

UNIVERSITY OF NAIROBI
DEPARTMENT OF JOURNALISM AND MASS COMMUNICATION

**AN ANALYSIS OF THE INFLUENCE OF INTERPERSONAL COMMUNICATION
BETWEEN THE DIRECTORATE OF IMMIGRATION AND SOMALI URBAN
MIGRANTS IN EASTLEIGH, NAIROBI**

BY

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DECLARATION

I Gladys W Njihia hereby declare that this project is my original work and has not been submitted to any university for a degree award.

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This project has been submitted for examination with my approval as the University supervisor.

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ABSTRACT

Guided by the Symbolic Interactionism Theory of Mead and Ecological systems theory by Bronfenbrenner, this study aimed to analyse how interpersonal communication determines the migration outcomes of Somali migrants in Eastleigh area, Nairobi, Kenya. The movement rights of migrants are guaranteed and protected under several international instruments. States have the obligation to promote and provide these rights through accession or ratification of these instruments to protect them. Communication is pivotal not only in claiming the migration rights of migrants but also in establishing the authenticity and genuineness of migrants in a world full of abuses. Communication takes place within a politico-ecological system in which the rules of communication are politically passed on from one person to another. By arguing that communication rules are politically determined and transmitted to society, this study viewed the “political bordering” of societies and states as the context. Borders are political structures of control including the movement of persons. Thus, borders play an important role in helping communication to take place, determine the interpersonal communication from one person in a certain border space to another. This is referred to as the communication space. Therefore, this study sought to establish how interpersonal communication of migrants determines the final decision made by immigration officials concerning their migration rights, how interpersonal communication facilitates management of migrant migration rights, including exit and/or entry and, how interpersonal communication influences decision making by immigration officials in managing migrant movement rights. The study employed a mixed-method design in its methodology. This involved the use of both qualitative and quantitative questions to analyse various qualitative and quantitative elements of interpersonal communication. An understanding of migrant interpersonal communication with immigration officials is useful in facilitating migration rights thus reducing encumbrances they face while seeking immigration services.

LIST OF ACRONYMS

AUMPF	-	AU Migration Policy Framework for Africa
CAR	-	Central Africa Republic
COVID-19	-	Corona Virus Disease, 2019
CRRF	-	Comprehensive Refugee Response Framework
DIS	-	Directorate of Immigration services
DRC	-	Danish Refugee Council
DRC	-	Democratic Republic of Congo
EU	-	European Union
GCR	-	Global Compact on Refugees
HoA	-	Horn of Africa
HRBA	-	Human Rights Based Approach
HRW	-	Human Rights Watch
IDPs	-	Internally Displaced Persons
IOM	-	International Organization for Migration
IRIN	-	Integrated Regional Information Networks
KII	-	Key Informant Interviews
NACOSTI	-	National Commission for Science, Technology and Innovation
OAU	-	Organization of African Unity
SPSS	-	Statistical Package for Social Sciences
TCA	-	Thematic Content Analysis
UN	-	United Nations
UNHCR	-	United Nations High Commissioner for Refugees
US	-	United States
WMR	-	World Migration Report

DEDICATION

To my late mama, for believing in me and pushing me to be a better person with absolute love.

My siblings and my sister-in-law- Susan; for a successful journey belongs to a team.

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CHAPTER ONE

BACKGROUND TO THE STUDY AND PROBLEM STATEMENT

1.0 Introduction

This chapter introduced the research focus for this study, the influence of interpersonal communication on the migration of migrants and particularly, Somali urban migrants. The chapter provided a background expose to the study problematize interpersonal communication of migrants in the migration process and lastly introduced the research rationale.

1.1 Background to the Study

Global forced migration figures continue to grow to raising concerns over management with the US and the EU, for example, imposing strict migration border controls for would-be-refugees entering their territories. United Nations High Commissioner for Refugees (UNHCR), reports that 44, 400 persons are forced to flee their places of habitual abode for various reasons every single day. These drivers of forced migration range from conflict/insecurity, political displacement, environmental factors, and economic factors such as the search for cheap labour among others. The causes of forced migration are almost the same, ranging from political conflicts to natural disasters (Kyazike, 2018).

The World Migration Report 2020 estimates that there are about 25.4 million refugees, 3.1 million asylum seekers, and 40 million internally displaced persons. From this population, 85% are found in developing countries, including Kenya, changing the narrative that developed countries shoulder the largest burden of refugees. The protracted refugee situation has been noted to change from one region to another. The global response to these emergent situations has

sometimes come under sharp criticism from scholars and activists who aver that there is discrimination in the treatment of some nationalities of refugees. This gave rise to tags such as African refugees to describe refugees from the African continent who feel slighted in favor of Middle East refugees, especially from Syria.

Whether imagined or real, these criticisms on differentials in the treatment of migrants point to a large challenge of a lack of commonly agreed-upon minimum standards that states cannot derogate from in the treatment of refugees of all shades and geographies. To cure this emerging global disquiet in refugee management, the global community under the ambit of the United Nations in December 2018 adopted a Global Compact on Refugees (GCR) supplanting and enhancing the Comprehensive Refugee Response Framework (CRRF), which came into existence in 2016 as a response to the refugee crisis in the Mediterranean route. Conspicuous in both of these documents is the silence on the language needs of refugees showing how states and the international community are unaware of the challenges posed to refugees due to lack of a communication medium. The document casually refers to language learning as a minor pursuit in the integration process of migrants. States are left to provide integration services to refugees on their own.

The refugee situation in Africa has been a subject of world media debate for both good and wrong reasons. Hitherto viewed as a refugee-generating continent, this image shifted in 2016 due to a large influx of refugees from the Middle East specifically from Syria. This resulted in European capitals scampering to provide management strategies including guaranteed integration upon registration and freedom of movement from one border to another contrasting to their

reactions in event of such influx from Africa. The African Union in their appreciation of the refugee situation in Africa adopted the Kampala convention in 2009.

Nation-states on the African continent have strategies for responding to refugee influx and the challenges associated with it. For instance, South Africa intensified its border controls and often refused entry to persons, they consider as holding undeserving to control the influx of migrants. UNHCR 2021 data shows there are 89,285 refugees and asylum seekers. The majority hail from the Horn of Africa (HoA) and a few from as far as Nigeria. The cultural, linguistic, and ethnic competition and likely conflicts ensue over scarce opportunities in the host community. This often leads to whipped-up nationalism sentiments of the local population, and the hate for “foreigners” in the locality.

Countries that have considerably open border policies such as Uganda that are perceived to be refugee tolerant have immigration controls. The experience of Uganda with forced migration is as old as the history of the country itself. Since pre-independence, Uganda has been a migrant-receiving country making it a preferred and accessible destination for migrants in the great lakes region. The political history of the country has also churned out migrants to many parts of the world and caused displacements of Ugandans in millions. Currently, Uganda has the largest refugee population in Africa and the third in the world estimated at 1.4 million (Ataria and McKagueb, 2019) and some 170,000 Internally Displaced Persons, (IDMC, 2018). Major migrant contributing countries to Uganda are host refugees from Rwanda, the Democratic Republic of Congo (DRC), South Sudan, Somalia, and Sudan. As a result, many migrants and internally displaced person’s settlements camps continue to be established (Child Voice Organization Report, 2017). It is widely accepted that a large influx of migrants results in

communication challenges in the management of the migrants and their relationship with the host communities, on the one hand, migrant management service on the other and among migrants leading to dangerous episodes.

Uganda's liberal refugee policy approach has been lauded by the world at large. First, the country accepts all migrants regardless of country of origin or ethnic affiliation, in compliance with national and international laws and obligations. Uganda Declaration 2009, the CRRF and 1951 refugee convention with its Protocol 1967, that allows them the right to work, establish a business, hold private property, and move freely around the country, as well as the right to access basic public services, including education and health care, (Friedrich, 2019). The enjoyment of these basic rights in Uganda would not be possible without effective communication among all stakeholders and beneficiaries to the same.

The Ugandan story resembles the Kenyan one in more than one element. Uganda has a liberal approach in the management of migrants that partly shifts the burden of management from the government to the global community and the migrants themselves. This is in contrast to Kenya, which still applies the encampment policy to control the movement of migrants within her territory while allowing those migrants who can have their livelihood or host to become urban refugees. Known globally as the only country with the largest refugee camp, Kenya is currently home to 496,289 migrants, 267,279 being Somali migrants. While the number of migrants has generally been on the decline from 593,881 in 2015 to 496,289 as of July 2020, the number of urban migrants is noted to take the same trajectory with 2015 recording 61,351 urban migrants and 80,750 in July 2020 {UNHCR July 2020}. This trend dipped in 2017 during the heightened crackdown on migrants in Kenya and the return to camp orders. This "return to camp" order did

not lead to any surge in numbers in camps. At the same time, the government decision to repatriate all migrants from Kakuma and Dadaab owing to security concerns that camps being harbingers of terrorism (NTV September 25, 2016) caused anxiety among migrants, which might have created another group of refugees called “hiding, undeclared refugees” adding to the complexity of migrant management in Kenya.

This migrant situation shows how important it is to create efficient communication channels and interpersonal relationships with migrants to ease their management. It would be impossible for the government to manage such a large population of people with who it cannot communicate. This confirms the pivotal role of language and interpersonal communication between migrants and migrant management stakeholders at both meso, micro, and personal levels.

The interaction between urban migrants and immigration during normal immigration enforcement exercises and sometimes, at the point of departure, can be challenging to both parties. Migrants, their bona fide status, and the immigration, often load the interpersonal communication, with questions to establish the legitimacy of statements given by migrants. These questions take the legal approach where immigration seeks to establish a breach of laws while refugees are on defence to prove compliance. Immigration enforcement is about determining the identity of the migrant to the satisfaction of the law, and the migrant, seeking to assert an identity of “desire to cross over” generates an interesting communication episode on what form of discourse, and relationship take place and how the identity interaction between the two parties is resolved.

Identity conflicts are many and diverse: ethnic, racial, gender, tribal, age, class among others. Nowhere is this clear than when two parties of different power-relations, different origins, and

meeting on a must one-on-one as it happens at border control points and during immigration enforcements in urban settlements. For the person seeking immigration services such as regularization, emigration, or immigration, the tension, and uncertainty of admissibility is a challenge that can lead to an interpersonal communication breakdown with a border control officer. For the receiving party, the enforcement/immigration officer, the desire to live to the Human Rights-Based Approach (HRBA) to refugee treatment but also act *intra vires* to laws, regulations, and good practice per migration management creates a tension that can influence how to make a judgment on a migrant claim. The migration of people to and from spaces and times is characterized by dynamic interpersonal communication for better or worse for the parties involved.

Although Kenya started to repatriate migrants back to Somalia in early 2017, several new migrant entrants into the country are being recorded. This creates a migrant cycle where the repatriated migrant are replaced by new entrants or return using the same documentation. While the factors that create migrant situations are well studied and documented, there is little literature available on how Kenya officers enforcing immigration laws and regulations in Kenya always interact with their clients. The gap addressed is therefore the lack of understanding in the kind of interactivity on how the government is determined to regulate migrants of Somali origin in Eastleigh area of Nairobi and the whole migrant population in the country at large.

Identity conflicts create not only deep-seated animosity but also invite serious ethical and moral considerations in urban migrant management. The study is concerned with how identity tensions and conflicts between urban migrants and immigration agents are communicated and resolved during interactions at various points of migrant presence in Kenya. The researcher, therefore, is

convinced that the communication factor in migration management of refugees has not been critically addressed, thus perpetuating the obstacles migrants decried.

1.2 Migrant interpersonal Communication

Human contact is centrally communication in nature. This justifies the following words from Roman philosopher, Cicero 106 BCE-43 BCE “for in this above all do we excel the beasts, that we speak to one another, and by speaking can communicate meaning”. Hargie and Dickson define communication as the very essence of the human condition. The general understanding of communication is taking place between two people using a medium irrespective of the innate presentation of events (interlocutors) during the communication process. Hargie and Dickson, 2004, argue that when one or more persons in a face-to-face meet and engage they are interacting in interpersonal communication (p.2). Interpersonal communication involves the ability to articulate oneself, to express one's fear, feelings, sentiments beliefs, and expectations. It involves two people in cross-cultural spaces engaged in structured, externalized communication.

Hargie & Dickson, (2004) also expound the question of the ability to communicate emphasizing that communication is complete when a person can articulate ideas and intentions. This articulation takes place within an environment. The environment is defined in terms of space and time, space being the place where communication is happening, whether in a refugee camp or urban settlement, in a police station or streets, at borders seeking immigration/emigration services or hinterland seeking for immigration regularization, this has to happen in space. (Nash, 1971) explores in detail the communication model showing how the environment is related to communication. Interpersonal communication does not happen in a vacuum; it is nourished and

nurtured by the environment where that communication is happening. The parties to the communication (sender and receiver) may not be in the same environment in the context of their background and life situation. This has a significant impact on the communication process.

The time aspect is related to when communication takes place. During emergencies, known pandemics like COVID-19, during crackdowns, night and day, the years in refugee camps or urban settlements among others provide the time aspect to migrant communication. Interpretation of the message by either of the parties concerned depends on the context in which the message is received. The emotional climate and expectations of the people, the place of occurrence, socio-cultural, political, and environmental conditions comprise the context of communication and determine interpersonal communication.

At any point in contact with immigration officials, a communication process ensues leading to the exchange of messages and meanings between the migrants and the officials. The kind of message passed conveys a meaning, which elicits a reaction in form of another meaning and message. This process is subject to the personal disposition of the parties to the communication process. Communication between urban migrants and immigration assumes the same pattern and is faced with the same challenges. The failure to understand and effectively manage interpersonal communication between migration facilitators and migrants can be detrimental to the whole migration process.

This was reviewed further in chapter two.

1.3 Statement of the Problem

Migrants' right to information from host communities is emerging as a contentious subject in migration management. This information needs to be communicated to migrants in forms understood and that enable the enjoyment of their rights irrespective of their status. However, this communication has not been forthcoming given the many barriers existent in the communication chain leading to the suffering of migrants owing to lack of information. This is made worse by failure in interpersonal relations and therefore difficult to communicate between the Directorate of immigration officials and Somali migrants. Significantly, the interaction between immigration officials and migrants faces innate barriers, reactions, and emotions, both physical and emotional that can hinder the effectiveness of this communication.

Communication breakdown has been identified by many scholars, (O'Dougerty and Mehta, 2012), (Steimel, 2011), (O'Callaghan, and Sturge, 2018), as a major impediment to the fulfillment of migrant rights of movement. This can be attributed to factors like attitude, people's behaviour, culture, language differences, and environment, which impede communication. These factors similarly shape interpersonal communication and communication.

Interpersonal communication between migrants and immigration officials has been subject to criticism from both sides due to what can be attributed to being a communication breakdown. The enforcement of immigration regulations cited herein is hampered by the inability of migrants to effectively assert their movement rights through effective communication. Migrants in urban areas are the worst affected due to increased enforcement of laws by all security forces and the cosmopolitan nature of the urban population, melting down any form of linguistic identification.

The challenge of interpersonal communication breakdown can be blamed most on unfavourable migration policy direction relevant to communication between these two camps. This study aimed at finding the influence of interpersonal communication between the Directorate of Immigration officials and Somali migrants in the assertion of their communication rights.

1.4 Study objectives

The main objective was to analyse the influence of interpersonal communication between the Directorate of Immigration officials and Somali migrants' residents in Eastleigh settlement of Nairobi County. Specifically, the study endeavoured to:

1. Analyse the influence of interpersonal communication on the migration rights of Somali migrants in Eastleigh.
2. Establish the modes used for communication between the Directorate of Immigration officials and Somali migrants in Eastleigh, Nairobi
3. Establish the challenges facing Somali urban migrants and Immigration officials in their interpersonal communication process in Eastleigh.

1.5 Research Questions

This study sought to answer the following pertinent questions on the influence of interpersonal communication on the management of urban Somali migrants in Eastleigh, Nairobi.

1. How interpersonal communication influence migration management of Somali urban migrants in Eastleigh?
2. What modes of communication exist between Somali migrants and the Directorate of Immigration officials?

3. What interpersonal communication challenges migrants and Immigration officials face during an engagement with each other?

1.6 Scope of the Study

The study was confined to Somali migrants in the urban area of Eastleigh, Nairobi. Eastleigh is a significant urban settlement within Nairobi County hosting the largest population of Somalis, both ethnic Somalis from Kenya and Somali migrants including refugees, irregular and undocumented migrants. It acts as both a transit point, origin, and temporary destination for most persons of Somali origin, thus making it the most popular urban settlement with the highest Somali population of 21,803 as of September 30th, 2020, (UNHCR, 2020). The thematic scope was on the influence of interpersonal communication on the relationship between immigration and Somali urban migrants in Eastleigh, Nairobi, the challenges experienced during stay and migration due to interpersonal communication failures, and existing migrant or institutional mitigation strategies.

The survey was carried out on three categories of urban Somali migrants who were identified in Eastleigh, Nairobi vide arriving migrants, resident migrants, and transiting migrants to establish the different levels of interpersonal communication skills generated by interactions. This study purposed to interrogate how these migrants communicate with immigration officials, and interview 86 urban Somali migrants afterwards to establish how their communication skills influenced the outcome of their migration. Secondly, the study administered key informant questionnaires to 40 Immigration officers, National Police, Directorate of Criminal Investigation and Refugee Affairs Secretariat. Therefore the study was undertaken in Eastleigh for two weeks to get as many target respondents as possible.

Lastly, the study did not focus on migrants irrespective of their status, whether their migrant status is determined or not. There was no attempt to distinguish various categories of migrants.

1.7 Significance of the Study

This study was expected to provide important policy and administrative interventions on mitigating breakdowns in communication between immigration officials and migrating urban Somali migrants in Eastleigh and by extension at points of entry/exit. This will help in important policymaking in the context of the treatment of urban Somali migrants who are in Eastleigh especially during periods of heightened security operations on migrants in the country and points of entry/exit.

Most studies on forced migration focus on migrant treatment and humanitarian services including migrant support initiatives in camps while there is just a handful of research on interpersonal communication. This results in a research gap since no research is addressing the interpersonal communication of urban migrants in Kenya. The study will also stir interest in research focusing on the nexus between interpersonal communication and migration in Kenya. Being the first of its kind, this study is important in bridging the knowledge gap existing in interpersonal communication of migrants on the move and the officials who render these services to them. This study will also be beneficial to the Kenyan government in setting favourable policies relating to migrants.

1.8 Study Justification

While many studies on forced migration have focused on migrant security, livelihood, integration, and treatment in camps and countries of sojourn, the interpersonal communication

that is their manner of agitation for these rights including their migration needs has received little attention.

The study considers interpersonal communication of migrants to be the core of research in forced migration by analysing the influence this has on the migrants' migration process. Whether interpersonal communication facilitates or hampers the migration of migrants is the crust of this study. By arguing that interpersonal communication facilitates migration of migrants at points of entry/exit, and by ensuring that migrants can communicate to officials at these points, this study deduces that this is possible due to language competence and interpersonal relationship skills of the individual migrant that is a factor of socialization and cross-cultural adaptability cast upon the biases of immigration officials.

Consequently, the use of interpersonal communication as an element of individual personality and character has a significant bearing on confidence propping and thus the image of self-awareness that are important in migration profiling. Therefore, this study focused on the interpersonal communication of Somali migration in Eastleigh urban settlement of Nairobi.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

Interpersonal communication is an everyday experience. People are relational and are constantly communicating. While it is easier to communicate with people we know, communicating with people we are not familiar with is more complex as reactions of the other are not often known. This section of the literature review is about dissecting these assertions beginning with understanding the self, the other, and the environment in which the communication takes place.

2.1 Relevant Literature Review

2.1.0 Historical Underpinning of Migration in Kenya

Kenya has a long history with migrants/refugees dating back to pre-independence days, (Don Nanjira 1976). Before the large movement of refugees into Kenya in 1991, only around 15,000 refugees drawn from countries undergoing political struggles lived in the country. The fall of the Mohammed Said Barre regime in 1991 ushered in a long dalliance with refugees and the attendant challenges. Management of migrants at the time was ad hoc and uncoordinated with the Government through Immigration Department offering all services. Among the services offered were identity documents such as refugee identity cards and conventional document 1951. In 1991, given the happenings in Somalia and Ethiopia, the Department of Refugee Affairs was carved off the Immigration Department to deal specifically with increased refugee issues.

The Department operated in a legal vacuum until 2006 when the Refugees Act 2006 was adopted creating a legal framework particular for refugees in Kenya. The Act adopted principles of

International Refugee Law (Chimni 2000, Godwin-Gill 1990, Cholewinski et al., 2007) by extending the same treatment as found in international practice such as entitlement to reside in Kenya, the principle of non-refoulment, non-prosecution on immigration offenses, non-discrimination on all grounds, freedom of movement, residence, and establishment to migrants.

The relationship between migrants and the government at this stage can be seen on a continuum of giver-receiver, where migrants are recipients of government services, almost interpreted as privileges while the government was the provider/giver. Intermediaries in this relationship depended on the goodwill of the state. In this relationship, personality elements mattered less in a case where migrant treatment and services offered were not yet personalized. Thus, interpersonal relationships between the recipient and the receiver were non-existent.

2.1.1 Legal Foundation on Protection of Migrants and Refugees in Kenya

The following legal instruments apply to the management of Migrants and refugee affairs in Kenya. The instruments are arranged from national, regional to international instruments. This is presented in appendix I.

These instruments provide the legal foundation of migrants' management in Kenya and guide the protection of urban migrants while spelling out the relationship between migrants and the government through delegated agencies. The Instruments provide the practice in the context of management of migrants in the country, the migrant's rights, and privileges together with obligations and the nature of these rights and privileges as to whether they are derogatory or non-derogatory.

Until 2016, Somali migrants enjoyed the status of indiscriminate prima facie refugees in Kenya meaning that their claim to refugee status by being Somalis by nationality automatically ended in their recognition as this demonstrates a special relationship between Somali migrants and the government of Kenya. This explains the large numbers of Urban Somali migrants in Nairobi.

2.1.2 Migration of Somali Migrants into Kenya

As already explained above, the influx of Somali migrants began in 1991 with the collapse of the Siad Barre regime, (Kusow, 1994, Goldsmith, 2005, Zartman, 2005). Most of these migrants ended up looking for protection in Kenya. Owing to the long-standing history between Kenya and Somalia, the Kenyan government accorded Somali migrants special status as prima facie refugees. This allowed them to stay either in camps or in urban areas accessing migration privileges with ease.

Kenya is a signatory to the 1951 UN Refugee Convention and its 1967 Protocol, the continental 1969 OAU Refugee Convention among others that provides comprehensively about refugee protection and relationship with hosting countries, Kenya is consciously living to its international obligations irrespective of the challenges thereto.

Even though Kenya's Refugee Act came into force in 2007, and the subsequent Refugees Bill 2019, the country has been a host to refugees from countries within East Africa and beyond since the early 1970s with the arrival of Ugandan refugees, (Campbell, Crisp, and Kiragu, 2011). Refugee management policy evolved with the change in refugee arrivals informed by several factors such as conflicts in neighbouring countries. Until the early 1990's refugees and asylum seekers in Kenya resided in any part of the country. However, in early 1991 the country

experienced a mass influx of refugees from Ethiopia, Somalia, and Sudan that led to the establishment of Daadab and Kakuma refugee camps (Campbell, Crisp, and Kiragu 2011, Njogu, 2017).

The push factors (Koser, 2016, Castles, De Haas, and Miller, 2014, Wagacha and Guiney 2008, Pigouet 1988, IRIN, 2009) to refugees from neighbouring countries are environmental, economic, and socio-political challenges caused by civil war, famine, and drought in Somali. Somali refugees were hosted in the Dadaab refugee camp located in Garissa County in the Northeastern region of Kenya, (Kumsa, Williams, Jones, and De Marais, 2014) and other neighbouring countries. Currently, the population of Somali refugees (UNHCR September 2020) stands at 287,279 including 21, 803 urban refugees of Somali extraction. These populations mean apparent strain on national resources in all forms such as refugee camp management. The state thus finds itself in a protection and facilitation conundrum, where it has to protect the migrants while at the same time facilitating their livelihoods and access to basic needs.

The establishment of refugee camps in the country was conceived as a temporary measure to contain surging refugee numbers as they await return/ repatriation back to their countries. The Kenyan authority and UNCHR anticipated a short-term refugee crisis with subsequent return to their countries upon stability. The creation of camps was projected to assist in the repatriation of refugees, protection of Kenya's national security; provide safety of refugees; and distribution and access of basic life support services.

Not all migrants reside in the camps to access these basic needs. Kenya's government entered an agreement with UNCHR to allow refugees who can live in cities to do so. This created the now

popular urban refugees' situation that is seemingly preferred by the refugees and UNHCR alike. Kenya has 80,727 urban refugees of various nationalities residing within her cities and towns, Somali refugees constitute 27% of this population.

The movement of migrants from camps to Nairobi, Kenya's capital, and other destinations are attributed to the availability of regular transport from the northern part of Kenya to Nairobi. Additionally, opportunities available in the capital and other urban centres, inclusive of accessibility to International Organization for Migration (IOM) resettlement programs, registration permits by immigration, and corruption among the law enforcement officers at security checkpoints facilitate movement of these migrants (Campbell, Crisp, and Kiragu, 2011).

2.1.3 Urban Migration in Kenya

Kenya's approach to migrants' protection can be viewed from three perspectives; the *laissez-faire* (independent approach) approach of the early 1970s to early 1990, characterized by less and uncoordinated government efforts in the protection of refugees. The government assumed the sole role of refugee determination and adjudication. During this period, the country had few migrants to manage, mostly drawn from great lakes region countries. The events in the early 1990s led to the second approach of encampment (dependence approach). Due to increased migrant numbers from Somalia, Ethiopia, and Sudan, the government set up refugee camps as temporary holding spaces for migrants before repatriation to their home countries. Little did the government know the camps would stay for more than three decades? The third approach can be described as a mix of *laissez-faire* and encampment, inter-dependence/interactive approach. This mixed approach incorporates elements of minimal administration of refugees by allowing free movement, residence, and establishment of refugees mostly in urban areas to decrease refugee

dependency while at the same time ensuring their full regularization and regulation of the refugee status.

2.1.4 Who are Urban Migrants in Kenya? Why Numbers Matter.

Kenya hosts 80,750 urban refugees/migrants under its urban refugee program and other programs as at the end of July 2020 (UNHCR, 2020), Integrated Regional Information Networks (IRIN) puts the figure at 100,000 in 2013 showing variance in figures. These asylum-seekers and migrants reside mainly in Nairobi and other urban locations including Mombasa, Nakuru, Eldoret, Kitale, Meru-Maua, Isiolo, and Bungoma. Somali populations have had a lengthy history of migration to Kenya, with long-established social and trade networks (Campbell, 2005). To UNHCR the number of Somali urban migrants in Eastleigh is estimated at 21,666 as at September 2020 compared to preceding years of 2015-32,623, 2016-30,019, 2017-19,733, 2018-22,588, 2019- 21,214. Kituo cha Sheria in a 2013 publication puts the population of Somali urban migrants at 51,000, these figures also vary to 20,000 (IRIN, 2013). The figures present a snapshot of the confusion around actual numbers of urban refugees/migrants and by extension urban Somali migrants. Given these varying figures, there is clear evidence of a “hidden urban refugee population” that is not accounted for. This should be a major concern for the government in its efforts to manage all refugees in the country and especially urban migrants. The figures as presented for 2015-2020 describe diminishing numbers of refugees up to 2017 from whence there is evident increase again.

These trends should sound an alarm bell in migrant management in Kenya, by developing strategies to manage this seemingly endemic nature of refugee problems in the country. This is because of the complex migrant protection landscape in urban areas and the unpredictability of

the migrant problem as this has metamorphosed to cyclic migration characterized by return and re-return as migrants continue to leave and re-enter and be associated with insecurity amid the opposition to encampment policy.

2.1.5 Challenges Faced by Urban Somali Migrants in Eastleigh

While host countries have welcomed and readily opened their doors to refugees, the regulated movement of people across remains a daunting task (Martin and Widgren, 2002). While border controls and personal identity documents such as passports and visas remain the conventional strategies for controlling human mobility globally, the control of refugees requires more than conventional methodologies. Such controls affect communication between refugees and immigration officials especially in the acquisition of personal documents.

This management of refugees is more complex in the contemporary world with the advent of the transnational spread of terrorist ideologies leading to the securitization of immigration and refugee policies globally, (Whittaker, 2006). A review of such policies has led to many refugees being stuck at certain spaces such as camps since differentiation (PWC, 2017) of genuine refugees (protocol on status of refugees 1967) and economic migrants are by a thin line. This differentiation presents a major gap in communication between refugees and immigration officials during various encounters in the context of profile. The immigration official approach to the refugee is one of illegality, an economic migrant, and not a protection-seeking migrant. The conversation culminates into threats and fiats leading to intimidation of refugee who becomes unable to express himself.

Similarly, debates about applicability, jurisdiction, and interpretation of the 1951 UN Refugee Convention and its 1967 Protocol pose a challenge to the global framework on the management

of refugees. Despite the broad definition of who comprises a refugee, many people seeking protection in other countries have been frustrated over their refugee validity following the principle of *non-refoulement*. The interpretation of this principle is under threat since claims, which can be revoked if the claimant is regarded as a danger to a community or any aspect of the host nation's security and is unable to effectively communicate with officials.

Failure by security and migration agencies to distinguish between migrants, refugees, combatants, criminals, and illegal immigrants has led to the treatment of refugees seeking refugee protection in the same standards of confinement as criminals. This is made worse in situations of communication breakdown characteristic of such situations. As a result of this mixed migration, refugees have been subjected to sexual abuse, assault, deplorable health conditions, lack of psychosocial support as well as limited legal assistance, and linguistic discrimination (Kiama and Likule, 2013). These challenges are further complicated by communication challenges such as lack of or limited translation services following language barriers between refugees and migration/security agencies.

2.1.6 Effectiveness of Interpersonal Communication between Migrants and Immigration Officials in Eastleigh

Laswell's (1948) model was based on the five questions below, which effectively describe how interpersonal communication works. This model finds relevance in communication between migrants and immigration officials, whereby a communicator (migrant or immigration official) passes a message (need) through a medium (writing, speech- verbal/non-verbal) to a receiver (immigration official/migrant) resulting in an effect (response-grant or not).

The interpersonal communication between immigration and migrants assumes a linear approach, where feedback is not provided. The immigration approach becomes one of “informing” the migrant to interrogate offense or omission. The final link in this communication process, which should be feedback in form of replies/responses to messages from the officials, is missing thus leading to a communication breakdown. After receiving a message, the receiver responds in some way and signals that response to the sender. The signal may take the form of a spoken comment, a long sigh, a written message, a smile, or some other action. Even a lack of response, is in a sense, a form of response. Without feedback, the sender cannot confirm that the receiver has interpreted the message correctly. Feedback is a key component in the interpersonal communication process because it allows the sender to evaluate the effectiveness of the message and take corrective action to clarify a misunderstood message.

As already explored, refugees are socially, economically, and culturally vulnerable groups due to the nature of their status. The fact that refugees are separated from their “normal” lives due to extreme natural and manmade conditions renders this vulnerability. Linguistically, refugees are likewise separated from their linguistic identities jeopardizing their language use in the new ecological setup. This affects the communication between refugees and the new people they encounter. A communication breakdown is therefore a by-product of a complex breakdown of the individual and communal glue that was holding these persons together.

For effective communication between migrants and immigration, we propose an interactionist approach to communication. Interpersonal communication presupposes a personal relationship between the agents in communication, (Solomon and Theiss, 2013). The unique personal characteristics become important tools in making communication effective.

The interactionist model assumes communication to be a form of interaction between two parties in communication. Interactions take place in space and time facilitated by theme/message. Therefore. Interaction between migrants and immigration takes place at enforcement spaces, border space during raids or enforcement exercises, or the migration of refugees. The communication that takes place is aimed at facilitating the stay of the migrant within the prescribed laws and regulations.

Interpersonal communication has its critical components (West and Turner, 2020) as strategy, process, and message exchange, and shared meaning. These components define the requirements for effective communication and the influence of personal relationships in the communication process. Having strategy is not enough as suggested by the linear model than having messages exchanged meaning there is feedback in communication and the shared meaning of a message, which implies the communicators understand the message equally and that they can identify with the interlocutors of the communication.

Interpersonal relationships between migrants and immigration are activated during the communication process. The migrant and immigration converge at a point where meaning and message are shared and dictated by a shared environment. The effectiveness of the events in this process is determined by what Gardner calls interpersonal intelligence; the ability to understand other people, their motivations, their *modus operandi*, and their relationships. That between migrants and immigration, there is a need for interpersonal intelligence to efficiently manage interpersonal communication is in no doubt. These two pivotal elements do not operate on their

own; intelligence and communication depend on the operation of language. Thus, linguistic intelligence is just as important as actors in a communication process (Gardner, 1983).

The ability of communicators to develop and possess verbal and non-verbal skills and sensitivity to sounds, gestures, facial expressions, meanings, and rhythms of words is important in the communication between migrants and immigration. This is a major concern in the interaction between these two groups due to ecological biases, dominant interpersonal communication between Somali urban migrants, and immigration in Kenya.

Negative perceptions and deep-rooted suspicion between Somali migrants in Eastleigh and immigration officials obstruct communication between these two actors. The refugee (traumatic) experiences, a new environment (UNHCR, DRC 2012), (Campell, Crisp, and Kiragu, 2011), (UNHCR, 2017), language barrier (Rani, 2016), and lack of knowledge or their rights (HRW, 2013) all impede interpersonal communication with immigration. Thus, this study seeks to analyse the impediments of interpersonal communication between Somali migrants in Eastleigh and immigration officials in Kenya.

2.2 Theoretical Literature Review

2.2.1 Ecological Systems Theory

Ecological systems theory, (Bronfenbrenner, 1993) argues that to understand development one must understand the entire organism in which development takes place. A proper understanding of the Micro and Macro-systems that affect immigrant young adults provides an adequate understanding of the experiences they face in the ecological spaces and how this affects their development. Ecological Systems theory posits that to understand the challenges that any

individual encounters, the surrounding systems that contribute to those challenges need to be understood. To understand interpersonal communication challenges faced by urban Somali migrants in Kenya, the surrounding must be interrogated to establish how it contributes to these challenges. This includes interrogation of the laws, regulations, and administrative directives as well as the political, economic, social, and security environment within which the communication is taking place. The immigration practice and all laws thereto have significant effects on the quality and quantity of interpersonal relationships that urban Somali migrants experience throughout their life.

From an immigration perspective, the interpersonal relationship with urban Somali migrants is predicated upon existing identity and security imperatives. The approach, therefore, is one of cautiousness, strict screening, and back and forth background checks. Even when the outcome is positive, the migrant will live with a doubtful tag on the authenticity and integrity of the outcome. Such has been the case where migrants in Eastleigh even after identifying themselves so, still have to bear with the inconveniences of doubting authorities.

2.2.2 The Symbolic Interactionism Theory

This theory is associated with (Mead, 1948) who was the first to propose symbolic interactionism as a basis of human interaction, Mead believed that all communication is by its nature symbolic. That what we understand is a symbol of what we attribute to it. The symbols are a product of the environment, which varies from one environment to another. The foundation of symbolic interaction presupposes that all communication is symbolic and based on interaction and meaning. (Blumer, 1969) advances this viewpoint thus “communication is the process of interaction in the formation of meanings for individuals”. This view holds that communication is ideally an interaction between two persons in a Laswell continuum of a communicator (migrant/

immigration official) who sends a message through a medium to a receiver (migrant/immigration official) leading to a given effect, (Laswell, 1948).

Responding to this theory, (Dewey, 1981), holds that “human beings are best understood in a practical, interactive relation to their environment”. Dewey developed the three principles of communication as meaning, language, and thought, which determine personal development, interpersonal relationship skills, and socialization into the larger community, (Griffin, 1997). Meaning is developed from the message being communicated. It is conceived out of the environment within which the interaction takes place.

The environment determines the response to interpersonal relations. Language plays a role in communication, as it is the medium used in the communication of meaning. The understanding of meaning determines the outcome of communication. Developed by the environment, language is people-specific and can only be acquired through learning by another person from a different environment.

The theory postulates that during interactions, interpersonal communication (verbal and non-verbal) communication is created in anticipation of how the original speaker will react (thought) (p.54). The theory perceives the process of communication at a continuum where on one side there is the sender who encodes the message that is relayed in a medium to a receiver, who decodes the message and resends another message through “reactions”, verbal and non-verbal. The communication process thus creates back and forth interactions that transcend the medium of communication to include personal characteristics of the parties in the communication.

Communication is an interaction, a symbolic interaction where symbols are used to pass a message.

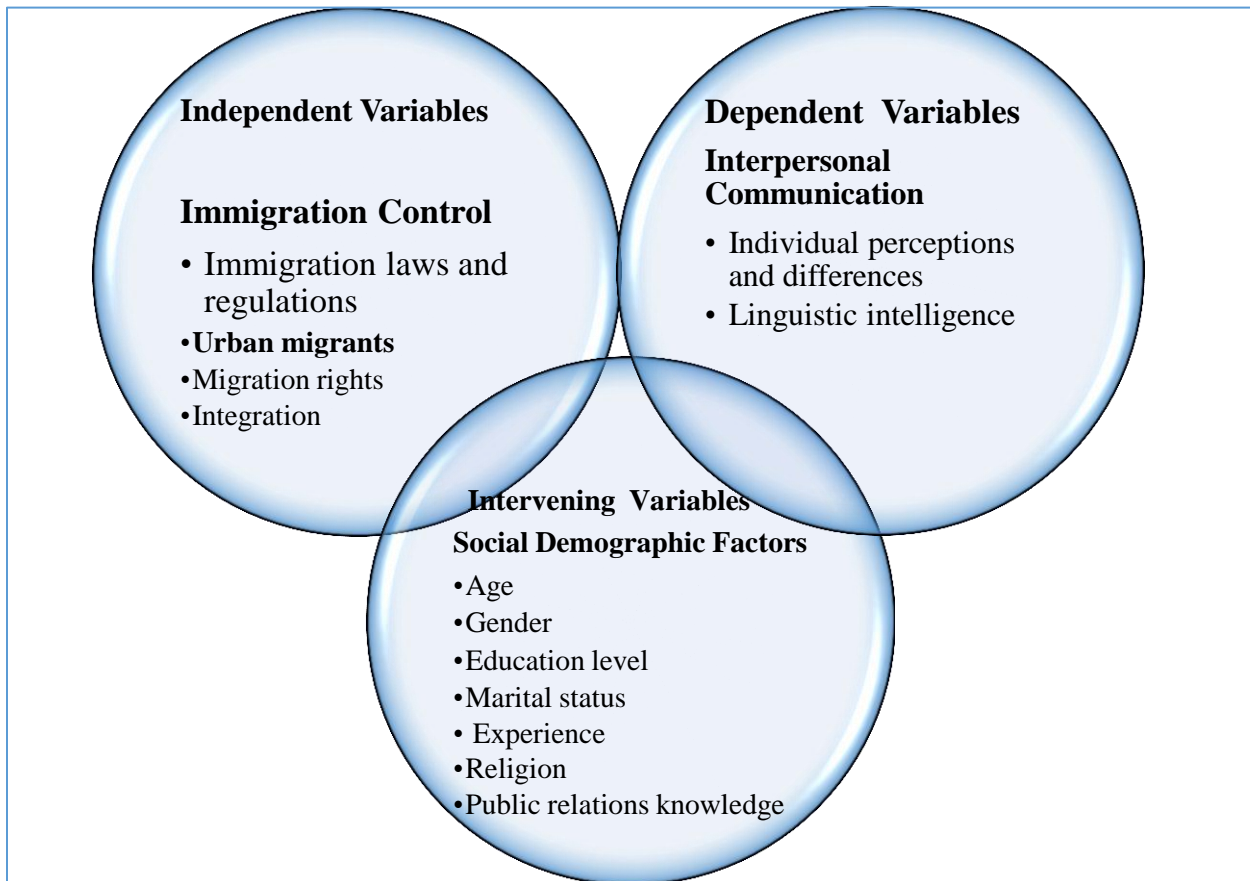
Therefore, during the process of communication, the parties are engaged in a symbolic interaction that then implies an interrelationship between the parties. This interaction invokes personal characteristics that determine the direction and outcome of the communication within the existing ecological setting or environment.

2.3 Conceptual framework

The study focused on two core concepts, which are migrant migration through interaction with immigration officials and interpersonal communication. The conceptual model has four major factors associated with the communication process (1) Factors associated with the area of origin of migrants; (2) Factors associated with the area of destination, which is urban settlements; (3) Intervening obstacles; and (4) Personal factors. This study focuses on the context of factors 3 and 4, that is, the intervening obstacles and personal factors. This is where the immigration officials and migrants often interact at what can be described as interpersonal level, thus this study is on interpersonal communication with a focus on urban Somali migrants.

INDEPENDENT VARIABLES

DEPENDENT VARIABLES



Source: Author's Construct

Figure 1: Conceptual framework

From the above conceptual framework, interpersonal communication is the dependent variable studied in terms of vulnerabilities between immigration and migrants, individual perceptions and differences, and linguistic intelligence. The independent variable in the framework is the urban migrants and immigration control studied in the context of refugee migration and integration needs and immigration laws and regulations respectively. The above variables are moderated by the personal factors/characteristics of immigration officers and migrants. These characteristics include age, gender, and education level, religion, work experience of immigration, and travel experiences of migrants.

CHAPTER THREE DATA AND METHODS

3.0 Introduction

This chapter presents the methodology of data collection, analysis, and interpretation that was used in this study. This chapter covered research design, data collection and analysis methods, data collection instruments.

3.1 Research Design

The study is a descriptive study in which an understanding of the influence of interpersonal communication between Directorate of immigration and Somali migrants in Eastleigh, Nairobi. The study described interpersonal communication in a general context before customizing it to migrants of Somali stock in Kenya.

Being a descriptive study, a qualitative research design with open-ended questions was used to capture responses on interpersonal communication influence between government officials and migrants. Key informants' interviews schedules were administered through the interview method. This design was suitable because it enabled the researcher to pick appropriate qualitative responses by guiding the informants on the open-ended questions. The questions sought to solicit the opinion of the informants and not to establish their competence given that they were already authorities in migration management and had experienced communication challenges. This made it easier to analyze the variables in the study.

Key informants were important because they enabled the researcher to obtain an in-depth understanding of the questions on the influence of interpersonal communication between government officials and migrants. The researcher made appropriate interview scheduling with the key informants thus benefiting from the flexibility the design offers. Importantly, this study

happened at a time when caution was required in the conduct of personal affairs due to the COVID-19 pandemic. Scheduled interviews enabled the researcher to observe the health protocols in place while being able to undertake the interviews.

Secondary data was collected from desktop reviews of journals, books, policy briefs, working papers, resolutions among others. This data helped corroborate the collected primary data from the key informants.

3.2 Study Population

This study was about the influence of interpersonal communication between the Directorate of immigration and Somali migrants in Eastleigh, Nairobi. Kenya occupies a geostrategic position in international migration both as a sending, transit, and destination country thus receives and hosts Somali migrants of all shades.

Kenya Census 2019¹ shows the population at 48 million people, hosts approximately 1.3 million migrants². However, the number of 1.3 million migrants is disputable. According to the Directorate of immigration, immigration in Kenya stood at 1.2 million as of December 2019³. Data from KNBS 2019⁴ showed Kenya received 6 million arrivals while emigration (departures) almost the same figure. Additionally, Kenya is home to approximately 496,289 refugees (UNHCR 2020)⁵ from Somalia and Great Lakes region. There were approximately 80,750 urban migrants in various towns in the country. The study is relevant to this population. Somali

¹ Kenya National Bureau of Statistics: 2019 National Population Census. Government Press, Nairobi

² IOM Op Cit

³ Directorate of Immigration Services 2019, Op Cit

⁴ Kenya National Bureau of Statistics Op Cit

⁵ UNHCR 2020: Refugees: Facts and Figures. accessed on www.unhcr.org on 20/01/2-21

migrants represent 21,803 (27%) of total urban migrants and an unknown number of regular Somali migrants.

3.3 Study Sample Size

The target population presented various research challenges such as security concerns of interviewees and interviewer, mistrust issues, and suspicion that their involvement in this study might expose them and thus face certain government actions about their status including being sent to refugee camps, communication issues, as well as difficulty in accessing migrants for interviews. While it is easy to access government officials, their cultural and religious reservations and gender issues change the dynamics of interpersonal communication concerning Somali urban migrants. This study assumed an 8.7% confidence interval. With a 95% confidence, and assuming a marginal error of +/- 5 of those interviewees gave the right responses, and a population of 21,803 urban migrants of Somali origin, this study required a sample size of 126 respondents. This figure was calculated using Mugenda and Mugenda formula:

$$\text{Required sample size (Nf)} = n/1 + (n/N),$$

Where: Nf is the desired sample size when the population is less than 10,000,
n is the desired sample when the population is more than 10,000 and
N is the estimate of the size.

The normal standard deviation for any research is 0.5, and the margin error, which is the error factor in our research given a confidence level of 95%, is 8.7. For this is meant that an error of +/- five (5) is allowable in this research. Given this scenario, our sample population was 126.

3.4 Data Collection Instruments

This study relied on the administration of structured interviews to key informants on communication between migrants and government officials in Kenya, for the collection of primary data. The study employed an interview schedule method in collecting data from key informants. Interview schedules allow key informants to answer questions relating to the topic of study in a face-to-face situation. The researcher's target was to interview 126 respondents. It combined the key informants' interview method where 40 government officials were sampled using KII instruments. The study also randomly administered 86 questionnaires to Somali migrants to collect data on a general understanding of the influence of interpersonal communication between Directorate officials and Somali migrants in Eastleigh, Nairobi.

3.5 Interviews

The interview schedule addressed three research topics of inquiry such as outlined below:

How interpersonal communication influences migration management of Somali urban migrants in Eastleigh.

What modes of communication exist between Somali migrants and the Directorate of Immigration.

The interpersonal communication challenges facing migrants in the urban settlement of Eastleigh and immigration officials during an engagement with each other.

Various variables were investigated in form of questions to respondents for an answer.

3.6 Data Analysis Procedures

The researcher collected data, coded and cleaned them using Thematic Content Analysis (TCA) software for Qualitative data. Quantitative data was analysed using Statistical Package for Social

Sciences (SPSS). Qualitative data was done using the interview schedule and questionnaire method where key informants were required to give their opinion on influence of interpersonal communication between Somali migrants and the Directorate of immigration officials, comment on the modes of communication that exist in the communication between the Directorate and Somali migrants and lastly, the challenges faced by both migrants and Directorate officials in the communication process.

The researcher then proceeded to code the responses by providing appropriate codes for each variable to enable easy analysis. Marks and Yardley (2004)⁶ emphasize that thematic content analysis (TCA) moves beyond counting explicit words or phrases and focuses on locating and explaining explicit and implicit thoughts. Codes are developed from ideas or themes and applied or linked to raw data in form of summary markers for analysis. This includes comparing frequencies of themes or topics within a data set, looking for code co-occurrence, or graphically displaying code relationships.

The researcher collected all the interview transcripts and by perusing through each transcript, identified common themes and sub-themes, and noted them separately on the transcript. This was done for all the transcripts. The transcript information was then grouped according to the relevant themes

After identifying the themes in all the transcripts, the researcher picked on common themes and sub-themes appearing in all the transcripts. This process was repeated to make sure all details gleaned from transcripts were captured. After identifying the themes and sub-themes, the

⁶ Marks, D. and Yardley, L.: Research methods for clinical and health psychology. SAGE, 2004,184.

researcher proceeded to group them to ensure related themes and sub-themes were put together. Discussion of these themes and sub-themes was then done in alignment with study objectives. Where quantitative questions were included the researcher employed quantitative data analysis. The appropriate method for this was SPSS. The researcher combined two methods of analysis i.e Thematic Content Analysis and SPSS.

3.7 Ethical Considerations

The study targets higher-level individuals in both fields whose opinions must be treated with care. Utmost regard to ethics and confidentiality was observed. All material reviewed was cited appropriately according to citation rules.

The study avoided the use of personal identifiers such as names to reduce exposure of respondents through anonymization. This was to ensure the confidentiality of information given by respondents to guarantee their privacy.

This study sought to procure relevant authorization for it to be conducted. It was considered ethical to obtain relevant authorizations to protect both the researcher and respondent while collecting data in the field and to adhere to data protection to avoid misuse of information from the research project.

The research was also subjected to originality testing to ensure orthodox standards of conduct of research were adhered to and followed the university and research regulations.

3.8 Study Limitations

The first limitation of this study was the inadequacy of empirical scholarly literature on the dependent and independent variables. Being a pioneer attempt on this new topic in Kenya, in communication studies, the problem of finding secondary theoretical and methodological

approaches was experienced. This limitation was overcome by resorting to the peripheral general literature on the study topic to lay the foundation for future studies on the topic. Other limitations were related to the vastness of the study population spread across the study area. This was overcome by the use of technologies such as telephone and e-mails as a mode of delivery and conduct of research instruments.

Additionally, respondents' availability was not assured due to their specific personal reasons. This was overcome by making proper prior appointments with respondents on the areas of discussion.

Lastly, the prevailing health situation from COVID-19 directly or indirectly impeded the conduct of this research.

CHAPTER FOUR

PRESENTATION OF FINDINGS

4.0 Introduction

This chapter provides a presentation of the findings of this research where the researcher sought to analyse the influence of interpersonal communication (that person-to-person communication) between immigration officials and Somali urban migrants in Eastleigh Nairobi. This study sought to; (a) analyse the influence of interpersonal communication on migration rights of Somali migrants in Eastleigh, (b) establish the modes of communication used between Directorate officials and Somali migrants, and (c) establish the challenges facing Somali urban migrants and immigration officials in their interpersonal communication process in Eastleigh. The findings are presented using narratives, charts, graphs, and tables.

4.1 Preliminary Information

This section presents findings from questions posed to respondents to capture the background information in the form of migration status, occupation, country of origin, gender, age, and levels of education and family income levels.

4.1.1 Response Rate

The study sought to interview 126 respondents from across the spectrum; 40 Government officials and 86 migrants, determined using Mugenda and Mugenda formula. The 40 interview schedules were distributed to government officials using a purposive sampling strategy based on current rank and workstation to appreciate the frequency of interaction with migrants, while 86 questionnaires were administered to Somali migrants in Eastleigh using a random sampling strategy.

Table 1: Response rate

Category	Number Distributed	Number Returned	Response Rate
Government officials	40	30	75.0
Migrants	86	66	76.7
Total	126	96	76.2

From the table above, Government officials individually had a response rate of 75% meaning that 30 interviews were executed, out of the desired 40. A full response rate could not be achieved because of human factors such as the failure of some respondents to fill the questionnaires, some misplaced the questionnaires, and others forgetting to fill the questionnaires running out of time.

The study sought to administer 86 questionnaires to migrants on the influence of interpersonal communication between the Directorate and Somali migrants in Eastleigh. The researcher distributed 86 questionnaires randomly to potential migrants. From 86 questionnaires, 66 were returned representing a 76.7% response rate. This rate is sufficient according to Mugenda and Mugenda (2003), which states that a response rate of 50% is adequate for analysis and reporting; a rate of 60% is good and a rate of 70% and over is excellent. Thus, with a 78.3% response rate, the threshold was achieved. This enabled the researcher to proceed with data analysis and presentation in this chapter.

4.1.2 Respondents' Profile

The study interviewed 96 respondents out of the intended 126. Out of the 96, 30 were government officials representing 31.3% of the total interviewees while 66 or 69.6% were migrants. For purposes of interviews, the term migrants was used to avoid the harsh meaning

associated with the term refugee. This study thus uses refugees and migrants to mean the same category of persons.

This study also considered the departmental distribution of key respondents according to the department, years of service, and previous residence. The findings are presented in tables 2 and 3 below.

Table 2: Distribution of Government Official Respondents by Department

Government Department	N	%
Immigration	18	60.0
National Police	4	13.3
Directorate of Criminal Investigations	5	16.7
Refugee Affairs Secretariat	3	10.0
Total	30	100

The departmental interviewees in table 2 above, are supposedly the ones involved in the management of migrants in one way or another. Other than Refugee Affairs Secretariat (RAS), the rest of the departments are enforcers of auxiliary refugee laws in the country. The role of the National Police Service (NPS) cannot be overstated given the recent government efforts at controlling urban migrants.

The study interviewed 30 informants from the larger government. The majority of them were Immigration officers 18 or 60% due to their mandate; they are more likely to interact with Somali migrants like all migrants in Kenya than with other government agencies, Directorate of Criminal Investigations 5 or 16.7%, National Police 4 or 13.3% and Refugee Affairs Secretariat 3 or 10% respectively. Interviewing of officials from the Directorate of Criminal Investigations, National Police, and Refugee Secretariat was important in crosschecking the authenticity of the information provided by migrants and immigration officials, enabling generalizations to be made on interpersonal communication between Somali migrants and the Directorate of immigration.

Table 3: Respondents Years of Service in Government

Years in Service	Count	%
000-005	2	6.7
006-010	4	13.3
011-015	6	20.0
016-020	7	23.3
More than 021	11	36.7
Total	30	100

Table 3 above depicts government official respondents according to years of service.

In interviewing government officials, years of service are critical in supporting their interaction with the issue under investigation. For this study, the length of years in service is directly related to the interaction with an urban migrant; a Somali urban migrant for that matter, and the consequent communication that this interaction generates between the parties during this event.

4.2 Respondents Demographics

4.2.1 Presentation of Respondents by Gender

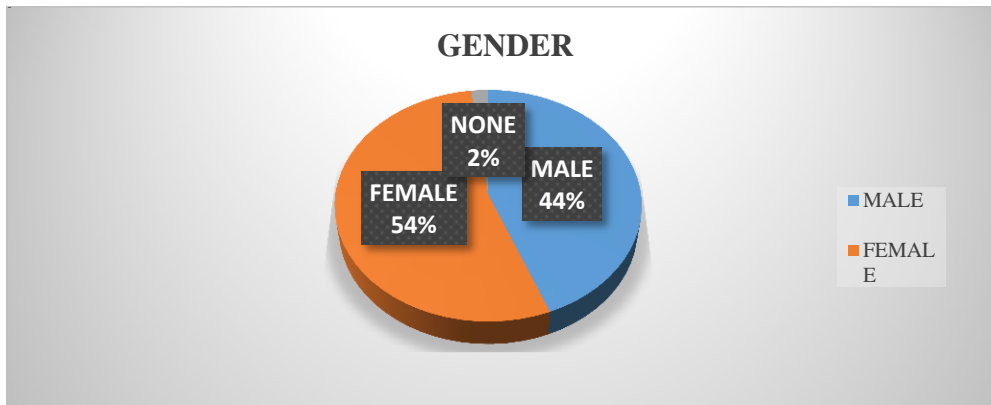


Figure 2: Chart of Distribution of Respondents by Gender

Figure 2 above captures the segmentation of respondents according to their gender. Female respondents were 54% while males were 44%, 2% of respondents did not return a response about their gender. The finding indicates that more females participated in the study than males. This distribution gives a picture of migration disaggregation by gender accordingly. It is noted that during the administration of questionnaires there were more women found in the study area than men, showing that men had relocate either to other towns or to countries as a coping mechanism among migrant households.

4.2.2 Respondents' Age

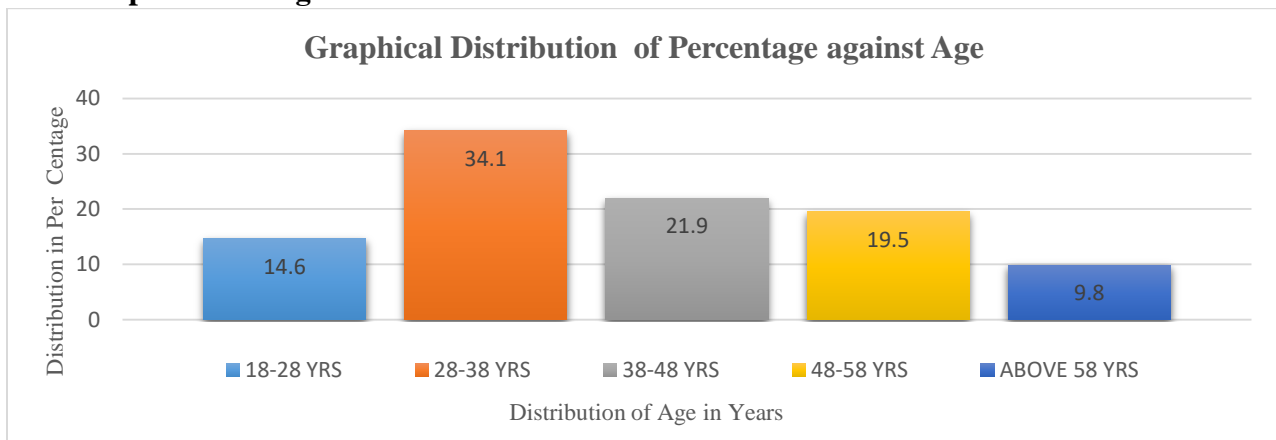


Figure 3: Presentation of respondents by Age in Percentage

Age is an important demographic in social sciences. So are other factors such as gender, level of education, family composition, income among others. This study requested respondents to indicate their age distribution to establish how age determines government officers and migrant interpersonal communication. In this research, respondents recorded different ages. From the graphical presentation above, the majority of respondents 34.1% were between 28-38 years while 21.9% were between and 38-48 years respectively, which the active working-age population in employment or business. This was followed by those aged 48-58 years at 19.5% who are persons still able to work but in senior positions in either the government or business circles. Those who

are below 18-28 years and above 58 years represented 14.6% and 9.8% of the respondents respectively, who are either actively unemployed or retiring. More migrants in the ages of 28-38 were interviewed because they represent the largest population of migrants confirming the argument that younger populations tend to be more mobile than older populations. Migration of this age bracket is driven by economic considerations as opposed to purely security.

4.2.3 Academic Qualification of Respondents

Education is an important factor in research either as a means of determining the validity of responses received, the ability of respondents to independently give accurate and well thought out responses. In migration studies, education is important in shaping one’s migration potential (the likelihood that one will migrate) and attitude to it.

Respondent distribution by education is presented here below

Table 4: Government Officials Respondents’ Distribution by Education Level

EDUCATION	NUMBER	%
High School	2	6.7
Diploma	5	16.7
Bachelor	10	33.3
Graduate	12	40
Others	1	3.3
Totals	30	100

From the table, the majority of government officials poses graduate education at 40% while 33.3% poses bachelor’s education qualifications. 16.7 percent have diploma qualification whereas 6.7% have high school certificate. This demonstrates the ability to communicate in modes understood by recipients and the ability to manage the communication interaction between government officials and migrants in Eastleigh. It can be argued that the higher the level

of education, the higher the ability to effectively communicate, and the stronger the interpersonal relationship and communication between the two groups.

Table 5: Migrant Respondents Level of Education

EDUCATION	NUMBER	%
High School	28	42.4
Diploma	17	25.8
Bachelor	9	13.6
Graduate	5	7.6
Others	7	10.6
Totals	66	100

From the table, many of the migrants 28 (42.4%) had high school education followed by 17 (25.8%) who poses Diploma level education. Only nine (13.6%) and five (7.6%) of migrant respondents are graduates signifying lower levels of education among migrant communities. This can be attributed to a situation where people resort to migration as an adaptation strategy. This presents a challenge to migrants in communication with officials. This also influences their ability to express themselves with and in a “strange world” of refugeeism and the precarity of their “space” amid governmental enforcement of various regulations including refugee laws that require personal communication skills. This scenario is further buttressed by the fact that out of all the respondents interviewed, 28 respondents who are migrants possess a high school education compared to government officials at two. Generally, migrants have lower level of education than government officials do. Therefore, migrants display a lower interaction ability than government officials.

4.2.4 Respondents by Marital Status

The table below presents the distribution of respondents by marital status

Table 6: Presentation of Migrant Respondent by Marital Status

Marital Status	Migrants	Per cent
Never Married	19	28.8
Married	27	40.9
Widowed	13	19.7
Other	7	10.6
TOTALS	66	100

From the table, 40.0% of migrants surveyed reported to be married. To migrants, marriage translates to settlement decisions in a place and reduces the chances that they will migrate again to a new location. Thus, those residing in Eastleigh will likely permanently reside there unless compelled by other reasons to move. This affects their interpersonal communication with both the government officials and the community around them, as they barely move and only interact amongst themselves. Similarly, it is expected of migrants that those who are married are good at interpersonal communication than those are not since the institution builds character and courage, which are pertinent for strong interpersonal skills. The percentage of respondents who have never married is telling of the need to embed interpersonal communication issues into migrant's affairs. At 28.8%, these respondents present a significant scenario, thus affecting this category of respondents' interpersonal communication with government officials.

4.2.6 Somali Migrant Respondents Monthly Income

Family income plays an important role in migration decision-making. Migrants depend on income levels to make decisions in their lives. The incomes of camp and urban migrants also help decide between staying in the camps and moving to towns in search of better livelihood. Income also affects the interpersonal relationships among persons and groups, and then to interpersonal communication. The higher the income, the greater the chances of better

interpersonal skills and communication. Thus, family income is an important element in this research. The table below presents findings of family income levels of Somali urban migrants in Eastleigh Nairobi.

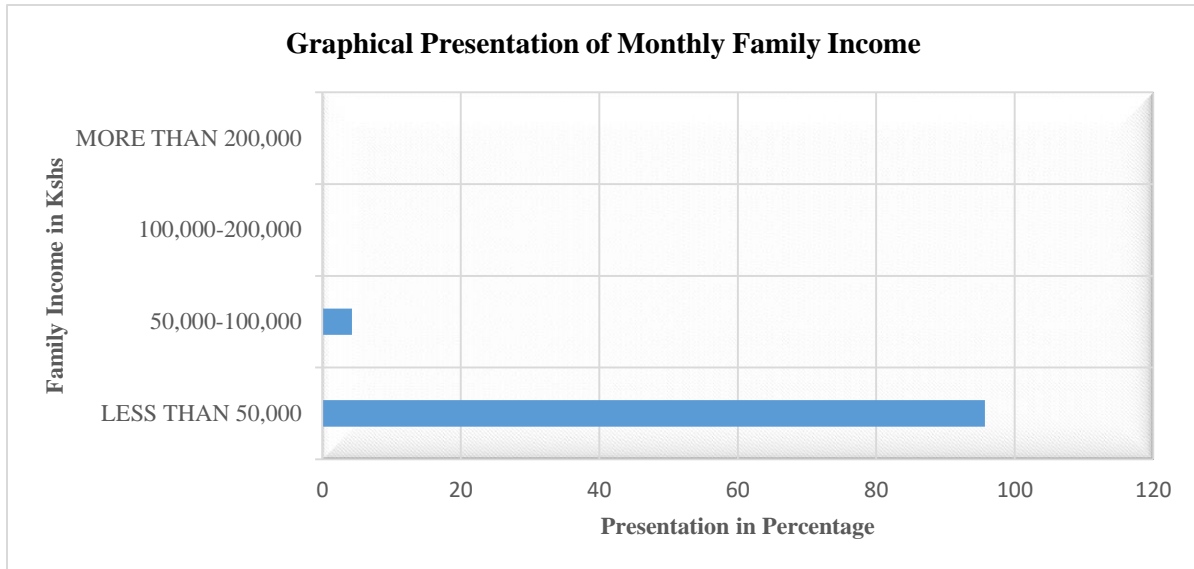


Figure 4: Graphical Presentation of Distribution of Monthly Family Income Levels

From the graph above, the family income of many urban migrants is lower at less than Kshs 50,000 monthly. This shows the poverty side of urban migrants and their struggle to make life possible in urban centres at all costs. The migrants must struggle to survive since they cannot benefit from refugee rations provided to encamped migrants. Either way, life is difficult in the middle space that we can refer to as their “third space”, which is urban areas/towns, the first space being their home countries, and the second space being host country or refugee camp. This picture of migrants applies despite being urban migrants for a long time. Economically, migrants and worse still urban migrants are excluded from mainstream economic benefits due to their lower incomes even after staying years in towns looking for a better life. The table below provides a preview of the length of stay of urban migrants in Eastleigh.

4.2.6. Somali Migrants’ Respondents Length of Stay in Eastleigh.

The length of stay is an important consideration in determining the interpersonal development of an individual and the interactions created during this period.

Table 7: Presentation of Respondents by Length of Stay in Eastleigh

Years Resident in Eastleigh	Migrants	Per cent
1-2	13	19.7
3-5	13	19.7
6-10	29	43.9
More than 10	11	16.7
Total	66	100

From the table, 43.9% of respondents reported to having been residents in Eastleigh for between 6-10 years, followed by 1-2 years and 3-5 years respectively. This is long enough for migrants to have an established social network and safety net courtesy of urban settings. Thus, the length of stay of a migrant does not determine income levels nor interpersonal communication ability, maybe because Somali migrants consider themselves more of “temporary people” to use Deepak Unnikrishnan, (2017) phrase referring to migrant workers in the United Arab Emirates (UAE).

4.3 The Influence of Interpersonal Communication on Migration Rights of Somali Migrants in Eastleigh

The first objective of this study was to analyse the influence of interpersonal communication on the migration rights of Somali urban migrants in the Eastleigh area of Nairobi, Kenya. To attain this, respondents were required to respond to several questions establishing interpersonal communication, migrant rights, and personal characteristics nexus. The interface between

personality as innate individual characteristics such as the ability to relate and create friendships, ability to speak well with persons within one’s circle, the ability to develop a sense of belonging, membership, comradeship, and networks play an important role in building the personality of an individual and thus the interpersonal communication.

The respondents were required to indicate among other things on varying scales: how and why they came to or chose to come to Eastleigh i.e., whether invited by a friend, relative, own attempt, business reasons, or resettlement, or any other considerations to find out the social forces and networks that shield the migrants and thus help undergird their interpersonal communication skills. The responses were as presented in the table below

Table 8: Presentation of Choice of Eastleigh for Residence

Motivation comes to Eastleigh	Number	%
Invited by Friend	13	19.7
Invited by family	7	10.6
My own decision	3	4.5
Business purposes	16	24.2
Resettlement purposes	23	34.8
Other	4	6.1
Total	66	100

From the table above, a friend invited 19.7% of the urban migrants, while 34.8% came to Eastleigh as a temporary waiting place awaiting resettlement elsewhere. 24.2% moved to Eastleigh for business purposes. Family networks have a special impact on migratory behaviour and the decision of migrants.10.6 percentage of respondents indicated that they were invited by family to come to Eastleigh. The decision to migrate is made at the household level. The family passes on certain traits and attributes such as interpersonal skills that shape an individual’s interpersonal communication skills.

The choice of residence was also potent in a large circle of similar linguistic groups. Most inhabitants of Eastleigh are ethnic Somalis from Kenya. Somali migrants share a common heritage, cultural, religious, and linguistic with the local Somali population thus their preference of Eastleigh, where they not only submerge into the local population and camouflage but also can adapt easily due to language similarities that facilitate integration and interpersonal communication.

While in Eastleigh, the respondents are presented with a completely new terrain they must navigate, impossible to manage without interpersonal communication. They need interpersonal communication to get pertinent services including either immigration services in which they must constantly encounter and convince the police in patrols or stations, who are ready to screen the migrants to establish their refugee status per laws and regulation unbeknown to them in a very short critical time. The ability to communicate effectively with relevant government agencies concerning migrant life and migration rights determine the outcome of the communication process.

4.3.1 Encounters/Interactions between Government Officials and Somali Migrants in Eastleigh

To claim any sort of rights by any person, there is a need for communication. Migration rights are affected through the communication of that right. These rights are not given freely by states but claimed by migrants themselves either by presentation at various migration service points including ports of entry, followed by a proclamation demanding that right. This proclamation kicks in a process of communication, the effect of which is upholding the right or challenging it. This process must be communicated between the parties involved thus the importance of

interpersonal communication. Effective communication influences the outcome of migration rights being asserted. The table below provides a comparative explanation to these scenarios.

Table 9: Presentation of Interaction between Somali Migrants with Government Agencies

Interaction/Encounters with Government Officials	N	%
Yes	54	81.8
No	0	0
Don't remember	14	21.2
TOTAL	66	100

From the table, 81.8 percent of respondents indicated to having met with immigration officials while 21.2 percent indicated to not being able to remember whether they had any interaction or not.

Government officials' interaction with Somali Migrants

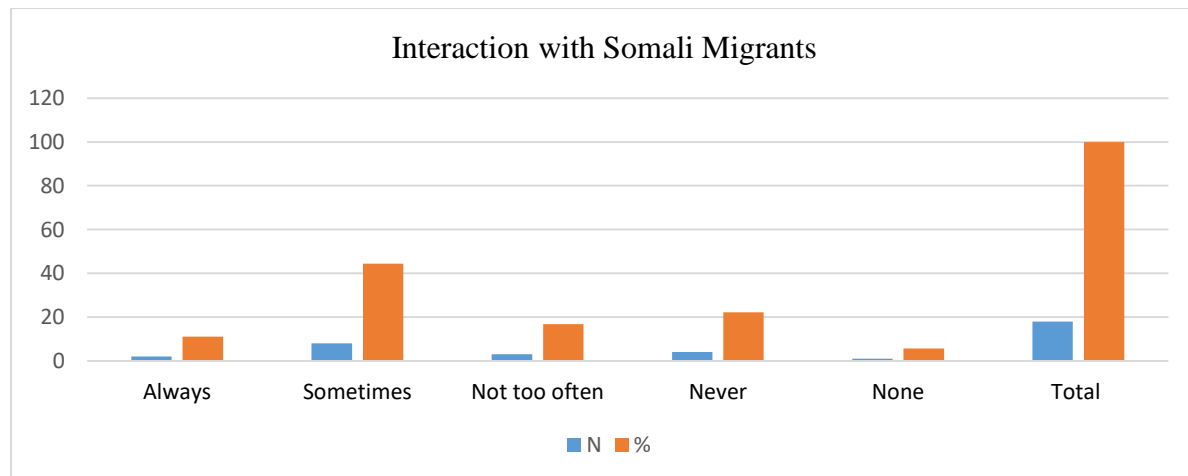


Figure 5: Presentation of Government officials' interaction with Somali Migrants

When compared, government officials who had prior interaction with migrants compared with migrants who interacted with government officials, the responses were striking. While 81.8 percent of Somali migrants concur interacting with police and/or immigration, only 44.4 percent of government officials could remember having such interactions, while only 11.1 percent of government officials agreed to have interacted with migrants in Eastleigh regularly, 22.2 percent do so not too often. Five percent of officials interviewed have never interacted with Somali migrants compared to 21.2 percent of migrants who could not remember such events.

Communicating with authority when in a position of vulnerability like migrants is not easy. A slight slip of the tongue or thought, including the inability to clearly express oneself in speech can be detrimental and nightmarish. Therefore, migrants' ability to communicate in person at length and convincingly to the police and immigration officials is important in eliminating any iota of doubt about the truth being told by the migrants. The frequency of this communication is important in determining the change in interpersonal communication levels between the two parties compared to if it was a one-off affair. The table below presents the findings of the frequency of interactions and communications between immigration/police officials and Somali migrants in Eastleigh.

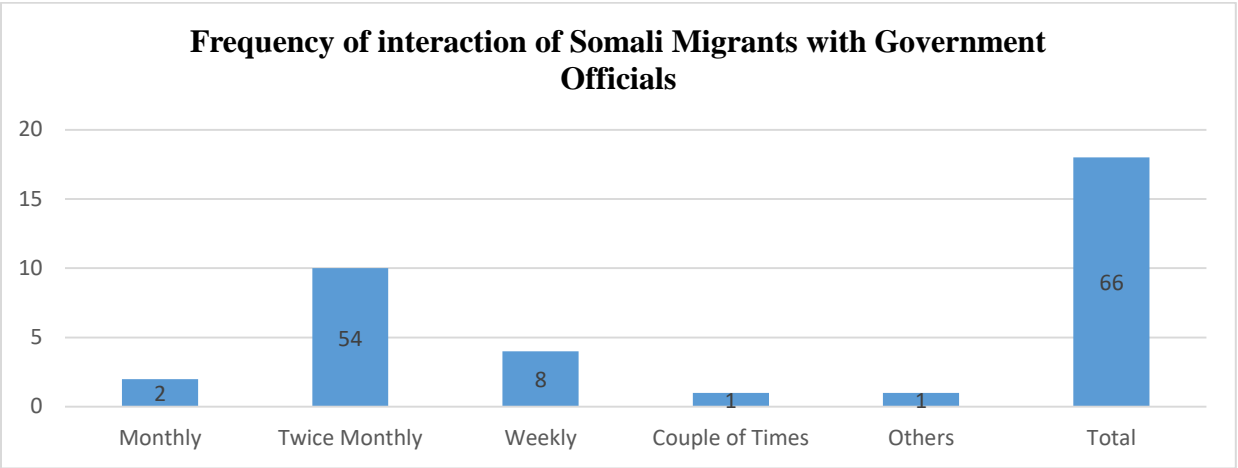


Figure 6: Somali respondents’ interaction with Government officials

Prompted to comment about how frequent the respondents have interactions that lead to some form of communication, responses were almost the opposite. 54 percent of respondents from migrant category agreed to interact with government officials twice monthly compared to government official’s 42 percent who content to have interacted with migrants monthly.

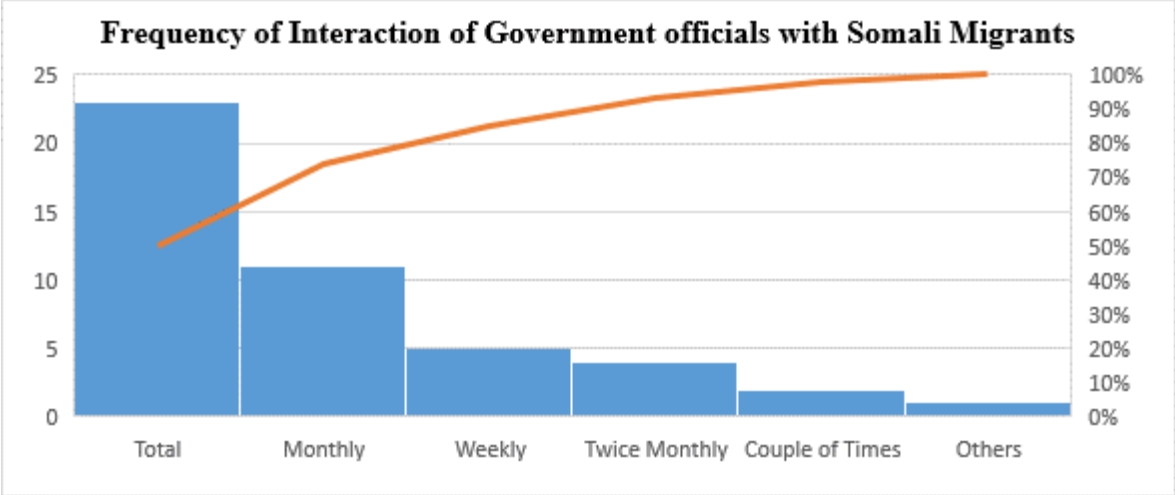


Figure 7: Government Officials frequency of interaction with Somali migrants

Cumulatively, encounters between immigration/police and Somali migrants happened 14 times or 34.1% twice-monthly compared to those encounters that happen monthly at 31.7 percent of

the interviewed population or 13 times. Similarly, 11 of the migrants interviewed conceded meetings with immigration and/or police monthly compared to two (2) officials who encounter migrants in the same period. 10 government officials confirm encountering Somali migrants twice monthly compared to 4 migrants who do so. On weekly basis, only five (5) and four (4) Somali migrants and Government officials do have encounters translating to 22 percent of the interviewed population. These meetings generate various forms of communication including interpersonal communication. The frequency of the meetings determines the levels of interpersonal interaction and communication that ensues and the outcome of the communicated information.

Additionally, interpersonal communication in social space leads to a different outcome from interpersonal communication in official space. Respondents were required to express their interpersonal communication with government officials and migrants themselves. The social space influences interpersonal communication in a different form from the official space. By social and official spaces are meant by the normal official times and places such as offices and social places such as outside the office or official time. Table 10 below presents these findings.

However, migrants have cultivated interpersonal relationships within themselves, and with outsiders such as police and immigration officials that open their world of interpersonal communication given these relationships provide them with a medium to learn and experiment with their interpersonal communication skills.

Interactions with migrants are a two-way process. It originates from the migrants or the official's side.

Table 10: Presentation of Influence of Interpersonal Communication on Access to service by Somali migrants

Service needed	Privately	Officially
Always	14	11
Sometimes	27	20
Rarely	15	18
Never	10	9
Nil	0	8
Total	66	66

The study sought to find the influence of interpersonal communication either on services needed by migrants officially, or in private. The findings indicate that migrants “sometimes” receive assistance privately at 27 times and officially 20 times, whereas respondents indicated to “always” receive assistance 14 times privately compared to 11 times officially. Additionally, respondents averred that they received assistance rarely 15 in private and 18 in official times. Lastly, respondents indicated never to have received assistance from officials whether in private or official capacity at 10 and 9 times respectively. This information demonstrates the importance of language on livelihood support. The study confirmed the existence of a relationship (interpersonal) between Somali migrants and government officials. This relationship occurs in an official and private setting.

Of the 30 government KII surveyed to establish this relationship, 17 respondents defined the relationship on basis of fear, suspicion, and hostility while 31 Somali respondents described the relationship in similar terms to officers. For instance, one respondent described the relationship as ‘With caution and apprehension because of historical injustices to Somali migrants from law enforcement’, while another described it as ‘The Somalis view immigration with a lot of suspicions’, a third respondent viewed the relationship as ‘With fear, suspicion, caution, hostile, and impatient’. From these findings, the interpersonal relationship between Somali migrants and

immigration officers is generally weak, and conflict management-oriented as it is geared towards resolving belonging conflict.

4.4 Modes of Communication between the Directorate of Immigration Services Officials and Somali Migrants in Eastleigh

The second objective of this study was to establish the modes of communication used between government officials and migrants in their interpersonal communication in the study location. To achieve this objective, respondents were requested to indicate the mode of communication they may have used or been reached by government officials from the Directorate of immigration. Their responses are as presented herein below on a few commonly used modes.

Table 11: Modes of Communication between Somali Migrants and Government Officials

Mode	Used	Not used
Speaking/physical visit to offices	56	10
Letters	21	45
Notices	3	63
Press release	17	49
Social media	62	4
Text message	9	57
Phone calls	64	2
Emails	15	51

The majority of the respondents (56) indicated physically visiting government offices and having verbal/spoken communication with government officials compared to (10) migrants who had not had the opportunity for verbal or physical interaction with government officials.

By comparing the various modes of communication, the study intends to highlight the most effective form of communication between migrants and government officials. This is spotted in the intersection of other modes such as letters. This study noted that notices, text messaging,

press releases, and letters were the worst modes of communication between migrants and government officials having scores of 63, 57, 49, 45 counts for not being used respectively compared to phone calls, social media, and verbal modes that are most preferred modes of communication with counts of 64, 62, 56 respectively.

This implies that to boost communication between the government and migrants, the preferred communication channels could serve effectively compared to contrary modes. Additionally, to ensure effectiveness and timeliness in communication, the government could adopt multi-communication modes by selecting the highest ranked modes and launching them as the modes of communication with migrants.

In the context of interpersonal communication, it is noticeable that most migrants prefer physical encounters with officials to using other modes. This is indicative of strong interpersonal relationship skills that migrants have which can be deployed in these encounters.

4.5 Challenges Facing Somali Migrants and Immigration Officials in Interpersonal Communication Process in Eastleigh

The third goal of this study was to establish the challenges impeding interpersonal communication between Somali migrants and immigration officials in Eastleigh. Respondents were asked to indicate by choice of “yes, no or other” answer whether they encountered challenges in interpersonal communication with these migrants both in a private or official capacity or not. Respondents were also required to indicate the challenges they faced in interpersonal communication. The table below presents these findings.

Table 12: Challenges faced by Urban Somali Migrants in Interpersonal Communication

Facing Interpersonal Challenges	Migrants	Per cent
Yes	40	60.6
No	21	31.8
None	5	7.6
Total	66	100

From the table above, 60.6 percent of respondents agreed to have interpersonal challenges experienced during communication with government officials, compared to 31.8 percent who said they do not experience challenges. 11 percent did not yield responses.

Table 13: Challenges Faced by Government Officials in Interpersonal Communication with Somali Migrants

Facing Interpersonal Challenges	Government Officials	Per cent
Yes	27	90
No	0	0
None	3	10
Total	30	100

From the table above 90 percent of government officials agreed facing challenges in interpersonal communication with Somali migrants. 10 percent of the respondents did not respond to the question.

When asked further to mention some of the interpersonal challenges faced, the responses were more similar around the same concerns such as language barrier that results in a communication breakdown between migrants and immigration. Four (4) government officials observed language as a barrier in interpersonal relationships and communication between immigration and Somali

migrants, while nine (9) respondents of Somali stock concurred that the language barrier is a key challenge to the relationship between them and immigration officers. Others cited challenges include; harassment by authorities which creates fear in migrants thus affecting their communication, the threat of certain forms of punishment for not expressing themselves adequately, bribery, and lack of translation services that can offer solutions to the language barrier especially to migrants who are unable to speak either English or Kiswahili.

Further respondents indicated other interpersonal communications challenges as lack of honesty between the communication parties, time and person, illiteracy among migrants, which makes them unaware of their migrants' rights including certain degree right to the migrant establishment. Additionally, misinformation presents a big challenge that affects interpersonal communication since a lot of time is spent in the initial stages in countering this information with the right information. Stereotypes by migrants and officials about certain nationalities of migrants also impede effective interpersonal communication between them. For instance, Somali migrants are sometimes seen as sympathizers of terrorism, and always looking for shortcuts to official services.

Inadequate language competence (linguistic intelligence) for communication and shortage of translation services and the cost implications on migrants and officials create a problem of self-confidence, which permeates interpersonal levels. Respondents also felt that religious and gender issues challenge interpersonal communication in the context of Somali migrants.

Moreover, most Somali migrants generally presented defensive and fake hostility towards officials owing to previous experience, as such; it becomes tricky to serve migrants while

upholding a positive interpersonal attitude. One-sided communication happens in a situation where language barriers exist. The parties cannot communicate and provide feedback thus becoming a challenge.

The table below presents an excerpt of findings of challenges to interpersonal communication between Somali migrants and immigration officials from both perspectives.

Table 14: Barriers to Interpersonal Communication

Communication challenge	Description
Language barrier	Language as most of them speak Somali and Arabic whereas in Kenya the languages spoken are mainly English and Swahili, Language barriers as many Somalis don't understand the languages spoken in Kenya, Information getting lost through translation
Vertical communication	This occurs during from immigration/police to Somali migrants. Leaves migrants in defensive mode, thus vulnerable
Integrity issues	The feelings that every Somali migrant is corruptible, has money, is willing to offer bribe
Emotional barriers	Arrogance and indifference, Lack of honesty, Migrants seeking VIP treatment, Attitudes of "will they" and "wont they"
Cultural beliefs	While Somali culture puts women at lower rake, this is comparable to other cultures and thus their treatment
Socialization as barriers	Therefore, it is difficult to work with Somali migrants, they don't follow procedures and directions and are corruptible

Source: Excerpt from research questionnaire 2021

These findings are in line with arguments presented by Campbell, Crisp, and Kiragu, (2011), Williams, Jones, and Des Marais (2014), and Martin and Widgren (2002) that provide comprehensive pertinent information on migrants. At the institutional level, the immigration office poses challenges to the interpersonal communication wellbeing of migrants by creating various procedural issues for the management of urban migrants. The attendance of these functions is important. At the individual level, interpersonal communication between migrants and officials in social and official spaces and what this communication means are important considerations in interpersonal communication.

The findings of this study are in line with Kiama and Likule (2012), who argue that language acquisition, training, and integration are suitable strategies for overcoming interpersonal communication challenges.

The study also makes direct reference to theoretical frameworks relevant to interpersonal communication. In particular, the study sufficiently executed the symbolic interactionist theory that postulates that in interpersonal communication, the verbal and non-verbal communications created are dependent on the reaction of the two parties in the communication process and the environment within which the communication takes place.

The study aptly conceptualized the interaction between the various variables and how they create a platform on which interpersonal communication takes place. The intervening variables identified in this study were found to be critical elements in the communication process.

CHAPTER FIVE

SUMMING UP: RECOMMENDATIONS AND CONCLUSIONS

5.0 Summary

This study sought to analyse the influence of interpersonal communication between immigration officials and Somali urban migrants in Eastleigh, Nairobi, most particularly how interpersonal communication between Somali migrants and immigration officials is generated, the outcome, challenges if any, and what strategies can be employed to mitigate the identified challenges.

In the mixed-method research that was employed, the study analysed the case of Somali migrants' residents in Eastleigh, an urban settlement on the East of Nairobi, and how they interact with immigration officials. The study considered the interpersonal communication between these parties from both sides of the communication continuum since this is a two-way process that expects feedback, context, and content. However, the questionnaire combined both qualitative and quantitative questions and measures from social network analysis to realize the interaction between the two. The research consisted of interviewing 96 respondents; 66 Somali urban migrants and 30 government officials, all of whom were selected through a statistically non-representative sampling approach for the migrants and stratified sampling strategy for government officials respectively, to establish the communication interaction between them.

5.1 Conclusion

In conclusion, this study took the following approach. The first chapter developed the background of the study by providing an in-depth analysis of the topic of interpersonal communication of migrants. This was meant to bring out the problem that is in the interpersonal communication of migrants. This was captured in the section on the problem statement.

The objectives of the study set out were inter alia: to analyse the dynamics of interpersonal communication between immigration officials and Somali migrants resident in Eastleigh settlement of Nairobi County, by seeking to analyse the influence of interpersonal communication on migration rights of Somali migrants in Eastleigh, establish the challenges facing Somali urban migrants and immigration officials in their interpersonal communication process in Eastleigh and establish the modes used for communication between the Directorate of immigration and Somali urban migrants in Eastleigh.

The objectives were connected to the research questions as a guide to the inquiry. Chapter two proceeded to provide step-by-step literature appreciation of existing scholarly and policy contributions on interpersonal communication of migrants which was then connected to the theoretical approach and conceptual framework thus providing the study with an important philosophical foundation without which the study would be unscientific. Chapter three provided the study methodology for executing the research. It provided answers to the “how” this study was to be conducted. The sampling technique adopted enabled the achievement of this task. The study proceeds the fourth chapter with the analysis and presentation of the study findings. This was done using various techniques such as charts, tables, graphs, and narratives. The last chapter of this study provides a summary and proceeds to make recommendations for further action.

This study introduced two theoretical frameworks for understanding interpersonal communication. These theories were the ecological systems theory of (Bronfenbrenner 1979) which argues for a holistic understanding of the interrelationship of different processes and their contextual variations. The interrelationship of individual development, contextual variability such as geographical and time spaces, and individual differences in the context of natural

different gifting forms are pivotal in determining the development and acquisition of certain interpersonal traits that affect the communication faculty.

The study also referred to the communication theory of symbolic interaction, which postulates that during interpersonal communication, verbal and non-verbal communication is created in anticipation of how the original speaker will react. The theory refers to how communication is used to make meaning and message through a deductive process. This reaction is the feedback while verbal and non-verbal are the messages in the communication.

5.2 Interpersonal Communication of Somali Migrants in Eastleigh, Nairobi

The main contribution of this study was to understand the mechanisms behind the interpersonal communication of urban migrants and the emerging migrant category in contemporary migration terrain. This seems interesting considering how ongoing global and national migration management processes are changing rapidly while on the other hand, fatigue from migrant management agencies increases transferring some responsibility of protection to the migrants themselves.

Regarding interpersonal communication as well illustrated in the literature review and the theoretical framework, this emerges clearly as a communication event between two persons with a form of relationship or relational underpinning whether existing prior or generated during the communication.

Kenya practices two kinds of migration management approaches concurrently. The encampment approach is where migrants are settled in reserved camps in Kakuma and Dadaab in Turkana and Garissa counties respectively. The second approach is the urban migrant's management program,

which allows migrants under UNHCR to reside in Kenyan towns fending for themselves but enjoying a certain degree of assistance from the refugee body. This study established that there are some 80, 770 urban migrants in Kenya or 16% of the total migrant population as of 31st August 2020. The Somali migrants account for 21,803 or 27% of the total urban migrant population.

The interpersonal communication of these 21,803 migrants within themselves on a variety of issues, and with government officials in official or private space is important in determining the outcome of their migration rights in the context of the services they seek and receive, the treatment from government officials and their social circles and the ultimate situation of life as migrants who are sandwiched between the host country and their country of origin.

Interpersonal communication involves the application of interpersonal skills to create relationships that facilitate communication with others, either in a private or official capacity.

5.3 The Influence of Interpersonal Communication on Migration Rights of Somali Migrants in Eastleigh.

This study sought to analyse how interpersonal communication influences the relationship between Somali migrants in Eastleigh and immigration officials. As already succinctly expounded the interaction of migrants and immigration officials during their communication with each other, involves a relay of symbols that need to be interpreted according to one's environment to draw meanings and reactions. The ability to communicate effectively between the two parties is dependent on their environment in the context of socio-cultural and political setup. The study found a clear relationship in interpersonal communication between migrants and government officials, this relationship is influenced and influences service to deliver to the

migrant and the fulfillment of government protection obligation established under national and international laws applicable in Kenya on migrants.

5.4 Modes of Communication between Somali Migrants and Government Officials

The study also sought to establish the most effective mode of communication between Somali migrants and government officials. It was established that the preferred mode of communication between migrants and government officials is verbal/spoken mode, which involves the physical presence of the migrant and officials. This mode is ideal in creating an interpersonal relationship and therefore communication between the parties communicating. Owing to this preference, it can be deduced that the COVID-19 protocols that demanded social distancing and limited interactions and movements, affected the interpersonal relationship between migrants and government officials.

5.5 Challenges Facing Somali Migrants and Immigration Officials in their Interpersonal Communication Process in Eastleigh

The results of this study demonstrate that there are challenges facing migrants in their interpersonal communication endeavours. Similarly, the challenges presented a two-pronged front, coming from the migrants and the officials. Therefore, the best approach to mitigate these challenges would be to adopt measures that benefit both the migrants and the officials to maximize benefit from the initiatives developed.

In the sample explored, 78% of respondents agree that they faced challenges in their interpersonal communication with other parties and even among themselves. These challenges range from the language barrier, lack of communication skills, personality issues resulting from

an individual's socio-cultural, economic, and ecological disposition as well as religious and gender biases.

In general, challenges experienced and outlined in table 13 above displayed the same challenges underlined in the literature review by Solomon and Theiss 2013, West and Turner (2020) UNHCR and Danish Refugee Consortium (DRC), (2012), Campell, Crisp, and Kiragu (2011), UNHCR (2017), Rani (2016) on the language barrier, and Human Rights Watch (HRW) (2013). Thus, it is impossible to consider interpersonal communication challenges from a separate perspective from the general communication challenges.

5.6 Conclusions on Study Strengths, Limitations, Policy Implications, and further research areas

To conclude, this study contributes to the field of migrant integration, through interpersonal communication. The study provides a completely new conception of migrant language rights and the nexus to their rights as protected persons. Given the vulnerability situation of migrants, interpersonal skills are even more weakened. This requires both communal and individual efforts to mitigate these vulnerabilities. The study proposes a conception where interpersonal communication is considered an element in the refugee cycle. For a long time, urban migrants have not been looked at as vulnerable migrants and are considered capable of facing urban life. This study notes that without interpersonal communication skills, urban migrant survival in tricky urban terrain is even more precarious.

Through symbolic interactionism and ecological system theories, the study makes a connection between the social life of migrant and their communication skills and needs. Both theories

consider the role of group dynamics in shaping individual development and how this shapes an individual's view of the environment and the world around him/her.

Consequently, at the empirical level, this study represents an attempt in understanding interpersonal communication and the challenges therein to migrants and government officials alike. This dualism is important in developing the best strategy for making migrant life in urban centres liveable while enabling immigration officials to deliver their mandate in a conducive manner.

Another contribution of this study is the duality of the problem of interpersonal communication. The dual view allows the researcher to listen to both the migrants and immigration officials alike. This is because communication is a two-party affair in which there are two groups or individuals transacting in an environment on content and context in the prevailing environment.

This study also has some limitations, mainly due to addressing itself to this group of migrants. The focus of Somali migrants in urban Eastleigh settlement may have led to certain results. Interpersonal communication is not group communication and thus distinction should be made to bring out the interpersonal aspect. This study might have failed to appreciate this. Somali migrants are a particularly sensitive and complicated group to study. This group displays unique characteristics that make a study about them particularly unproductive. The choice of the group might have led to certain limitations as well.

Given the limitations underscored herein, this study leaves open questions that could inform future research. For instance, studies on the interpersonal behaviour of urban migrants both at

borders and at settlements would be welcome. In addition, the role of personality traits in migrant management would be a good subject to determine the personality traits of refugees and how they facilitate their communication.

Lastly, more grounded research in theoretical and conceptual approaches to interpersonal communication of refugees with aim of developing a deeper understanding of these concepts will be great to realize. Moreover, more studies are required about interpersonal communication of other refugee groups and nationalities in Nairobi as well as in refugee camps. This can be complemented by an analysis of underlying refugee conditions from other countries' studies.

This study illustrates certain pertinent findings regarding the interpersonal communication of Somali urban refugees and immigration officials. This is that Somali refugees' interpersonal communication is always shielded in-group dynamics where social networks as Mabogunje (1970) play a significant role in the development and execution of interpersonal communication skills.

Finally, the findings illustrated in this study also have policy implications. The study considered only the interpersonal communication aspect of refugees' whole communication and language needs. Proper policy options addressing refugees and particularly urban refugees' linguistic and communication vulnerabilities in line with international good practice needs to be developed as response measures to secure these essential human rights of refugees without compromising on state host communities and national security.

The whole study clearly underscores the fact that the interpersonal communication of refugees and immigration officials represents a way both parties assert and exercise their migration rights.

This means policies could be developed to foster this aspect of refugee life. This study has shown that linguistic skills are fundamental to refugees generally just as they are to immigration officials and urban migrants. In conclusion, this research has dealt with the subject of the influence of interpersonal communication between Somali urban migrants and immigration officials in Eastleigh by comparing interpersonal traits in private and official spaces, the modes of communication, and the challenges faced.

5.7 Recommendations

The study established that interpersonal communication influence the migration outcome in the context of services rendered or not rendered to Somali migrants in Eastleigh, Nairobi. The ability of migrants to communicate with government officials from immigration and police units, who are part of the governmental migration management and enforcement efforts is pertinent for guaranteeing migrant security and safety. The study, therefore, recommends for enhancement of translation/ language translation services to be always availed for effective communication with Somali migrants.

The ably the migrants express themselves and their needs, the more likely they are to be offered. This verbal and non-verbal expression is built over time and space. Social networks also determine the direction of interpersonal communication between migrants and officials. Where migrants have had prior social interaction with the officials, the outcome of the communication will likely be favourable than where the communication is purely between two strangers. The study, therefore, recommends mechanisms that enhance interactions between migrants and government officials to be adopted in order to create good working rapport between the two

groups, for example, community outreaches, immigration service week, increased field visits, sensitization workshops, and decentralization of some of the immigration services among others.

The study also established that there are a variety of challenges that affect interpersonal communication among them language barrier, personal factors such as dialect, religious and cultural beliefs, and gender issues, stereotypes, hostility towards a certain profile of persons and misinformation on the procedures, regulations, and services requested in the communication. The low personality of migrants or officials affects their interpersonal skills and thus their communication. The study recommends increasing the number of officers of Somali origin to help in boosting the interpersonal relationship between the two study sides. These officials should be deployed to strategic stations with language challenges prevalence.

Lastly, this study acknowledges the existing modes of communication and the challenges therein the study, therefore, recommends strategies such as language training, education, public relations, and customer care training and sensitization of officials and migrants on important open channels of communication. There is a need to enhance this training to cover as large a population of migrants and officials as possible in common language for the sustainability of communication between the two groups.

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Appendix 1

National and International Legal Instruments Guiding Immigration Management

The Constitution of Kenya 2010

Refugee (Reception, Registration, and Adjudication) Regulations 2009

Directive on Urban Refugees to Relocate to Camps 2012

Refugee Act 2021

Kenya Citizenship and Immigration Act of 2011

Foreign Nationals Management Service Act 2012

Kenya Citizenship and Immigration Regulations 2012

Prevention, Protection, and Assistance of IDP and Affected Communities Act 2012

Proposed National Migration Policy 2021

Treaty for the Establishment of the East African Community 2009

East African Community Common Market Protocol 2010

IGAD Regional Migration Policy Framework

Convention on Specific Aspects of Refugee Problems in Africa 1969

African Charter on Human and Peoples Rights 1981

African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa 2009

Revised Migration Policy Framework for Africa 2017

UN refugee Convention 1951 and Its Protocol 1967

UN Convention Relating to Status of Stateless Persons,

Appendix 2
Interview Consent Note for Migrants

Dear Sir/Madam,

RE: DATA COLLECTION

I am a final year student undertaking Master of Arts in Communication Studies (School of Journalism and Mass Communication) at the University of Nairobi. I am carrying out a research on “*an analysis of the influence of interpersonal communication between the Directorate of immigration and Somali migrants in Eastleigh, Nairobi, Kenya*”. This is to kindly request you to voluntarily give consent to participate in this study and be issued with the key informant interview guide. Should you willing wish not to participate in this study then tick the box below. The information you provide will be used solely for academic purposes and will be treated with utmost confidentiality.

Your assistance will be highly appreciated.

Yes, I participate **No, I don't Participate**

A. Socio-Demographic Information

1. What is your marital Status?
A. Never married [] B. Married [] C. Divorced [] D. Widowed [] E. Other []
2. Were you born in the Somalia?
A. Yes [] B. No []
3. If NO in 5 above, state place _____
4. Highest Level of education:
A. High School [] B. Diploma [] C. Bachelor Degree [] D. Graduate [] E. None []
5. How many children are you in the family?
A. None [] B. 1-2 [] C. 3-4 [] D. 5-6 [] E. More than 7 []
6. What is your monthly family income?
7. A. less than Kshs 50,000 B. Kshs 50,000-100,000 C. Kshs 100000-200,000
D. more than Kshs 200,000

B. Influence of interpersonal communication on Somali urban migrant migration in Eastleigh

8. How many years have you been living in this area?
 A. 1-2 [] B. 3-5 [] C. 6-10 [] D. More than 10 []
9. Where were you living before coming to Eastleigh?
 A. Somalia [] B. Dadaab [] C. Kakuma [] D. I don't know []
10. (a) What motivated you to come to Eastleigh?
 A. Invited by friend [] B. Invited by family [] C. Came on my own [] D. Business []
 E. Resettlement purposes [] F. Others []
 (b) If "others". State _____
11. Have you ever been stopped by police or immigration officers on patrols/checks in this estate? Yes [] No [] C, can't remember []
12. Please describe your experience on this occasion in 11 above.
-
13. Considering the encounters with police / immigration how often do you meet them or talk to them per month?
 A. Monthly [] B. Twice monthly [] C. Weekly [] D. Couple times a week []
14. Did you feel comfortable communicating with immigration/ police?
 Yes [] No []
15. Please explain how you felt _____
16. How often did you have a friend or relative around you for support when talking to immigration/police?
 A. Sometimes [] B. Often [] C. Always [] D. Never []
17. How many friends or relatives did you have around you for support during these encounters?
 A. One [] B. Two [] C. Three [] D. Four or more [] E. None []
18. How many times have you been to immigration offices for services?
 A. One [] B. Two- three [] C. Four-Five [] D. Six and more []
19. How many officials did you feel comfortable with to seek out help when needed?
 A. One [] B. Two [] C. Three [] D. Four or more [] E. none []
20. How was the service/ help rendered to you
 A. Very satisfactory [] B. Satisfactory [] C. Not satisfactory [] D. Poor []
21. What do you think influenced the outcome in 20 above?
-
22. Do you think your communication influenced the officials to offer you service/help?

A. Yes [] B, No []

23. How often did you approach immigration/police in offices, patrols or borders for help?

A. Always [] B. Sometimes [] C. Rarely [] D. Never []

24. When you approach the officers in 23 above, how often are you helped?

A. [] B. Sometimes [] C. Not too often [] D. Never [].

25. (a)What do you think influenced the outcome in question 24 above?

A. Confidence [] B. Clear communication [] C. Sympathy []

D. Their work demands so [] E. Other factors []

(b)State them _____

C. Establish the modes used for communication between the Directorate of Immigration services officials and Somali migrants in Eastleigh, Nairobi

26. Which mode/modes of communication appeals to you? Kindly tick the most appropriate

Mode	Tick
Speaking/physical visit to offices	
Letters	
Notices	
Press release	
Social media	
Text message	
Phone calls	
Emails	

D. Challenges encountered by urban Somali migrants in interpersonal communication with immigration officials

27. Are there any communication challenges you encountered when you sought for help from immigration/police?

A. Yes [] B. No []

28. Can you mention some of the challenges?

1. _____ 2. _____ 3. _____

29. What do you think should be done to reduce the challenges you are facing/faced as an urban migrant?

Thank you

Key Informant Consent Note For Government Officials

Dear Sir/ Madam,

RE: DATA COLLECTION

I am a final year student undertaking Master of Arts in Communication Studies (School of Journalism and Mass Communication) at the University of Nairobi. I am carrying out a research on “*an analysis of the influence of interpersonal communication between the Directorate of immigration and Somali migrants in Eastleigh, Nairobi, Kenya*”. This is to kindly request you to voluntarily give consent to participate in this study and be issued with the key informant interview guide. Should you willing wish not to participate in this study then tick the box below. The information you provide will be used solely for academic purposes and will be treated with utmost confidentiality.

Your assistance will be highly appreciated.

Yes, I participate

No, I don't Participate

A. Socio-Demographic Information

1. Are you?
A. Male [] B. Female [] C. Other []
2. You are...
A. 18-27 [] B. 28-37 [] C. 38-47 [] D. 48-57 [] E. above 58 [] Years
3. Years of Service: A. 0-5 [] B. 6-10 [] C. 11-15 [] D 16-20 [] E. 21 and above []
4. What is your marital Status?
A. Never married [] B. Married [] C. Divorced [] D. Widowed [] E. Other []
5. Your education
A. High School [] B. Diploma [] C. Bachelor Degree [] D. Graduate []
6. You _____ work _____ for _____ which _____ department?

B. Influence of interpersonal communication on Somali urban migrant migration in Eastleigh

7. How often do you interact with migrants at work places?
A. Always [] B. Sometimes [] C. Not too often [] D. Never []
8. How often do you interact with Somali migrants at your work place?
A. Always [] B. Sometimes [] C. Not too often [] D. Never []
9. How often do you interact with migrants outside work in social places?

- A. Always [] B. Sometimes [] C. Not too often [] D. Never []
10. How often do you interact with Somali migrants outside work in social places?
A. Always [] B. Sometimes [] C. Not too often [] D. Never []
11. How many migrants as friends/relatives and activity partners do you feel comfortable communicating with in private?
A. One [] B. Two [] C. Three [] D. Four or more [] E. None []
12. How many migrants do you feel comfortable communicating with officially?
A. One [] B. Two [] C. Three [] D. Four or more [] E. None []
13. How often have you received help from a migrant as friends/relatives in private?
A. Always [] B. Sometimes [] C. Not too often [] D. Never []
14. Did you feel comfortable seeking/receiving help from migrants?
A. One [] B. two [] C. Three [] D. Four or more [] D. None []
15. How often have you been approached by a migrant for help as a private citizen?
A. Always [] B. Sometimes [] C. Rarely [] D. Never []
16. How often have you been approached by a migrant for help in official capacity?
A. Always [] B. Sometimes [] C. Rarely [] D. Never []
17. When you are/ were approached by migrant in 16 above, how often do you help?
A. Always [] B. Sometimes [] C. Not too often [] D. Never []
18. What do you think influenced the outcome in question 17 above?
A. Confidence [] B. Clear communication [] C. Sympathy []
D. It's just my work [] E. Personal factors []

C. Establish the modes used for communication between the Directorate of Immigration services officials and Somali migrants in Eastleigh, Nairobi

19. Which mode/modes of communication appeals to you? Kindly tick the most appropriate

Mode	Tick
Speaking/physical visit to offices	
Letters	
Notices	
Press release	
Social media	
Text message	
Phone calls	
Emails	

D.Challenges encountered by urban Somali migrants in interpersonal communication with immigration officials

20. Are there any communication challenges you encountered when communicating to migrants?

A. Yes [] B. No []

21. Can you mention some of the challenges?

1. _____ 2. _____ 3. _____

22. Did the migrant(s) show any challenges communicating to you?

A. Yes [] B. No []

23. Please mention the challenges you noted

1. _____ 2. _____ 3. _____

24. Are there means of working around the challenges identified in 22 above?

A. Yes [] B. No []

25. What do you think should be done to reduce the challenges you faced/ are facing as:

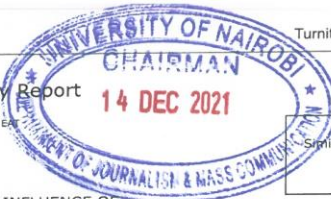
a) Immigration official/police

b) By migrant

Thank You

Appendix 4 Similarity Index Report

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UNIVERSITY OF NAIROBI SCHOOL OF JOURNALISM AND MASS COMMUNICATION AN ANALYSIS OF THE INFLUENCE OF INTERPERSONAL COMMUNICATION BETWEEN THE DIRECTORATE OF IMMIGRATION AND SOMALI URBAN MIGRANTS IN EASTLEIGH, NAIROBI BY GLADYS W NJIHIA REG NO: K50/82097/2015 PROJECT SUBMITTED FOR THE PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF A MASTER OF ARTS DEGREE IN COMMUNICATION STUDIES AT THE SCHOOL OF JOURNALISM AND MASS COMMUNICATION, UNIVERSITY OF NAIROBI, OCTOBER 2021 DECLARATION I Gladys W Njihia hereby declare that this project is my original work and has not been submitted to any university for degree award.

Sign _____ Date _____ Gladys W Njihia This project has been submitted for examination with my approval as the University supervisor,

Sign _____ Date _____ Dr. Consolata Mutisya LECTURER, UNIVERSITY OF NAIROBI ABSTRACT Guided by the Symbolic Interactionism Theory of Mead and Ecological systems theory by Bronfenbrenner, this study aimed to analyse how interpersonal communication determines the migration outcomes of Somali migrants in Eastleigh area, Nairobi, Kenya. The movement rights of migrants are guaranteed and protected under several international instruments. States have the obligation to promote and provide these rights through accession or ratification of these instruments to protect them. Communication is pivotal not only in claiming the migration rights of migrants but also in establishing the authenticity and genuineness of migrants in a world full of abuses. Communication takes place within a politico-ecological system in which the rules of communication are politically passed on from one person to another. By arguing that communication rules are politically determined and transmitted to society, this study viewed the "political bordering" of societies and states as the context. Borders are political structures of control including the movement of persons. Thus, borders play an important role in helping communication to take place, determine the interpersonal communication from one person in a certain border space to another. This is referred to as the communication space. Therefore, this study sought to establish how interpersonal communication of migrants determines the final decision made by immigration officials concerning their migration rights, how interpersonal communication facilitates management of migrant migration rights, including exit and/or entry and, how interpersonal communication influences decision making by immigration officials in managing migrant movement rights. The study employed a mixed-method design in its methodology. This involved the use of both qualitative and quantitative questions to analyse various qualitative and quantitative elements of interpersonal communication. An understanding of migrant interpersonal communication with immigration officials is useful in facilitating migration rights thus reducing encumbrances they face while seeking immigration services. LIST OF ACRONYMS AUMPF -AU Migration Policy Framework for Africa CAR -Central Africa Republic COVID-19- Corona Virus Disease, 2019 CRRF - Comprehensive Refugee Response Framework DIS -Directorate of Immigration services DRC -Danish Refugee Council DRC - Democratic Republic of Congo EU -European Union GCR -Global Compact on Refugees HoA - Horn of Africa HRBA - Human Rights Based Approach HRW -Human Rights Watch IDPs -Internally Displaced Persons IOM - International Organization for Migration IRIN - Integrated Regional Information Networks KII-Key Informant Interviews NACOSTI -National Commission for Science, Technology and Innovation OAU -Organization of African Unity SPSS- Statistical Package for Social Sciences TCA- thematic content analysis UN -United Nations UNHCR -United Nations High Commissioner for Refugees US -United States WMR -World Migration Report DEDICATION To my late mama, for believing in me and pushing me to be a better person with absolute love. My siblings and my sister-in-law- Susan; for a successful journey belongs to a team. ACKNOWLEDGEMENT This study would not be possible without the generous support and guidance of several persons. I would like to acknowledge my academic supervisor for her professional and insightful guidance during the period of developing this project, my classmates for accepting to listen to my thesis, my colleagues for guidance and professional input and the interviewees in Eastleigh for accepting my request for interviews and generously answering all my questions with patience. My good friends, Lucy Nkatha, Dr. Mokuu, Pastor Andrew and Rodgers, for their great motivation. Thank you so much. TABLE OF CONTENTS

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