FACTORS INFLUENCING REFUGEES ACCESS TO SOCIAL SERVICES. THE CASE OF HAGADERA CAMP, DADAAB REFUGEE COMPLEX IN GARISSA COUNTY, KENYA.

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A RESEARCH PROJECT REPORT SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENT FOR THE AWARD OF MASTER OF ARTS DEGREE IN PROJECT PLANNING AND MANAGEMENT OF THE UNIVERSITY OF NAIROBI

2014

DECLARATION

This project paper is my own work, and it has not been presented for examination in any other institution.

Sign: …………………………………………..Date…..………..………..

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L50/81343/2012

This project paper has been forwarded for examination with my approval as university supervisor

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DEDICATION

I dedicate this research project to the brave, resilient refugees in Hagadera refugee camp in Dadaab refugee complex who chose to contribute to this research project. I hope that I have done justice to the information you have generously provided to me, and that I have made your voices heard. May you have the opportunity to access refugee friendly social services you need and deserve, feel at home away from home and ease the pain of living in limbo and in a foreign land. To the men and women who have struggled hard to make sure that these refugees enjoy the services they enjoy however inadequate they are; to UN for managing the funds and to humanitarian workers for risking your lives each moment to make the refugees feel comfortable and live a decent human life.

ACKNOWLEDGEMENT

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LIST OF ABBREVIATIONS AND ACRONYMS

ASAL	Arid and Semi-Arid Lands
BHER	Borderless Higher Education for Refugees
DRA	Department of Refugee Affairs
DRC	Danish Refugee Council
ECOSOC	Economic and Social Council
GTZ	German Technical Cooperation
IDP	Internally Displaced Persons
IP	Implementing Partner
IRC	International Refugee Committee
KCRS	Kenya Red Cross Society
KDF	Kenya Defence Forces
LWF	Lutheran World Foundation
MoU	Memorandum of Understanding
MSF	Médecins Sans Frontières
NFD	Northern Frontier District
NGO	Non-Governmental Organization
NRC	Norwegian Refugee Council
OAU	Organization of African Union
RCK	Refugee Consortium of Kenya
UDHR	United Declaration of Human Rights
UN	United Nations
UNHCR	United Nations Higher Commission For Refugees
UNICEF	United Nation Child Education Fund
UNSC	United Nations Security Council
WASH	Water Sanitation and Hygiene
WFP	World Food Programme
WHO	World Health Organization
WTK	Windle Trust Kenya

ABSTRACT

The study was to establish the factors that influence refugees' access to social services in Hagadera refugee camp within Dadaab refugee camp, Garissa County, Kenya. It was guided by the following specific objectives: to establish the extent to which donor funding influence refugees' access to social services in Hagadera refugee camp, to determine if social factors influence refugees' access to social services in Hagadera refugee camp and to find out if institutional factors influence refugees' access to social services in Hagadera refugee camp. The study adapted a descriptive survey research design. A descriptive survey examines a situation as it is and yields quantative information that can be summarized through statistical analyses. The sample of respondents was determined using random sampling which relies on mere chance to determine who would be selected in the sample. The target population was 1800 households. In total two types of stakeholders were involved in the study: the refugees and workers in humanitarian organizations. Methods of data collection used were both primary and secondary. Primary data was collected from questionnaires that were distributed to the refugees, NGO employees, and even security agents. Secondary data was obtained from UNHCR and NGO records. The qualitative data obtained was summarized and organized according to common themes and presented using statistical package for social science (SPSS) to generate frequency distributions and percentages to assist the researcher in answering the research questions.

The main findings of the study indicated that donor funding was a major contributor to refugees accessing social services in Hagadera camp with all the humanitarian agencies depending wholly on donor funding. The respondents were of the view that the provision of social services to the refugees was directly proportional to the amount of donor funding released. It was also noted that humanitarian organizations were not receiving enough funds to drive their humanitarian agenda. They also indicated that corruption, wastage of resources, insufficient, poor quality services, misappropriation of resources, poor administration, poorly trained teachers and school management and unequal service distribution were some of the problems they faced in accessing education as a social service within Hagadera refugee camp.

The study concluded that refugees were not receiving adequate social services and therefore recommended a number of things. The refugees should be made more aware of the services that are provided within the camp by various agencies through the most effective means possible. Donor funding should be increased and made more flexible. Humanitarian organizations should diversify their sources of funds to ensure that they have a solid financial base as well as having a clear organization structure with well-defined criteria for selection of service providers, their qualifications, in-service training timetables. They should also minimize wastage of resources assigned to them by donors by coming up with strict guidelines on financial matters. The refugees should also be empowered and helped to feel that they have a role to play in shaping their destiny. Finally security surveillance should be enhanced more within the camp to ensure that refugees feel safe while going to access social services within the camp.

CHAPTER ONE
INTRODUCTION

1.1 Background of the problem

The refugee situation is as a result of dysfunctional conflicts that witness the violation of universal human rights as enshrined in the Universal Declaration on Human Rights (UDHR) of 1948 popularly known as the Geneva Convection and the UN charter. Kenya is party to the 1951 convection status of Refugees and its 1967 protocol and the 1969 OAU convention governing the specific aspects of refugee problems in Africa. The country is therefore bound to offer refugee protection without discrimination and in accordance with universal standards, principles and prevailing regime.

The phenomenon of refugees in Kenya has been here now for decades and the problem seems not to end too soon. The government of Kenya, UNHCR and the Somali government entered a MoU to start a repatriation program for the over half a million registered Somali refugees in Kenya. But even before the program started, other new refugees are witnessed coming from republic of South Sudan and even more are expected with the on-going political clashes in the newly established state. Some more Somali refugees are also crossing the Kenyan border due to drought and famine. The government feels that the refugee burden has heightened insecurity in the camps with has even spilled over to the Kenyan urban towns and cities and most significantly Nairobi with the proliferation of small arms and light weapons (SALWs) (Kirui P.Mwaruvie J., 2012).

Hagadera refugee camp is part of the five camps that make up the Dadaab complex. It is located around 470 kilometres from Nairobi and about 80 kilometres from Somali - Kenya border and 9 kilometres southeast of Dadaab camp. The camp lies on a latitude 0.0543^{0} North and longitude 40.3084^{0} East. Dadaab complex in which Hagadera camp is part of hosts the largest refugee population in Africa and holds the shameful title of the largest refugee camp in the world. Other camps within Dadaab include; Dagahaley, Ifo, Kambioos and Ifo 2 and are home to 356,789 registered refugees as well as thousands who are not yet registered. Three- quarters are children under 12, women and the elderly. As at 31st June, 2014, the

population of Hagadera stood at 108,308 refugees. The population composition of refugees in Hagadera refugee camp comprised of 97.3% Somalis, 2.7% Ethiopians and a negligible number of Ugandans and Cameroons (UNHCR, 2014). In 2014, statistics showed that the total refugee population in Dadaab was 356,789, with the Somali refugees in the camp being 95.6% (341,090) followed by Ethiopians who made up 4.1% (14,628) of the population. The Somali population in Dadaab refugee camp stood at 391,207 persons as at 6th January, 2014 (UNHCR, 2014). This constituted the largest single country population in the refugee camp. This reduction in number between 2013 and 2014 is due to the repatriation process of refugees back to safer place in Somali such as the semi-autonomous states of Jubaland and also the relative peaceful environment of Mogadishu. This large refugee population had stretched the facilities at the Dadaab camps, creating a humanitarian crisis. Between June and August 2011, there was a daily influx of about 1,300 refugees crossing the border into Kenya, mainly from Somalia. Many were fleeing the protracted conflict in the horn of Africa nation but a new trend had emerged with a significant number crossing the border due to the famine ravaging the region.

Over 20 years since Hagadera and the wider Dadaad refugee camp was established, UN and other IPs have been at the forefront in providing social services to the refugees. The services ranges from the very basic needs such as healthcare, food, shelter to secondary needs such as education. UN has given its agencies such as UNICEF, WFP, UNHCR and other NGOs the mandate to implement various projects geared towards lifting the living standards of the refugees. According to (UNHCR, 2014), in the fiscal year 2014-2015, UNHCR will continue to count on the hospitality and support extended to asylum-seekers and refugees by the Government and people of Kenya. According to UNHCR it will include the preservation of and access to asylum and international protection, the effective reception, registration, documentation and refugee status determination (RSD), land for approximately 530,000 refugees and asylum-seekers across six camps located in Alinjugur, Dadaab, and Kakuma, with the hope of securing additional space in Kakuma, strengthened police presence in camps, increasing access to public health services for over 50,000 urban refugees and medical referrals from the camps and the integration of some 8,000 urban-based refugee children and adolescents into local learning institutions (UNHCR, 2014).

1.2   Statement of the problem

This study was geared towards coming up with the efforts that have been made by various stakeholders in the refugee issue in Kenya in an effort to providing them with social services. It is important to note that repatriation of refugees under the UN Charter must be entirely voluntary and therefore efforts must be made to provide these refugees with social services to uphold their human dignity as per the United Nation Human Rights Declaration (UNHRD) of 1948.

The study also focused on various factors that influence refugees accessing services and identifying gaps that may exist in the provision of such services and the interventions that can be made to address such gaps. Here the study was interested in determining whether the efforts of UN, NGOs, councils, community based organizations and the government are adequate in addressing the needs of the refugees and if not how they can be made more efficient and effective.

Any emergency situation is characterized by an urgent need for distribution of life saving commodities and services. In refugee emergency situation these social services will include food, medical care, shelter, water, sanitation and clothing. In refugee emergency situations, food and nutritional security is often severely threatened causing malnutrition and high death rate during the early stage of the crisis (Addisu 2007). The various services provided to the refugees include basic commodities such as food, water, shelter (construction materials), health care, camp security, sanitation, legal services, and life support services to the physically challenged as well as education (UNHCR 2000). Relief food is supplied by WFP while other services are provided by UNCHR, IPs and NGOs.

However, in a number of cases the social services provided by the UNHCR and its IPs are supply driven as opposed to demand driven. Most IPS and the UNHCR depends on donors for funds and therefore for services to be provided, the availability of the donor funds is considered as a major determinant as to when and how much of that service is to be provided as opposed to the needs of the refugees. This study therefore sets out to establish the various factors that may influence refugees accessing social services within Hagadera refugee camp.

1.3 Purpose of the study

The purpose of this study was to establish the various factors that affect how refugees access social services within Hagadera camp. It examined how the various factors influence the way the refugees access social services as supplied by the UN agencies and various implementing partners as well as the government agencies. The study also examined the presence of institutional as well as social challenges which may interfere with the delivery of the social services to the refugees.

1.4 Objectives of the study

This study was guided by the following objectives:
(i)   To find out whether institutional factors influence refugees' access to social services in Hagadera refugee camp.
(ii)   To establish the extent to which donor funding influence refugees' access to social services in Hagadera refugee camp.
(iii)   To determine the influence of social factors on refugees' access to social services in Hagadera refugee camp.

1.5 Research Questions

To achieve the above stated objectives, the research will use the following research questions:
i)   Do institutional factors influence refugees' access to social services in Hagadera refugee camp?
ii)   To what extent does donor funding influence refugees' access to social services in Hagadera refugee camp?
iii)   How do social factors influence refugees' access to social services in Hagadera refugee camp?

1.6 Significance of the study

The empirical data obtained from this study may be used by various humanitarian organizations as well as government agencies involved in refugee affairs. These include: UN, UNHCR, UNICEF, WFP, IPs, NGOs, Government agencies and community based organizations.

To UN this information may be used to identify if the funds provided to UNHCR, UNICEF, and WFP among other UN agencies are adequate for the provision of social services to the refugees. If a gap is identified UN might decide to increase its annual budget allocations to its agencies and help close the gap. The UN might also use the information provided in coming up with policies and programs to help the refugees live a decent life in the camps.
The humanitarian organizations might use the information gathered from this study as a monitoring evaluation data source and help improve their institutional capacity and performance. The information provided here acts as a feedback from the refugees who are the consumers of humanitarian organisation services and therefore may help the humanitarian organization to improve their service deliver.

To the host government which also provides security to the refugees through its security agencies, the information gathered from this study will help them as a feedback and how best the situation can be improved to help the refugees enjoy services in a secure environment.

1.7 Limitations of the study

This study was anthropological in its nature and was conducted mainly to try and explain the experiences that the refugees in Hagadera refugee camp, Dadaab complex in northern eastern Kenya undergo daily as they are served by the humanitarian workers and government agencies. The study was subjective in nature as it highlights the activities that UNHCR and its IPs undertakes on a daily basis in serving the refugees and the refugees' attitude to those services. The key informants for our study were mainly refugees as opposed to UNHCR, IPs and government agencies. However discussions will be held with UNHCR, IPs and also government agencies in an attempt to understand the roles of these organizations in service

delivery to refugees. Unfortunately it was not possible to interview all the refugees within Hagadera refugee camp due to time and financial implications. However, the results of the findings gained from the experiences of the refugees studied were used to help make generalization of accessibility of social services to refugees in Hagadera refugee camp.

1.8 Delimitations of the study

The study dwelt on Hagadera refugee camp. However generalization of the factors that influence refugees' access to social services in other camps within Dadaab complex, Kenya and the world was done with a lot of caution since these regions have different environmental conditions as well as demographical differences which have impact on the accessibility by refugees to the social services.

1.9 Basic assumptions

The study assumed that the sample selected was a representative of the total population of refugees in Hagadera refugee camp. Therefore the views of the sample selected were used as the general feeling of the refugee population in Hagadera refugee camp. It was also assumed the refugees will fill in the questionnaire honestly and truthfully.

1.10 Definition of significant terms

Refugee –Any person who, owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country (UNHCR, 2012). They also include individuals in refugee-like situations.

Asylum seeker- An individual who has sought international protection and whose claims for refugee status have not been determined.

Social services- These are a range of public services provided by any UNHCR and other humanitarian organization to refugees. They include such things as food subsidies, health care, housing, education, public health, security, legal advice among others.

Implementing partner- This is an entity which could be a governmental, intergovernmental or non-governmental body, a United Nations organization, or a non-profit organization in

which UNHCR has entrusted the implementation of programmes and projects specified in a signed document, along with the assumption of full responsibility and accountability for the effective use of resources and the delivery of outputs as set forth in such a document (UNHCR, Working in Partnership, 2012).

Local- Refugees in Dadaab often use it to refer to the Somali local population inhabiting the Dadaab region**.**

Camp- Camps in this paper refer to the UN-supervised regimented centres, where refugees stay and mainly dependent on international aid.

Madrasa- School where children go to learn about the Islamic religion.

Social factors- In this context this research will refer to the facts and experiences that influence or control an individual's personality, attitudes and lifestyles. They help an individual live well in harmony with others in the society. They include: religion, ethnicity, education, locality, economic status, political system, family system, physical attributes among others.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

The problem of human displacement whether willing or forcible transfer of persons is great and it is even fast growing in scale. The scale of human movement is at an alarming rate, higher than any other time in history since world war (World Bank Report on Settlement 2013). Refugees, IDPs and asylum seeking situation has become almost a common phenomenon in African states. The above represents a movement of people forcefully from their origin settlement due to a number of factors. Over the centuries millions of people have migrated despite the physical, cultural and economic obstacles to other lands in search of better lives for themselves. According to the United Nations, more than 230 million people are living outside their countries of birth in 2013, and over 700 million migrate within their countries (World Bank 2013). The report estimates that more than 1.5 billion people live in countries affected by violent conflict.

2.2 Refugee Situation in Africa

Warfare, famine, drought and natural catastrophes have played a huge role in the displacement of these people. Some displacements have also been caused by development projects in African countries.

In Africa we have witnessed a number of migrations of people due to natural calamities as well as human activities. In recent past citizens of Libya, Egypt, Democratic Republic of Congo, Central Africa Republic, Mali, Somali, South Sudan and other African countries had to run from their countries due to war. The exodus from Libya serves as a microcosm of these features. Sparked by an individual act of resistance in Tunisia, peaceful protests in Libya were met by oppression, and by late February 2012, border points with Tunisia that had formerly received 1,000 persons a day were getting that many in an hour. Entire communities fled, leaving behind their homes and life savings, the more fortunate carrying what possessions they could such as mattresses and blankets. "The scenes I witnessed during my visits to the border during the crisis were dismaying; with frightened and disoriented

crowds still in shock from the violence they had escaped and the uncertainty they faced"
(Guterres, June 2012).

The United Nations High Commissioner for Refugees (UNHCR) reports that more people in 2012 became refugees or internally displaced people (IDP) than at any time since 1994. The main cause for this displacement is war, with more than 55 per cent of all refugees coming from five war-affected countries: Afghanistan, Somalia, Iraq, Syria and Sudan. UNHCR says Afghanistan is the world's "top producer" of refugees, a position it has held for 32 years. In 2014 there have been cases of human displacement due to the political conflicts between Israel and Palestinians in the Gaza strip. According to UNHCR, forty-six per cent of refugees are children under the age of 18. A record 21,300 asylum applications were submitted in 2012 from children who were unaccompanied or separated from their parents. (UNHCR,2012). More often, when displaced numbers reach a sufficiently large quantity to attract world attention, humanitarian relief organizations, typically led by the United Nation's High Commissioner for Refugees, UNHCR, with the assistance of other non-governmental organizations (NGO's) and host-country programs, provide for the basic necessities like food, shelter, clothing, and medical care, together with protection, through the establishment of a refugee camp. (Rasbridge, 2000).

In Kenya we have witnessed a number of people displaced from their ancestral homes by the government and private developers in order to create room for development projects. In the year 2011 some Kenyans were displaced along Thika road to create room for the erection of the Thika Superhighway. Poverty rates are 20 per cent higher in countries affected by repeated cycles of violence, and every year of organized violence slows down poverty reduction by nearly one percentage point. Others include those evicted from ancestral homes due to tribal clashes or by the government in an effort to conserve a natural resource such as Mau forest, the Aberdare, Mount Kenya and Embobut forest in the Rift Valley. With on-going and continuous structural economic adjustments, changes in environmental conditions and competition for scarce resources, internal displacement is no longer an exception, but will remain a feature of the African landscape for the foreseeable future. (Purvis, 2013)

Refugees in Kenya live in two major camps Dadaab complex in Garissa County North Eastern Kenya and Kakuma camps in Turkana County 75 kilometres from the Kenya-Sudan Border. We also have a negligible number of refugees settled in urban areas especially those from south Sudan. It is worth noting that majority of the refugees in Dadaab refugee camp and specifically Hagadera camp come from Somali. This is due to the on-going conflict that has lasted for over the last twenty three years despite the efforts that have been made by the international community to bring order and sanity in the country. As Awa notes in his article despite the precarious situation of Somali refugees scattered across many parts of the world, both the country and the plight of its refugees remain off the radar of world media. The atrocities committed in the process of toppling Siad Barre's regime in 1991, and the clan-based power struggles that followed, led to the displacement of hundreds of thousands of Somalis. The refugees initially fled to the neighbouring countries of Ethiopia, Djibouti, and Kenya, subsequently moving on to countries near and far. Those who were fortunate enough to escape the trials and tribulations inherent in exile in countries such as Kenya, where existing resources are barely able to meet the basic needs of the native population and where most refugees still remain in closed camps, moved on to more prosperous countries where they obtained refugee status."(Abdi, 2005).

UNHCR, which manages the Dadaab complex, set up the first camps there between October 1991 and June 1992 with Hagadera camp being among the first camp. Due to its location, the Hagadera Refugee Camps mostly host refugees from Somalia who were mostly business people living in urban areas as well as the coast of Kismayo. The camp was initially planned for only a few thousands of refugees but unconfirmed sources indicate that the camp population may have swelled to 109,156 refugees due to the drought and famine in Somali and the porous nature of the Kenya-Somali border, out of whom 97.3 per cent are from Somalia with the rest coming from Ethiopia, Democratic Republic of Congo, and Uganda. According to UN refugee agency, UNHCR, due to famine in Somali in the year 2011, arrival rates in the camp frequently exceeded 1,000 people a day (UNHCR,2014).

When the camp first started, the duties and responsibilities were divide as follows: United Nations High Commissioner for Refugees (UNHCR) administers the camps, with CARE

responsible for social services, WFP (World Food Program) for food, and MSF (Médecins Sans Frontières) for health care. But in 2003 MSF withdrew from giving health care and left it in the hands of GTZ.

Most of those who arrive in the camp are women and young children who were highly vulnerable and had limited coping mechanisms. Relocating refugees to the new camps of Ifo 2 and Kambioos is on-going, but these camps are not yet fully operational and lack many basic services as a result of lack of finances and also partly due to the government push for the repatriation of the more than half a million refugees in Dadaab camp back to Somali (MSF, June 2012). However most of the refugees living in Dadaab cannot return to Somali for fear of on-going violence and persecution. Additionally, the end of the drought does not mean the end of poverty in Somalia – some 1.67 million people there are still facing food insecurity and even more live in grinding poverty (MSF, 2012).

According to a UNHCR mid-year report of 2013, by June 2013, Kenya is hosting the fifth largest refugee population in the world at 550,500 (UNHCR Mid-Year Trends, 2013). This means a high burden to the UN refugee agency, UNHCR, in terms of providing them with food and other social services. This large population is also a threat to the Kenyan environment since they cause environmental degradation due to cutting of trees to burn charcoal and also poor waste management practices such as disposal of human wastes.

2.3 Social Services Offered to Refugees in Hagadera Refugee Camp

In any refugee camp, UN through its refugee agency UNHCR has the mandate to provide relief food aid and other social services within the camps. However UNHCR also uses other humanitarian organizations such as WFP, UNICEF and NGOs to reach the large population of refugees within the camp. The refugees are protected by the UN Declaration on Human Rights of 1948 and therefore are entitled to enjoy dignity as human beings. They are entitled to food and other social services to live a befitting life.

In the following subsections we are going to discuss the various services that the refugees in Dadaab refugee camp receive from UN and other agencies and or organizations. We shall

also look at whether the services provided are up to standard and adequate. It will also be in the interest of the study to look at the way forward in addressing the provision and access of the social services to the refugees.

2.3.1 Refugee Relief Food Supplies

In refugee emergency situations, food and nutritional security is often severely threatened causing malnutrition and high death rate during the early stages of crises. Convectional relief aid is not successful in controlling easily high mortality rate among infants, children and pregnant mothers unless it is supplemented by special therapeutic feeding programme (Cunny, 1999). In the refugee camp, WFP has the mandate of supplying food to the refugees. However the distribution of these food items is passed on to CARE International in Kenya and Norwegian Refugee Council, NRC. Around January 2012, CARE was the sole distributor of food donated by the international humanitarian partners to registered camp residents. Every day, the logistics team will oversee the distribution of 389 metric tonnes to 45,000 people (CARE, 2012).

The responsibility of food supply to refugees protected and accommodated by the UNHCR is divided between WFP and the UNHCR. According to the Memorandum of Understanding (MoU) between UNHCR and WFP covering cooperation in the provision of food aid to refugees protected by the UNHCR, WFP holds the responsibility of providing for emergency food needs to refugees (UNHCR, 2000). While WFP logisticians ensure that food is stocked and distributed once every 2 weeks, refugees also receive their basic needs through various other humanitarian organizations and partners" (WFP, 2011).

Within the camp itself, there are 3 separate refugee camps: Ifo Section N, Hagadera and Dagahaley, each spread over a wide area and divided into "blocks" (for example, Block A1, A2, etc.). WFP's logistics operations involve food receipt, storage and distribution. (WFP, 2011) According to WFP, food supplies once received are categorized into various programmes such as the general food distribution (GFD), school meals programme (SMP), supplementary feeding programme (SFP) and food for Assets (FFA). After this classification and allocations, food for general distribution is picked up and carried by casual labourers to the each of the distribution centres, while distributing schools meals have an additional

preparation step. Each child benefiting from this programme is provided with a sort of nutritious porridge and young girls in particular are given sugar rations.

WFP also uses various NGOs and agencies to help reach the vast number refugees spread across Dadaab refugee camp from Ifo to the newly created Kambioos camp near the Kenya-Somali border. For example, it has sourced the services of the Norwegian Refugee Council (NRC) in the distribution of food items. As NRC reports, "partnership with WFP, NRC took on the management of the General Food Distribution (GFD) to refugees in the new Ifo 2 camp in Dadaab. In 2012 the food distribution took place in Ifo 2 but since March 2013, NRC is doing the distributions in Hagadera in WFP's effort to rationalize its partnerships. During the 2nd Quarter, WFP, UNHCR and NRC established an independent food distribution point in Kambioos. This has reduced the burden on refugees to travel to Hagadera to access food and non-food items. NRC will support WFP in the exploration of alternative and complementary cash and voucher food access programming." The food items supplied includes cereals, pulses vegetable oil, salt and green grams, and the occasional supply of soap, empty sacks and water jerry cans. In order to facilitate a smooth distribution process, NRC worked hand in hand with the Food Advisory Committee that consisted of elected refugee representatives and acted as a bridge between the community and the implementing organizations. NRC continued the food and non-food cargo handling and clearing service of the warehouses in all the camps in partnership with World Food Programme. Each month, NRC's refugee and host community workers handled more than 20,000 metric tons of food reaching all the refugees in Dadaab. (NRC, 2012).

Food commodities are distributed using the individual heads of families (family representative) as per the ration card. This family head could either be male or female. This is done at a centralized distribution points/centres. The minimum energy requirement of 2100kcal per person per day is used as the planning figure for a developing country population at the beginning of emergency but is later adjusted according to age, sex, composition of population, and refugees' access to locally available food sources. (Aznato, 2007).

2.3.2 Healthcare situation in Hagadera Refugee Camp.

Healthcare to any human being is paramount. Many refugees who find their way into Dadaab refugee camp in Kenya suffer from various ailments including sexual abuse and other psychological problems due to their experience in the war-torn country. It is therefore important for them to be provided with urgent medical attention to avert complications and death. Various NGOs here in Dadaab are charged with the provision of health care. MSF-doctors without borders, International Rescue Committee (IRC), WAHA International, Centre for Victims of Torture (CVO), KRCS among others. Any refugee who is fully registered with UNHCR qualifies to access medical services from these humanitarian organizations. The humanitarian organizations also extend their services to the local community as an integration program for the refugees.

The initial stage of refugee crises is characterized by frequent disease outbreaks and high death rates. The provision of healthcare services should therefore comprise preventive, immunization and curative health care services accompanied by health education. Priority must be given to preventive and communicable diseases control in order to control outbreaks and reduce the death rates (Aznato, 2007).

Dadaab refugee camp is an emergency zone level three as per UNSC. The main causes of disease and death in such an emergency zone are measles, diarrhoea, tuberculosis, meningitis, waterborne diseases, vector borne diseases such as malaria, HIV/AIDS and others arising from deficiency (Keen, 1992). Patients who require more specialized diagnosis and treatment in the camp are referred to the national referral hospitals in the capital city, Nairobi such as Kijabe Hospital. There are also number of privately run clinics and pharmacies where the refugees also access medical services in the camp. Some of these clinics offer in-patient facilities though they are not well equipped. It would not be a wonder to find a refugee who has broken a limb going to these facilities to seek medical care.

Like any other African community, most of the refugees in Dadaab are from Somali and also depend on traditional doctors. This is especially so for those who are superstitious about modern healthcare services. In some instances such as broken limbs, these refugees believe

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that traditional doctors have more expertise as compared to the trained doctors. There are traditional medical practitioners in Somalia, especially herbalists, bone-setters and religious practitioners. Herbal medicines are widely used in Somalia, especially for chest and abdominal symptoms; the herbal pharmacopeia is vast, and some recipes are closely guarded by practitioners. Healers treat psychosomatic disorders, sexually transmitted diseases, respiratory and digestive diseases, and snake and other reptile bites (Rasbridge, 2000). Another common practice is termed "fire-burning," where a special stick is burned and then applied to the skin. Concepts involving spirits, such as "evil-eye," where excessive praise or attention can attract evil spirits to an infant or child, can be viewed as causing illness. Ritualized dancing is used mostly for psychosomatic disorders, and Koranic cures as well. There is understanding about the communicability of some diseases, such as tuberculosis and leprosy, and isolation is sometimes performed.

2.3.3 The Security Situation within Hagadera Refugee Camp

In any society where a large number of people are interacting on a day to day basis we expect minor squabbles or in worst situations severe cases of insecurity. In Hagadera camp, owing to its population of hundreds of thousands of registered refugees and probably an equal number of unregistered refugees, it is expected that cases of insecurity will be rampant. This is even made worse by the fact that the camp is less than a hundred kilometres from the porous Kenya-Somali border, where lawlessness is the order of the day and many unregistered SALW's are in the hands of civilians. To the Government of Kenya, the main providers of security to the refugees, this poses a great challenge. In their annual report UNHCR admits," insecurity fears is the biggest headache for the global body charged with the responsibility of looking after the welfare of refugees around the world" (UNHCR 2012).

UNHCR has partnered with the government security organs in making sure that the camp remains secure for the refugees as well as aid workers. Since the incursion of Kenyan soldiers into Somalia in October 2011, there has been a series of attacks on aid workers and refugees by suspected Al Shabaab militia who flee from the fight in Somali. Therefore, UNHCR has been providing incentives to the security agencies (police) such as well-equipped vehicles, tokens from escorts, proper housing so as to motivate them in curbing insecurity in the camp. UNHCR spokesman in Kenya, Emamanuel Nyabera, speaking to

Xinhua in Nairobi concurs "the deteriorating security situation over the last six months at the refugee camp, home to over 500,000 refugees, and during which relief workers were kidnapped and explosives detonated by suspected members of Somalia-based Islamic militia group, the Al Shabaab, has slowed down the delivery of relief aid to the migrants and dampened the morale of workers. However, UNHCR has taken certain steps to arrest the situation by working closely with the Kenyan government by donating vehicles, communication equipment and paying incentives to the police and constructing police stations to enhance security." (UNHCR 2012).

2.3.4 The Provision of WASH Services in Hagadera Refugee Camp

WASH is an acronym for Water, Sanitation and Hygiene. Living things cannot survive for long without water. Therefore to human beings the provision of clean water is more important than food. Research has shown that a human being can survive for more than three days without food but not water. In Hagadera refugee camp there are two main sources of water for the refugees namely: underground water and rain water. Underground water is the most reliable source of water within the camp since rainfall in this camp is unreliable as the region falls under the Arid and Semi-Arid Lands (ASAL). According to the UNHCR, use of ground water during refugee emergency would always be the preferred solution (UNHCR, 2000).

Water is pumped, stored, treated and distributed to the families for consumption. The quality of this water at times is in doubt as Aznato says" refugees often complain of gastro-intestinal problems due to the insufficient and untreated water supplies distributed for consumption. (Aznato, 2007). According to UN, each human being has a right to adequate clean water and health services. Access to water and sanitation is a fundamental human right and essential to life, health and dignity. Timely and adequate provision of clean water and sanitation services to uprooted people is particularly important, given the vulnerability of their situation. The UN believes that all refugees, asylum seekers, internally displaced people and returnees should have access to adequate drinking water whether they stay in camps or in urban areas (ECOSOC, 2002).

The role of the International Federation of the Red Cross and Red Crescent Societies, International Committee of the Red Cross(ICRC), the Office of the United Nations High Commissioner for Refugees (UNHCR), WHO and UNICEF, as well as non-governmental organizations and other associations, is of particular importance in relation to disaster relief and humanitarian assistance in times of emergencies. Priority in the provision of aid, distribution and management of water and water facilities should be given to the most vulnerable or marginalized groups of the population (ECOSOC, 2002).

According to UNHCR (2000), ideally no dwelling should be farther than 100metres of few minutes of walk from distribution point. The minimum daily requirement per person is set at 7 litres, which is supposed to be increased immediately. The amount of water allocated for individual consumption varies from 15-20 litres depending on actors such as availability and adequacy of water and climatic condition (Aznato, 2007). According to UN, a refugee would need a minimum of 7 litres per person per day, just to survive. In the arid regions where many of the displaced are forced to seek shelter, they need more. And to ensure minimum standards of health and sanitation, they need 20 litres of water per person each day. Yet, UNHCR estimates that more than half of the world's refugee camps are still not able to provide 20 litres per person, despite intense efforts (UNHCR, The UN Refugee Agency, 2009).

CARE in Kenya and NRC are international humanitarian organizations that have been providing water to refugees in Dadaab refugee camp. NRC provides WASH services in Hagadera camp while CARE provide the same services in the other camps. In April 2012, NRC took over the full implementation of WASH activities in Hagadera camp and its outskirts. NRC was responsible for supplying water to over 140,000 refugees, including the maintenance and improvement of the water supply system. The humanitarian organization piloted the use of green energy to replace the system that used diesel to pump water. A hybrid power project based on wind and solar energy was piloted in one borehole, aiming at reducing 4,800 litres of fuel each month. NRC was also responsible for the construction of latrines and management of all hygiene promotion and sanitation activities in the camp. It

advocated for increasing female representation in the Central WASH committee, to ensure that the particular needs of women and children were addressed appropriately (NRC 2012).

The system of boreholes and tap stands provides an average of 18 litres of water per day per person in the three camps, more than the international humanitarian standards of 15 litres per person per day. The monitoring staffs continue to test the water quality twice daily (CARE, 2012).

Sanitation facilities are one of the priorities that need to be planned and provided in refugee emergency operations in order to protect refugee population as well as the environment from contamination. When poor sanitation coupled with shortage of water and cleaning, materials can be a health hazard to refugees (Aznato, 2007). The physical environment of Dadaab is an ideal environment where germs can thrive well if sanitation is not taken care of. Most of the disease causing organisms will do well in an environment that is humid. During the rainy seasons of June and October, this is the ideal period when many waterborne diseases are recorded as the environment becomes a breeding ground for germs due to the warm wet environment. So many refugees complain of stomach problems during this period of the year than any other.

The primary aim of sanitation is the effective disposal of solid and wet refuse produced by communities (UNHCR, 2000). The major sources of these wastes are the human excreta and household refuse. The overall objective of UNHCR's water and sanitation programme is to minimize avoidable mortality and morbidity among displaced persons and to minimize the resulting impact on the local environment, including fresh water. The agency, working with partners, will continue to coordinate and ensure the delivery of water and sanitation services to the displaced in camp and urban settings (UNHCR, Water, Sanitation and Hygiene 2004).

2.3.5 Provision of Shelter facilities In Hagadera Refugee Camp
Proper and adequate housing is one of the most elemental human needs. For any environment to be declared safe for human settlement there must be good shelter from rain, excessive sun and other natural predators. Statistics show that, around one billion (one-sixth) of the

world's population currently live in slums and squatters and a large proportion of refugees reside in inadequate shelters (Habib, R., Basma, S, Yeretzia, & J, 2006).

In most refugees' camp the housing conditions are pathetic with the settlement areas being overcrowded and the houses of poor quality. These houses pose a great danger especially to the women and girls who are easily raped by bandits since the houses can be broken in with ease. Due to the overcrowding in the camps and between one neighbour to the other, there exists a form of dampness of the immediate environment and inside the house. This presence of dampness and mould is associated with a range of symptoms and illnesses, including aches and pains, digestive disorders, and respiratory tract infections. Overcrowded, damp conditions have also been found to be a cause of acute respiratory infections, and poor mental health among children. In fact the mere fact of Hagadera camp and the wider Dadaab complex being in a hot and dry environment acts as a cushion to the refugees; otherwise there would be outbreak of those infections frequently since the camp is overflowing with population.

When refugees arrive, they are issued with tents which are not long lasting, very hot to live inside during the day and in most cases it takes a very long time to access the tents. Before the incursion of Kenya into Somali, UNHCR had decided to start making semi-permanent houses to refugees using bricks. However the whole thing was thwarted when the Government of Kenya started its campaign of repatriating the more than half a million refugees back to their countries especially the Somalis. This meant that the refugees will continue living in deplorable conditions. The tents they live in are easily accessed by bandits and for those who build their houses using branches it is very dangerous since it can catch fire due to congestion within the camp.

2.3.6 Provision of Refugee Education in Hagadera Refugee camp.

Education is vital for development of children and as such is recognized as a universal human right. It is viewed as a fundamental right due to its contribution on equity, diversity and lasting peace (World Education Forum on Education for All 2000). In Kenya, the UNHCR provides refugees with education through its humanitarian partners. For the refugees to be provided with this vital service, they must be registered with UNHCR or Department of Refugee Affairs, a Government of Kenya department. There is a thirst in the

refugee community for education that exceeds the capacity of UNHCR and its implementing partners. Education is not a humanitarian priority area, and the vital role that investment in learning ought to play in the lives of an entire generation of refugees growing up in the camps was not anticipated in the early years of Dadaab's existence. For this reason, funding for the education sector has never been prioritized and is still insufficient after all the years of the camps' existence. Teaching and learning materials are inadequate and only a limited number of teachers and staff are trained. Classrooms are overcrowded and often consist of inappropriate mix of ages (NRC, New Report on Education in Dadaab, May 10, 2012). Education occupies a central place in human rights and is essential and indispensable for the exercise of all other human rights and for development. This is to mean that, for refugees in Hagadera refugee camp to know their rights and respect the rights of others and to contribute to development of their country; they must be taken through a formal system of education. This will enlighten them and break the strong chains of ignorance that binds the majority.

Article 26 of the UN convention on the human rights of the child (UNCRC 1989) sets out the rights to education to which every child is entitled. It also attaches importance to the process by which the right to education is to be promoted (UNCRC 1989). The World Declaration on Education for All (WDEA) in Senegal declared that "every person, child, youth and adult shall be able to benefit from the educational opportunities designed to meet their basic learning needs. It is important to note that the declaration did not specify the child, youth and adult, implying that the refugees such as the ones found in the largest refugee camp in the world were included in the declaration. This means that they enjoy the fundamental right of education as per the WDEA declaration of 2000. The Universal Declaration of Human Rights adopted in Geneva, 1948 declared that "everyone has a right for education". It is also supported by the World Conference of Education for All held in Jamtem, Thailand 1990 with representation from 155 countries and 100 organizations that pledged to provide education for all, by the year 2015.

 In the Hagadera refugee camp, majority of the refugees come from Somali and are nomadic pastoralists. Formal education to the nomads is used to equip them with knowledge and skills to face convectional challenges in the capitalistic systems of the world. It will help eradicate

the deeply set poverty by opening access to alternative livelihood options especially when their country returns to normalcy. This education is used to empower them to cope successfully and interact with the new challenge raised by globalization as well as enable them gain political representation (Baxter and Hogg,1990, Anderson and Broch Due 1999). Gender disparity in education institutions still exist. This has attracted a lot of attention from organizations all over the world. It has also triggered the international community to register some commitment to universal education (Mohamed, 2010).

The 1990 World Summit for Children, world leaders not only reaffirmed their commitment but girls and boys alike have a quality basic education. They also pledged to place emphasise on reducing disparity that had existed between girls and boys in terms of enrolment rates (UNICEF 2013). According to Global Thematic Consultation on Education in Post 2015 Development Agenda, the post-2015 education agenda should offer access to more than primary education. The narrow focus on universal primary education arguably has not kept pace with national changes, where basic education incorporating lower-secondary education is becoming the norm. The education access target should, at minimum, extend to eight or nine years of basic education, as is already the case in many countries. There are also calls for the goals for access to encompass secondary education and lifelong learning opportunities.

More than half of the refugees in the camps are under 18 years of age. There are nearly equal numbers of school-aged boys and girls, though girls represent the minority of enrolled students at both the elementary and secondary level. As of July 2012, girls accounted for only 40% of students enrolled at the primary level and 23% at the secondary level. According to the UN Children's Fund (UNICEF), the primary school attendance rate is 43 per cent while in secondary schools the rate is just 12 per cent. Across the three camps, there are 19 primary schools, funded by the UN Refugee Agency (UNHCR). In addition there are 11 private, fee-paying primary and seven secondary schools (IRIN, 2013).

Access to good-quality education for children, youth and adults at all levels, as well as access to all types of education (formal and non-formal) including at the pre-primary, primary,

secondary and tertiary levels, and vocational and adult education is a consistent thread across all the consultations. There were numerous references to a holistic and integrated education framework, implying the provision of equitable education at all levels. Many contributions pointed to the importance of ECCE, stressing the early years of a child's life as crucial. Save the Children, for example, noted that "in order to achieve equity objectives during primary school, more children from disadvantaged backgrounds must start early to learn." (Sayed, 2013).

In the camp education is offered at all levels including madrasas. In formal education, refugees are able to study Kenya's 8:4:4 systems from class one to class eight and proceed to secondary schools free of charge, regardless of the accessibility of such educational facilities to all, courtesy of UNHCR. Various agencies such as LWF, WTK, ADEO, NRC etc. are involved in making sure that school going children are comfortable in their schools. UNHCR has partnered with the government of Kenya through the ministry of education to help provide quality, credited exams and certificates through Kenya National Examinations Council (KNEC). This has really assisted many refugees who get scholarships abroad since the Kenyan system is recognized worldwide unlike the Somali system.

Refugees can now access higher education thanks to the BHER program introduced through the partnership of Kenyan universities and others from abroad. The programs will enhance the opportunities of vulnerable youth from refugee and marginalized communities, and build educational and teaching capacity. Our ultimate goal is to afford refugee youth, especially girls, a greater likelihood of successful and productive repatriation to their home country when possible. We envision a rise in the quality of education in host/home countries concerned with building peaceful, equitable and socially inclusive societies (Toronto Workshop 2012 Report).

2.4 Refugees Access to Social Services in Hagadera Refugee Camp

In as much as we agree that UNHCR and other humanitarian organizations working in Hagadera Refugee camp have been providing social services to the refugees, a number of factors come into play when looking at refugees' access to those services. In most cases these

factors do not work in favour of the refugees leading to many internal quarrels between the refugees and the service providers. It is not a wonder to see refugees protesting outside UN field offices in Hagadera refugee camp complaining of poor services that are provided to them by the humanitarian organizations. This has led to some humanitarian organizations being denied contracts to continue undertaking programs within Dadaab complex by UNHCR.

A study by Jamal (2002) in Kenya refugee camps of Kakuma and Dadaab reveals that the refugees do not enjoy the basic freedom and rights as per the UN convention of 1951 and when they enjoy them they are usually subject to certain restrictive conditions. They have difficulty in movement, permission to work, access to lands for agriculture and access to credit and banking facilities. They are confined to camps (Arafat, 2000).

Article 43 on economic and social rights is also important. This article establishes six rights accessible to all: the highest attainable standard of health, including the right to healthcare services and reproductive health; accessible and adequate housing, and to reasonable standards of sanitation; freedom from hunger, and access to adequate food of acceptable quality; clean and safe water in adequate quantities; social security; and education. Services in respect of those rights have to adhere to the minimum core content of each right as established by the UN Committee on Economic and Social Rights. However the current situation for refugees at the camp level would not meet these minimum standards.(ECOSOC, 2002).

 A research done by RCK found out that "vulnerable groups, such as the elderly and persons with disabilities, struggle to access basic services and protection. For other groups, the right to education and access to justice in the camps are compromised in the context of chronic overcrowding, compounded by significant gender disparities. The lack of opportunity for refugees to work in the camps, both in policy and in practice, continues to cause frustration and generate further protection risks" (RCK, June 2012) This confirms that access to refugees service in Hagadera refugee camp could be a dream to many. The rights of these refugees remain in paper where even the provision of the most basic services has come with

dissatisfaction. Moreover, the standard of assistance over the last two decades has been confined to basic care and maintenance, with little if any progressive improvement. This raises the question as to whether refugees in the camp are entitled to progressive realization of rights, especially those of an economic and social nature. From the foregoing, refugees in Kenya have not been able to fully access the rights enumerated in the 1951 convention, with the possible exceptions of the right to practice religion, including religious education, the right to elementary education and the right to refugee relief assistance (RCK June,2012).

As study carried out by RCK in 2012 showed that the primary concern expressed by the refugee families themselves was access to basic services that is, the fundamental capacity to stay well, access food and water, and educate children. But protection-related anxieties are also an important preoccupation for Hagadera residents, and a better understanding of this is important for decisions about how funds are spent, and human resources prioritized.
Some of the factors affecting refugees' access to social services include:

2.4.1 Institutional factors influence on refugees access to social services
An institution is an organization or an establishment which is devoted to the promotion of a particular cause or programme. Institutions are made up of systems that are expected to be self-regulating and self-sustaining. These institutions within the humanitarian world are also expected to be legal entities meaning that they are separate and distinct from the founders or the occupants of the various offices in these organizations. To help understand the various institutional factors affecting refugees' access to social services, it is important to use the institutional theory.

2.4.1.1 The Institutional theory
This theory explains that the institutions environment can strongly affect the development of formal organizational structures in an organization. It enumerates salient regulative and normative institutional pillars that promote stability and predictability in social behaviour through compliance with codified laws, in the case of the former versus conformity in the case of the latter. This theory majors deeply on the deeper and more resilient aspects of social structure. It focuses on the processes by which structures such as themes, regulations and

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formal rules and also routines become established as authoritative guidelines for social behaviour.

According to Scott 2001, the institutional theory recognize significant effects on organizing associated with the wider social and cultural forces; institutional environment (Scott, 2001). This makes the organizational to be seen more as a social and cultural system rather than a production system. The systems are seen to relate more with people, people with a particular way of life and people with specific needs and interests that need to be addressed. In order to survive systems must adhere to the laid down rules and regulations, the belief systems prevailing in the organization because the organization is institutional.

Each and every organization in the humanitarian world must have formal structures. It must institute structure that can enable it to serve the refugees. These structures will ensure that the refugees access services at and when they require them. There must be proper projects planning, monitoring and periodic evaluations that are geared towards making sure that the institutions are efficient and effective. According to Singh and Nyandemo, (2004); project planning means an endeavour in which human, material and financial resources are organized in a better way to undertake a unique scope of work of a given specification within constraints of time, cost and quality so as to achieve some indented goals/ objectives. At the inception of any project, the project manager should consider some important (key) parameters so as to decide if the project will be successful or not. These parameters are the project cost, project quality and the project time frame. A successful project will be that which will be completed within budget, required time frame and meet the beneficiaries' standards (quality).

According to (AHUJA, 1994) project planning process involves very critical steps. These include: establishing the project objectives and choosing the basic strategy for achieving the objectives. The project is then broken into sub-units and performance standards for each unit are established. The duration for the completion of the project is also determined. The project manager must then establish a sequence of completing the sub-units and the aggregate project as well as design the cost of the project in terms of the required resources. Duties and

responsibilities are assigned to the project team members. Finally the project manager develops the necessary policies and procedures and also the yardsticks for evaluating the outcome.

Most humanitarian organizations sets themselves into the business of providing humanitarian assistance to the refugees without a thorough plan of the projects they are to undertake. In planning for a project, a planner is constrained by the technological sequence of operation on a project, resource availability as well as the owner-imposed limits on time and cost. The resource availability must be checked otherwise the implementation of such a project is not feasible. (AHUJA, 1994). If projects plans by NGOs are over ambitious but still receive funding from donors and UNHCR by convincing them of the practicability of the plans, it may lead to the projects stalling or the quality of the workmanship compromised due to the procurement process meant to meet the poorly planned annual implementation plans (AIPs). Many refugees will be unable to enjoy the services they are supposed to due to such challenges of poor planning.

Monitoring aims at assessing the degree of performance with respect to the degree of performance of the established targets and standards and then taking control (Rotich, 2009). It involves tracking, counting, observing, interviewing and follow up. It involves collection of information assessing it so as to give guidance on the action needed. According to (Gakuo, Kyalo and Nyoje, 2011), information can come from both formal and informal sources. Formal Sources include; reports, briefings, review meetings, letters, memos and audit reports while informal sources include casual observations, listening to inevitable rumours and gossips from within and without the organization, talking and listening to stake holders, informal meeting for lunch and coffee.

The failure to involve beneficiaries such as the refugees from the onset as stakeholders in their projects and therefore it becomes difficult to monitor the projects since the refugees would be key informants to the humanitarian organization. For example the refugees are never involved in choosing the type of food to be distributed and as such they can never be involved in giving feedback on their general feeling of the services offered. This way the

refugees will continue receiving substandard services while the humanitarian organization feels they are doing enough. The involvement of refugees from the start of projects would be in important so that the humanitarian organizations can use the information generated to monitor and evaluate their projects so as to improve the services they provide to the refugees. According to a report by RCK (2011), LWF proposes "innovative ways in refugee management should be undertaken. There has been continuous lack of involvement of refugees in planning their future."

The humanitarian aid sector faces a growing skills shortage at a time when it aspires to expand the scale, quality and impact of its response to humanitarian needs (Abdullahi, 2010). A study undertaken for Oxfam GB supports previous findings that traditional human-resource practices in the humanitarian field, with many staff employed on short contracts, have inhibited skills development and constrained programme and organizational learning (Frances R.et.al,June 2006). Most humanitarian organizations will hire staff on internships and volunteer basis as a way to cut on costs and sometimes do not issue them with contracts after they get the experience. Training in the field is also a major challenge to the staff as it is unavailable or inadequate and this translates to poor service delivery. In total quality management, one main principle of meeting and exceeding the customer needs involves training the employees. It involves taking them through the personal improvement concept so that they are able to improve their skills. A skilled employee will deliver quality goods and services thereby satisfying the customers.

A successful TQM environment requires a committed and well-trained workforce that participates fully in quality improvement activities. Such participation is reinforced by reward and recognition systems which emphasize the achievement of quality objectives. On-going education and training of all employees supports the drive for quality. Employees are encouraged to take more responsibility, communicate more effectively, act creatively, and innovate. As people behave this way, they are measured and remunerated. TQM links remunerations to customer satisfaction metrics (Hall, 2007). Training especially at the field level, will help to build competency and skills and also enable logisticians to create common

processes, standardization and vocabulary across organizations promoting professionalism and collaboration (Fritz Institute 2005).

The distribution system used in getting humanitarian relief to the refugees involves a number of actors. First the relief supplied from various locations, in case of goods, are collected at a central point, where they are distributed to various sub-centres and eventually distributed to the beneficiaries from these sub-centres. According to (Zeimpekis, Ichoua, & Mini, 2013), in the distribution networks operated by humanitarian relief organizations, different emergency reliefs supplies must be delivered quickly to disaster affected populations in order to mitigate suffering. Therefore emergency managers are forced to make quick, vital decision in a highly dynamic and uncertain environment where time pressure is high and resources are scarce due to strict budget limitations. Compared to their commercial counterparts, logistics in a humanitarian organization are more complex and more challenging because of particularities and characteristics.

For effective planning of efficient relief, humanitarian logistics, a better understanding of the distinctive process that governs the scene of a real world disaster is the first step. However many logistics officers in many humanitarian organizations working in Hagadera camp due to poor recruitment and training lack the basic competence or the experience that is highly needed in a disaster environment. According to (Zeimpekis, Ichoua, & Mini, 2013), for proper planning and execution of humanitarian relief logistics, significant issues are involved. First, there should be approaches that tackle realistic relief distribution networks. In this case a key element to the success of these efforts is to account for uncertainty while integrating long term and tactical decisions. Second, there should be a judicious recourse strategies that allow a quick and effective restoration of pre-planned solutions whenever an unpredictable event occurs and third are solution approaches that integrate real-time information while effectively coping with time pressure and uncertainty which are inherent to a disaster scene and finally, coordination of multiple parties that are often involved in managing a disaster which include NGOs, local, state and federal agencies. Issues related to effectively communicating and sharing information as well as rapidly integrating and processing the shared information need to be addressed carefully.

(Roy, Albores, & Brewster, 2012) notes that before, during and after a disaster, the necessity is to secure and move the required materials (food, water, medicine, shelter etc.) from one point to another point in the most efficient and effective way. This operation is enormously complicated and very costly because of the difficulty of forecasting for the actual time of disasters and the actual demand after disaster. Recent estimates would suggest that as much as 80% of the expenditure of aid agencies is on logistics (Wassenhove 2006). Therefore, humanitarian logistics management need to be more efficient and effective. There are some logistical factors (facility location; inventory management, transportation management, distribution management etc. which influence the supply chain process during refugee relief distribution.

In conclusion a number of humanitarian organizations feel that having formal structures of legitimacy can reduce organizational efficiency and hinder an organization's competitive position in the humanitarian world. Therefore to reduce this inefficiency, the organization will tend to minimize or ceremonize evaluations and neglect program implementation to maintain external or internal confidence in formal structures while reducing their efficiency impact. (Bjorck, 2004).

2.4.2 Influence of Donor funding on refugees access to social services

A donor is a person or a group of persons who give or donates something voluntarily. This represents a situation of pure altruism. UNHCR and other aid agencies depend mostly on donations from individuals, corporations, foundations, well-wishers and donor countries to run their programmes. A small subsidy also comes from the annual budget of UN to help in meeting administrative costs. It receives generous flexible contributions that help it to help provide goods and services such as food, water and sanitation, shelter, education, healthcare and other essential services to the millions of refugees and asylum seekers in the world. The donor relations and resource mobilization service liaises closely with governments to raise funds and to keep these key stakeholders informed about needs and about how their money is being used. The Private Sector Fund-Raising unit plays a similar role, interfacing with NGOs, trusts, foundations and private donors. (UNHCR, Fund Raising, 2001-2014).

A donor takes the initiative in deciding which country and or project to fund. Sometimes the donors are the ones who suggest the project to the recipient. The donor can wait passively for the recipient to ask for the assistance. Once the recipient makes a proposal and the proposal appeals to the donor, funds are provided. According to (Szirmai 2005) donors will enter the aid business for various reasons or motives such as: moral motives, mutual interests, commercial motives and political and strategic motives. In the case of the refugees, altruism or moral motives reign. Most of the funds provide to the humanitarian organisations are project aid. This aid is project tied. The recipient prepares a proposal for funding of a particular project and if the donor is satisfied with it, he or she provides money for that purpose. Project tied aid is common in Africa and especially after independence due to weak economic planning capacity, doors felt obliged to take closer interest in aid utilization.

Donor procedures, regulations and other requirements should not interfere with project implementation. The more flexible a donor is with release of funds, the more these funds are able to be used in projects that respond or adapt to the local recipients' needs to ensure project effectiveness, careful management of the donor funds has to be carried out to alleviate the negative effects of the various donor requirements and procedures which include tied aid. Proper financial management is required for accountability purposes. One of the most important aspects of donor funds is to ensure that these funds are properly utilized for the purposes for which they were supplied or applied for.

For donor funds to be effective in achieving the objectives for which they were intended especially in the humanitarian situation, the recipients' involvement must be improved the refugees will feel as part and parcel of the aid that donor countries have sent and this will help them embrace it. A project is said to be successful if the beneficiaries declare their satisfaction of the goods and or services provided. In a humanitarian sector, one of the most important paradigm innovation called is towards the aid recipients as an active consumer rather than a passive victim. While many agencies might support this in principle, the practice is far from reality and seems to lag some way behind the accepted ideal (Abdullahi, 2010). Several NGOs have acknowledged that mistakes could have been avoided if a more participatory approach had been used earlier on. Many have had to readjust along the way to

respond to realities and needs on the ground (UNDP, 2009 p.12). Promoting community participation in managing donor funds in provision of social services among international organizations is a new idea. It has emerged recently in programmes that promote international humanitarian assistance for countries or regions at war or in conflict, thus establishing itself in the new relief paradigm (Dana Burde et. al, 2004). Although it is an essential ingredient of quality aid operation, participation in managing donor funds is not simple. First it requires means which are seldom available especially during the early phases of diagnosis and programme design. Participation is priceless but it comes at a cost. Second, there should be expertise in social sciences which is not often included in the technical package mobilized by NGOs and other actors. Donors should support agencies that carry out studies in social anthropology, as this ensures that the affected population right voices are heard. Third, a high level of openness for donors and aid agencies is required. Participation implies listening to the population needs and demands and therefore being ready to do things that neither the agency nor the donor was thinking of doing.

Fourth, commitment to gender-balanced participation is very important. The importance of empowering women is also widely recognized. Yet, in areas such as Hagadera refugee camp in Dadaab, it will require courage and appropriate cultural approach as well as a good communication strategy. Fifth, there should be a serious commitment to transparency and downwards accountability. If participation is to make sense, it has to be based on confidence which is difficult to build and easy to damage. Transparency and accountability contributes to establishing confidence in a sustainable way among affected population. And finally a more concerted approach to reporting by donors. Too often, aid workers spend more time in front of their computer screens responding to incoherent reporting requirements rather than in the field, engaging with the refugees and improving the diagnoses. Developing an orderly reporting system would probably go a long way to encouraging participatory approaches (Dana Burde et al, 2004).

In international development and humanitarian assistance, the beauty of participation is often in the eye of the donor or facilitator and less frequently in the eye of those who participate. In most cases during negotiation for the donor funds, there is lack of representatives engaging in

negotiations or discussions directly with donors. This has led to a number of inappropriate projects that beneficiaries do not benefit from as expected or that which provide services to a few. For refugees to derive maximum benefit from the services provided by the humanitarian organizations, they must be well represented in negotiating for the funds through representatives who are very conversant with their needs and the most important ones that affect the largest population.

According to a report by RCK, (RCK, Asylum Under Threat: Assessing the protection of Somali refugees in Dadaab refugee camps and along the migration corridor, June 2012), UNHCR has been facing funding constraints since 2012 began. The budget spent in Dadaab during 2011 was $101,000,000 whereas the projected budget for 2012 is $49,000,000. This represents a 47% reduction in budget over the last one year, whilst there is a 53% bigger refugee population in the Dadaab complex than at the beginning of 2011. The 2011 budget had to cover the provision of non-food items, shelter and other items distributed on arrival to a large, newly-arrived camp population; nonetheless, there are still unresolved shortfalls in the funding projections for activities in the camps, a source of real concern to both UNHCR and its partners.

2.4.2.1 Challenges of donor funding

Over decades the case for donor funding has been faced with a number of challenges. These challenges may make the benefits of donor funding not to be realized or felt fully by the beneficiaries. The whole issue of donor funding in the context of humanitarian assistance is to make the refugees feel at home and enjoy a befitting life like other human beings. Unfortunately experience has shown that there have been challenges that are affecting donor funded programmes such as conflicting interests of donor agencies and recipients; institutional framework and governance structure, recipient participation in setting objectives, accountability, and sustainability. Bloom et al (2006) show that development assistance received from multiple donors undermines funding effectiveness in the recipient organization as that may make it possible for different donors to start contradictory programmes or for multiple donors to duplicate projects, reducing the overall effectiveness of assistance. In addition, within the organizations dealing with various development issues,

there exists enduring differences among individuals and groups in terms of values, preferences, beliefs, information and perception; allocation of scarce resources; organizational goals and decisions emerging from bargaining, negotiating, and jockeying for position among various interested parties.

Corruption and bribery, albeit unacknowledged is a cause of ineffectiveness and inefficiency in humanitarian response. Donor funds are misappropriated before they reach the most deserving human being. Misuse of donor funds in the humanitarian business takes place at all levels with the loser, the disaster victim who pays for eligibility and very few genuine disaster victims can offer anything as a bribe. Thus genuine disaster victims usually do not benefit as much as they deserve to, from humanitarian assistance, which is becoming difficult to come by (HPN, Humanitarian Practice New York, July 2006).

According to a report by Feinstein International Centre and Tufts University, the Humanitarian Policy Group at the UK's Overseas Development Institute, 2009," there remains little knowledge about the extent or consequences of corruption in humanitarian assistance, little shared knowledge about preventing corruption under emergency circumstances beyond a few standard practices and a degree of taboo about confronting it publicly." The report is based on research involving 7 major international NGOs. The report notes, contrary to the wide spread perception, corruption practices extend well beyond financial misappropriation and include many forms of "abuse of power" such as cronyism, nepotism, sexual exploitation and coercion, clanism and intimidation of humanitarian staff or aid recipients for personal, social, political gain, manipulation of assessment, targeting and registration to favour particular groups. Corruption undermines the humanitarian mission i.e. "the raison ð être of emergency relief operations (Transparency International,2009).

In the area of education, education facilities within Hagadera camp are not adequate and the already existing ones are stretched beyond capacity. With the status of refugees, bearing in mind that the Kenyan labour laws does not allow them to get meaningful employment, those children from poor refugee backgrounds, who do not access direct admission to refugee schools are left out of the education system since their parents cannot afford to pay for private schools admission. According to Report of the Global Thematic Consultation on

Education in the Post-2015 Development Agenda, in the year 2000 to 2010 there was significant progress including more than 50 million children enrolled in primary school. Nonetheless, education remains as one of the core 'unfinished businesses' of the MDGs and must be prioritized in the post-2015 agenda. There are still about 57 million children of primary school age, including 31 million girls, who are not in school due to financial, social or physical challenges. In addition, wide disparities among regions and within countries remain to be addressed in the education agenda. In 2010, the global primary completion rate was about 90 per cent but only 70 per cent in sub-Saharan Africa. (UNICEF, 2013)

According to Szirmai (2005) he views that due to the urgency of poverty issues and the enormous gap between developed and developing countries, the governments of developed world have the moral obligation to provide donor aid and that such an aid will have a positive effect on the lives of the citizens of these developing countries.

2.4.2.2 Effectiveness of donor funding

As discussed earlier, donor funding has always been used in the less developed world to spur development and also to get the citizens of these countries out of the pangs of famine. In the life of the refugees, they faced a massive burden of lack of basic commodities that are vital for their very survival.

For the donor funds to be effective in meeting their intended motive or reason there are a number of organizational and structural adjustments that have to be made. However when such adjustments are lacking, the donor funds no longer made the difference which they were initially intended to make. The institutional framework, internal rules and the culture of the organizational must be aligned in such a way that it allows the aid to be felt by the beneficiaries, the suffering refugees in Hagadera refugee camp. Donor funds must fulfil the following conditions in order for them to be said to be effective in meeting their objectives in the humanitarian situation:

First, there must be quality of technical assistance involved. This will be in the form of financial, technological, physical and even environmental assistance. There will be need to

improve the management capacity of the aid recipients. A number of technocrats must be involved directly to ensure that the right technical assistance is offered so that the funds can be used in the most efficient and effective manner as initially intended. This will create confidence in the donor of those funds.

Second, there should be quality of coordination. The recipients of the donor funds such as the humanitarian organizations must improve aid coordination. In addition to the above, clarity of well-defined circumscribed goals shared by the beneficiaries should be present. When the projects are well defined and have the goals shared by the beneficiaries, even if the goals are modest, they take root better. This will call for the total involvement of the beneficiaries in all projects that are meant to benefit them if the donor funds are expected to be effective in their impact.

The fourth requirement is proper communication across the spectrum. The donors, recipient organizations and the beneficiaries must be in constant communications in order to derive feedback about the donation. The donor will gauge the effectiveness and the impact of their funds by communicating with the beneficiaries. Proper periodic monitoring and evaluation of the projects and communicating the results with the relevant stakeholders is vital.

The last and most important is the existence of subsequent assessment which acts as an integral part in making the donor aid effective. There should be thorough monitoring and evaluation of the project to determine its status and effectiveness of the usage of donor funds. Assessment of the project forms an integral part of the donor aid process. As noted earlier there is need for collaboration in donor funding uses by the beneficiaries and humanitarian organisations. Both donors and recipients share a common view that without ownership, commitment to projects will be lacking and the donor resources are likely to be used in effectively.

There always existed different interests and objectives of donors which may not be in line with those of the organization that has received the funds. The donor funds are sometimes obscure and unpredictable. The process through which these funds are offered can inhibit the

organizational capacity to employ qualified staff and also deliver its services as well as its accountability. A world development report (1999) indicates that large number of funding to less developed countries (LDCs) especially those in Sub-Saharan Africa(SSA) is used to finance various pro-poor development projects even though the effects of such funding on the poor is difficult to measure.

According to Kanbur (2000) one of the reason for this is that sometimes external assistance for specific antipoverty projects has been used indirectly to finance other projects that may not help the poor citizens. However others argue that projects on agriculture, basic infrastructure, health and education have reduced poverty in developing countries, including Sub Saharan Africa. According to the World Development Report (1999, p. 69-70), projects that are intended to reduce poverty have proved to be ineffective. This has been due to lack of commitment where some poverty oriented projects have been undertaken mainly to satisfy donors while in the case of multilateral donors, they usually have a budget in a given fiscal year to fund projects and they often don't give much attention to the outcomes of such projects.

Another cause of ineffectiveness of donor funding is the frequent shift in donor concerns from altruism to other ulterior motives also contributes to ineffectiveness and the neglect of institutional development. Reducing poverty through funding calls for more than money as well as building capacity is crucial. Donors have neglected the institutional and managerial aspects of poverty oriented projects and programmes. Finally there is lack of adequate participation where donors and recipients have often given little attention to the role of stakeholders in the initiatives designed to assist them. Their involvement in the design, implementation and evaluation of projects would make funding more effective.

2.4.2.3 Influence of Social factors on refugees access to social services

Social factors in the context of this research will refer to the facts and experiences that influence or control an individual's personality, attitudes and lifestyles. These factors help in an individual live well in harmony with others in the society. They directly affect the individual thoughts and their behaviour in social institutions. They also influence how an

individual behaves in social situations. These factors include: religion, ethnicity, education, locality, economic status, political system, family system, physical attributes among others. These factors can either be acceptable or unacceptable and biased such as treating people based on their religious affiliation, political affiliation or race.

A late 20th century cliché holds that information is power and protection. Neither the general public nor officials can get to respond adequately to refugees problems they know nothing about. Getting information and communicating it effectively are central to the assistance and protection of refugees. From the above, it is apparent that for refugees to access quality social services, the humanitarian organizations must have adequate information about the refugees' needs while the refugees themselves must have adequate information about the availability of such services and their right to access them. There must be radical changes in the information environment, through technological revolution that will enable the free exchange of information among humanitarian organizations, the host government agencies and refugees (UNHCR, The State of the World's Refugees: The Challenge of Protection, 1993).

As UNHCR reports, on November 1992, a vessel slipped away from the Somali pot of Marka carrying a desperate human cargo; 3302 refugees from the brutal civil war that had plunged their country into anarchy and famine. Distress signals from the ship which carried little food or water were picked up five days later, as it headed for the Gulf of Aden. No port in the region was willing to accept another shipload of Somali boat people.[…] until the press was alerted and begun to write and broadcast news of the impending tragedy. The whole world attention focused on the lost ship and states with forces in the region launched a week long air and sea search until it was located. The ship jammed with hungry, thirsty, frightened people docked safely on 18th November in Yemen (UNHCR, The State of the World's Refugees: The Challenge of Protection, 1993). This is a clear indication that information is power. The availability of information about the ship to the whole world through the press made it possible for the refugees on board to be rescued from the impending danger of death and was able to access the most needed services including refuge.

According to UNHCR (1993), false or incomplete information whether unintentional or deliberate can be as dangerous as good information is helpful. Government and opposition groups, relief agencies and advocacy groups have become increasingly sophisticated in the presentation of data to illustrate their own points of view. They report plight of refugees so as to access funds but cannot use the funds to adequately supply the required services to the refugees since they thrive well in the plight of these refugees. The refugees themselves do not have access to the information regarding the funding of the humanitarian organizations. They merely rely on the word of mouth from the agencies as the gospel truth. Access to information continues to be an important ingredient to refugees once they reach their country of asylum. They need to know their legal rights and obligations as well as what resources are available to assist them.

Transparency and accountability is a social virtue that every person must embrace in a society. This ensures that the society we live in is morally upright. The worst form of corruption is the diversion of relief aid from the refugees to undeserving people. This vice is rampant in many humanitarian organizations in Hagadera refugee camp. Many are the times when humanitarian workers collude to steal food and non-food items meant for refugees thus denying the vulnerable, most deserving human beings the chance to enjoy the services. WFP has always used incentive workers (refugees) to help in distribution of food items. However these incentives at times steal and sell these items.

> "Yes, sometimes the provision of food aid by the agencies is exploitative. Not only the refugee incentive workers, sometimes the food aid personnel exploit refugees. Some refugee incentive workers lead a lavish lifestyle – which raises eyebrows as they are paid so little. There is a link between incentive workers, some refugees, and food aid personnel that allows them to steal food and underserve the population" Focus Group Discussion, Ifo camp RCK 2012

Adapted from RCK, 2012: Assylum Under Threat

Others such as those in positions of power in schools admit locals (Kenya Somalis) who take up the slots meant for refugees for a fee therefore denied the most deserving refugees of this vital service.

The security and protection of aid workers and safe passage and effective delivery of relief materials are major concerns with regard to humanitarian efforts in conflict situations. The situation in Dadaab in 2011, demonstrated that it may not be a question of capacity to deliver relief aid by the humanitarian organizations but rather the security conditions pertaining to distribution of relief supplies which will determine if the refugees will access the services.

In 2011 after the kidnapping of the two French MSF aid workers, following by a trail of explosive and landmines being launched on the Kenya security agents, it became very difficult for aid workers to operate. Relief operations were suspended safe for life support programmes where services were provided at the risk aid workers lives. This affected the refugees who were really in dire need of these services in Hagadera refugee camp and the entire Dadaab complex. Some were new arrivals from Somali who were malnourished close to death. The social factors affecting refugees' access to social services within Hagadera refugee camp can also be ell explained using the feminist theory. The theory is explained below.

2.4.2.3.1 The Feminist Theory
The feminist theory tries to explain the position of a woman in the society and how that woman is viewed by their male counterparts. Using this theory, we are able to discuss the place of a woman in the refugee society. How this society perceives a woman and its implication on access to social services. Many of the early writing that confronted this theory discussed a woman as either "other" or a "victim". This refers to those who are mistreated for unacceptable reasons and they appear as victims. This person or groups of persons seem to be "others" because of the historical and cross cultural tendency of the dominant group groups to justify their malpractice by justifying that members of the subdominant group are alien, not fully human or simply "not like us". Such as the case in America where the blacks were deemed not fully human when calculating the male population. Vulnerable groups, such as the elderly and persons with disabilities are viewed as outsiders to the dominant group. A study done by Refugee Consortium of Kenya, an organization providing legal services to refugees found that the elderly and disabled are always left struggling to access social

services within the camp. (RCK, Asylum under Threat: Assessing the protection of Somali refugees in Dadaab refugee camps and along the migration corridor, June 2012).

According to (Lapidus, 1978), academic feminists view themselves as demonstrating how specific institutions or practices viewed women as "others", maltreated them and so transformed them into victims not responsible for their "despised" status. He notes that in some societies changes in property relationships and inheritance laws weakens the family as an economic unit and reduces the dominance of the male household head, while new family codes undermined the legal and religious basis of marriage and removed restriction on divorce'' (Lapidus 1978, p. 60). When divorce sets in family ties are broken and the women whom in most cases are the victims become particularly vulnerable and may be deprived of their fair share of services." In the case of refugees, women face a threefold barrier to protection: their families have lost the power to protect; national protection has broken down or has been withdrawn; an international organisation can encounter serious difficulties reaching women directly; or even recognizing their special needs. The high levels of forced divorce and family abandonment, leaving women as single-headed households who then suffer from discrimination and marginalization in accessing services (RCK, Asylum Under Threat: Assessing the protection of Somali refugees in Dadaab refugee camps and along the migration corridor, June 2012).

In January 2009, UNHCR conducted a review of medical cases in 2008 to confirm the reason for cases of maternal deaths. The reviews found that perinatal care was poor and post-natal care was low due to cultural practices such as where women remain in-doors for 40 days after delivery. Many of the cases of maternal deaths have been pregnant often with short intervals and given birth to too many children. (UNHCR, Improving Maternal Care in Dadaab Refugee camps, Kenya, June 2010). As such, women were opting to give birth at home and only present to health facilities in serious condition. According to (Cassen, 1994), feminists have long questioned the motives of the population community and criticized an approach they see as too heavily dependent on the cultural goals of getting more children at the expense of individual welfare. An exclusive focus on women's reproductive capacity which down plays both the important roles women play and he social economic and legal

barriers they confront. They argue that women need quality services not to just avoid unplanned pregnancies but to ensure safe childbirth as well.

Rapid population growth which leads to large family sizes reduces economic growth by reducing disposable income. This also has a negative effect on investment both human and physical capital and this has a powerful effect on economic growth due to positive externalities. Parents and guardians may fully realize that children are a burned to then as well as the society and this impede economic growth (Cassen, 1994). High economic growth means a high standard of living of the people in that economy even if the economy is not capitalistic in nature. At family level, there is evidence that high fertility inhibits investment in child's education. A study by (Rosenzweig & Wolpin, 1980), of families with twins in India found out that the additional unexpected child represented by twins reduced enrollment rates levels of all children in the house hold. A similar situation will occur when people are entitled to public transfer payments or subsidized services such as education, health, consume public goods and to make matters worse do not pay taxes for such consumption.

2.5 Conceptual framework

According to (Mathooko J.M & P.M, 2007) a conceptual framework is a logically developed, described and elaborated network of interrelationships among the variables deemed to be integral to the dynamics being investigated. It explains the theory underlying these relations and describes the nature and direction of the relationship.

(Mugenda & Mugenda, 2003) defines conceptual framework as a situation where a researcher conceptualizes the relationship between variables in the study and shows the relationship graphically or diagrammatically. In this study the social services were the independent variables while refugees' access to those services was the dependent variable.

Moderating variable

| Health conditions |

Donor funding

- Nature of donor funds-project tied or not
- Donor requirements
- Projects funded,
- Regulations and procedures
- Amount of the donor funds)

Refugee access to social services

- Quantity and quality of relief supplies to refugees
- No. of refugees accessing the supplies
- Frequency and ease of access of the supplies

Institutional factors

- Organizational structure, qualifications of staff recruited and their placement
- Distribution channels/systems)

Dependent variable

Social factors

- Availability of information centres
- Checks and balances in systems used by organisations
- Availability of functional amenities and infrastructure)

| Host Government policies |

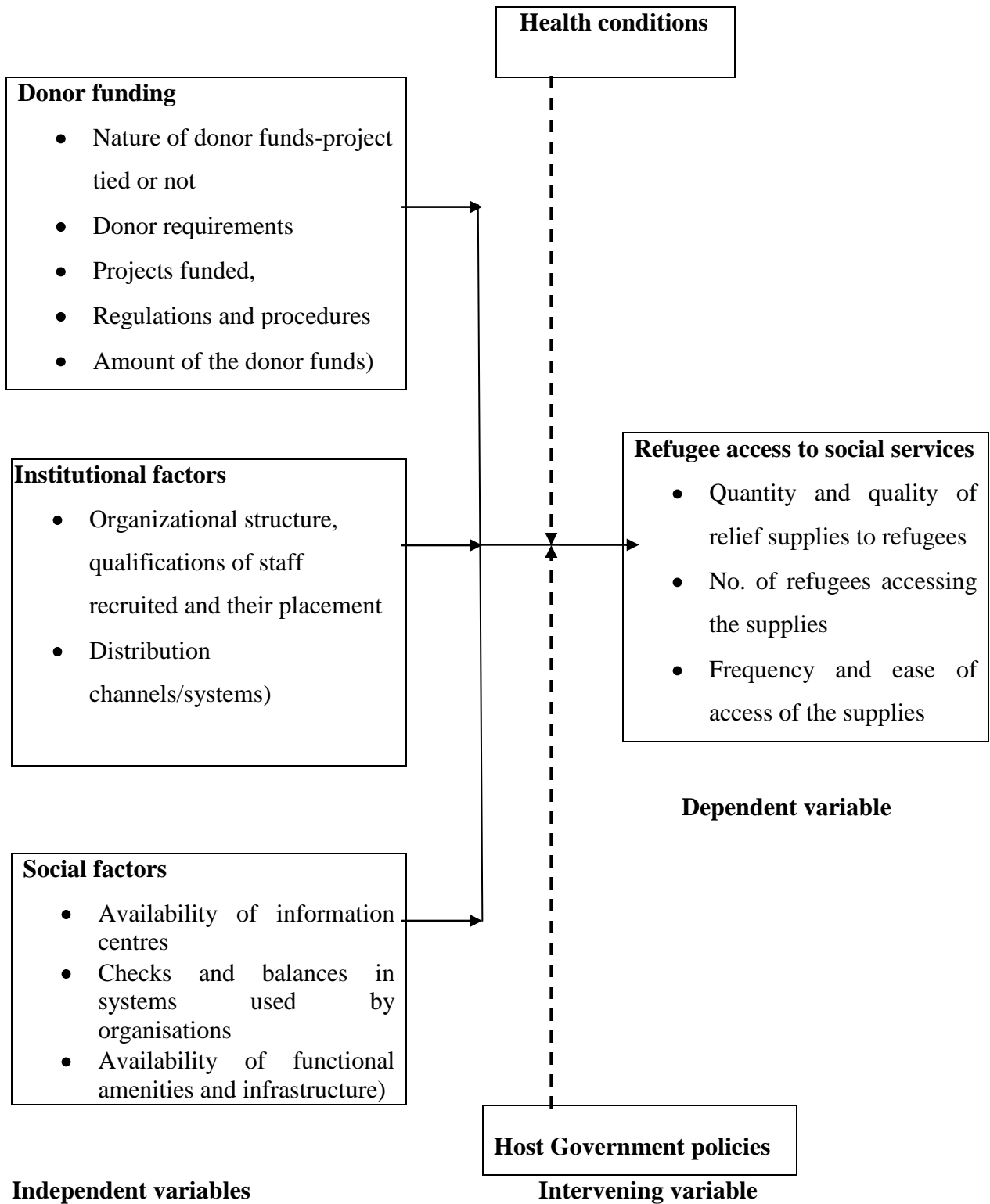**Independent variables**   **Intervening variable**

Fig 1: A Conceptual framework

2.6 Theoretical framework

In a social investigation, a sociological theory will play a key role in forming a background in which such a study would be based and thereby guiding the researcher.

A theory is a set of interrelated constructs, definitions and propositions that help to explain and predict the phenomenon being investigated (Miller, 1986). It is developed through the use of contemplative and rational forms of abstract and generalized thinking and is often based on general principles that are independent of the thing being explained.

Among the sociological theories, the refugee issues can be best explained using the conflict theory as social conflict forms the basis of the refugee crisis.

2.6.1 Conflict Theory

This theory was propounded by three sociologists namely: Karl Marx, Simmel and Coser. It was developed as an alternative to structural Functionalism theory (Ritzer, 1996). Conflict theory is a perspective in sociology that emphasize the social, political, or material inequality of a social group, that critique the broad socio-political system, or that otherwise detract from structural functionalism and ideological conservatism. Conflict usually occurs primarily as a result of a clash of interests in the relationship between parties, groups or states, either because they are pursuing opposing or incompatible goals. According to this theory, the society is full of conflicts and this has to change if peace and harmony is to be realized.

C. Wright Mills is known as the father of modern conflict theory. According to Mills, social structures are created through conflict between people with different views, opinions, interests and resources. Individuals and resources, in turn, are influenced by these structures and by the unequal distribution of power and resources in the society. According to Karl Marx, conflict is a product of an unjust social system where resources are unequally distributed (Farey, 1992). According to Marx, conflict not only leads to ever changing relations within the existing social structure but the total social system undergoes transformation through conflict. Each social system contains elements of strain and of potential conflict. If in the analysis of the social structure of a system, these elements are ignored; if the adjustments of patterned relations are the only focus of attention, then it is not possible to anticipate basic social change (Coser, Sept 1957).

In the context of conflict theory, consensus is a euphinism, for ideology. Genuine consensus is never achieved as the society is constantly in conflict but rather the more powerful in societies are able to impose their conceptions on others and have them accept their discourse. Consensus does not preserve social order, it entrenches stratification.

There are two types of conflicts: endogenous and exogenous conflicts. Endogenous conflict denotes the cause of self-directing social change that occurs within a social system. Some of the contributing factors are conflict of values, views, opinions and conflict between groups in the society. Exogenous conflict is attributed to conflict outside the social relationship such as conflicts and war between nations.

Other perspectives of conflict theory include: Critical theory, Feminist theory, postmodern theory, Post-structural theory, Postcolonial theory, Queer theory, World systems theory and the Race-Conflict Approach
When addressed, conflict has a number of benefits such as defining and clarifying group boundaries within the social system. It may also help to establish unity or to re-establish unity and cohesion where it has been threatened by hostile and antagonistic feelings among the members. Internal conflicts that concern goals, values or interests tend to make possible the readjustment of norms and power relations within groups in accordance with the felt needs of its individual members or subgroups. Conflict also produces integrative consequences where all social elements are integrated into the new system (Farey, 1992).

2.6.1.1 The basic needs approach

This approach has been adopted by international organizations as an alternative to development problems where these organizations sponsor development projects less developed countries (LDCs).
Basic needs refer to those fundamental requirements for one to survive and lead a decent life. Access to the basic needs of life, including shelter, food, clothing, healthcare, education and security is necessary to the development of a strong community and a necessary precursor to individual self-sufficiency.

This approach is based on the principle of provision of very basic needs to those who deserve the most to serve as the foundation for other services that can lead to self-sufficiency. By providing the basic level of social services for h people to sustain themselves ad by promoting active participation by the people, the poorest in the world, can help to become self-sustaining. (Aznato, 2007). Pitted against this fact stands the single and clear idea that development is development of human beings since human beings are the measure of all things. This does not mean that one cannot talk of development of other things, but only if changes in these 'things' can be shown to be means related to the development of human beings. (Galtung).

Basic needs approach holds the assumption that the government shall see the plight of the people, move fast to avert danger befalling its citizens by supporting the poorest and vulnerable in the society. The government and some NGOs have come out strongly as proponent of basic needs approach whereby they have played key roles in financing basic social welfare programmes and building capacity and structures for people to participate in social development programmes.

Development is seen as a process of progressively meeting or satisfying basic human needs, where the word 'progressively' would stand for both 'more and more need-dimensions' and 'at higher and higher levels.' (Galtung 1974). The objectives of basic needs approach includes that of ensuring community self-reliance and self-sufficiency, obtaining quality life for all people by meeting their basic needs as well as managing social development based on people's participation and inter-sectoral cooperation.

According to (Aznato, 2007), main features of basic needs approach includes a number of things. First there is self-reliance and self-management whereby this approach is centred on humanity. It is based on the principle of helping people up to a point where the community is self-sustaining through community organization, capacity building and community financing schemes.

Second is the decentralization and integration. In this case the basic approach is a learning process of organizing and mobilizing communities to collectively work to achieve their basic needs. It is community based, community owned, community managed and community financed development approach.

Third is a community methodology for development whereby the communities are able to realize that the change is initiated, designed, managed and carried out by them for them. Fourth the approach is a continuing learning process that entails a role change, whereby the community become owners, actor and doer and other partners such as NGOs and public workers become facilitators. Finally this approach is a methodology for poverty alleviation and democracy

CHAPTER THREE
RESEARCH METHODOLOGY

3.1 Introduction

This chapter examines the research design, the location of the study, target population, sample size and sampling procedures, data collection and analysis procedures, validity and reliability of research instruments and operational definition of variables that were used in the research study.

3.2 Research Design

This study uses a descriptive survey design to investigate the factors influencing refugees' access to social services in Hagadera refugee camp. The choice of design is to help avail useful structural information on the factors. This study is expected to help UN, humanitarian organizations and other policy makers to come up with appropriate measures to address the situation. The Refugee leaders, agency and security officials were interviewed as key informants. The researcher made shorter visits to the study site such as health centres, schools, colleges, food distribution centres and even the residential areas to verify any newly emerging information of services provided during my study in the field. Having lived as or with refugees, the respondents were assumed to be conversant with the refugee circumstances at the Hagadera refugee camp. The researcher requested each respondent to make a verbal informed consent for participating in this study.

According to Orodho (2004), descriptive survey design is used both in the preliminary and explanatory studies. This allows the researcher to gather more information. Moreover, investigation obtained through this survey helps the researcher to explain a social phenomenon with confidence and authenticity since the investigation is a face to face with a respondent.

3.3 Target Population and sampling

According to Borg and Gall (1993), population refers to all the members of a real or hypothetical set of people, events or objects to which an investigator wishes to generalize the results of the research study. This study targets the refugees who live in Hagadera refugee

camp. Refugee leaders, agency and security officials were interviewed as key informants from the camp. A total population of 1800 households was targeted.

3.3.1 Sample size

A sample was selected from the target population. A sample is a subject of a particular population (Mugenda 1999). Sampling refers to the selection of individuals for observation that is intended to yield some knowledge about population of concern. Out of the 1800 households, a sample of 180 respondents was selected. A semi-structured questionnaire was administered to 180 refugees who were randomly sampled.

Key informant interviews were conducted on a sub-sample of 20 informants who have extensive knowledge on how refugees have been assisted by UNHCR and other aid agencies since they were first settled in Hagadera refugee camp in 1991. These include six camp leaders (elders and those in distribution committees), eight agency officials (distributed across various implementing partners), and six refugee leaders (block leaders).

3.4 Research Instruments

In this study, questionnaires and interview schedules were used as the main instrument of data collection. These tools were chosen because they are easier to use and faster in data collection, less time consuming. Furthermore the questionnaires could be dropped and picked from the respondent later at an agreed time. Two trained refugees (Male and female), fluent in the Somali language, assisted the researcher in conducting these interviews and making translations. This was necessary because some respondents do not understand Swahili or English, which was spoken in the field. Observations of various agency activities and the refugees receiving services, together with informal discussions with security agents, refugees, and local residents, also contributed to the findings.
 The data collected was both qualitative and quantitative in nature.

3.4.1 Questionnaire
 According to Stewart and Shamdasani (1990), questionnaires should grow directly from the research questions that were the impetus of the study.

Unstructured, open-ended questions will allow an administrator to allow the respondent to answer freely.

3.4.2 Interview Guide

An interview guide was used for the staff from humanitarian organizations such as WTK, NRC, LWF, IRC, RET, FAIDA and even the Kenyan police who provide humanitarian assistance to the refugees in the camp. They were expected to generate useful information on the factors that affect them in their service delivery to the refugees in the camp and strategies in place to enhance refugees' access to their services.

The interview guide also helped to collect the qualitative data which would otherwise not have been collected through questionnaire.

3.5 Validity and Reliability of the instruments

Reliability is the degree to which an instrument yields the same results or data the same way each time it is used under the same conditions with the same subjects.

Validity on the other hand refers to the strength of the conclusions, inferences and or propositions. Validity can also be said to refer to the degree to which evidence supports any inferences a researcher makes based on the data he or she collects using a particular instrument.

3.5.1. Validity of instruments

Validity concerns itself with establishing whether the research instrument is measuring what it is supposed to measure (Orodho, 2003). To enhance content validity, the research instruments after preparation were appraised by the supervisors and their feedback included in the final questionnaires.

3.5.2. Reliability of instruments

Instrument reliability refers to the level of internal consistency, or the stability of the measuring device. Scientific researchers such as Borg and Gall (1993) recommended test and re-test method to measure reliability of an instrument. It also helped to test the relevance of the instruments to the study with corrections made to the questionnaires before the final

administration. To ensure the questionnaires are easily understood, they were constructed in simple and plain English.

During the study a pilot study involving 25 refugees from different blocks and 5 humanitarian workers was conducted. The same questionnaire was administered twice at an interval of one week on a similar population to the target population to conduct a pilot study. The scores of each of the two tests were computed and the two scores correlated using Pearson's Product Moment Correlation Coefficient. The refugees and humanitarian workers questionnaires yielded reliability values of 0.875(0.9) and 0.921(0.9) respectively. The reliability values obtained were significant hence, the instruments were considered reliable. The Pearson's Product Moment Correlation Coefficient formula is given as;

$$r = \frac{\sum[(x - \bar{x})(y - \bar{y})]}{N\sigma x \sigma y}$$

Where $\sum$ is the symbol of summation

x is the scores of the first test

y is the scores of the second test

x¯ is the mean of x

y¯ is the mean of y

N is the number of pairs of x and y

ð x is the standard deviation of x

ðy is the standard deviation of y

A value of r above 0.9 was used to judge the instrument as reliable.

3.6. Data Collection Procedures

A research permit to conduct the study was sought from the National Council for Science and Technology in Nairobi, Kenya. The researcher then visited the participating refugee camp to get permission from the camp authorities and the administrators of humanitarian organizations for data collection. The questionnaires were filled in by the respondents and the researcher collected them on the same day.

3.7 Data analysis

The data collected was both qualitative and quantative and was analyzed using qualitative and quantative techniques. Qualitative data was first coded entailing the identification of categories and themes and their refinement. Thus, themes drawn from the objectives of this study were categorized using content analysis technique to analyze the qualitative data gathered in each questionnaire. The quantative data was summarized and organized according to common themes and presented using statistical package for social science (SPSS) to generate frequency distributions and percentages to assist the researcher in answering the research questions.

Table 3.2: Operational Definition of Variables

Variable	Instrument used	Indicator	Tools of analysis	Scale
Independent variable	Questionnaire	Quantity and quality of services offered.	Tables and percentages.	Nominal
-Donor funding -Institutional factors		Support from donors and the frequency of donations -availability of services in the	Tables and percentages	Nominal
-Social factors		area such as sanitation, education facilities, food supplies, operating health facilities. -no of households benefiting from the services	Tables and percentages	Nominal
Dependent variables Access to social services	Questionnaire	-Evaluation reports by UNHCR and NGOs for the previous year -Comparative data over the years from various sectors in the camp such as enrolment rates in schools, patients attending health centres, refugees sheltered compared to those arrivals.	Tables and percentages	Nominal
Moderating variable Health conditions	Questionnaire	Comparative data from healthy and sick individuals at different times.	Tables and percentages	Nominal
Intervening Variable Host Government polices	Questionnaire	-Support or otherwise from host government.	Tables and percentages	Nominal

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION, DISCUSSION AND INTERPRETATION

4.1. Introduction

This chapter helps to present the research findings of the study. The presentation includes data on questionnaires' return rate, the demographic information of respondents in the study. The data collected was analyzed as per the research objectives and research questions under the following sub-headings; findings of influence of institutional factors on refugees access to social services in Hagadera refugee camp, influence of donor funding on refugee access to social services and the influence of social factors on refugee access to social services in Hagadera refugee camp.

4.2. Questionnaires' return rate

Questionnaire return rate is the proportion of the sample that participated in the survey as intended in the research. In this study all administered questionnaires were returned by the respondents to the researcher, representing 100% return rate. The researcher used assisted questions and therefore all questionnaires were returned on the spot. The completed questionnaires were collected within 24hours of completion for cleaning, coding and entry into an MS access database in preparation for analysis and presentation.

Table 4.1: Questionnaires' return rate by the respondents

Category of respondents	Frequency	Percent
Refugees	180	100
Total	**180**	**100**

A total of 1800 household were recruited as respondents and 180 respondents were randomly selected from this population. All the respondents approached accepted to willingly participate in the study. The Table 4.1 presents the questionnaires' return rate by the actual respondents in the study.

4.3. Demographic information of respondents

The study sought for demographic information of the refugees which was analyzed and presented in form of tables. The gender, age, marital status and the year of arrival into the camps of the refugee respondents involved in the study was sought to help establish whether there could exist any relationship between age, marital status, year of arrival and the location of the block and refugees access to social services.

4.3.1. Distribution of respondents by gender

The respondents were asked to indicate their gender. This was aimed at establishing if the study was gender sensitive while seeking the views of the respondents on the factors that influence refugees' access to social services in Hagadera refugee camp. It was aimed at ensuring that equal chances were given to respondents of either gender to express their view and eliminate biasness.

Table 4.2 Distribution of the respondents by gender

Gender	Percent	Frequency
Male	66.7	120
Female	33.3	60
Total	**100.0**	**180**

From our findings, majority of the respondent were male representing 66.7% of the total respondents. Many female respondents feared to respond to the questionnaires without the consent of their husbands due to cultural factors while a majority of them were illiterate. The Somali culture which is the dominant culture in Hagadera dictates that women should be totally submissive to man and therefore must seek consent before making major decisions. In this case the questionnaires came from an outsider and therefore she had to seek consent before answering. In cases where their husbands were away they turned down the researcher's request. This affirms the feminist theory of how this society perceives a woman and its implication on access to social services. Many of the early writing that confronted this theory discussed a woman as either "other" or a "victim". This refers to those who are mistreated for unacceptable reasons and they appear as victims. This person or groups of persons seem to be "others" because of the historical and cross cultural tendency of the

dominant group groups to justify their malpractice by justifying that members of the subdominant group are alien, not fully human or simply "not like us". In this case women were depicted as the suppressed group in the refugee society. The information in Table 4.2 also represents how the female refugees could also be less informed of the services available within the camp as compared to their male counterparts which makes them to miss on such services.

The respondents were also requested to indicate their ages. This was important because some services are applicable to a particular age set. For example formal education is provided to a particular age set.

Table 4.3: Distribution of respondents by Age

Age bracket	Frequency	Percent
Less than 20 yrs	34	18.9
Less than 30 yrs	107	59.4
More than 30 yrs	34	18.9
No answer	5	2.8
Total	**180**	**100.0**

From the responses gathered, it was also observed that most of the respondents 140(78.3%) were in the age brackets of (1-30) years. Further analysis shows that the highest number of respondents were in the age bracket of (21-30) years. This represented 107(59.4%) of the total respondents. This group is composed of the most active and mobile individuals who are well informed and better educated within the camp. These refugees were also able to read and write and therefore understood the questionnaires well and this increased the reliability of our research instruments.

Table 4.4: Distribution of respondents by marital statuses

Marital status	Frequency	Percent
Married	107	59.4
Single	55	30.6
Divorced	6	3.3
Widow(er)	6	3.3
Separated	1	0.6
Missing spouse	5	2.8
Total	**180**	**100.0**

On the other hand when the respondents were asked to indicate their marital status which was aimed at establishing the magnitude of the responsibility in terms of service provision to their families, majority of them were the married refugees 107(59.4%) who had more responsibilities and was mature enough to give credible information. A table showing the marital status of the respondents is as shown in Table 4.3.

4.4 Refugees access to social services in Hagadera refugee camp

The main objective of this study was to establish the factors that were influencing refugees accessing social services in Hagadera refugee camp of Dadaab complex in Garissa County. The respondents were therefore asked to respond to a number of questions that were aimed at establishing the various factors they felt were affecting they access to the social services offered in the camp. In order to establish that these refugees were well conversant of the services offered within the camp, that they were well acquitted with the refugee rights within the camp as well as the activities of the humanitarian agencies within the camp, the respondents were asked to indicate the year they arrived in the camp.

Table 4.5 Distribution of respondents by year of arrival into the camp.

Year	Frequency	Percent
1991-1995	99	55
1996-2000	19	10.5
2001-2005	28	15.6
2006-2010	27	15
2011-2013	7	3.9
Total	**180**	**100.0**

From Table 4.4, it can be seen that majority of the respondents 173(96.1%) had arrived in the camp between the year 1991-2010, implying that the respondents had a thorough knowledge of the social services offered in the camp. The rest of the respondents arrived in the camp in the year 2011-2013 with a percentage of 3.9%. Most of those who indicated to have arrived in the camp between 2011 -2013 could be those running away from the severe drought that had hit Somali in the year 2011. By having a majority of respondents conversant with the camp it helped in increasing the reliability of the responses given of social services received in the camp. In terms of the social services received in the camp, the respondents were asked to indicate the services they were currently receiving in the camp from the various agencies.

Table 4.6 Social services received by refugees in Hagadera refugee camp.

Type of Service received	Frequency	Percent
All services	81	45
Food, Medicare, water & education	69	38.3
Food, Medicare & water	19	10.6
Water, Food & non-food items	3	1.7
Food, education & water	8	4.4
Total	**180**	**100.0**

Out of the total respondents in the study, 45% of them reported to be receiving all the social services provided within the camp, 38.3% reported to be receiving food, medical, water and education, 10.6% receiving food, medical services and water, 1.7% reported to be receiving water, food as well as non-food items while 4.4% reported to be receiving food, education and water. From this it can be deduced that the refugees were receiving varying services within the camp. It also points out to the fact that these social services were available within the camp though at this point the study could not establish their adequacy or otherwise.

Apart from the services in Table 4.6, some refugee respondents indicated to be receiving other services such as resettlement, sanitary pads and condoms, Security, short courses trainings and sporting facilities.

The researcher also sought from the humanitarian organisation their view of the adequacy of the services they were providing to the refugees in the camp. The results were tabulated as shown in Table 4.7.

Table 4.7 Adequacy of social services provided by humanitarian agencies.

State of social services	Frequency	Percent
Adequate	0	0.0
Inadequate	11	100.0
Total	**11**	**100.0**

From Table 4.7, out of the 11 humanitarian organizations sampled, all of them (100%) recognized the fact that the social services offered to the refuges were not adequate. when probed further of the reasons they think might have hindered the refugees to access the services, they singled out inadequate donor funding, rigidity of the donor funds in responding to needs for which they were not initially intended for as well as insecurity within the camps. They also agreed that diversion of funds to other areas of emergency, improved security situation both within the camp as well as the hosting country has enhanced refugees' access to social services within the camp.

When the respondents were asked of whether they felt satisfied or unsatisfied of the services they were receiving from the humanitarian organizations within the camp. They gave varying responses and this is illustrated in Table 4.8.

Table 4.8 Refugee attitudes towards of social services provided

Gender	Satisfied (%)	Unsatisfied (%)	Total (%)
Male	24.7	75.3	**100**
Female	75.3	24.7	**100**

From Table 4.8, it can be observed that out of the total number of the respondents, 75.3% of males had problems with the social services provided within Hagadera refugee camp while 24.7% of females reported to have problems with social services provided.

4.5. Findings on the influence of institutional factors on refugees access to social services

Institutional factors in this context include all those factors relating to character or the functioning of an organization or incorporated into a structured and usually well-established system. These factors will determine how an organization or institution will perform. These factors include the organization structure, the characteristics of management in terms of governance, the qualifications and characteristics of the staff, the flexibility of the organization in responding to the external and internal environment among others.

Respondents gave their responses regarding the various factors that are as a result of the way the organizations/ agencies are structured within the humanitarian context. This was important so as to answer the research question, how institutional factors affect refugees' access to social services in Hagadera refugee camp?

The responses so provided were analyzed by statistical means and presented in form of percentages as well as bar charts. The study was also sought from humanitarian organizations on their staff qualifications, how often they are trained while on job on response to humanitarian matters, team building and if there is the involvement of refugees in planning humanitarian activities.

When asked some of the actual problems they experienced and those that they felt were hindering them from accessing social services within the camp, the respondents gave varying responses.

Table 4.9: Actual problems faced by refugees within the camp

Type of Service received	Frequency	Percent
Insufficient/poor quality services	135	75
Corruption and wastage of resources	16	8.93
Misappropriation, poor administration	16	8.93
Poorly trained teachers, school mismanagement	7	3.61
Sporadic water supply	7	3.59
Total	**180**	**100.0**

From Table 4.9, it was observed that out of the 180 respondent interviewed, (16) 8.93% reported corruption and wastage of resources, (135) 75% reported insufficient and or poor quality services, (16) 8.93% reported misappropriation of resources, poor administration and unequal service distribution as the problems they are facings in accessing the social services provided while (7) 3.61% reported poorly trained teachers and school mismanagement as a setback in accessing education, while (7) 3.59% sporadic water supply as a social service within Hagadera refugee camp. Female refugees were heavily hit in issues of poor or insufficient social services provided to them. This could be attributed to maybe the culture of the refugees which is predominant of Somalis and the place of a woman in the society is low. They may have feared to demand for quality services or might have been deliberately ignored by their male counterparts who work as incentives in various service delivery points. From Table 4.9 it can be observed that institutional factors were playing a very important part in refugees accessing social services. This depicts that the humanitarian organizations had some organizational malfunctioning that they needed to work on for the refugees to comfortably access social services within the camp.

4.6. Findings on the influence of donor funding on refugee access to social services

Respondents gave their views on the questions aimed at answering the research question, whether donor funding influence refugees' access to social services in Hagadera refugee camp? Their responses were analyzed in frequencies and percentages and presented in Tables.

The study sought from humanitarian organizations where their funding comes from and whether it is enough to provide all the services required by refugees. Of the 11 humanitarian workers interviewed from various humanitarian organizations, all of them agreed to receive all of their finances to fund their humanitarian activities from donors. However, majority of them agreed to have received more than 50% of their total funds from UNHCR, the UN refugee agency.

All respondents interviewed from humanitarian organizations reported not to be receiving enough funds to drive their humanitarian agenda to the fullest. The argued that if given enough funds, they will be in a position to provide quality social services to the refugees within the camp. The respondents were of the view that the provision of social services to the refugees was directly proportional to the amount of donor funding released. This meant that in case no donor funds, then provision of social services within the camp was to be paralysed.

4.7. Findings on the influence of social factors on refugee access to social services

From the findings of the study social factors such as bribery and corruption, insecurity, information sharing in the camp as well as the involvement of refugees in planning and execution of various humanitarian projects were affecting refugees' access to social services within the camp. The information was illustrated in a table as shown in Table 4.10.

Table 4.10 Types of favours refugees are asked to give to access social services

Gender	Asked to bribe	To bribe and sexual favours	Total
Male	20	0	**20**
Female	3	1	**4**
Total	**23**	**1**	**24**

From Table 4.10, it can be observed that out of the 180 respondents interviewed, 24 of them were asked to give something or do something in return for service delivery. Out of these, 20 were male while 4 were female with 1 female required to give sexual favours in exchange for a service. Majority of those asked to give favour were in the age bracket of 0-30 years representing 19(23) and a majority of them 16(23) were married. This might have deterred some refugees from going for the services since they might not be ready to bribe. It was in agreement with the findings by Humanitarian Practice New York (2009), that corruption and bribery in humanitarian organizations is a major cause of ineffectiveness and inefficiency in humanitarian response as the donor funds are misappropriated before they reach the most deserving human being.

A negligible number of respondents 2 out of the total refugees respondent sampled representing (1%), indicated insufficient presence of police as a major concern to their safety within the camp. This would therefore mean that theses individual would feel unsafe even going to seek the social services due to fear of attacks. This could be interpreted as meaning that the police presence was well felt in the camp and therefore would contribute positively to refugees accessing social services.

The refugee respondents were asked to indicate if they were provided with adequate information on the availability of social services being offered within the camp. This was necessary so as to know if they could have missed accessing the social services due to lack of information and not unavailability of the services within the camp. The information gathered which included the age brackets of the respondents were tabulated as in Table 4.11.

Table 4.11: Table showing age of respondents versus adequacy of information they receive.

Age	Adequate information	Inadequate information	Total
1-20	13	21	34
21-30	43	63	106
31 and above	14	23	37

No answer	1	2	3
Total	**71**	**109**	**180**

From the findings in Table 4.11, 109 (60.6%) of the total respondents reported that they were not receiving adequate information about the services available in the camp. Of these 109 respondents, 84(76.6%) were in the age bracket of less than 30 years. This is the most active group within the camp, very mobile and most informed. From Table 4.11, we can also deduce that information dissemination between the humanitarian organisation and the refugees on services offered is insufficient and that it could be hindering the refugees from accessing the social services provided in the camp.

The above findings affirms the findings by UNHCR in their journal, "The State of the World's Refugees: The Challenge of Protection" that in a humanitarian situation, neither the general public nor officials can get to respond adequately to refugees problems they know nothing about. The journal points out that getting adequate information and communicating it effectively is central to the assistance and protection of refugees. The humanitarian organizations must have adequate information about the refugees' needs while the refugees themselves must have adequate information about the availability of such services and their right to access them.

CHAPTER FIVE
SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1. Introduction

This chapter summarizes the main findings of the study. This is followed by conclusions drawn from the findings, and thereafter recommendations for policy direction targeting to

improve refugees' access to social services within the refugee camp. Finally, the chapter suggests areas for further research envisaged to contribute towards refugees easily accessing human friendly social services within Hagadera refugee camp.

5.2. Summary of the findings

The study focused on the factors influencing refugees' access to social services in Hagadera camp, Dadaab refugee complex in Garissa County of Kenya. The purpose of the study was to determine the institutional factors influencing refugees' access to social services, influence of donor funding on refugees access to social services and the influence of social factors on refugees' access to social services. Literature review was done on the basis of these factors and the conceptual framework formulated to demonstrate the relationship between the variables. A sample of 180 households was used to conduct this study. Descriptive survey design was employed and two sets of questionnaires used to collect data from refugees and humanitarian organizations constituting a sample size of 200 respondents.

As discussed earlier each and every organization in the humanitarian world must have formal structures. It must institute structures that can enable it to serve the refugees more effectively and efficiently. These structures will ensure that the refugees access services at and when they require them. There must be proper projects planning, monitoring and periodic evaluations that are geared towards making sure that the institutions are efficient and effective. But from the findings, some of the humanitarian organizations sampled did not have proper institutions that would guarantee refugee access to social services. There were no proper in-service training for efficient service delivery, placement for the humanitarian workers was done without considering their qualification. There were also reported cases of corruption and lack of transparency in the operation of the humanitarian agencies. From the above it was evident that institutional factors played a key role in refugees accessing social services in Hagadera refugee camp.

From the humanitarian agencies point of view, it became more apparent that donor funding was at the backbone on making provision of refugee services a reality. That is why all the interviewed humanitarian agencies were of the opinion that donor funding should be

increased since the needs of the refugees are also increasing with time. It was also evident that almost all humanitarian agencies were concerned with the fact that the donor funds were project tied and therefore lacked flexibility. This meant that these funds couldn't be channelled to a project they were not initially allocated to. Therefore refugees could suffer lack of social services even though some funds were available but project tied.

From the findings it was also noted that there was lack of involvement of the refugees in management of the donor funds. Most humanitarian organisations interviewed admitted to have involved refugees in part of management of donor funds. This concurs with Abdullahi recommendations that a project can only said to be successful if the beneficiaries declare their satisfaction of the goods and or services provided. The aid recipients should be an active consumer rather than a passive victim but the situation lags some way behind the accepted ideal (Abdullahi, 2010). This was also in agreement with UNDP (2009) findings that mistakes in NGOs can be avoided if a more participatory approach had been used. Promoting community participation in managing donor funds in provision of social services among international organizations should be encouraged.

From the findings, refugees expressed various concerns in accessing social services within the camp and where accessible, they were not to their satisfaction. From the refugee point of view, social factors such as corruption, mismanagement of resources including wastage among humanitarian agencies was rampant which chopped a large proportion of the donor funds from helpings the needy refugees. This was in concurrence with Dana, Burde et al, (2004) findings that openness for donors as well as aid agencies was necessary for aid effectiveness in the humanitarian world. There must be transparency and accountability in addressing and reporting the population needs and demands. Corruption and bribery was reported by a number of refugee respondents. This was in agreement with the findings by Humanitarian Practice New York (2009), that corruption and bribery albeit unacknowledged is a cause of ineffectiveness and inefficiency in humanitarian response where the donor funds are misappropriated before they reach the most deserving human being.

The refugees also expressed their concern that they were not well informed of the availability of these services by the humanitarian agencies. This lack of information on the availability of the social services within their camp was hindering them from enjoying these services. Culture also played a role in influencing refugees' access to the services. However the influence was not a major one though it could not be ignored

5.4 Conclusions of the study

From the study, it appeared that to a large extent humanitarian organizations might have failed to fully empower the refugees economically and socially, due to the lack of resources and managerial competencies besides the gap of cooperation between the organizations and their main beneficiaries. But in general we can conclude that the refugees acknowledged the benefits of the UNHCR and the humanitarian organizations in Hagadera and Dadaab in general to their community. They said that the have been assisted by these organizations although the services they received is not adequate to their expectation. They emphasized on the need for continuity of these organizations albeit with the condition that they should be involved in their establishment, and to be able to participate and decide on what services are to be provided by these organizations. The researcher was amazed by how these organizations with the limited resource and security constraints were able to survive and enter the life-worlds of the Hagadera refugees.

It is important to acknowledge the fact that the humanitarian agencies within Hagadera refugee camp have not been able to provide demand driven social services for the refugees to enjoy their full right to decent human lives as enshrined in Universal Declaration of Human Rights and the other conventions. While the refugees struggle each day with a worry of living a decent live in a foreign land, their struggles are most of the time frustrated by the fact that their status doesn't allow them to get formal employment in the host country, Kenya to supplement their ration and therefore must rely fully on the services offered by UNHCR and other humanitarian organisations.

UNHCR is the only UN refugee agency charged with refugee affairs and therefore the provision of social services lies squarely on their shoulders. Through its implementing

partners, it should strive to minimize the obstacles hindering refugees from full enjoyment and attainment of their right to basic human rights as well as other rights such as right to proper sanitation, education and security as enshrined in the Geneva Convention of 1948 on the human rights.

5.4. Recommendations

In view of the above findings, the following recommendations should be adopted in order to overcome issues of refugees not accessing social services freely, efficiently and effectively within the camp.

The refugees should be made more aware of the services that are provided within the camp by various agencies through the easiest and most effective means possible to ensure that they can access them wherever they require them.

Donor funding should be increased and made more flexible to ensure that it can be diverted to areas that need them most. Currently most of the donor funding within the camps is project tied and thereby making it more rigid to meeting refugee needs especially when emergency arises. Many donors are very strict on the way their funds are utilized to ensure that no funds have been used on a project in which it was initially never intended when the proposal was being made.

Humanitarian organizations should diversify their sources of funds to ensure that they have a solid base and that they are not affected in issues to do with provision of social services in case a donor withdraws or in cases where fund are reduced as is the case with UNHCR budgets in the year 2013-2014. They can also venture into income generating activities that can ensure that they are grounded financially. The humanitarian organizations should also shift their reliance on funding entirely form UNHCR since most of them were affected in the year 2012-2013 here many closed and thereby affecting refugees access to social services within the camp. In Hagadera camp alone a number of humanitarian organisations closed their camps such as CARE international.

UNHCR needs to allocate more resources in its annual budget towards provision of more social services to the refugees within the camp. It should also increase the variety of services received by the refugees to include programmes aimed at capacity building and empowerment of the refugees so that they can rely on themselves in future. The humanitarian agencies should diversify their sources of funds to finance the community empowerment programmes. These programmes should be owned and run the refugees but receiving technical assistance from the agencies.

Humanitarian organizations should have a clear organization structure with well-defined criteria for selection of service providers, their qualifications, in-service training time tables as well as how to develop with institutional vices such as corruption and embezzlement of funds. The humanitarian organisations must run transparent policies within the organizations such that they can earn the trust of their beneficiaries. They should strive to minimize wastage in the few resources assigned to them by donors to enable refugees to derive maximum benefit from them. It is also important to come up with strict guidelines in financial matters to minimize loss of funds to unscrupulous workers who are out to siphon the few funds allocated to the agencies. The agencies should see to it that the service providers are well trained on the job on emerging issues within the camp as well as to give them hands on experience in handling humanitarian issues.

Monitoring and evaluation by the humanitarian agencies should not be a ceremonial exercise but rather a way meant to improve performance of the humanitarian organisations leading to more refugees accessing better services. They should carry out continuous monitoring with short term evaluation of activities undertaken to ensure that projects run on course and also that the refugees feel part and parcel of the change.
Refugee should be empowered and helped to feel that they have a role to play in shaping their destiny. They should be provided with empowerment programmes and training to help them stand by their own even after the close down of the camp as per the tripartite agreement between the governments of Kenya, Somalia and the UNHCR.

Security surveillance should be enhanced more within the camp to ensure that refugees can feel safe while going to access social services within the camp. Peace has contributed to a lot of refugees accessing services in Hagadera refugee camp. This can be attested by the negligible number of respondents who felt insecure within the camp. By increasing security surveillance the refugee would feel more secure while accessing social services.

5.5. Areas for further research

Taking into consideration the delimitation and the findings of this study the paragraph below presents areas suggested for conducting further research;

i) The research concentrated on social services offered in Hagadera refugee camp. It may be necessary for another study to be carried out in other camps within Dadaab complex to find out if the access was affected by other factors that were unique to Hagadera refugee camp for example its geographical location within the refugee complex, the period for which a refugee has been living in the camp.

ii) A study on training of refugees on community empowerment programmes to reduce dependency on relief supplies as well as build capacity for growth and development in case they go back to their country is worthy conducting and if such programmes exist conduct a study on their impact on those who have undergone such programmes.

iii) A study focusing on the sustainability of donor funding in financing humanitarian activities within Dadaab refugees could also be undertaken. This will help in working out if the humanitarian organization can continue relying on the dwindling donor funds or look for alternative sources of finance.

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APPENDICES

APPENDIX 1: A LETTER OF INTRODUCTION

WANDETO JOEL WANJOHI

University of Nairobi

P.O. Box 30197-00100

NAIROBI

To Whom It May Concern,

REF: <u>EDUCATIONAL DATA COLLECTION</u>

I am a Master of Arts student from the University of Nairobi specializing in the field of Project Planning and Management. I am carrying out a research on **Factors influencing refugees' access to social services in Hagadera refugee camp, Dadaab refugee complex, Garissa County.** I would be grateful if you would spend a few minutes to complete the attached questionnaire. The information on the questionnaire will only be used for the purpose of this research. Your identity will remain confidential and therefore do not write your name anywhere in the questionnaire.

Thank you.

Wandeto Joel Wanjohi

<u>University of Nairobi</u>

APPENDIX II : Questionnaire for a refugee parent

Sex: Male: ☐   (tick where appropriate)

        Female ☐

1.   Name of the camp:…………………………………….
2.   Block no. …………………………………………..
3.   What is your age?

   a) 1-20yrs   ☐

   b) 21-30yrs   ☐

   c) 30yrs and above☐

   d) no answer   ☐

4.   When did you arrive in Kenya as a refugee? ....
5.   Status (married, single, divorced)

      a) single   ☐

      b) married ☐

      c) divorced ☐

      d) widow(er)☐

      e) Separated   ☐

      f) Missing spouse☐

5. What are your biggest concerns about living here in the camp?

      a) Loneliness ☐

      b) psychosocial problems ☐

      c) sickness/poor health services☐

      d) discrimination in access to food and other services☐

e) violence ☐

f) Would like to move somewhere else but cannot ☐

g) Other(s) ………………………………………………………………

6. Do you have any concerns/fears for your children?   **a)** Yes   **b)** No

　　　If yes, what are they?

　　　a) no/limited access to education ☐   **b)** sickness/poor health services ☐

　　　c) psychosocial problems ☐   **d)** they are separated from family ☐

　　　e) sexual violence ☐   **f)** recruitment by armed groups ☐

　　　g) removal by extended family☐

　　　h) other …………………………………………………………

　　7.   Are there problems with the services provided?

　　　　Yes ☐   No ☐

　　　　If yes, what problems?

　　8.   Have you ever been asked to do something or give something in return for food or
　　　　other services?

　　　　Yes ☐   No ☐

　　　　　If yes, what?

　　　　………

　　　　……

9.   What is your main source of information about services offered in the camp?

　　　a)   Radio ☐ b) posters ☐ c) camp leadership☐ d) agencies☐ e) fellow refugees☐

　　　h) other (s) ……………………………………………………………………………………………..

10. Do you feel you are given enough information about services in the camp?

    a) Yes □   b) No□

11. Do you feel safe here in Hagadera? **a**) Yes □   **b)** No □

    If no, why?

    a)   bomb and IED attacks in the camp □   **e)** police are a threat to security   □

    a) Insufficient presence of police □   **f)** insufficient oversight by agencies□

    b) insufficient presence of agencies □   **g)** threat of sexual violence □

    c) insufficient services (shelter, health etc)□

  i) other(s)

    ……………………………………………………………………………………………………

    ………………………………………………………………………………………………

12. How do you cope with these problems?

    a) do nothing □   **b**) discuss it with the community □ **c**) discuss it with family□

    d) report it to the community leadership □   **f**) report it to the religious leadership□

    g) take it to the malaxa □   **h)** report it to UNHCR/agencies in the camp□

    i) report it to the police □

    j) other(s)

    ……………………………………………………………………………………………

    …………………………………………………………………………………………………

    Are the services provided to you as per your expectation? a) Yes□   b) No

  13 In your opinion, what can be done to improve access to social service within the camp?

    ……………………………………………………………………………………………………

    ………………………………………………………………………………………………......

  14 Do you get any support from the Kenyan Government? a) Yes□   b) No

  If Yes, specify

    ……………………………………………………………………………………………………

    ………………………………………………………………………………………………

15 Any other comment

……

……

……

APPENDIX III: Questionnaire for a child respondent

Sex: Male: ☐   (tick where appropriate)

         Female ☐

1.   Name of the camp:………………………………….
2.   Block no. ………………………………………………..
3.   What is your age? **a)** 1-20yrs ☐   **b)** 21-30yrs ☐   **c)** 30yrs and above ☐

          d) no answer ☐

4.   When did you arrive in Kenya as a refugee? ....
5.   Do you go to school?

          a) Yes ☐   **b)** No☐

 6.   Which services are you receiving in the camp?

     a) none☐   **b)** food☐ **c)** medical ☐ **d)** water ☐ **e)** non-food items ☐ **f)** education ☐

          g) other(s) ☐

7.   What are your biggest concerns about living here in the camp?

          a) no/limited access to education☐   d) sickness/poor health services☐

          b) no/ limited access to food☐   e) no/limited access to information☐

          c) psychosocial problems☐   f) sexual violence☐

          g) other(s) ……………………………………………………………

APPENDIX IV: Questionnaire for an elderly person/person with disability

Sex: Male: ☐   (tick where appropriate)

        Female ☐

1.   Name of the camp:…………………………………….
2.   Block no. …………………………………………..
3.   What is your age?

   a) 1-20yrs☐

   b) 21-30yrs ☐

   c) 30yrs and above ☐

   d) no answer ☐

 4. When did you arrive in Kenya as a refugee? ....

 5. Status (married, single, divorced)

   a) single ☐

   b) married ☐

   c) divorced ☐

   d) widow(er) ☐

   e)separated ☐

   f) missing spouse☐

 6. Which services are you receiving?

      a) None ☐

b) Food ☐

c) Medical ☐

d) water ☐

e) non-food items ☐

f) education ☐

g) Other(s)☐

7. What are your biggest concerns about living here in the camp?

a) Loneliness ☐   **b)** sickness/poor health services ☐

c) psychosocial problems ☐   **d)** discrimination in access to food and other services ☐

e) violence ☐   **f)** I would like to move somewhere else but cannot ☐

g) Other(s) …………………………………………………………………

8. Are there problems with the services provided?

Yes ☐   No ☐

If yes, what problems?

9.   Have you ever been asked to do something or give something in return for food or other services?

Yes ☐   No ☐

If yes, what?

....

....

10. What is your main source of information about services offered in the camp?

a) radio☐

b) posters   ☐

c) camp leadership ☐

d) agencies   ☐

e) fellow refugees ☐

f) other (s) ……………………………………………………………………..

11. Do you feel you are given enough information about services in the camp?

  a) Yes ☐   b) No☐

12. Do you feel safe here in Hagadera?   **a**) Yes ☐   **b**) No ☐

  If no, why?

d) bomb and IED attacks in the camp☐   **e**) police are a threat to security   ☐

  e) Insufficient presence of police☐   **f**) insufficient oversight by agencies ☐

  g) insufficient presence of agencies☐   **i**) threat of sexual violence   ☐

   h) insufficient services (shelter, health etc)☐

  j) other(s) ……………………………………………………………………………………

13.   How do you cope with these problems?

  a) do nothing ☐   **b**) discuss it with the community☐   **c**) discuss it with family☐

  d) report it to the community leadership☐   **f)** report it to the religious leadership☐

  g) take it to the malaxa ☐   **h)** report it to UNHCR/agencies in the camp☐   **i**) report

  it to the police ☐

j) other(s)

…………………………………………………………………………………………….

14.   Are the services provided to you as per your expectation? **a**) Yes☐   **b**) No

15. In your opinion, what can be done to improve access to social service within the camp?

…………………………………………………………………………………………………

………………………………………………………………………………………

16. Do you get any support from the Kenyan Government?   **a)** Yes☐   **b)** No

If Yes, specify

…………………………………………………………………………………………………

…………………………………………………………………………………………………

17. Any other comment

…………………………………………………………………………………………………

…………………………………………………………………………………………………

………………………………………………………………………………………

APPENDIX V: INTERVIEW GUIDE FOR HUMANITARIAN WORKERS.

Sex - Male:

Female:

1. Who is your employer? ....
2. Designation ……………………………………………………………………………
3. How long have you been working in Hagadera refugee Camp? ………(Months)
4. How long have you been working with your current employer? ....(Months)
5. Which social services does your organization provide to the refugees in Hagadera Refugee Camp?

    a)   Food □   **b.)** Shelter □   **c)** Legal services□   **d)** Health services □

    e) Water, sanitation and Hygiene□   **f)** Education□   **g**) Security□

    Others (specify) …………………………………………………………………………..

6. How do you finance your humanitarian activities?

7. Any problems you experience in financing your humanitarian activities?
8. Are refugees involved in planning for all or some of the programmes you initiate in Hagadera refugee camp?
9. How frequent do you hold monitoring and evaluation exercise in your organization?
10. Do you hold in-service trainings, capacity building and team building?

    If yes how frequent?

11. Do you think the services offered to refugees are adequate? **a)** Yes □   **b)** No □

12. Which are some of the factors do you think might have made it easier for refugees to access social services in Hagadera refugee camp?
13. What are some of the factors that you think might have prevented refugees from accessing social services in Hagadera Refugee Camp?
14. What do you think are some of the key strategies that can be applied to enhance access to social services by refugees in Hagadera refugee Camp?
15. Any other comment?   Yes   □   No   □

APPENDIX V: RESEARCH PERMIT

THIS IS TO CERTIFY THAT:
MR. JOEL WANJOHI WANDETO
of UNIVERSITY OF NAIROBI, 569-10300
kerugoya, has been permitted to
conduct research in *Garissa County*

on the topic: *FACTORS INFLUENCING REFUGEE ACCESS TO SOCIAL SERVICES IN HAGADERA REFUGEE CAMP, DADAAB COMPLEX, GARISSA COUNTY, KENYA*

for the period ending:
31st July, 2014

Permit No : NACOSTI/P/14/0159/1767
Date Of Issue : 3rd June, 2014
Fee Recieved : Ksh 1,000

....
Applicant's Signature

....
Secretary
National Commission for Science, Technology & Innovation

CONDITIONS

1. You must report to the County Commissioner and the County Education Officer of the area before embarking on your research. Failure to do that may lead to the cancellation of your permit
2. Government Officers will not be interviewed without prior appointment.
3. No questionnaire will be used unless it has been approved.
4. Excavation, filming and collection of biological specimens are subject to further permission from the relevant Government Ministries.
5. You are required to submit at least two(2) hard copies and one(1) soft copy of your final report.
6. The Government of Kenya reserves the right to modify the conditions of this permit including its cancellation without notice.

REPUBLIC OF KENYA

National Commission for Science, Technology and Innovation

RESEARCH CLEARANCE PERMIT

Serial No. A 1832

CONDITIONS: see back page