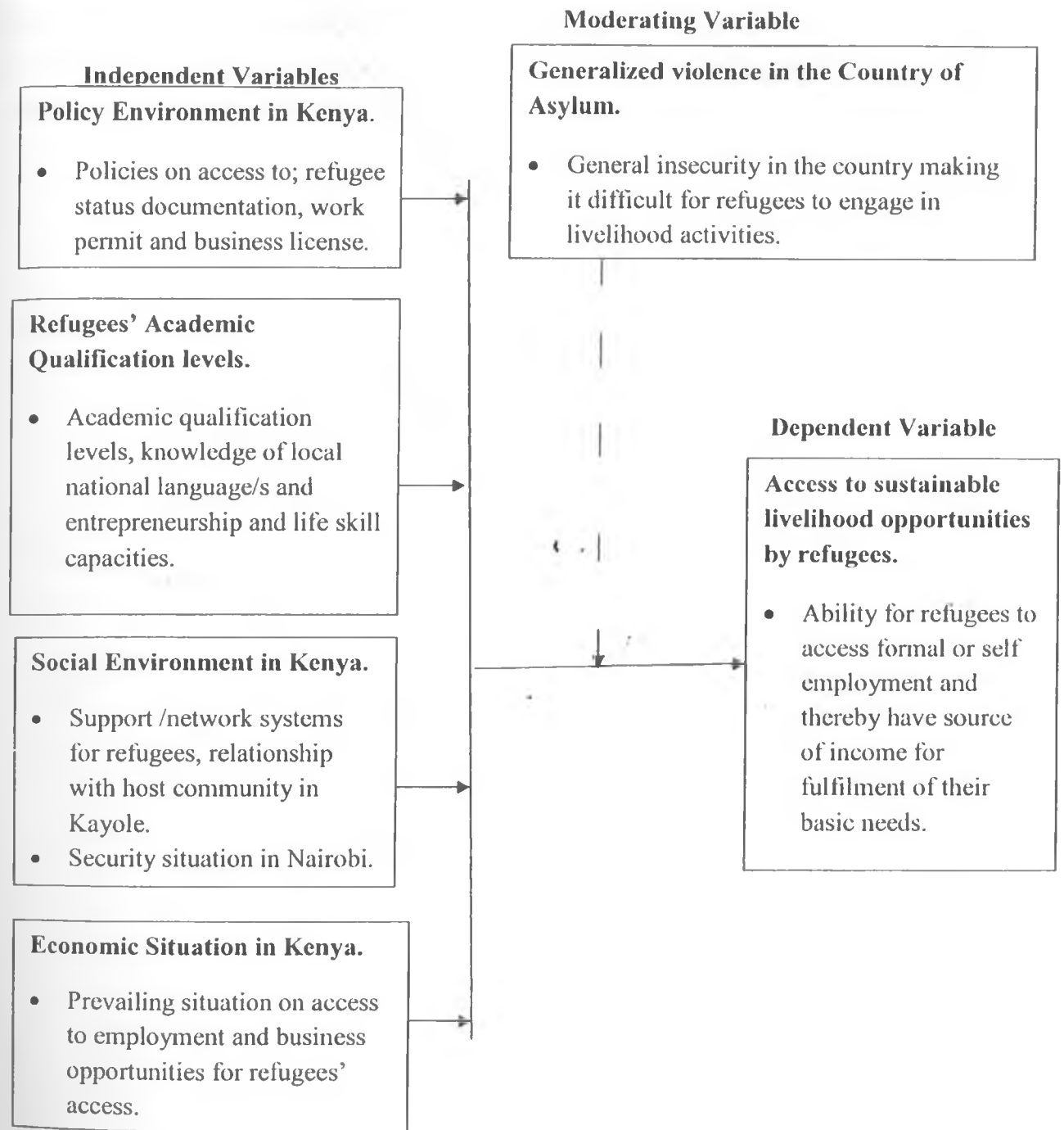


Figure 1: Conceptual Framework.

2.8 Summary

This chapter reviews the existing literature on factors influencing refugees' access to sustainable livelihoods globally, regionally and locally. The conceptual framework that informed the study on the factors influencing (independent variable) access to sustainable livelihoods (dependent variable) by refugees has also been presented in this chapter.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

In this chapter the methodology used in undertaking the research is outlined. The chapter details the research design, data collection methods, instruments and analysis employed in the research. It also presents a table on operationalization of variables that guided the analysis of the key findings.

3.2 Research Site

The study was carried out in Kayole, Nairobi – Kenya. Administratively Kayole location is in Embakasi Division Nairobi County. Embakasi has an approximate population of 270,000, out of which 230,000 are in Kayole (2009 statistical estimate). The area is host to a significant number of protracted refugees and asylum seekers and is preferred residential location for the targeted population from Great Lakes Region of the relatively affordable rental houses and additionally the social ties network of refugees available in the area.

3.3 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 livelihoods descriptive/ cross-sectional survey study design was employed. The study is qualitative in nature and results were qualitatively analyzed with focus on the association between independent variables (legal, social, economic situation and refugee education level) and the dependent variable (refugees' access to sustainable livelihoods) in Kayole, Nairobi. The study reviewed both primary data obtained through focus group discussions, individual and key informant interviews and; secondary data referenced from journals, baseline / assessment research and strategy reports by different agencies, text and e-books and other related materials.

3.4 Target Population

The study targeted refugee male and female adults from Democratic Republic of Congo, Burundi and Rwanda aged between 19 and 35 years residing in Kayole Estate, Nairobi County. Close to

three quarters of 8,419 refugees from the Great Lakes Region reside in Kayole. The population was targeted because of the protracted nature of the population caseload; a majority of them have stayed in Kenya for more than two years.

The study also targeted key informants to the research, including; the local administration in Kayole (area Chief, the Area Social and Gender Development Officer), community leaders, members from local community living within the area, the Department of Refugee Affairs and staff from five partner agencies implementing livelihood programmes.

3.5 Sampling Procedure

Estimation of sample size in research using Krejcie and Morgan (1970) is a commonly employed method. The Krejcie and Morgan (1970) sample size formula and table provide guidance on the sample size of study for a quantitative study.

For this study qualitative 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) note 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 desired respondents identified through purposive are used to name others that they may know have the required characteristics.

Refugees duly registered with UNHCR and /or DRA and living in Kayole, 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 snow-balling which enhanced reach to persons of the selected ages and gender. A total 10 refugee community leaders and refugee volunteers working with a local community based organization-CBO- (Zindua Africa) provided entry into the community of refugees in Kayole and were used to each identify 10 individual respondents and 2 households engaged in economic activities and of the different ages and gender. Each of the 10 community leaders and the CBO volunteers were trained on

administration of the individual research questionnaire and each administered a questionnaire to 10 (new) refugee individuals and households. A total 200 individual respondents were targeted as sample size for the study and were engaged through focus group discussions, interviews and questionnaire answering and key informant interviews.

3.6 Research Instruments

Various data collection instruments that ensured validity, reliability and objectivity of data collected were used in the survey: key informants' interview guide, individual questionnaire, focus group discussion interview guide and observation checklist. As appropriate the refugee community volunteers from CBO, Zindua Africa, were used to undertake translation during focus group discussions.

3.7 Validity and reliability

The individual questionnaire and focus group discussion interview guide used in the study were tested prior to field work to measure of their consistency and appropriateness.

3.7.1 Reliability

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 fully understand and thus avoid distorted questions during interviews. Focus group discussions were held in the meeting room of a local community based organization, Zindua Africa, in Kayole. The meeting room was friendly to the group discussions and interviews as it was near the respondents' place of residence and thus provided a quiet environment for uninterrupted discussion. This improved the quality of the sessions.

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 were pre-

tested with 10 respondents within a period of one and a half weeks prior to commencement of the actual study

3.7.2 Validity

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. The researcher also used the community volunteers in translation of the questionnaire to Kiswahili language, the language well understood by a majority of the targeted population in Kayole. Desk review to undertake content analysis on the subject was conducted which ensured establishment and ensuring of validity of the instruments selected and developed.

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. Behavioural and non-behavioural 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 Methods of data Analysis

The study was predominantly qualitative. Descriptive data collected were analyzed and interpreted and inferred through triangulation of information. Different data collection methods and instruments; observation checklist, FGDs, desk review, field visit and interview guides employed ensured that the analysis was informed by information collected through the different tools used. Qualitative data were clustered and analyzed as according to the variables. The identified independent variables were analyzed through review of existing documentation, field visits to undertake observation and feedback from population attending focus group discussions and from key informants.

3.10 Operationalisation of Variables

This section identified the indicators that were used to measure the dependent and independent variables. This study, qualitative in nature, used qualitative indicators to measure the relation between the dependent and independent variables. Analysis of the relationship using the identified indicators was objectively analyzed.

Table 3.1; Operationalisation of Independent Variables

Objective	Variable	Indicator(s)	Measurement	Scale	Data Collection Method	Data Analysis
To examine how the legal and policy environment influences refugees access to sustainable livelihoods.	Independent Variable Laws on refugees	<ul style="list-style-type: none"> • Refugees Act • Work permits • Business licenses 	<ul style="list-style-type: none"> • Number and proof of refugees registered under the refugees act • Number and proof of refugees with work permits • Number and proof of refugees with business licenses 	Ordinal	Interview guides, questionnaire	Descriptive
To explore how refugees' educational qualifications and skills influence their access to sustainable livelihoods.	Independent Variable Educational level of refugees	<ul style="list-style-type: none"> • Level of education (Basic, secondary or higher) • Knowledge of local language • Life skills 	Primary Secondary College or University level Ability to speak Kiswahili or English Entrepreneurship skills	Ordinal	Interview guides, questionnaire	Descriptive

		attained	training attended, awareness trainings attended , work experience			
To determine how the social –political environment influences refugees access to sustainable livelihoods.	Independent Variable Social –political environment	<ul style="list-style-type: none"> • Support systems/ networks • Relationship with Kenyans • Security situation 	<ul style="list-style-type: none"> • Linkage with Government • Family or community support (diaspora) • Common activities with locals 	Ordinal	Interview guide, questionnaire, observation checklist	Descriptive
To investigate how the financial and economic situation in Kenya influences refugees access to sustainable livelihoods.	Independent variable Financial and economic situation	<ul style="list-style-type: none"> • Employment • Business 	<ul style="list-style-type: none"> a) Earnings a) Employment contract b) Books of account c) Inflation/ deflation 	Ordinal, ratio	Interview guides, observation checklist and questionnaire	Descriptive
To determine factors influencing access to sustainable	Dependent Variable Access to sustainable livelihoods	<ul style="list-style-type: none"> • Formal employment • Remittances 	<ul style="list-style-type: none"> a) Earnings b) Contract c) Business licenses 	Ordinal	Interview guides	Descriptive

livelihoods by refugees	opportunities by refugees	<ul style="list-style-type: none">• Casual work• Business				
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3.11 Summary

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

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND INTERPRETATION

4.1 Introduction

Presented in this chapter is the return rate of the questionnaire, the demographic characteristic of respondents and the analysis, presentation and interpretation of the findings from the field data collection exercise based on the primary and secondary data collected from target population of refugees from the Great Lakes Region residing in Kayole estate, Nairobi County –Kenya. The researcher used interview guides, questionnaire, and observation checklist and also undertook desk review of available reports.

Descriptive statistics have been used to present the findings as per the research objectives and questions. The data has been presented in the form of tables and analyzed through qualitative method.

4.2 Questionnaire Returns

The study received response from 159 (80%) of the targeted 200 refugee respondents with 90 questionnaires, of the 100 distributed, received back and 69 participants, of the targeted 100, participating in focus group discussions. The response rate of 80% was ensured through involvement of refugee community leaders and refugee volunteer workers based in Kayole estate and participation of respondents rated as satisfactory as use of refugee community mobilisers' enhanced uptake of the exercise by refugees.

4.3 Demographic Characteristics of the Respondents

The study targeted refugee male and female adults of ages between 19 and 35 years from the Democratic Republic of Congo (DRC), Rwanda and Burundi residing in Kayole estate, Nairobi- County, Kenya. Respondents to the study were refugees who have lived in Kenya for a period of more than six months since their arrival in Nairobi.

4.3.1 Distribution by sex

Respondents were asked to indicate their sex and they responded as indicated in Table 4.1.

Table 4.1: Distribution of respondents by sex

Sex	Frequency	Percentage
Males	95	60
Females	64	40
Totals	159	100

Table 4.1 shows that there were more male respondents to the study than female respondents. A total 95 (60%) males responded while only 64 (40%) female respondents participated in the study.

4.3.2 Period of stay in Kenya as a refugee

Respondents were asked to state how long they had stayed in Kenya since arrival and claim of refugee status.

Table 4.2: Period of stay in Kenya

Period	Frequency	Percentage
Less than 12 months	34	38
13 – 24 months	30	33
25 - 36 months	7	8
37- 48 months	3	3
49 months and above	16	18
Total	90	100

Table 4.2 shows that a higher percentage of respondents, 38%, indicated having arrived in Kenya at least a year ago (in 2011), while only 3% arrived four years ago. As such there were more respondents who have lived in Kenya for the last two years compared to those who arrived in the last five years.

4.3.3 Distribution by age

Table 4.3 records the age distribution of the respondent.

Table 4.3: Distribution by age

Age	Frequency	Percentage
19- 28 years	52	58
29- 38 years	23	25
39 years and above	15	17
Total	90	100

Table 4.3 shows that a majority of the respondents were of youthful age between 19 – 28 years old with fewer persons being 39 years and above. 83% of the respondents were with the targeted age group (19 -35 years of age).

4.4 Influence of the Kenyan policy framework on access to sustainable livelihood by refugees living in Kayole

This section presents data on access to refugee identification documentation from UNHCR/ DRA as stipulated in the Refugee Act (2006).

4.4.1 Access to legal identification documentation

Table 4.4 presents distribution by those who possess legal identification documents from DRA / UNHCR.

Table 4.4: Distribution by legal documentation registration

Documentation	Frequency	Percentage
Have either UNHCR/ DRA Document	90	100
Has none of the required legal identification documents	0	0
Totals	90	100

Table 4.4 reveals that all the 90 respondents (100%) indicated that they possess legal documentation issued by either UNHCR or DRA confirming of their legal refugee status in Nairobi- Kenya

Department of Refugee Affairs (DRA) official in the Ministry of Immigration and Registration of persons confirmed, through an interview referred to the section six of Kenyan Refugee Act (2006), that the laws of Kenya require that one must be in possession of either the Kenyan identification document (for citizens) or a passport and a work permit (for foreigners) to access formal employment. Refugees are subjected to same wage-earning restrictions as other foreigners and are thus required to obtain class ‘M’ work permit. This is also as per the articles 17 to 19 of the 1951 UN convention which confers refugees the right to access gainful employment in host countries. The official also reiterated that on the other hand, refugees who engage in business require business license, just like Kenyans to operate a business as long as they produce their identification document.

4.4.2 Access to work permits and business license

Refugee respondents were asked to state whether they have the required legal documentations to acquire employment or operate a business. Table 4.5 presents their responses.

Table 4.5: Possession of work permit and business license

Documentation	Frequency	Percentage
Those with a work permit	3	3
Those with a business license	4	4
Those who do not have either the work permit or business license	83	93
Those who have both of the documents	0	0

Resultant response indicate that 93% of the 90 refugees interviewed do not either possess a work permit or a business license that would enable them to legally engage in a livelihood venture.

Participants engaged in the focus group discussions (FGDs) categorically reported of the difficulty in acquiring a work permit. As noted by one of the participants, 'I once made an application for a work permit to the Ministry of Immigration and Registration of persons. I was asked to pay Kshs. 250,000 and because as a refugee I cannot get such an amount of money I could not follow it further'. The participant additionally explained of how he has been frustrated in securing a job due to lack of a work permit. Another participant enumerated of how when he followed up on acquisition of a business licence he was asked by the registrar of companies to produce a pin number issued by Kenya Revenue Authority (KRA). 'Being a refugee I could not follow further as I have no Kenyan identification document to acquire a KRA pin number', he lamented. 'The process of following up a work permit is too complex making it difficult to get such a document. I only have an appointment slip which limits me from accessing services as well as acquiring a legal document for employment. Furthermore there are no jobs', lamented a third respondent.

While DRA officials reported that refugees acquire work permits, albeit in limited numbers (refugees also reported that countable number of their colleagues with big businesses in partnership with Kenyans have work permits), none of the respondents in the study confirmed having acquired a work permit an indication of the difficulty involved as reported to the researcher. Access to business license is however reportedly dependent on size of business and financial status. Only 4 refugees who respondent to the questionnaire confirmed having a business licence. Besides statements from participants in the FGDs, refugees interviewed at their business sites during observation visits and refugee community leaders and volunteer workers confirmed that refugees with the required annual fee of Kshs. 5,000 for retail and small scale businesses and refugee identification document can easily access business license from the Nairobi City Council

(NCC) whereas those undertaking petty businesses such as hawking and street vending can access the daily licences from NCC officials upon payment of the daily rate of Kshs. 50.

4.4.3 Reasons for limited access to work permits and business license

Respondents were separately asked to list reasons inhibiting acquisition of work permits and business license as presented in Table 4.5.

Table 4.6: Distribution by reasons for lack of work permit and business license

Reasons for lack of documentation	Frequency	Percentage
Those who consider that the Kenyan laws do not allow refugees to work or do business	11	12
Those who consider that it is difficult to acquire the legal documents such as work permit and business license	67	74
Those who consider other reasons e.g. possession of a refugee certificate which I use	12	14
Total	90	100

The reasons enumerated explain the skewed nature of response in Table 4.5 indicating low levels of access to the documents. As shown in Table 4.6 and quotes from refugees' statements in the immediate preceding section, 74% of the refugees interviewed noted of the difficulty in acquiring a work permit or business license that would enable them legally engage in employment or business. While it was imperative from the FGDs that refugees are aware of the legal provisions for access to a class 'M' work permit and business license, refugees cited several reasons, as provided below, why they consider it is difficult to acquire the documents;

- I. Their refugee social status in Kenya, considering that they are in a foreign country. As such they noted lack of familiarity with the procedural environment, the discrimination they undergo as refugees and low self esteem amongst themselves.
- II. Lack of refugee status documentation for some refugees (especially new arrivals awaiting refugee status determination –RSD- decisions), e.g. refugee mandate from UNHCR or refugee certificate from DRA. The DRA refugee certificate document is required to apply for a work permit and business license.
- III. The process of following up acquisition of work permits is complex and too costly. One participant reported that he was asked to pay Kshs. 250,000 which he could not afford. Refugees also noted that it is financially strenuous for them to pay the required Kshs. 5,000 annual NCC licence fee as they have meagre financial resources.
- IV. Corruption by officials charged with the responsibility to process work permit applications as well as patronage, discrimination and corruption in the employment sector denying them access to the services.
- V. Inability to engage in employment due to physical disability to work e.g. terminal illness thus making it needless to follow-up on the acquisition process.
- VI. A majority of refugees mainly engage in small scale businesses which they only require to remit the daily fee of Kshs. 50 to the NCC hence the considered reason not to apply for a work permit.
- VII. Some of the refugees have experience in farming as their former occupation in their country place of residence and hence have no entrepreneurship experience. They perceive that entrepreneurship is a talent hence opt not to engage in business thereby not apply for business license or a work permit.

In a rejoinder some refugees emphasised, during the FGDs and as also confirmed by the area Chief, that lack of access to work permits and business licences confine them to operating petty trades such as selling of foodstuff along the streets in Kayole, hawking milk and selling groceries thus reducing their income levels.

4.5 Influence of refugees' education levels on their access to sustainable livelihood in Kayole

The study explored on how the educational qualification and knowledge levels of refugees living in Kayole influence their access to sustainable livelihood.

4.5.1 Highest level of academic qualification attained by refugees

Respondents were asked to state of the highest academic qualification they possess and they responded as shown in Table 4.7.

Table 4.7: Distribution by the highest academic qualification

Academic qualification level attained	Frequency			Percentage		
	Totals	Males	Females	Totals	Males	Females
Those who never went to school	15	5	10	17	36	64
Those who reached primary level	18	7	11	20	41	59
Those who reached secondary level	44	29	15	49	64	36
Those who reached tertiary (college / university)	13	9	4	14	67	33
Totals	90	50	40	100	55	45

A majority, 49%, of the study respondents indicated having achieved secondary education as the highest academic qualification level attained, while 17% indicated having not gone to school. Qualification across the different sexes present a situation where more of the female respondents dropped in primary level while there were more male respondents who reached secondary and tertiary levels thus confirming of the gender dynamics in typical societies.

Participants in the focus group discussions separately enumerated of the additional qualifications possessed by refugees in Kayole namely; professional driving, motor vehicle mechanics, teaching (French teachers), cloth designing, electricians, artists (e.g. musicians, comedians, video producers) sportsmen/ women (soccer players and athletes), secretarial, nurses and spiritual leaders i.e. pastors. While a majority of the respondents noted singing, priesthood and cloth designing as their areas of expertise, other reported qualifications and skills included beauty and hair specialists, entrepreneurship, farming skills and masonry. The area administrative Chief of Kayole, also reiterated playing music as a major source of income for refugee youth from the Democratic Republic of Congo (DRC), talent majorly attributed to them.

4.5.2 Use of academic qualification and skills/ talents in attainment of livelihood

Table 4.8 records distribution on use of acquired qualification and skills in attaining livelihood.

Table 4.8: Distribution on refugees' use of academic and skills qualification to provide for their livelihood.

Use academic and skills to provide for their livelihood	Frequency	Percentage
Yes	47	52
No	43	48
Totals	90	100

52% confirmed affirmative while 48% noted of their inability to use their qualification for their livelihood citing reasons such as;

- I. Lack of employment and business venture opportunities due to inability to acquire work permit and business license respectively.
- II. Inability to work due to illness, especially terminal illness and other impairments such as visual impairment.

- III. Lack of required capital and material resources to set up ventures that would foster opportunity to apply knowledge and skills learnt.
- IV. Refugee status as opposed to being a citizen and lack of other legal documents such as driving license for those who are drivers.
- V. Lack of knowledge of the social economic situation and the existing opportunities in Kenya.

Refugees also noted that they have work experience, in their specific areas of expertise, gained while in their countries of origin. A majority, 36%, of the respondents reported of having more than five years of work experience in their areas of speciality whereas 7% with four years of experience. The work experience and knowledge gained from their previous work have not been useful as refugees have not been able to access employment opportunities within their specialities given reasons explained in earlier sections.

4.5.3 Knowledge of Kiswahili and English Language

The study also sought to establish knowledge of either or both of the two languages amongst refugees as presented in Table 4.9.

Table 4.9: Distribution by knowledge of the local national languages

Can speak English or Kiswahili or both	Frequency	Percentage
Yes	90	100
No	0	0
Total	90	100

Of the 90 questionnaires returned all respondents (100%) indicated their ability to speak either Kiswahili or English and in some cases ability to speak both. According to those in the FGDs, knowledge of the two languages or either provides an opportunity for their integration within the Kenyan society; socially and economically.

4.5.4 Life Skills Training Attendance

Refugees were asked to state if they have attended life skills and awareness raising sessions as presented in Table 4.10.

Table 4.10: Distribution by awareness raising and life skills training attendance

Attended awareness sessions	Frequency	Percentage
Yes	35	39
No	55	61
Total	90	100

61% of the respondents confirmed having attended such awareness raising and life skills training sessions on varied topics while 39% confirmed not having attended any sensitisation sessions.

The life skills trainings facilitated by humanitarian agencies and community based organisations such as Zindua Africa included sensitisation on; conflict and peaceful co-existence, reproductive health, prevention and response to gender based violence, paralegal, HIV/AIDs awareness, literacy skills and human rights issues specifically focused on refugee rights.

4.5.5 Entrepreneurship Training Attendance

Table 4.11 presents distribution by attendance of entrepreneurship trainings

Table 4.11: Distribution by attendance of entrepreneurship skills training

Attended entrepreneurship skills training	Frequency	Percentage
Yes	11	12
No	79	88
Total	90	100

A higher number of respondents, 88%, similarly reported of not having attended training on entrepreneurship skills (on business start-up and management) as shown in table 4.11. When asked how they have benefited from the training in relation to their livelihood, the 12% respondents noted of not having derived any tangible benefits from the trainings given that they have limited opportunity to operate enterprises due to; lack of capital for business start-up and lack of legal documentation to engage in income generating activities.

4.6 Influence of the social environment on refugees' access to sustainable livelihood in Kayole

The study sought to establish the influence of the social environment on access to sustainable livelihoods by refugees residing in Kayole.

4.6.1 Source of social support received

Refugees respondents were asked to state whether they receive social support from either the Government of Kenya, from friends or from relatives; their relationship with the Kenyans; and if they experience any challenges. Table 4.12 illustrates the distribution as per the response.

Table 4.12: Distribution by source of social support to refugees

Source of social support for economic benefits	Frequency	Percentage
Those who receive support from the Diaspora (relative or friend)	5	5
Those who receive support from family/ friends in Kenya	14	16
Those who receive support from well-wishers such	32	36

churches / mosques		
Those who receive support from UNHCR and NGOs	11	12
Those who receive from other (employed or doing business)	28	31
Total	90	100

The results from Table 4.12 illustrate that many refugees (36% of the respondents) receive social support from well wishers and religious institutions such as churches and mosques. Participants reported that whereas they acknowledge and appreciate being hosted in Kenya under the auspices of the Government of Kenya (GoK), they do not receive any direct material support from the GoK. When asked of the Government's support to refugees, the area Chief of Kayole however noted that, through his office, newly arriving asylum seekers and refugees facing food inadequacy in Kayole occasionally receive Government food relief alongside Kenyan households. Additionally the Chief's office attends to and mediates in cases of non-payment, domestic violence or related cases involving refugee households.

4.6.2 Security situation as perceived by refugees

Table 4.13 illustrates the distribution on refugees perception of their safety received.

Table 4.13: Distribution by perception of security situation

Do you feel safe where you live or work	Frequency	Percentage
Yes	18	20
No	72	80
Total	90	100

A very high number of refugees in Kayole do not feel safe. As shown in table 4.13, 80% of the respondents reportedly feel insecure at their work place and place of residence. Reasons provided for the insecurity feeling include;

- I. General insecurity in the area. This they largely attribute to existence of an outlawed grouping in the area. Female respondents also indicated that they feel insecure walking at night due to fear of sexual harassment by male youth in the area. The population of unemployed youth in the area is estimated to be high hence the potential for such incidences.
- II. Segregation and discrimination from Kenyans in the area either at work or neighbours at their places of residence, makes them feel lonely and threatened. Refugees fall victims of victimisation for wrong doings in their neighbourhoods and are labelled as 'refugees'. They also noted of the limited interaction with Kenyans and lack of close association with their businesses as noted by one respondent. 'Kenyans only buy from Kenyan shops. If as a refugee you have a shop or grocery a Kenyan customer who knows you as a refugee will never buy from you. We are left with the refugee population as the only market. How we expected to compete with Kenyans in business given such a situation', she asked. -
- III. Threats and intimidation resulting from business gone sour arrangements or business competition. Respondents reported that those who have entered into business partnership with Kenyans have found themselves robbed of their shareholdings. Upon follow-up they are met with threats. Refugees perceive this as deliberate attempt by some Kenyans who look down upon them given their status and because they seldom follow-up on the legal procedures for redress. Refugees feel that they have nowhere to turn to for redress fearing repercussions from the accused if they take legal action.
- IV. Hostility from Kenyan neighbours who label numerous accusations on refugees.
- V. Refugees reported that their refugee status has made them be stigmatised as they are looked down upon by Kenyans (mainly neighbours) in Kayole who despise them. They are also viewed as lucky people, while they are suffering, who receive lots of support from UNHCR and other agencies and thus do not deserve any special

treatment. The perception of being supported by the UN sometimes makes them face hostility and job opportunity denials from prospective employers.

- VI. Intimidation and sexual exploitation of female refugees at work places. Some refugees do not get paid for their dues as some employers often renege on their agreements. Follow-up leads to intimidation and consequently dismissal. Some female refugees working as domestic workers also experience sexual exploitation from their male employers.
- VII. Harassment from fellow refugees who harbour negative feelings emanating from their countries of origin.

4.6.3 Relationship with local community

Refugees were also asked to qualify of how they perceive of their relationship with Kenyans in Kayole as either good or fair or bad as illustrated in the Table 4.14.

Table 4.14; Distribution by perception of relationship with the Kenyans in Kayole

Relationship with Kenyans in Kayole	Frequency	Percentage
Good	23	26
Fair	46	51
Bad	21	23
Total	90	100

51% of the respondents to the study stated that their relationship with the local community in Kayole is fair considering that it depends on one's neighbourhood. According to those who considered the relationship as good they acknowledged that; they receive support from Kenyans when in need, Kenyans are peace loving people and some of them are loyal business customers.

The 23% who rated the relationship as bad explained that; they experience negative business rivalry from Kenyans purely based on their status as refugees, some Kenyans are tribalists and this is often extended to refugees' situation, discrimination especially in costing and pricing where sometimes they are charged higher house rents as compared to Kenyan tenants and lastly they are segregated due to the feeling that they receive support from UNHCR and agencies.

Refugees reportedly are discriminated during employment recruitment as noted by one of the male respondents, 'there is a lot of patronage in securing casual jobs such as at construction sites. Employers have special consideration to Kenyans thereby discriminating refugees. For those who are qualified for jobs applied, employers often consider that the openings are meant for their people i.e. Kenyans'. Another one reported that, 'when you secure a casual job, once you are recognised as a refugee you are treated with disrespect and sometimes you do not get paid your dues'.

4.7 Influence of the economic situation in Kenya on refugees' access to sustainable livelihood in Kayole

The researcher interviewed key informants, undertook desk review and held focus group discussions with refugees to establish the current economic situation and access to financial services by refugees.

4.7.1 Prevailing Economic Situation

According to the Kenya National Bureau of Statistics (KNBS) Economic Survey Report (2011) 60% of Nairobi's 3.1 million inhabitants are plagued by high level of poverty and insecurity. The report notes that the Kenyan economy has witnessed a steady slowdown from a gross domestic product (GDP) annual growth of 7% between 2006 and 2007 to 3.5% in 2011. Weakening economic growth has failed to create the conditions necessary for formal sector job growth to absorb the estimated 500,000 citizens who join labour force annually (City of Nairobi Environment Outlook, 2012). The result has been a rapid expansion of the informal sector increased by 38% from 2001 to 2005 to an estimated 1,548,100 (KNBS, 2006). The report estimated that 44% of Nairobi population lived below the poverty line, with 68% of this population working in the informal sector.

According to the KNBS monthly report (March 2012) inflation is eroding the purchasing power of wages and that it has been on an upward trend from 4% in 2010, 5.42% in January 2011, to 15.6% in March 2012. As lamented by humanitarian agency workers implementing livelihood programmes, it is within the context of rising urban poverty and growing importance of the informal sector as a source of employment that refugees are joining the ranks of Nairobi's urban poor seeking much the same opportunities as casual labourers, petty traders, small business owners and in various semi-skilled self employment activities.

4.7.2 Source of income by refugees

The study explored the influence of current economic and financial environment to refugees' access to sustainable livelihood in Kayole. Refugees interviewed through focus group discussions and questionnaires confirmed that they engage in varied economic activities as part of their livelihood strategy namely; business and employment i.e. running grocery 'kiosks', tailoring/ dress making, working as domestic workers, undertaking food vending, casual work at construction sites, casual work in cyber cafes, teaching French language, working in restaurants, employed to hawk milk, as security guards, sell second hand clothes and shoes, undertake hair dressing and beautification, have saloon and barbershop, as church leaders/as pastor, work as a cobbler, undertake water vending, making of art crafts, some are employed by humanitarian agencies (UNHCR, GIZ, IRC, DRC) as interpreters/ translators and as community mobilisers, some work as musician in entertainment joints and as artists.

Refugees were asked to state their sources of income from their businesses and/ or employment per month, as illustrated in the below Tables 4.15 and 4.16.

Table 4.15; Distribution by source of income

Source of income	Frequency	Percentage
Business	18	20

Employment (Casual/ Temporary)	33	37
Other sources (UNHCR, NGOs, Churches or friends/ relatives)	39	43
Total	90	100

Response in the Table 4.15 resonates with response reflected in table 4.12. A higher number of refugees in Kayole, 43%, depend on support from other sources (such as agencies and friends/ relatives, churches) other than from business. Social support that refugees receive from agencies and well wishers, as a form of safety net, include; short term food supply, business start up grant materials worth minimum Kshs. 5,000 and maximum Kshs. 15,000 and counselling services.

4.7.3 Income earning levels

The researcher sought to understand of respondents' levels of income from the different income sources as illustrated in Table 4.16.

Table 4.16: Distribution by level of earnings from business and employment

Earning levels	Frequency	Percentage
1,000 – 4,999	32	35
5,000 – 9,999	41	46
10,000 – 14,999	14	16
15,000 – 19,999	3	3
Total	90	100

Table 4.16 shows that the statistical mode earnings amongst refugees in Kayole is between Kshs. 5,000 and 10,000 from either casual employment or business. Fewer

refugees in Kayole earn amounts above Kshs. 15,000. Given the low income levels, refugees reiterated that they are not able to make any savings as expenditures in most cases surpass their income levels. This group of refugees live below their livelihood thresholds as their disposable income is significantly low.

4.7.4 Access to Financial Institutional Services

According to the Co-operative Bank official interviewed, and as confirmed by respondents, refugees can access banking services upon production of an identification document mainly the Refugee Certificate from DRA or Mandate Certificate from UNHCR. Currently refugees operate savings and fixed deposit accounts at Co-operative, Equity and Kenya Commercial Bank. It is nevertheless difficult for refugees to access credit facilities from the banking and microfinance institutions. This is attributed to lack of collateral by refugees and their mobility nature consequently financial institutions choose to apply cautious measures in credit lending. As revealed during the focus group discussions refugees on the other hand are reluctant to securing loans from Kenyan financial institutions for fear of being financially committal despite the many financial challenges they are exposed to. Refugees are also reluctant of the group model of financing offered by financial institutions and agencies for fear of guaranteeing each other.

Access to credit services by refugees is however enabled, albeit very limited, through micro-credit and micro-grants facilities provided by humanitarian agencies working with refugees in Kayole. Agencies such as Jesuit Refugee Services (JRS), Faraja Foundation, Tushirikiane Africa, GIZ and Danish Refugee Council (DRC) have supported refugees with material and financial grants and soft loans for business start-up. While this is a more beneficial option to refugees, given the no- interest charge policy, it was determined that the limited support limits number of refugees accessing hence the need for availability of credit facilities to refugees.

Summary

The researcher has presented in this chapter an analysis and interpretation of the data collected and the key findings from the field based on the objectives that were set in chapter one. Also presented is the return of rate of the 100 questionnaires distributed to targeted respondents in Kayole.

In the succeeding Chapter Five, summary and discussion of the findings, recommendation, conclusion to the study and suggested area for further research will be presented.

CHAPTER FIVE

SUMMARY OF FINDINGS, DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter outlines a summary of the key outcomes from the study focusing on the issues emerging in relation to the study objectives. The chapter also presents discussions and recommendations, made from the study, targeting all stakeholders in refugee management. The chapter presents conclusion of the study and identifies areas for future research.

5.2 Summary of Findings

This section highlights the key findings from the study.

5.2.1 The influence of the Kenyan Policy Framework on Refugees' self reliance pursuit

The policy framework on refugees' management in Kenya is notably progressive. Kenya is signatory to the 1951 UN and 1969 OAU Conventions relating to the protection of refugees. Kenya has domesticated the conventions that regulates and provides legal guidance on refugee management in Kenya and therefore is bound by the provisions in the conventions. Articles 17 to 19 of the 1951 UN convention and section 16 of the National Refugees' Act (2006) provides refugees the right to the same wage earning employment and can therefore work in Kenya legally.

The legal framework in Kenya provides refugees with the opportunity to engage in livelihood activities as refugees can access class M work permits and business license upon production of a valid refugee identification documentation. However, as per the findings application of the provisions on work permits remains an uphill task as refugees find difficulties in accessing the documents thereby limiting their ability to engage in gainful employment.

5.2.2 Influence of the Kenyan social and economic environment on refugees' self reliance pursuit

Findings from the study reveal of the restrictive protection space for refugees' socio-economic well being. The socio-economic environment in Kenya, worsened by slow economic growth status, does not offer an opportunity for refugees to engage in gainful sustainable livelihood. Given the high unemployment levels refugees' attempt to access gainful / formal employment is often a mirage and therefore have only the option of engaging in, similarly competitive, the informal sector.

Refugees also experience xenophobic attitude from the local community of Kenyans who often show lack of understanding of refugees' plight and unique circumstances. The general security situation in Kayole and refugees' perception of lack of safety similarly limits their potential to robustly engage in sustainable livelihood as their movement is curtailed.

5.3 Discussion of Findings

This section provides a contrast and comparison analysis of the findings in reference to works undertaken by other scholars on refugees' ability or inability to engage in sustainable economic activities for their sustained livelihood.

5.3.1 Policy Framework and Access to Sustainable Livelihood by Refugees in Kayole

Findings from this study resonates with arguments brought forward by other scholars such as Obi and Crisp (2001) and also in assessment reports produced by UNHCR and WRC. Kenyan policy framework on access to labor markets by refugees offers a provision for a refugee to acquire a class 'M' work permit at no fee (other foreigners are required to pay Kshs. 50,000) issued by the Ministry of Immigration and Registration of Persons. This finding sharply contrasts with findings from a study by Sperl (2001) on Egyptian policy and by Obi and Crisp (2000) on Afghan refugees where they concluded that refugees in Cairo and New Delhi are legally not allowed to work. Similarly the results contrast the UNHCR Operational Guidelines for Livelihood Programming

Document (November 2011) which indicates that host government policies often make it illegal for refugees to work or own property or businesses. However, even though there is the provision for access of the legal work document the study further reveals of the difficulties refugees face in acquiring class 'M' work permit. This makes it difficult for them to acquire gainful employment. This situation concurs in part with of the UNHCR Operational Guideline on Livelihood in Urban areas indicating that even where refugees can legally work, access to decent employment is hugely difficult. The possibility of Kayole refugees' being able to engage in the informal sector earning income without being in possession of a work permit compares with part of Spertl's conclusion in his study of refugees in Cairo, where refugees in Cairo could only secure income through illegal employment in the informal sector of the economy.

Whereas the Kenyan immigration laws give provision for issuance of class 'M' work permits to refugees, similar to the situation in Uganda as presented by WRC in its livelihood assessment report on refugees in Kampala (2011), there is lack of clarity and varied enforcement of the regulations guiding on access to work permit and employment of refugees. Therefore Kenyan employers (e.g. Humanitarian agencies) are wary of hiring refugees.

Additionally, the study reveals that access to business license by refugees in Kayole is open and easy as refugees can acquire business license from the Nairobi City Council (NCC), just like Kenyans. Upon production of refugee identification document from UNHCR or DRA refugees pay Kshs. 5,000 annually for middle level businesses refugees and Kshs. 50 per day for small-scale refugees. This finding contrasts the UNHCR operational guideline which asserts that access to business license by refugees in most cities is difficult.

5.3.2 Refugees' Education Qualification and Access to Sustainable Livelihood by Refugees in Kayole

The study reveals that refugees with limited education but who are able to speak the national language of Kiswahili find it easier to find work as casual workers or in small

businesses. However, those refugees with experience and high levels of education find it much more difficult to get integrated. The first finding about those with low level of education but with the knowledge of the local national language is supported by the WRC's, 'The Living Ain't Easy' livelihood assessment report on refugees in Kampala-Uganda (2010). That report acknowledges that language barrier limits refugees' ability to access economic livelihood as it affects their ability to communicate limiting their access to labour and goods market. This finding is also supported in the UNHCR report on Livelihood Assessment and Strategy for Livelihood Promotion in Jordan (July 2009) stating that the informal labour market has a demand primarily for manual and low skilled labour.

In contrast, the study reveals that whereas high qualification of refugees and specialised skills will be vital for refugees upon repatriation to their home countries, these do the opposite for the refugees in Kayole mainly because the Kenyan society has many highly qualified individuals who are unemployed. In a way, this finding contradicts DFID in its Sustainable Livelihood Guidance Sheet (2001) that identifies human capital as one of the key livelihood assets (alongside social, financial, natural and physical assets) necessary for development of livelihood strategies that would yield desirable and sustainable outcomes.

5.3.3 Social Environment and Access to Sustainable Livelihood by Refugees in Kayole

Majority of refugees in Kayole perceive and qualify their relationship with Kenyans as above average identifying the existing peace in the country and the occasional support they receive from the government administrative unit as main reasons. However, a minority qualify the relationship as bad. A majority, on the other hand, cite lack of personal safety as a limitation to their potential in their pursuit for engagement in income generating activities. This latter finding mirrors studies undertaken by UNHCR on Impact of Insecurity to Refugee Livelihood in Uganda (2002) as regards influence of security situation on access to sustainable livelihood of refugees.

The research established that refugee girls and women employed as domestic workers in Kayole experience gender based violence from their male employers who exploit and abuse them, both economically and sexually, given their refugee status. This establishment is mirrored in the study by Sebba (2006) who acknowledges that gender inequalities persist in refugee situations thus limiting the extent to which they attain sustainable livelihood.

The study reveals that refugees in Kenya face discrimination in accessing gainful employment, part reason being the high unemployment rate in Kenya, a similar situation recorded in Jordan as determined in the UNHCR assessment of Livelihood and Strategy for Livelihood Promotion in Jordan (July 2009). Within the Jordanian legislation priority is given to Arab experts and technicians. In Kayole access to formal employment is first given to the Kenyan population while all refugees including those with expertise only left with the option of undertaking manual work in the informal sector.

Relationship with the local community in Kayole

The researcher identified that refugees living in Kayole experience xenophobic attitude from the local community in Kayole. This finding resonates with the assertions in UNHCR's Operational Guidelines on Self Sustenance (2011) which identifies anti-migrant (xenophobic) attitude within government and local community in refugee host nations as deterrent to refugees' access to sustainable livelihood. The study identified that refugees are subjected to discrimination (in securing casual employment and at their places of residence), segregation and stigmatisation within the business environment, when seeking for rental housing, while seeking for legal documentation such as work permit and also while seeking for casual employment. As a contrast to the assertions in the UNHCR operational guideline, refugees however access education and health services at same cost as Kenyans with no discrimination.

5.3.4 Economic Situation and Access to Sustainable Livelihood by Refugees in Kayole

This study reveals that access to financial services by refugees in Kayole is extremely difficult and is made more challenging by the prevailing economic situation in Kenya. Whereas access to bank account opening services by refugees in Kayole is open and accessible to all refugees with valid refugee documentation from DRA and UNHCR, optimised accessibility to credit facilities within financial institutions (MFI's and banks) by refugees in Kayole is derailed by lack of collateral, lack of fixed physical address and bank's reluctance to advance credit facilities. Existing credit and grant support facilities from humanitarian agencies in Kayole is however limiting in quantity and quality thereby diminishing refugees' opportunity for enterprise development. These findings provides similar reflection to the work by Fredrick Golooba- Mutebi in Limpopo Province, South Africa (2004) where he identified that credit facility is an important element in refugees' livelihood strategies. The finding is also supported by WRC's report on Livelihood Situation in Kampala, which notes that refugees in Kampala often do not have fixed address, legal documentation and cannot provide the necessary collateral hence cannot access credit facilities.

The drawn similarities from the study on access to financial services generally determine the prevailing situation on how accessibility to financial services determines the level of refugees' engagement in livelihood activities across many urban areas in developing countries. This finding resonates knowledge advanced in the Sustainable Livelihood Framework (DFID, 2001) identifying financial capital and economic policies as cornerstone to the achievement of sustainable livelihood by an individual and/or a household.

5.4 Conclusions

The study establishes that refugees in Kayole are faced with mammoth challenges in their quest for attaining sustainable livelihood. Whereas the progressive policy framework in Kenya gives refugees the space for engagement in paid or self-employment in order to earn an income, considerable social and economic dynamics make refugees' access to sustainable livelihood in Kayole a mirage. These dynamics include lack of access to

credit facilities, lack of gainful employment opportunities even for skilled refugees, the xenophobic attitude from Kenyans and challenges linked to lack of assured protection.

5.5 Recommendations

The study makes the following recommendations.

- I. It is recommended that UNHCR and its partners in the urban programme advocate with the Government of Kenya (GOK), through the Ministry of Immigration and Registration of Persons' Department of Refugee Affairs on need for enhanced refugee protection in urban areas. UNHCR should advocate for increased issuance of work permits, as provided in Section Six of the 2006 Act, to skilled refugees. UNHCR should participate in the ongoing amendment of the 2006 act to advocate for strengthening of gains made and inclusion of other progressive provisions in the bill.
- II. To enhance knowledge amongst the Kenyan populace on the plight of refugees and circumstances leading to their current refugee status it is recommended that GOK, through DRA, and UNHCR step up sensitization campaigns aimed at sensitizing Kenyans thereby reduce xenophobic attitudes.
- III. Sensitization programmes by UNHCR and its urban partners should also be targeted to refugees to facilitate their attitude change to consider economic integration and consequently repatriation vis a vis resettlement to third countries.
- IV. Current livelihood support programmes under implementation by agencies in Kayole are inadequate in quality and quantity. It is recommended that DRA, UNHCR and urban NGO partners re-orient the nature of support given to refugees so as to focus more on long term development objectives rather than short term humanitarian support to reduce on possible dependency syndrome amongst the refugee populace. The programmes should ensure active participation from refugees and local community members to enhance beneficiaries' involvement and ownership of the outcome.
- V. It is recommended that the GOK, through DRA, and UNHCR, review the waiting period for asylum seekers with a view of reducing the waiting period to facilitate refugees' ability to access livelihood opportunities.

5.6 Suggestion for further studies

The following are recommendations for further research.

- I. The social – economic impact of refugees’ presence in other urban areas in Nairobi.
- II. The effectiveness of humanitarian agency support systems to refugees in enhancing access to sustainable livelihood.
- III. The influence of refugees’ high academic skills level on access to sustainable livelihood in refugee context in developing countries.

5.7 Summary

This chapter has presented a summary of the key findings from the study. Discussion of the findings with reference to other findings by other scholars that enabled contrast and comparison analysis of the results has been presented. The chapter also provides conclusions and recommendations from the results of the study with suggestion on areas for further study.

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APPENDIX 1: LETTER TO RESEARCH PARTICIPANTS

George Omondi Oduor,

Tel; 0721648815,

Nairobi –Kenya,

23rd April 2012.

Dear respondent,

Kayole Division,

Nairobi-Kenya.

Re; Study on the factors influencing refugees' access to sustainable livelihoods; A case of refugees in Kayole.

My name is George Omondi, 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 sustainable livelihoods in displacement situations. The result from the study would be of value to UNHCR and other humanitarian actors in enhancing advocacy activities aimed at improved livelihood access by refugees. The outcome of the study will also support development of informed livelihood in the urban programme. Ultimately this will contribute to the social economic improvement of refugees' situation.

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,

George Omondi Oduor.

APPENDIX 2: INDIVIDUAL QUESTIONNAIRE FOR REFUGEE

INDIVIDUAL RESPONDENTS

FACTORS INFLUENCING ACCESS TO SUSTAINABLE LIVELIHOODS BY REFUGEES;

A CASE OF KAYOLE, 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

Personal Information

Gender: Female Male	
How old are you?	
Are you and Asylum Seeker or a Refugee? Asylum Seeker A refugee	
When did you receive your Refugee Mandate or Refugee Certificate? _____	When did you receive your asylum seeker 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. When did you come to Nairobi?

A. 6 months ago

B. 1 year ago

C. 2 years ago

- D. 5 years ago
- E. Over 6 years ago

Policy Environment Influence

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. Do the laws of Kenya allow you to pursue income generating activities e.g. employment/ job or business?
 - A. Yes
 - B. No
5. If yes what do you do to meet your needs?
 - A. Business
 - C. Employed
 - D. Casual work
 - E. Receive remittances from friends or relatives
 - F. Support from UNHCR and/or other refugee humanitarian actors
 - G. Others
6. If yes to number 5 above what legal documents do you hold that enable you to legally pursue livelihoods?
 - A. Work permit
 - B. Business licence
 - C. Other
7. Where did you get the business licence and/ or the work permit?
 - A. From UNHCR or other Humanitarian actors
 - B. From line Ministry or Department of the Government of Kenya
 - C. From the local authorities
 - D. Other sources

8. If no to 5 above what legal challenges do you encounter?

- A. Not allowed by the law to do business or be employed
- B. It is difficult to acquire the required legal documents (explain)

C. Other reason/s

9. Any other comment on the legal or policy environment in accessing income generating activities?

Education Qualification Level

10. What is your highest academic qualifications level?

- A. Primary certificate
- B. Secondary
- C. College / University

11. Do have any personal skill/s or talents? If yes please indicate what skill/ talent

12. Do you use your skill or talent to attain your livelihood?

- A. Yes
- B. No

13. If no why don't you?

14. Do you have any work experience? If yes please explain

15. If yes to 13 above, how many years of experience

- A. Less than 1 year
- B. 2 years
- C. 3 years
- D. 4 years

E. Over 5 years

16. Do you speak either Kiswahili or English?

A. Yes

B. No

17. If no how do you communicate/ relate with the local community

A. I don't communicate or relate with them

B. Through a translator

18. If no to 14 above what kind of challenge do you get?

Explain

19. Have you undergone any awareness sensitisation on any topic while in Kenya?

A. Yes

B. No

If yes was the sensitisation about?

20. Have you attended training on how to run a business while in Kenya?

A. No

B. Yes

If yes what topics did you learn?

21. If yes above how have this sensitisation/ trainings assisted you?

Social Environment

22. Do you get social support from family, GOK or friends?

A. Yes

B. No

If yes how do they support you?

23. If yes, where do you get support from?

- A. Depend on support from friends, relative/s in the diaspora
- B. Depend on support from family and friends in Kenya
- C. Depend on well-wishers in Nairobi e.g. church/ mosque
- D. Depend on support from UNHCR/ other NGOs
- E. Other _____

24. Do feel safe where you live and work?

- A. Yes
- B. No

If no, explain why?

25. How is your relationship with the host community/ your neighbour (Kenyans)?

- A. Good
- B. Fair
- C. Bad

If bad or good explain why?

26. Do you experience any challenges / problems

- A. From the GOK / Police
- B. From host population

27. Elaborate your answer in 24 and 25 above i.e. why you feel it is good/fair or bad?

Financial and Economic Situation

28. What is your source of income?

- A. Business
- B. Employed
- C. Receives remittance from the diaspora
- D. NGO / UN support
- E. Other e.g. depend on friend, relative or Kenyan _____

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

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

30. 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

31. What was the source of your capital for your business/ how did you mobilise your resources for the business capital?

- A. Personal saving (from business / from employment)
- B. Loan from financial institution/s (please name the institution)
- C. Loan from a friend (either within Kenya or in the diaspora)
- D. Loan from NGOs
- E. Grant from NGOs

32. Other

means _____

33. Do you have a business licence?

- A. Yes
- B. No

34. If yes how much do you pay for the licence? Kshs. _____

35. If no in number 29 above, why don't you have a business licence if you are doing business?

36. How much do you earn from the business in a month?

- A. 1,000 – 4,999
- B. 5,000 – 9,999
- C. 10,000- 19,999
- D. 20,000 and above

37. Are you able to save from the monthly sale?

- A. Yes
- B. No

38. If no above, why are you not able to save?

39. If yes in 33 above where do you save?

- A. In a bank
- B. In the house
- C. Other places(specify) _____

40. If not in bank why not?

- A. I am not allowed to open an account with the government (explain why)
- B. I prefer to save in another place than in the bank
- C. Any other reason _____

41. If employed, where are you employed _____?

42. If employed, what is the range of your monthly income?

- A. 1,000 – 4,999

- B. 5,000 – 9,999
- C. 10,000- 19,999
- D. 20,000 and above

Additional Information

43. Do you have any additional comments as regards;

A. Legal environment

B. Financial related

C. Socially related

D. Education level related

E. Any other

44. What recommendations / suggestions would you give to improve refugees', in Kayole, ability to generate income to cater for your family needs environment for refugees?

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 refugees engage in economic activities? If yes please mention the activities. If no how do refugees living in Kayole meet their needs?
2. Are there factors that influence (either negatively or positively) refugees access to livelihood in Kayole? If yes what are the factors?
3. Do refugees access financial services from financial institutions such as banks? If yes what services are they able to access? If no why?
4. Do refugees access work permits? If yes what is the procedure of securing one? If no why?
5. Do refugees access business licences? If yes where and if no why?
6. Do refugees have any academic qualifications, skills or work experience? If yes which ones and how do they use them to meet their needs?
7. How do refugees relate well with the local population?
8. Do refugees face any risks/ problems when doing business in Kayole?
9. Do employed refugees encounter problems at their work place? If yes please explain.
10. What recommendations would you provide towards refugees' livelihood situation.

OBSERVATION CHECKLIST; WITHIN THE COMMUNITY

1. Number of refugees running businesses or employed at construction sites.

Are there many refugees who are running business? Are there refugees employed at construction sites- how many identified?

A. Yes

B. No

2. Presence or limited presence of refugees in the community during working hours during weekdays.

Do you observe of refugees within the estate idling / having nothing to do during the day?

A. Yes

B. No

Key Informants Interview Guide

DRA and UNHCR

1. What is the total population of refugees in Kayole 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 Kayole?
4. Can refugees obtain work permit? What is the procedure of securing a work permit?
5. Can refugees secure business licences? If yes what is the procedure for securing a one?
6. What challenges do refugees face while engaging in livelihood activities?
7. What services / support do urban refugees receive from UNHCR, DRA and/ or other agencies?
8. What recommendations would you give to improve assistance/ support for refugees and asylum seekers to engage in sustainable livelihoods activities?

Community Leaders and Agency Volunteer Workers

1. What are the main sources of income among refugees and asylum seekers in your local community?
2. Do refugees get employment in Kayole?
3. What types of job openings are available for refugees and asylum seekers in Kayole?
4. Are there refugees working in other parts of Nairobi? If so, what types of jobs are available in those areas?

5. Are there challenges faced by refugees in accessing livelihoods activities/ engagements?

Local Administration (Chief, DO, Social Development Officer)

1. What is the social economic situation in Kayole as at date?
2. Which trades/skills have significant local labor market demand?
3. Do refugees get employed in Kayole? If yes in which areas/ occupations?
4. Do refugees do business in Kayole? If yes what kind of business?
5. Do urban refugees encounter problems or hindrances in seeking jobs or establishing businesses? If yes what are the problems?
6. What is the role of your office in assisting refugees in Kayole access livelihood activities?

Financial Institutions (e.g. Banks)

1. Do you have any refugees from Kayole accessing your services?
2. If yes above what type of services do they access?
3. If no to the above questions 1 what are the reasons for none refugee customers in your institutions?
4. If no to 1 above can refugees access services from your institution?
5. What are the financial policy provisions as regards to refugees/ asylum seekers accessing financial services from your institution?
6. What requirements are in there in the policy/ies?
9. In your opinion how can refugees' access to financial services be improved